



# E-PERMITS AND LICENCES MODULE

---

## Performance Report March 2026

Ministry of Trade, Investment and Tourism

Single Electronic Window Unit  
(TTBizLink)

Prepared by Rodney N. Ali  
SEW Specialist

# Performance Report for the Month Ending March 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 March moving from 2530 in February to 2887 applications representing a 14% increase month over month.

Agency processing efficiency for under one (1) day decreased from 66% to 61%, between one (1) to three (3) days increased from 15% to 20%, and over three (3) days increased from 18% to 19%.

The number of unprocessed applications during this time remained at 1%.

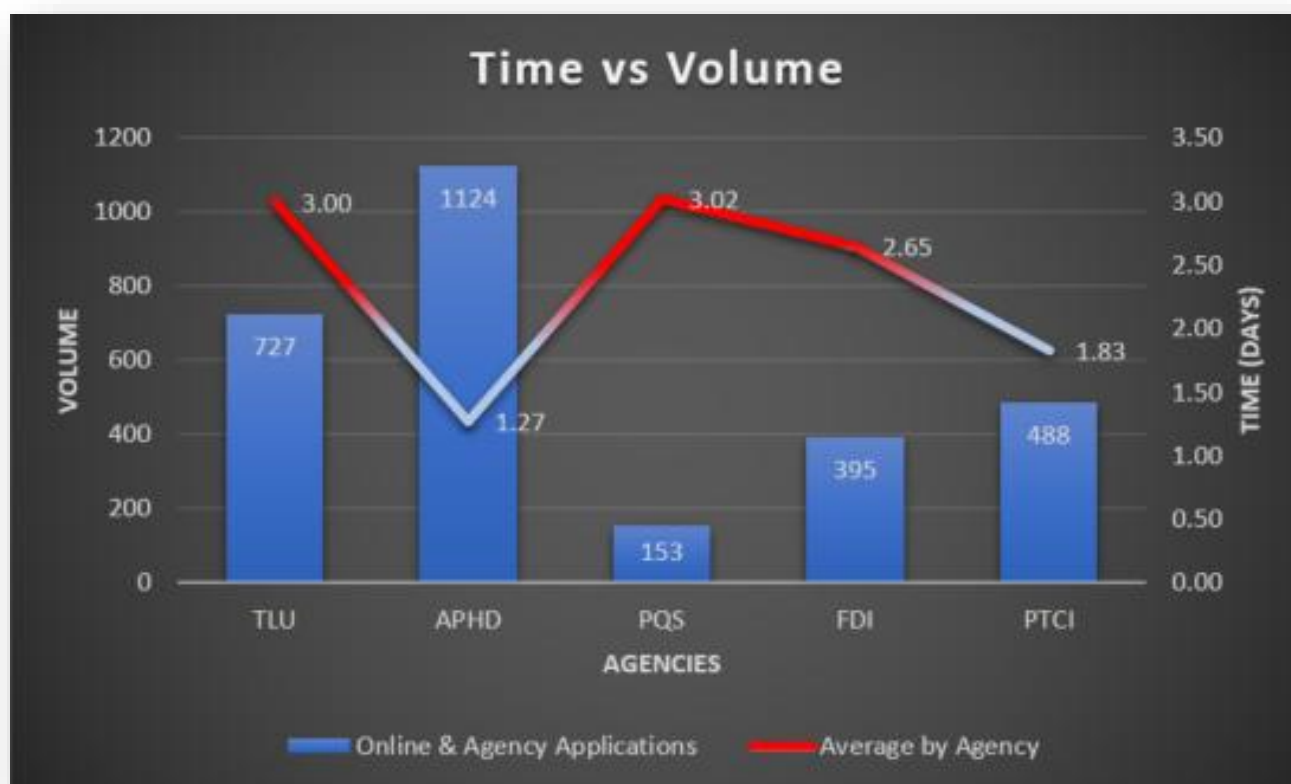
### Note:

- ✚ *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	451	62%	829	74%	45	29%	99	25%	332	68%
1-3 days	98	13%	181	16%	52	34%	160	41%	80	16%
>3 days	169	23%	114	10%	56	37%	135	34%	68	14%
Unprocessed	9	1%	0	0%	0	0%	1	0%	8	2%
Total	727		1124		153		395		488	
Average Time (days)	3.00		1.27		3.02		2.65		1.83	



### Time Series Service Level per Agency (past 3 months)

