

E-PERMITS AND LICENCES MODULE

Performance Report December 2025

Ministry of Trade, Investment and Tourism

Single Electronic Window Unit
(TTBizLink)

Prepared by Rodney N. Ali
SEW Specialist

Performance Report for the Month Ending December 2025

Executive Summary

This service allows importers/exporters to apply electronically for trade permits and licences from the (i) Ministry of Agriculture and Fisheries - Animal Health Sub - Division (APHD), and Plant Quarantine Services (PQS); (ii) Ministry of Health (MOH) - Chemistry, Food and Drugs Division: Food and Drug Inspectorate (F&DI)) and the Pesticides and Toxic Chemicals Inspectorate (PTCI); and (iii) Ministry of Trade, Investment and Tourism (MTTI) - Trade Licence Unit (TLU).

The module experienced an increase in volume for the month of December moving from 2726 in November to 3014 applications representing a 11% increase month over month.

Agency processing efficiency for under one (1) day decreased from 69% to 67%, between one (1) to three (3) days remained at 17%, and over three (3) days increased from 12% to 14%.

The number of unprocessed applications during this time remained at 2%.

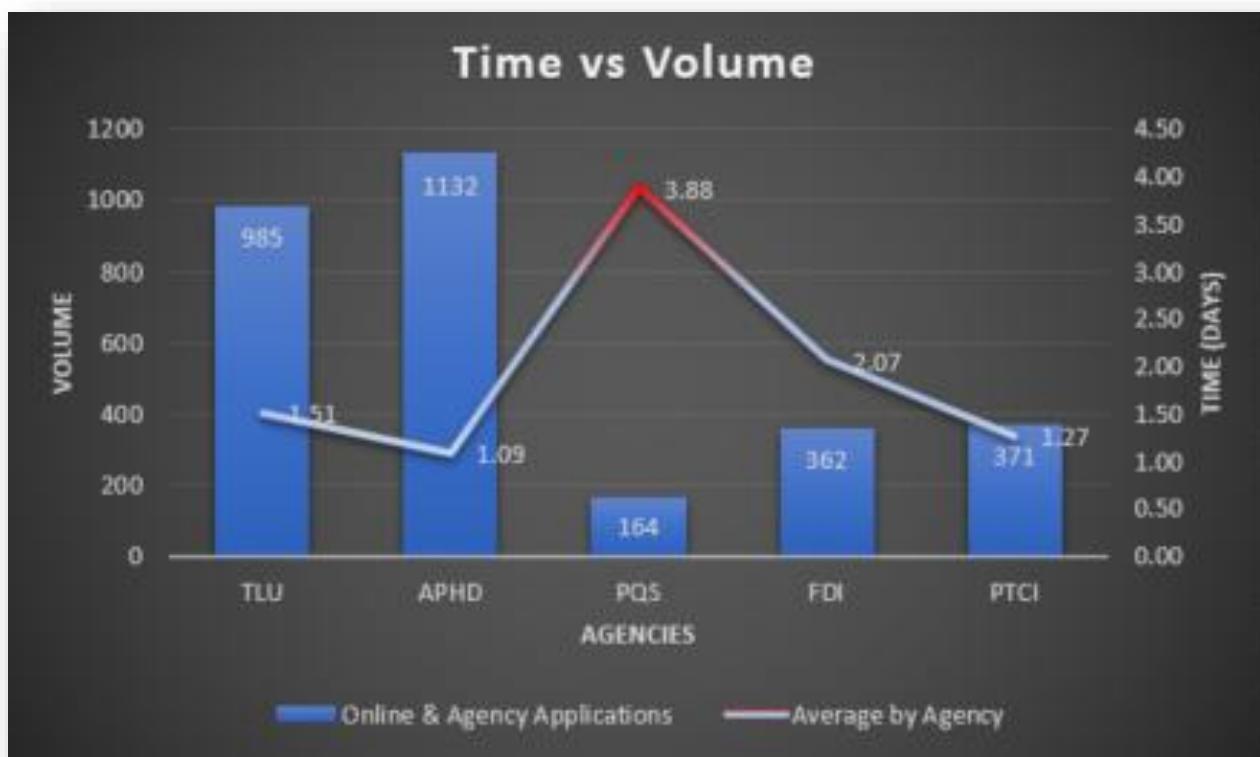
Note:

-  *Unprocessed status represent applications received by/submitted to an Approving Agency outside of regular working hours i.e. Weekends and Public Holidays, but which haven't been processed by the Agency at the time of producing this report.*
-  *Previous month's unprocessed applications that are processed in the next month can adversely impact processing efficiency graphically when reviewing month on month numbers.*

MODULE PERFORMANCE SUMMARY

Current Month Volume and Service Level per Agency

Service Levels	TLU		APHD		PQS		FDI		PTCI	
<1 day	721	73%	868	77%	36	22%	179	49%	219	59%
1-3 days	107	11%	186	16%	43	26%	80	22%	82	22%
>3 days	128	13%	78	7%	85	52%	91	25%	38	10%
Unprocessed	29	3%	0	0%	0	0%	12	3%	32	9%
Total	985		1132		164		362		371	
Average Time (days)	1.51		1.09		3.88		2.07		1.27	



Time Series Service Level per Agency (past 3 months)

