



E-PERMITS AND LICENCES MODULE

Performance Report April 2026

Ministry of Trade, Investment and Tourism

Single Electronic Window Unit
(TTBizLink)

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Performance Report for the Month Ending April 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 April moving from 2887 in March to 2422 applications representing a 16% decrease month over month.

Agency processing efficiency for under one (1) day decreased from 61% to 59%, between one (1) to three (3) days increased from 20% to 25%, and over three (3) days decreased from 19% to 15%.

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

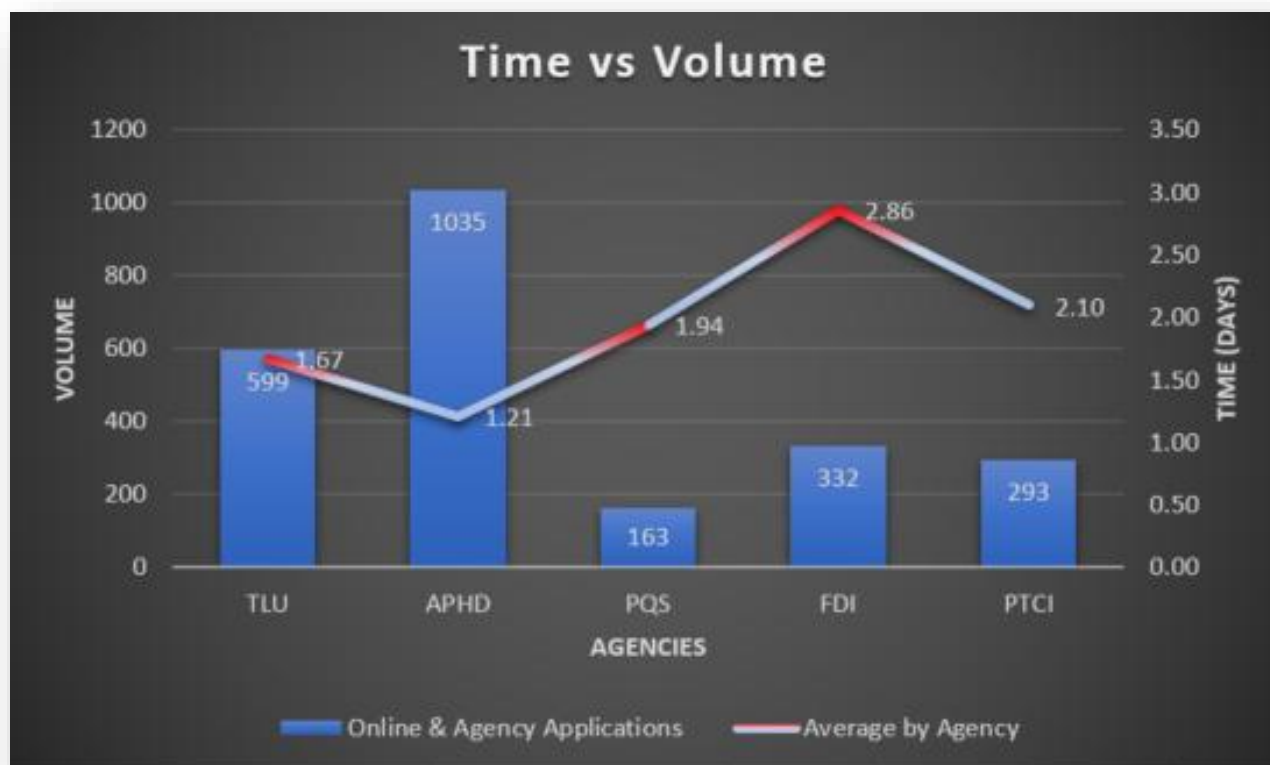
Note:

- ✚ *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	438	73%	684	66%	73	45%	77	23%	160	55%
1-3 days	54	9%	308	30%	57	35%	137	41%	56	19%
>3 days	95	16%	43	4%	33	20%	118	36%	71	24%
Unprocessed	12	2%	0	0%	0	0%	0	0%	6	2%
Total	599		1035		163		332		293	
Average Time (days)	1.67		1.21		1.94		2.86		2.10	



Time Series Service Level per Agency (past 3 months)

