

E-PERMITS AND LICENCES MODULE

Performance Report February 2026

Ministry of Trade, Investment and Tourism

Single Electronic Window Unit
(TTBizLink)

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Performance Report for the Month Ending February 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 a decrease in volume for the month of February moving from 3429 in January to 2530 applications representing a 26% decrease month over month.

Agency processing efficiency for under one (1) day increased from 61% to 66%, between one (1) to three (3) days decreased from 19% to 15%, and over three (3) days remained at 18%.

The number of unprocessed applications during this time decreased from 2% to 1%.

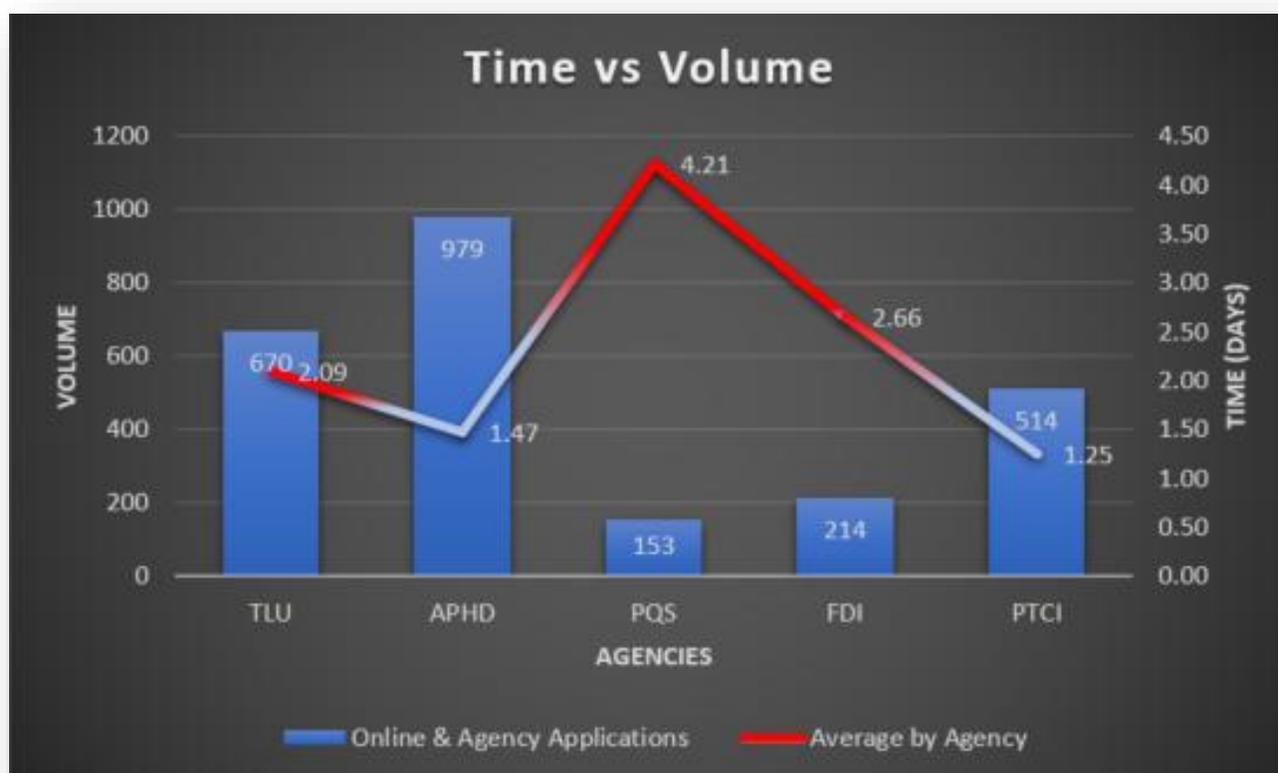
Note:

- ✚ *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	443	66%	727	74%	61	40%	63	29%	376	73%
1-3 days	67	10%	129	13%	8	5%	92	43%	75	15%
>3 days	145	22%	123	13%	84	55%	59	28%	54	11%
Unprocessed	15	2%	0	0%	0	0%	0	0%	9	2%
Total	670		979		153		214		514	
Average Time (days)	2.09		1.47		4.21		2.66		1.25	



Time Series Service Level per Agency (past 3 months)

