



E-PERMITS AND LICENCES MODULE

Performance Report December 2025

Ministry of Trade, Investment and Tourism

Single Electronic Window Unit
(TTBizLink)

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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%.

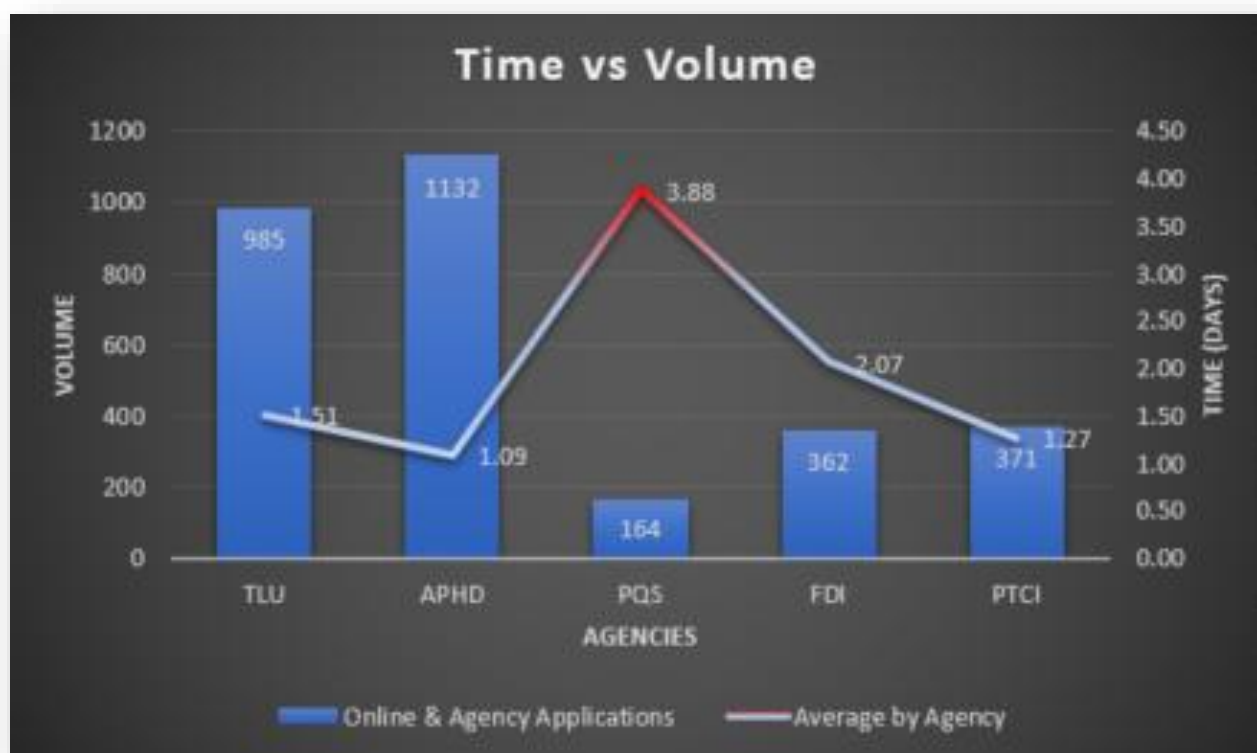
Note:

-  *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)

