Implementing, Strengthening and Expanding Services and New Projects in TTBizLink
Contents

- Background
- Achievements in the last Year
- Future Developments
In 2009, the GoRTT through the MTI launched the Single Electronic Window (SEW) for Trade and Business Facilitation Project, with the trade name TTBizLink.

TTBizLink, the first of its kind in the Caribbean. It is a secure business portal that provides 24/7 access to trade and business related government services via a single electronic platform.

TTBizLink currently hosts forty seven (47) transactional e-services administered by twenty four (24) government agencies across ten (10) separate Ministries.
TTBizLink Modules

12 Modules
47 e-Services!
**How has this benefitted T&T?**

<table>
<thead>
<tr>
<th>Service</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>e-Company Registration</td>
<td>Processing time reduced from 7 days to 3 days</td>
</tr>
<tr>
<td>e-Work Permit</td>
<td>Processing time reduced from 6 weeks to 2.5 weeks</td>
</tr>
<tr>
<td>e-Import/Export Permits &amp; Licences</td>
<td>Processing time reduced from 4 weeks to 1 day</td>
</tr>
<tr>
<td>e-Certificate of Origin</td>
<td>Processing time reduced from 1 day to 30 mins</td>
</tr>
<tr>
<td>e-Fiscal Incentives</td>
<td>Processing time reduced from 6 weeks to 11 days</td>
</tr>
<tr>
<td>e-Import Duty Concession</td>
<td>Processing time reduced from 6 weeks to 12 days</td>
</tr>
<tr>
<td>e-National Insurance Board Registration</td>
<td>Processing time reduced from 30 days to 1 day</td>
</tr>
<tr>
<td>e-Company/Partnership BIR</td>
<td>Processing time reduced from 30 days to 1 days</td>
</tr>
<tr>
<td>e-Company VAT Registration</td>
<td>Processing time reduced from 30 days to 2 days</td>
</tr>
<tr>
<td>e-Goods Declaration</td>
<td>Processing time reduced from 4 days to 1 day</td>
</tr>
</tbody>
</table>
TTBizLink has substantially reduced the need to send duplicate and repetitive information to multiple agencies, improved information sharing among government agencies and removed many of the inconsistent and fragmented trade and business processes which existed.
Achievements this Year

- **E-Goods Declaration**
  - Pesticides and Toxic Chemicals Inspectorate
  - Jan 2016

- **E-Utilities**
  - Water and Sewerage Authority of Trinidad and Tobago (WASA)
  - April 2016

- **E-Maritime**
  - Maritime Services Division, Coast Guard, Ministry of Health, Port Administrations, Shipping Agents
  - April 2016

- **E-Permits and Licences**
  - Drug Inspectorate and Pesticides and Toxic Chemicals Inspectorate
  - April 2016

- **Mobile Inspections**
  - Trinidad and Tobago Bureau of Standards, Plant Quarantine Services, Food and Drugs Inspectorate
  - Oct 2016
This service enables companies and individuals to submit the following applications to WASA:

- Building development approvals
- Plumbing approvals

These applications form an integral part of the process of obtaining a construction permit in Trinidad and Tobago.

Main benefits:

- Submission of all designs and documents can be done online at anytime
- Receive stamped designs electronically
- Receive notifications automatically when your application is processed
- Ability to address all queries online
## E-Maritime

<table>
<thead>
<tr>
<th>Agencies</th>
<th>Declarations</th>
<th>Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ministry of Works and Transport - Maritime Services Division</td>
<td>General Declaration</td>
<td>One harmonized web form</td>
</tr>
<tr>
<td>Ministry of Health - Port Health Unit</td>
<td>Crew list</td>
<td>Submission is made once but distributed simultaneously to all participating agencies</td>
</tr>
<tr>
<td>Ministry of National Security - Marine Ship Safety and Port Facility Security Unit of the Trinidad and Tobago Coast Guard</td>
<td>Passenger List, Dangerous Goods Manifest, Ballast Water Report, Berthing Application, Maritime Health Declaration, Last 10 Ports of Call</td>
<td>Ability to update, address queries and receive approvals online</td>
</tr>
<tr>
<td>Port Authority of Trinidad and Tobago</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Point Lisas Industrial Port Development Company Limited</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# E-Permits and Licences

## Pharmacy/Drug Inspectorate
- Application for Licence to Store, Sell and Distribute Antibiotics
- Application for Approval to Import Antibiotics
- Application to Withdraw - Antibiotics Import Licence
- Application to Withdraw from Bond - Antibiotics
- Application for Licence to Export Antibiotics
- Application for Licence to Store, Sell and Distribute Narcotics
- Application for Licence to Import Narcotics
- Application for Withdrawal - Narcotics Import Licence

## Pesticides and Toxic Chemicals Inspectorate
- Application for Licence of Premises - Pesticides
- Application for Licence of Premises - Toxic Chemicals
- Application for Licence to Import a Pesticide
- Application for Licence to Import a Toxic Chemical
- Application to Draw Down from Toxic Chemicals Import Licence
- Application for Export Licence/Permit for Toxic Chemicals

## Benefits
- Submission of applications can be done online at anytime
- Receive notifications automatically when your application is processed
- Ability to address all queries online
Mobile Inspections

- Physical inspections onsite
- Access to accurate, pertinent information
- Immediate clearance of goods after inspection
Update on TFA

- July 29, 2015 - TT Mission in Geneva delivered Instrument of Acceptance to WTO Secretariat
- Cabinet Agreed to the reconstitution of the NTFC via Cabinet Minute No. 121/2016 dated January 28, 2016. The Committee’s First Meeting was held on March 23, 2016. On this day also, Members were formally appointed to the Committee
- 4 NTFC meetings held to date
- Cabinet Approved categorizations are as follows:
  - Category A - 10 provisions
  - Category B - 29 provisions
  - Category C - 8 provisions
- Currently being reviewed and a large number of changes are being made to the Categorization of B and C provisions. Note however, that this still has to be approved by Cabinet.
Strengthening of the Single Electronic Window for Trade and Business Facilitation Project
Why the need for such a Project?

- Efforts to improve the country’s ease of doing business, enhance its competitiveness, and instill a culture of excellence in GoRTT
- Economic constraints due to falling oil and gas prices
- To create a facilitative environment which simplifies business and trade processes to support government’s diversification strategy
The Project will address a number of Gaps within the Single Electronic Window:

- Interoperability amongst key agencies;

- Current risk management systems in major regulatory agencies, require improvement;

- National legislation needs to be reviewed and updated to conform to new operating environment and facilitate the transition to a paperless environment;
Gaps Identified (cont’d)

- There is currently no electronic payments solution on the SEW;
- Lack of a Business Continuity Plan and Data Recovery Solutions for the SEW; and
- Institutional Governance of the SEW requires strengthening in order to ensure its long-term sustainability.
Project Objectives

- To improve the trade performance and business facilitation environment in TT through the strengthening of the SEW;

- Optimize and simplify foreign trade and business processes to reduce time and costs;

- Improve domestic interoperability among national government institutions;

- Improve external interoperability with trading partners globally; and

- Modernize the governance and the institutional framework of the SEW.
The Strengthening of the Single Electronic Window Project is an Inter-American Development Bank loan funded Project undertaken to support the enhancement and expansion of the current Single Window.

The cost of the endeavour is $25 Million US Dollars and is scheduled for implementation over a five (5) year period.
## Project Components

### COMPONENT I: Enhancing and expanding the services of the Single Electronic Window

1.1 Develop and Implement Integrated Risk Management System

1.2 Develop an Interface to connect TTBizLink to National e-Payment Gateway and BIR GenTax System

1.3 Customize Selected Services and Automate Processes with key stakeholder

1.4 Develop Security Strategy

1.5 Develop and Implement Business Continuity, Disaster Recovery, Cloud Based Solution

### COMPONENT II: Enhancing the Interoperability of TTBizLink

2.1 Build and Enhance Domestic and International Interoperability of SEW

2.2 Develop and Implement Multimodal Logistics Module

2.3 Design the Trade Data Information System at CSO

### COMPONENT III: Modernizing the Governance of SEW and the Institutional Framework

3.1 Review The Legislative Framework for Trade and Business

3.2 Design New Institutional Governance Structure for SEW

3.3 Undertake Business Process Reengineering

3.4 Develop and Implement Change Management Strategy

3.5 Design and Develop Public Awareness Campaign

3.6 Capacity Building Activities for Public and Private Sector Personnel
Inaugural Inter-Ministerial Committee Meeting held to introduce the project to stakeholder Ministries.

Terms of Reference and Expressions of Interest developed for the first batch of consultancies:

- **Review of the Legislative and Institutional Framework for Trade & Business in T&T** *(Non-objection received by IDB)*
- **Design New Institutional and Governance Structure for the Single Electronic Window** *(Non-objection received by IDB)*
- **Business Continuity, Disaster Recovery, Cloud Based Solution** *(under review)*
- **Conduct Business Process Reengineering** *(sent for formal non-objection)*
- **Develop & Implement Change Management Strategy** *(under review)*
Thank you!

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SEW Specialist
Ministry of Trade and Industry