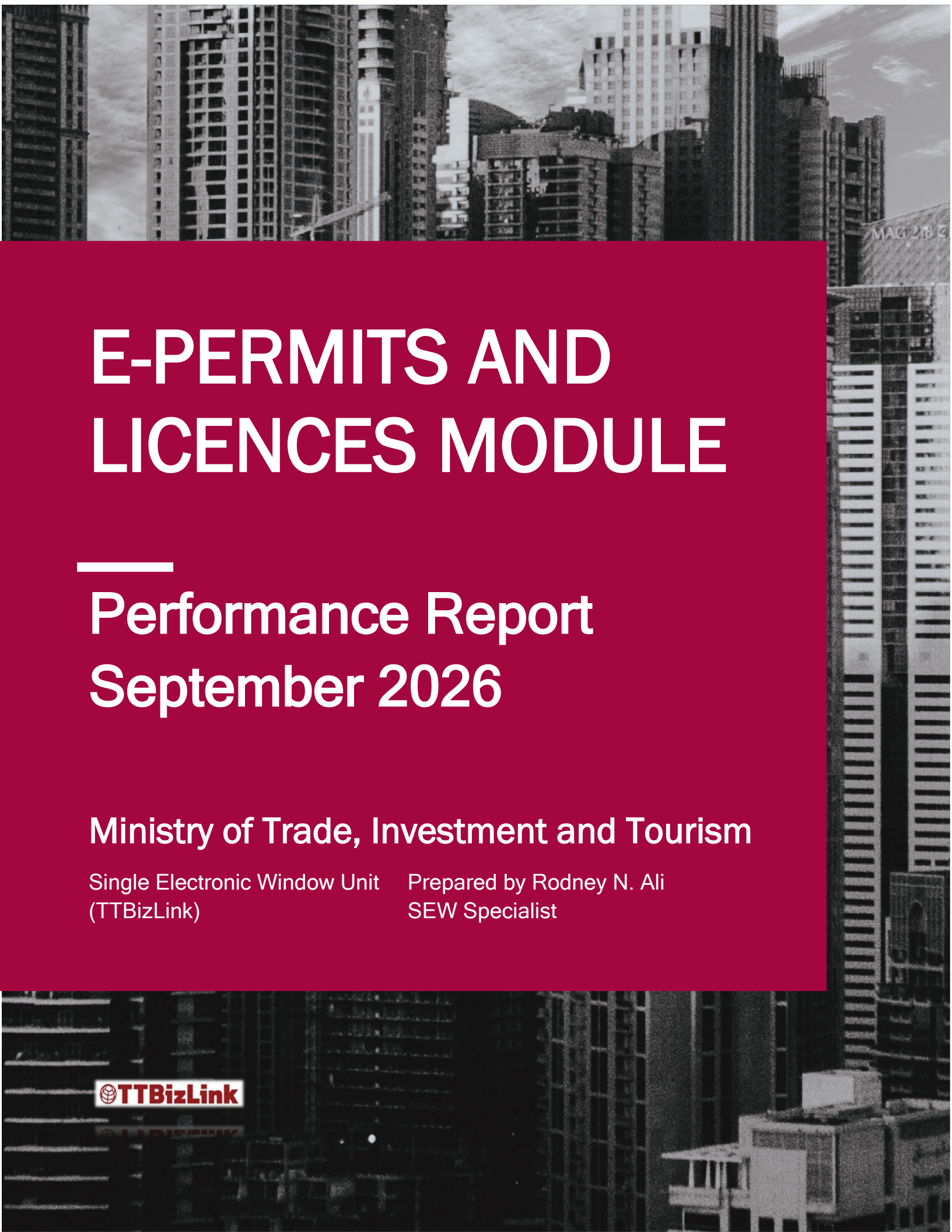




E-PERMITS AND LICENCES MODULE

Performance Report September 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 September 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 in September, up from 2529 applications in August to 2845, representing a 13% month-over-month increase.

Agency processing efficiency for under one (1) day moved from 65% to 66%, between one (1) to three (3) days decreased from 18% to 17%, and over three (3) days increased from 14% to 16%.

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

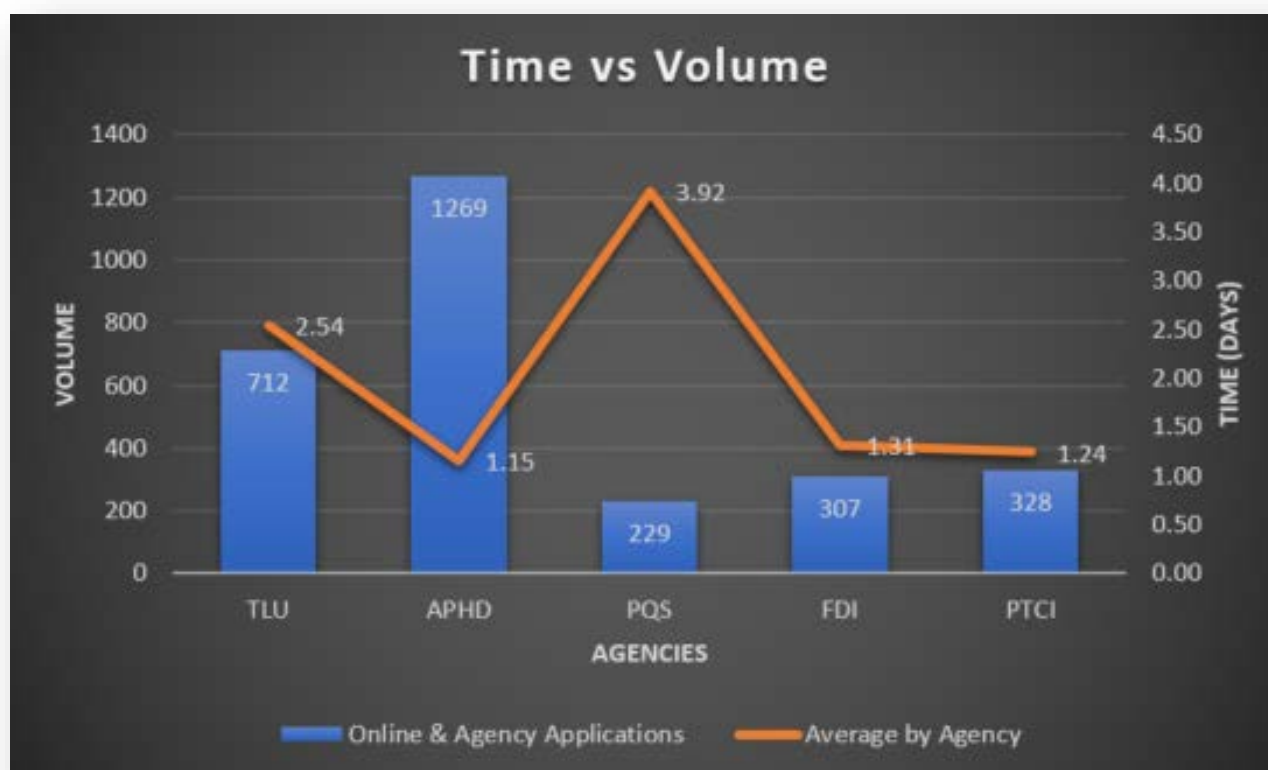
Note:

-  *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	451	63%	942	74%	52	23%	217	71%	214	65%
1-3 days	83	12%	221	17%	61	27%	33	11%	74	23%
>3 days	152	21%	106	8%	116	51%	56	18%	34	10%
Unprocessed	26	4%	0	0%	0	0%	1	0%	6	2%
Total	712		1269		229		307		328	
Average Time (days)	2.54		1.15		3.92		1.31		1.24	



Time Series Service Level per Agency (past 3 months)

