



# E-PERMITS AND LICENCES MODULE

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## Performance Report May 2026

Ministry of Trade, Investment and Tourism

Single Electronic Window Unit  
(TTBizLink)

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# Performance Report for the Month Ending May 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 May moving from 2422 in April to 2791 applications representing a 15% increase month over month.

Agency processing efficiency for under one (1) day decreased from 59% to 58%, between one (1) to three (3) days decreased from 25% to 23%, and over three (3) days increased from 15% to 16%.

The number of unprocessed applications during this time increased from 1% to 3%.

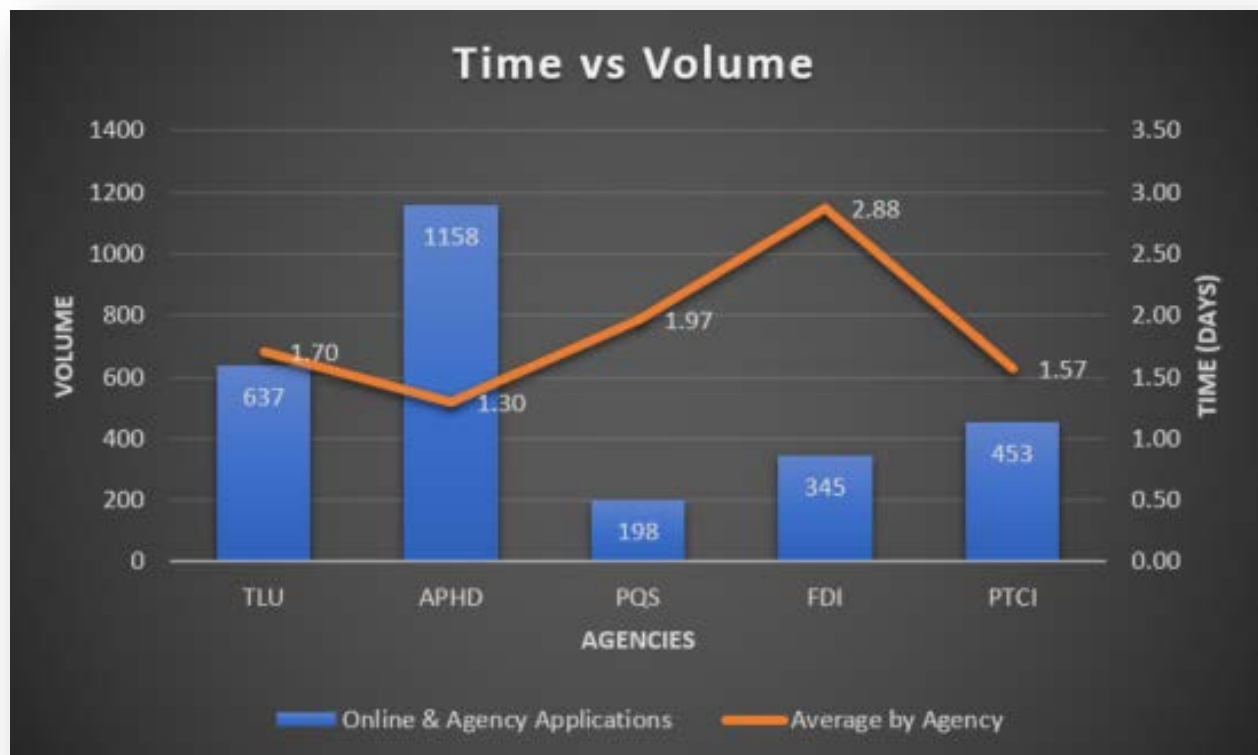
### Note:

- ✚ *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	433	68%	822	71%	66	33%	41	12%	247	55%
1-3 days	82	13%	238	21%	75	38%	115	33%	140	31%
>3 days	101	16%	98	8%	52	26%	163	47%	45	10%
Unprocessed	21	3%	0	0%	5	3%	26	8%	21	5%
Total	637		1158		198		345		453	
Average Time (days)	1.70		1.30		1.97		2.88		1.57	



Time Series Service Level per Agency (past 3 months)

