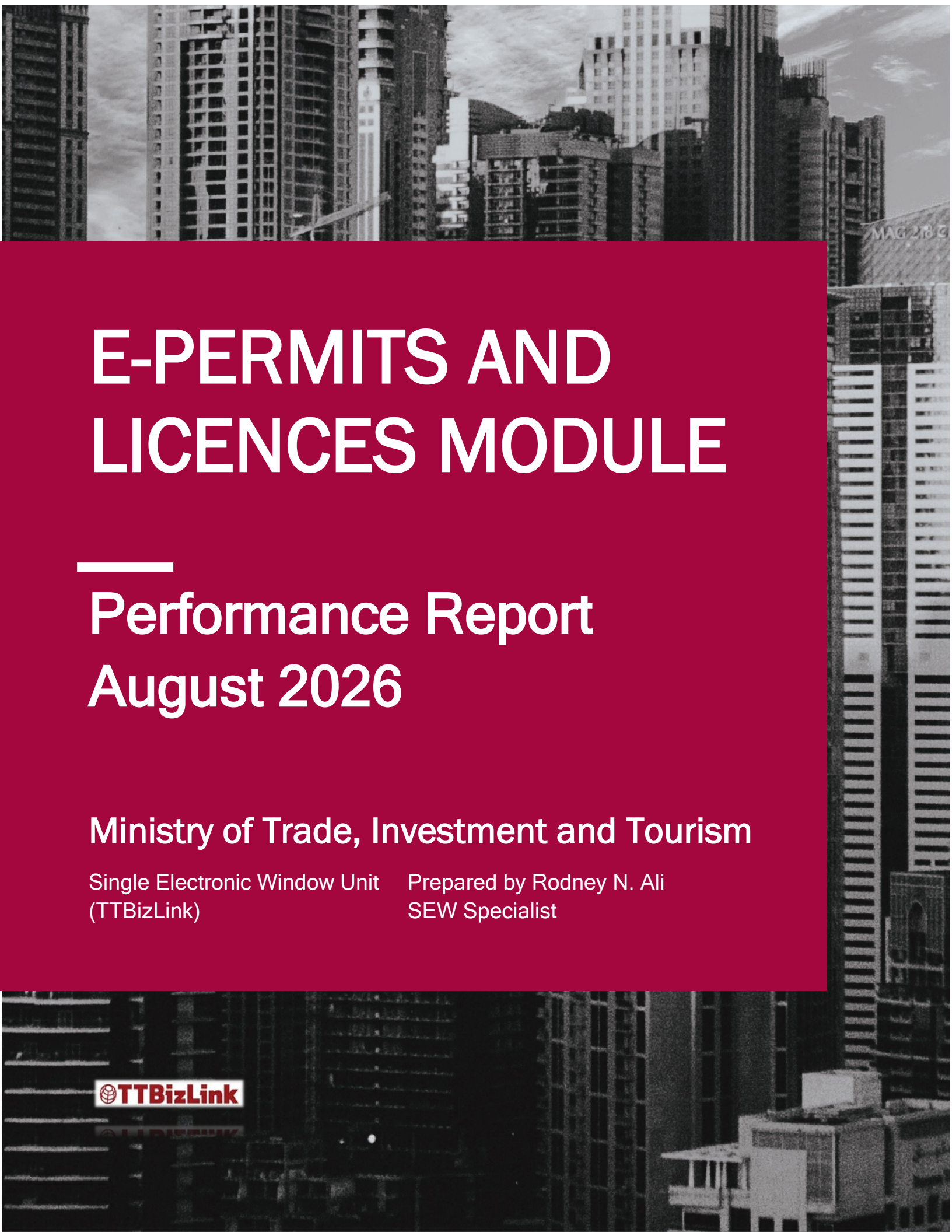




E-PERMITS AND LICENCES MODULE

Performance Report August 2026

Ministry of Trade, Investment and Tourism

Single Electronic Window Unit
(TTBizLink)

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SEW Specialist

Performance Report for the Month Ending August 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 August, down from 2672 applications in July to 2529, representing a 5% month-over-month decrease.

Agency processing efficiency for under one (1) day remained 65%, between one (1) to three (3) days increased from 17% to 18%, and over three (3) days decreased from 16% to 14%.

The percentage of unprocessed applications remained at 2% during this time.

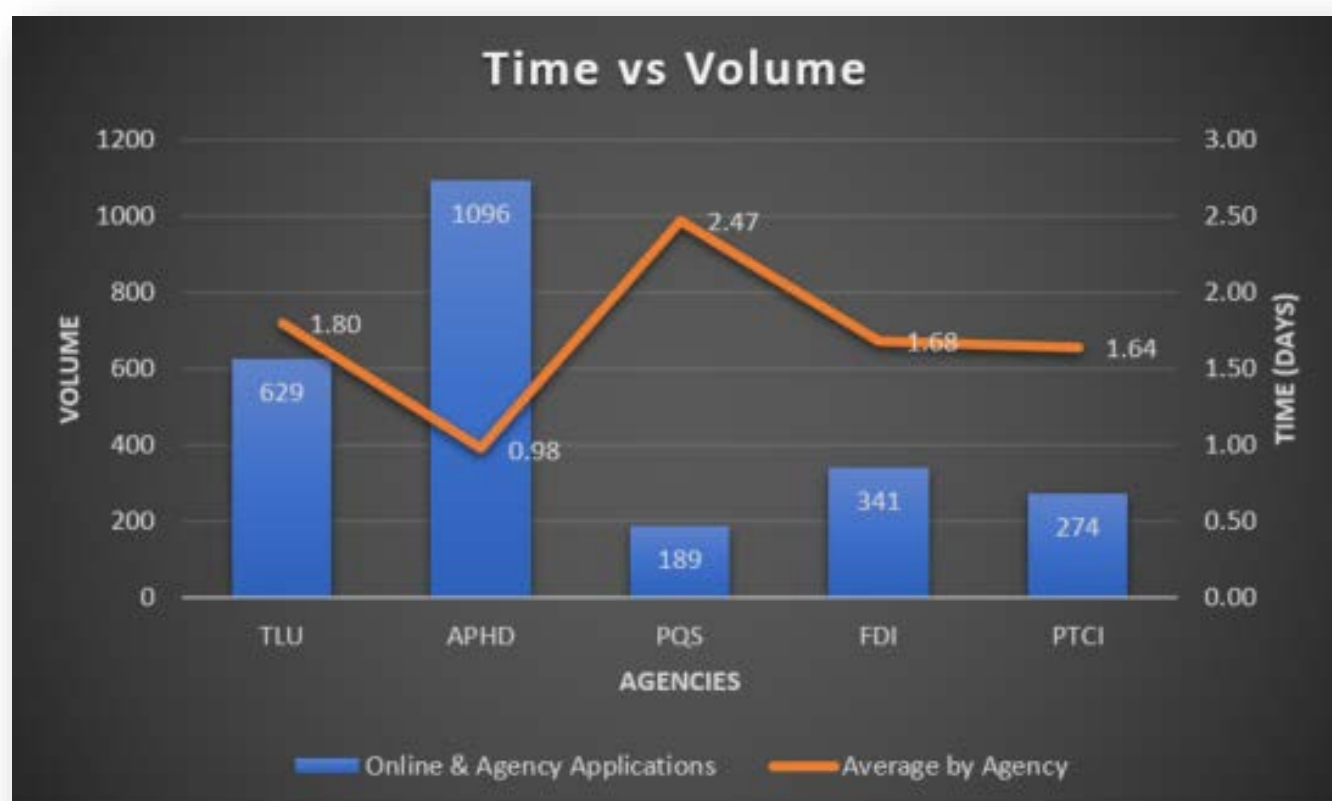
Note:

-  *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	71%	780	71%	70	37%	209	61%	144	53%
1-3 days	59	9%	215	20%	58	31%	49	14%	81	30%
>3 days	96	15%	83	8%	60	32%	83	24%	38	14%
Unprocessed	28	4%	18	2%	1	1%	0	0%	11	4%
Total	629		1096		189		341		274	
Average Time (days)	1.80		0.98		2.47		1.68		1.64	



Time Series Service Level per Agency (past 3 months)

