



Contact Information

TTBizLink Operations Centre

Ministry of Trade and Industry,
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United Nations Public Service Awards

In 2012, the TTBizLink Team won first place in the prestigious UN Public Service Awards in the Category – 'Promoting Whole-of-Government Approaches in the Information Age'.



About our Charter

This Service Delivery Charter outlines the standards of service you can expect from TTBizLink. It represents a steadfast commitment to providing excellence in service delivery.

It is a key component in our focus on continual improvement which ensures that we identify and meet the changing needs of stakeholders and that we detail what stakeholders can expect from us.

This Charter is a crucial quality improvement tool which we consistently use to measure and assess our performance, taking corrective action where necessary. It provides a framework for how we deliver value to you, by identifying and adopting best practices and sharing lessons learnt.

Who We Are

TTBizLink, short for 'Trinidad and Tobago Business Link', is an e-government initiative of the Ministry of Trade and Industry (MTI).

It is based on the concept of a Single Electronic Window (SEW) or a single entry point that allows for the efficient exchange of information and transactions between businesses/traders and the government.

In TTBizLink's case, the single point of entry is via the website www.ttbizlink.gov.tt. This is a secure, user friendly IT platform that facilitates the online application and processing of various trade and business related services by enabling the flow and integration of information from several agencies.

TTBizLink is a mechanism that is streamlining and effectively managing government's interaction with businesses/traders by delivering real Government to Business (G2B) e-government services within agreed to service standards. TTBizLink represents the Government of the Republic of Trinidad and Tobago's (GoRTT's) focus on improving the country's international competitiveness by enhancing the ease at which business is conducted.

Its legislative framework is governed by the Electronic Transactions Act No. 6 of 2011.

TTBizLink is also one of only eleven (11) Government agencies that received Diamond Standard Certification in January of 2015 for its Excellence in Service Delivery.

TTBizLink sees its main responsibilities as:

- Implementing, maintaining and engaging in continuous improvement of the single Electronic Window (SEW) - TTBizLink - for Trade and Business Facilitation which enables the electronic delivery of Government trade and business related services.
- Protecting TTBizLink information assets and promoting responsible data protection practices amongst stakeholders.
- Assisting approving agencies with the transition from the manual system to using TTBizLink by further refining their service delivery, enhancing their operational efficiency and supporting the change management thrust.
- Engaging with stakeholders in the public and private sector to secure their buy-in and support.
- Operating a fully functional Help Desk which provides consistent and reliable client support.
- Co-ordinating a robust training mechanism that caters to the requirements of both "front end" users (clients/customers) and "back end" users (approvers).
- Developing and executing a comprehensive Knowledge Management Framework for the SEW.

Note: Although TTBizLink will do all that it can to ensure its systems remain operational and to provide needed support, please understand that Force Majeure or events beyond TTBizLink's control can impact the desired processing/resolution time.

Our Promises

TTBizLink's promises to all stakeholders centres on:

- Treating each individual stakeholder with respect, courtesy and kindness.
- Respecting the confidentiality of all information in its possession and in accordance with the Data Protection Act No. 13 of 2011.
- Securing all information in its possessions by maintaining systems that are in full compliance with strict information security controls, standards and procedures.
- Being responsive to requests for information and assistance.
- Listening to, and carefully considering feedback and suggestions for improvements.
- Providing feedback to our stakeholders by periodically reporting on our performance.
- Being pro-active rather than reactive in meeting the needs of our stakeholders and in mitigating anticipated challenges.
- Facilitating persons who are differently-abled according to their needs.
- Providing a cadre of staff who are competent, professional, courteous and passionate about providing excellence in the service provided.

The TTBizLink portal will be available 99.5% of the time per annum, excluding scheduled maintenance which can take place on weekends between 11:00 p.m. to 5:00 a.m. GMT – 4.

System outages will be limited to no more than four (4) hours in any one (1) instance.

You will be registered for TTBizLink within three (3) working hours of submitting all required documents.

Once you are registered for TTBizLink you will immediately receive a notification from TTBizLink advising of this. This will be sent by e-mail and/or an optional mobile text.

Deregistration of an employee will take place within one (1) business day once this request is provided through the appropriate channels.

You will receive a response to any query, question or concern within one (1) business day. If we cannot fully provide the answers required within the stipulated timeframe we will inform you of this and continue to follow-up until the matter is fully resolved.

TTBizLink will close a matter upon obtaining the customer's approval or satisfaction that the matter has been adequately dealt with, provided that the feedback is obtained within five (5) working days.

TTBizLink will reopen a matter if it recurs after closure.

At least one (1) focus group session will be held each year to get direct your feedback as part of our improvement process.

The Help Desk will be available Monday to Friday 8:00 a.m. to 4:00 p.m., excluding public holidays, via the toll free number **800-4SEW/4739** or e-mail at **support.ttbizlink@gov.tt**.

Our Assurance to You

All levels of staff at TTBizLink are committed to this Service Delivery Charter.

This Charter will be reviewed on a yearly basis to ensure that it remains relevant.

This Service Delivery Charter will be widely disseminated and prominently displayed as a show of our dedication to realizing all that it states.

Core Values

- Mutual Respect
- Trustworthiness
- Customer Oriented
- Results Oriented
- Continual Improvement
- Adaptability

Our Role

TTBizLink's role is multifaceted as it is responsible for implementing, refining and expanding the SEW. We see TTBizLink as being a key catalyst in Public Service Transformation, particularly as it relates to facilitating e-Government.

To use TTBizLink

Persons must first apply for a ttconnect ID by visiting the website www.ttbizlink.gov.tt/ttconnectregister and then enroll on TTBizLink for the services he/she wishes to access. He/she can then also apply for a TTBizLink ID by going to the website www.ttbizlink.gov.tt/tntcmn/faces/common/SelfRegistration.jsf

Your requirements

In order to help us to meet your expectations, we recommend that you:

- Have basic computer literacy skills as this will allow you to better use TTBizLink.
- Familiarize yourself with the TTBizLink manuals and Frequently Asked Questions (FAQs) on the website as these may assist with quickly resolving queries, questions and concerns.
- Provide relevant and accurate information so that queries, questions and concerns can be attended to in a timely manner.
- Provide remote access to your computer (where possible) as this will enable our Help Desk Staff to more effectively and efficiently conduct troubleshooting and resolve queries when they arise.
- Provide us with timely feedback so that we can continually refine our service delivery.
- Check the TTBizLink website regularly for updated information and new links to self-help assistance.

What To Do If Things Go Wrong

If you are unhappy with any part of our service, please send an e-mail to feedback.ttbizlink@gov.tt

Alternatively, you may send a letter to:
Manager Stakeholder Adoption SEW Ministry of Trade and Industry
Level 9, Nicholas Tower
63-65 Independence Square
Port of Spain
Republic of Trinidad and Tobago

We ask that you share your contact information when lodging a complaint so that we can be in contact with you. We promise to address the complaint and send a response within three (3) working days.

To the Processing Agencies, we promise that:

- Our office will be available for support, assistance and guidance Monday to Thursday from 8:00 a.m. to 4:15 p.m. and on Fridays from 8:00 a.m. to 4:00 p.m., excluding public holidays.
- There will be a specific SEW Specialist resource assigned to your e-service.
- Incidents/requests will be resolved in accordance with the assigned priority.
- We will provide feedback on all incidents/requests and will inform you once resolved.
- Training and retraining will be provided for relevant staff.
- At least one (1) focus group session will be held each year to get direct your feedback as part of our improvement process.