

E-PERMITS AND LICENCES MODULE

Performance Report January 2026

Ministry of Trade, Investment and Tourism

Single Electronic Window Unit
(TTBizLink)

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Performance Report for the Month Ending January 2026

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 January moving from 3014 in December to 3429 applications representing a 14% increase month over month.

Agency processing efficiency for under one (1) day decreased from 67% to 61%, between one (1) to three (3) days increased from 17% to 19%, and over three (3) days increased from 14% to 18%.

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

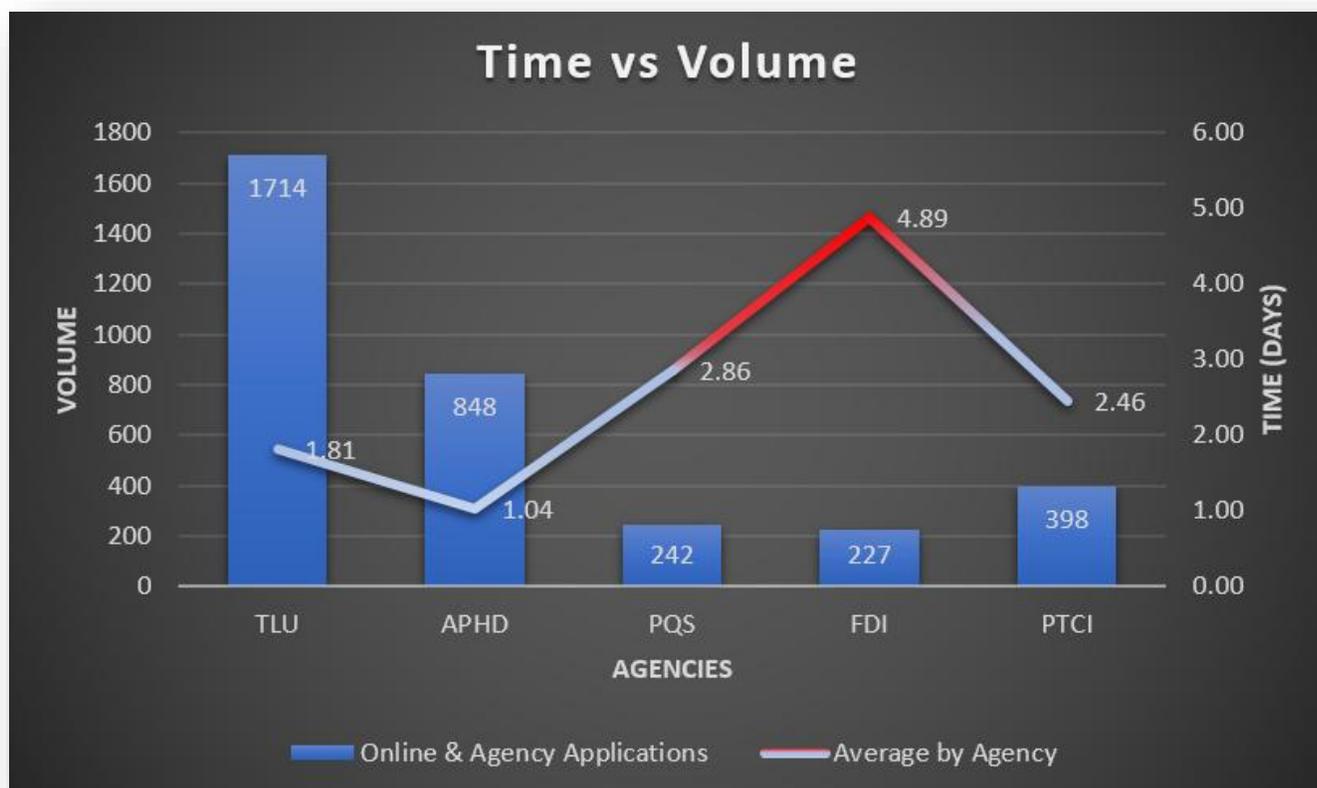
Note:

- ✚ *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	1157	68%	657	77%	48	20%	31	14%	203	51%
1-3 days	237	14%	146	17%	124	51%	52	23%	84	21%
>3 days	291	17%	44	5%	70	29%	144	63%	74	19%
Unprocessed	29	2%	1	0%	0	0%	0	0%	37	9%
Total	1714		848		242		227		398	
Average Time (days)	1.81		1.04		2.86		4.89		2.46	



Time Series Service Level per Agency (past 3 months)

