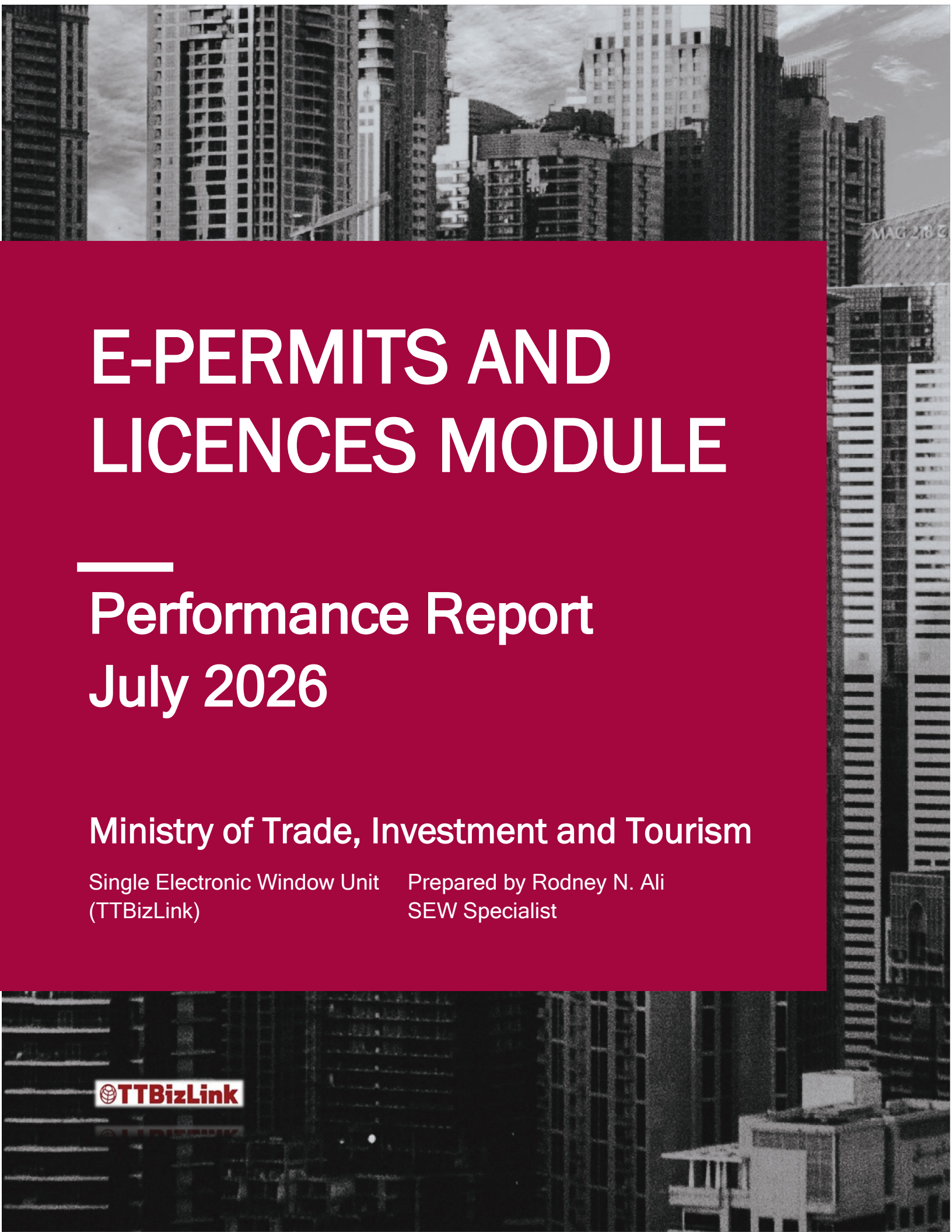




E-PERMITS AND LICENCES MODULE

Performance Report July 2026

Ministry of Trade, Investment and Tourism

Single Electronic Window Unit
(TTBizLink)

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Performance Report for the Month Ending July 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 July, up from 2524 applications in June to 2672, representing a 6% month-over-month increase.

Agency processing efficiency for under one (1) day increased from 59% to 65%, between one (1) to three (3) days decreased from 21% to 17%, and over three (3) days remained at 16%.

The percentage of unprocessed applications increased from 1% to 2% during this time.

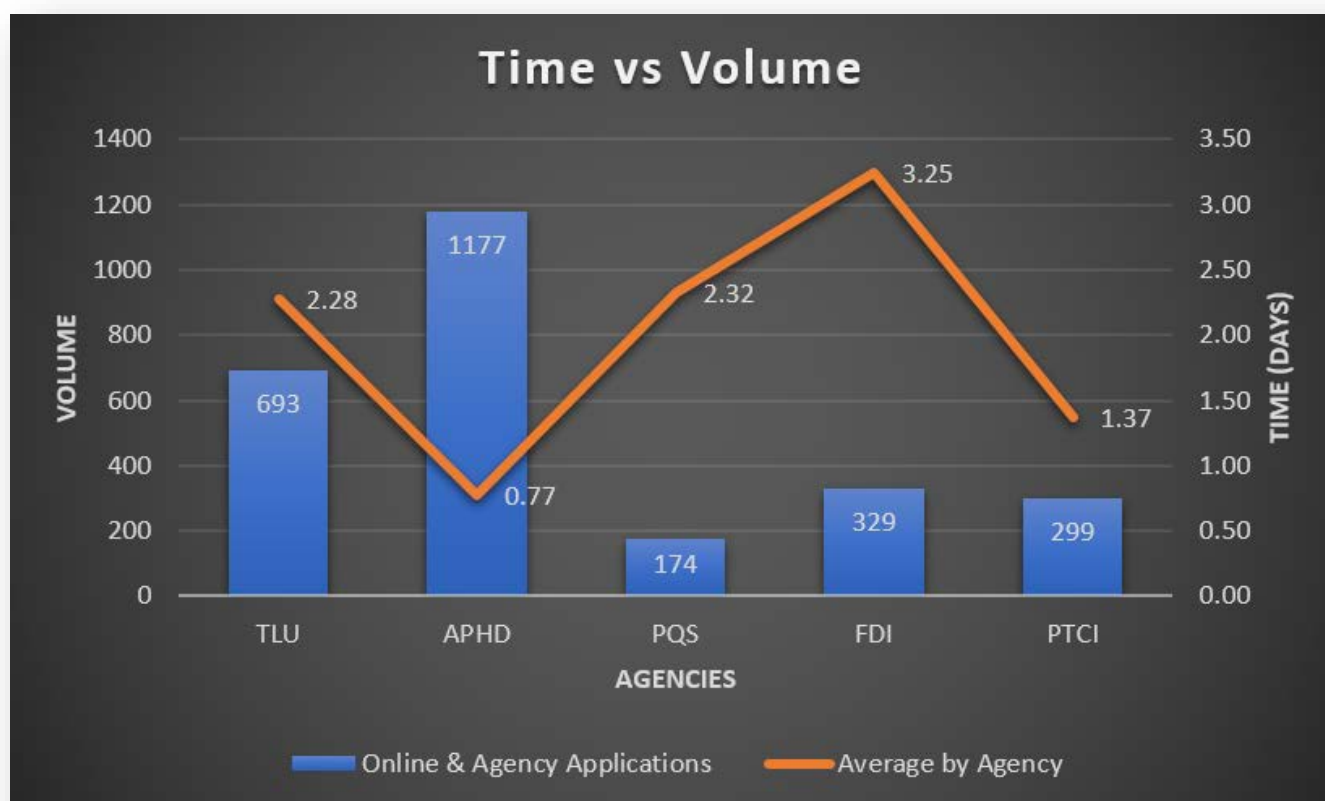
Note:

-  *Unprocessed status represents 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	446	64%	963	82%	56	32%	62	19%	210	70%
1-3 days	73	11%	166	14%	56	32%	102	31%	44	15%
>3 days	146	21%	48	4%	58	33%	151	46%	33	11%
Unprocessed	28	4%	0	0%	4	2%	14	4%	12	4%
Total	693		1177		174		329		299	
Average Time (days)	2.28		0.77		2.32		3.25		1.37	



Time Series Service Level per Agency (past 3 months)

