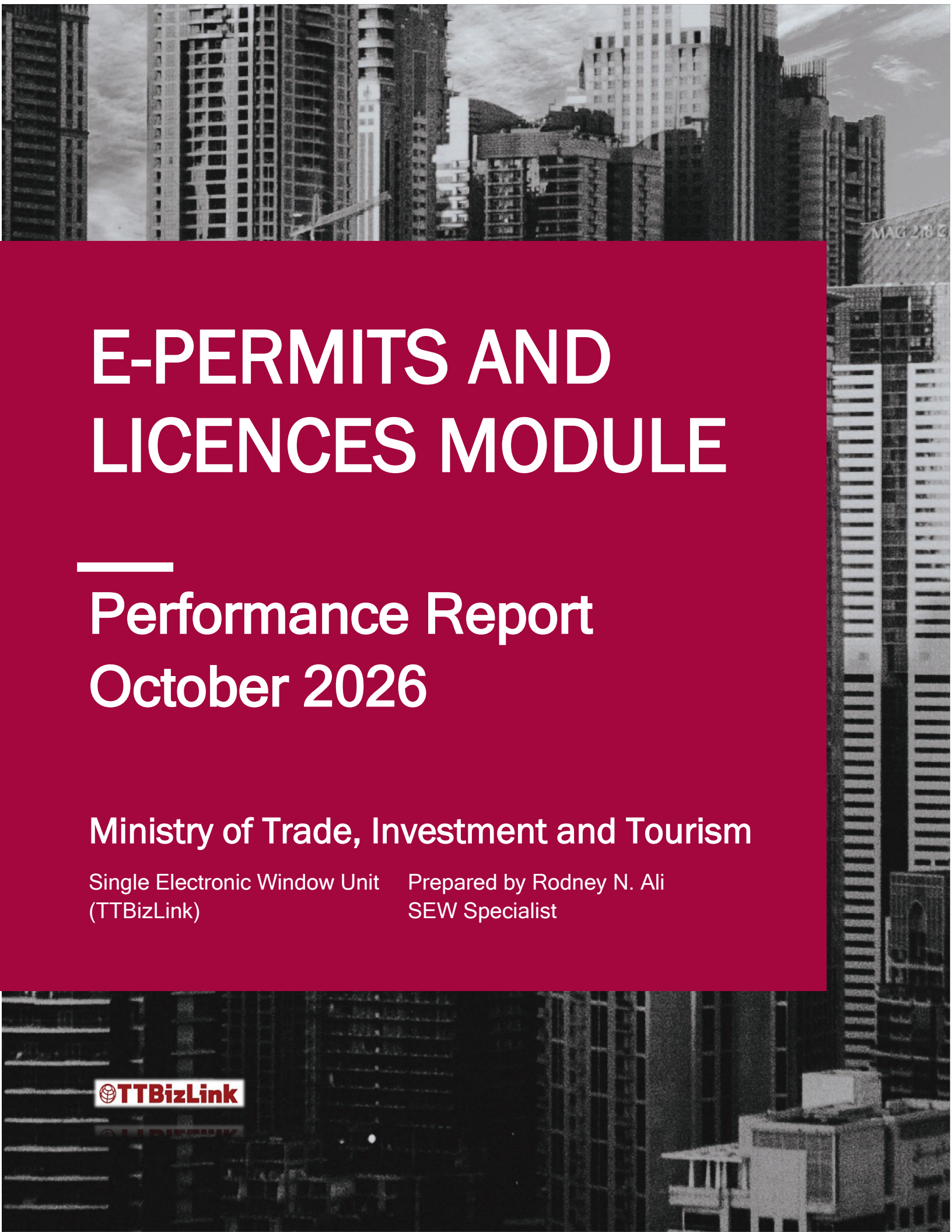

E-PERMITS AND LICENCES MODULE

Performance Report
October 2026

Ministry of Trade, Investment and Tourism

Single Electronic Window Unit
(TTBizLink)

Prepared by Rodney N. Ali
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TTBizLink

Performance Report for the Month Ending October 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 October, up from 2845 applications in September to 3043, representing a 7% month-over-month increase.

Agency processing efficiency for under one (1) day moved from 66% to 61%, between one (1) to three (3) days increased from 17% to 25%, and over three (3) days decreased from 16% to 13%.

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

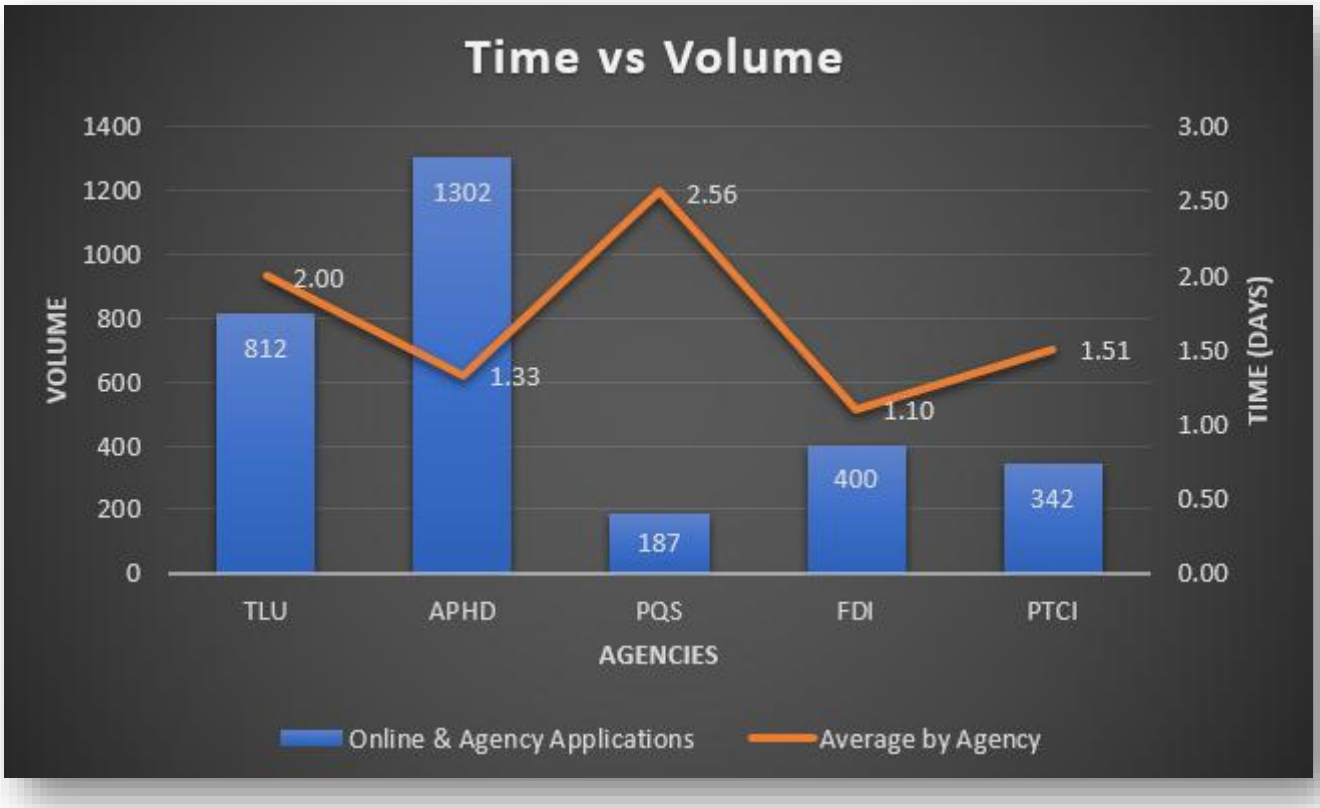
Note:

- *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	521	64%	776	60%	54	29%	293	73%	216	63%
1-3 days	93	11%	471	36%	57	30%	60	15%	68	20%
>3 days	149	18%	55	4%	75	40%	47	12%	57	17%
Unprocessed	49	6%	0	0%	1	1%	0	0%	1	0%
Total	812		1302		187		400		342	
Average Time (days)	2.00		1.33		2.56		1.10		1.51	



Time Series Service Level per Agency (past 3 months)

