

Government Services

Information Gathering

Contents

[Purpose 3](#_Toc473218166)

[[Service Name 1] 4](#_Toc473218167)

[[Sample Offline/Counter Service] 6](#_Toc473218168)

[[Sample Online & Offline Counter Service] 8](#_Toc473218169)

# Purpose

EGNC is working on providing the public with a directory of all government services, including non-online services, so that the public can refer and search for these services.

This is a template for ministries and departments to fill in regarding their services to the public. The information given need to be as accurate as possible to the actual processes for the service, in both Malay and English. Information gathered in this document will be published to the E-Darussalam portal ([www.gov.bn](http://www.gov.bn)).

# [Service Name 1]

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Malay** | | **English** |
| **Service Name** |  | |  |
| **Service Category** | Religious Affairs  Education  Employment & Labour  Family & Social Welfare  Housing, Land & Environment  Transportation  Health  Immigration  Business & Finance  Laws | | |
| **Service Type** | Online. Specify \_\_\_\_\_\_\_\_\_\_\_\_  Offline Counter | | |
| **Ministry** |  | |  |
| **Department** |  | |  |
| **Audience** |  | |  |
| **Description** |  | |  |
| **General Prerequisite/**  **Criteria** |  | |  |
| **Offline Counter Procedure**  **(Attach any form as object or provide download link)** |  | |  |
| **Online Prerequisite/ Criteria**  **(if applicable)** |  | |  |
| **Online Procedure**  **(if applicable)** |  | |  |
| **Fee** |  | | |
| **TPOR (days)** | Online | : | |
| Offline Counter | : | |
| **Contact Person for EGNC** | **Note: EGNC will contact these people to get clarifications and quarterly updates about this service. Please provide at least 2 persons**.   |  |  |  |  | | --- | --- | --- | --- | | Name | Email | Office No. | Mobile No. | |  |  |  |  | |  |  |  |  | |  |  |  |  | | | |

# [Sample Offline/Counter Service]

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Malay** | | **English** |
| **Service Name** | Pendaftaran ke Sekolah Rendah | | Registration to Primary School |
| **Service Category** | Religious Affairs  Education  Employment & Labour  Family & Social Welfare  Housing, Land & Environment  Transportation  Health  Immigration  Business & Finance  Laws | | |
| **Service Type** | Online. Specify \_\_\_\_\_\_\_\_\_\_\_\_  Offline Counter | | |
| **Ministry** | Kementerian Pendidikan | | Ministry of Education |
| **Department** |  | |  |
| **Audience** | Warganegara, Bukan Warganegara | | Citizens, Non-citizens |
| **Description** | Kepada ibu bapa yang ingin mendaftar anak-anak mereka memasuki ke Pra-sekolah Kerajaan | | For parents who want to register their children into Government Pre-school. |
| **General Prerequisite/**  **Criteria** | Kanak-kanak berumur di antara x tahun dan y tahun. | | Children aged between x years old and y years old. |
| **Offline Counter Procedure**  **(Attach any form as object or provide download link)** | Isi borang (Borang JPPR No.3) dan hantar kepada sekolah masing-masing berserta:   1. Tiga(3) salinan gambar surat beranak 2. Tiga(3) salinan sijil kerakyatan (kalau warga Negara Brunei Darussalam secara berdaftar sahaja)\* 3. Kad Pintar 4. No. Sijil pendaftaran Anak Angkat\* 5. Kebenaran Tinggal/Residence Permit no.\*   (\*yang berkenaan sahaja) | | Fill in the form (Borang JPPR No. 3) and send to the respective school together with:   1. Three (3) copies birth certificate; 2. Three (3) copies Citizenship Certificate (For registered Citizens only); 3. Identity Card 4. Child Adoption Certificate No.\* 5. Residence Permit no.\*   (\* as required only) |
| **Online Prerequisite/ Criteria**  **(if applicable)** | n/a | | n/a |
| **Online Procedure**  **(if applicable)** | n/a | | n/a |
| **Fee** |  | | |
| **TPOR (days)** | Online | : | |
| Offline Counter | : | |
| **Contact Person for EGNC** | **Note: EGNC will contact these people to get clarifications and quarterly updates about this service. Please provide at least 2 persons**.   |  |  |  |  | | --- | --- | --- | --- | | Name | Email | Office No. | Mobile No. | |  |  |  |  | |  |  |  |  | |  |  |  |  | | | |

# [Sample Online & Offline Counter Service]

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Malay** | | **English** |
| **Service Name** | Membaharui Lesen Memandu | | Renewal of Driving Licence |
| **Service Category** | Religious Affairs  Education  Employment & Labour  Family & Social Welfare  Housing, Land & Environment  Transportation  Health  Immigration  Business & Finance  Laws | | |
| **Service Type** | Online. Specify \_\_\_\_\_\_\_\_\_\_\_\_  Offline Counter | | |
| **Ministry** | Kementerian Perhubungan | | Ministry of Communication |
| **Department** | Jabatan Pengangkutan Darat | | Land Transport Department |
| **Audience** | Warganegara, Bukan Warganegara | | Citizens, Non-citizens |
| **Description** | Membaharui lesen memandu | | Renewal of driving licence |
| **General Prerequisite/**  **Criteria** | * Pembaharuan dari Lesen Memandu Sementara setelah tamat tempoh satu (1) tahun kepada **Lesen Memandu Penuh** * Lesen Memandu Penuh boleh dipilih sama ada untuk tempoh satu (1), tiga (3), lima (5) atau sepuluh (10) tahun (untuk Lesen Memandu Kelas 1 dan 3 sahaja) * Untuk pemegang-pemegang Lesen Memandu Kenderaan Komersil dan Kenderaan Pengangkutan Awam (pemandu warga asing) dan mereka yang berumur 70 tahun dan ke atas, maka lesen memandu mereka hanya sahlaku untuk tempoh satu (1) tahun sahaja | | * Renewal from Provisional Driving Licence after one (1) year period to a **Full Driving Licence** * Full Driving Licence can be chose either for a period of 1, 3, 5 or 10 years (for Class 1 and 3 Driving Licence only) * For holders of driving licences for commercial and public service vehicles (foreign drivers) and those aged 70 years and above, their driving licences are only valid for one (1) year. |
| **Offline Counter Procedure**  **(Attach any form as object or provide download link)** | * Mengisi Borang “Permohonan Untuk Mendapatkan Lesen Atau Membaharui Lesen Memandu Kenderaan Berjentera” yang boleh didapati di kaunter Jabatan Pengangkutan Darat atau di kaunter Jabatan Pos. * Hantar ke kaunter Jabatan Pengangkutan Darat atau di kaunter Jabatan Pos berserta pembayaran dan Lesen Memandu yang terdahulu.   Kaunter beroperasi:  Waktu - \_\_\_\_\_  Hari - \_\_\_\_\_\_\_ | | * Fill in the form “Application For A Licence Or For Renewal Of A Licence To Drive A Motor Vehicle” which is available at the counters of Land Transport Department or Post Offices. * Submit with payment to Land Transport Department counters or Post Offices together with previous Driving Licence.   Counters’ operating hours:  Time:  Days: |
| **Online Prerequisite/ Criteria**  **(if applicable)** | * Telah mendaftar dan mengaktifkan akaun e -darussalam. * Pemegang Lesen Memandu Kelas 1 dan 3 sahaja. * Tidak berkenaan dengan lesen memandu dengan pengecualian bayaran. * Lesen Memandu yang akan tamat tempoh dalam 1 kali sebulan. * Jika pemohon belum mengambil gambar mereka, pemohon perlu datang sendiri ke cawangan Pengangkutan Darat untuk mengambil gambar mereka | | * Has registered and activated e-darussalam account. * Holders of driving licence class 1 and 3 only. * NOT applicable to driving licences with fee exemption. * Driving licence is expiring in 1 month’s time. * If applicants have not taken their photos, applicants need to visit any branches of Land Transport to take their photos. |
| **Online Procedure**  **(if applicable)** | Langkah 1: Mendaftar e -Darussalam  • Pergi ke www.gov.bn / www.brunei.gov.bn  • Klik pada ikon Akaun di sebelah kanan atas halaman.  • Klik “Register Here” pada halaman log masuk.  Langkah 2 : Aktifkan e -Darussalam Akaun  • Selepas berjaya mendaftar, pemohon perlu pergi ke mana-mana Kaunter Pengaktifan Akaun E-Darussalam seperti Terminal Online di Ibu Pejabat LTD di Jln Beribi , Gadong dan juga di cawangan LTD di Tutong, Belait dan Daerah Temburong untuk mengaktifkan akaun e-darussalam pemohon.  • Bawa bersama Kad Pengenalan Pintar.  • Setelah akaun diaktifkan, e-mel akan dihantar kepada pemohon dengan kata laluan. Pemohon adalah dimestikan untuk menukar kata laluan yang disediakan.  Langkah 3: Pilih perkhidmatan LTD yang diperlukan  • Pergi ke e -Darussalam Laman web ( www.gov.bn / www.brunei.gov.bn ).  • Pilih perkhidmatan LTD yang dikehendaki di bawah 'Pengangkutan’. Klik “Pembaharuan Lesen Memandu”.  • Klik Log In. Masukan nombor kad pengenalan pintar awda dan kata laluan peribadi anda.  • Isikan Borang Online Pembaharuan Lesen Memandu.  Nota: Jika ini adalah kali pertama anda memohon dalam talian, anda akan dikehendaki untuk mengemaskini dan mengesahkan maklumat pengguna anda. Setelah selesai, klik sekali lagi pada e- perkhidmatan yang diingini dan mengisi borang dalam talian.  Langkah 4 : Pembayaran  • Untuk pembayaran menggunakan Kad Kredit, Kad Debit atau Kad Tunai:  ◦Setelah pembayaran berjaya dibuat, e- mel akan dihantar dengan arahan di mana Lesen Memandu yang diperbaharui boleh diambil . Sila lihat Langkah 5 .  • Bagi Bayaran Tunai :  ◦Dinasihatkan untuk mengunjungi Terminal Online di LTD Ibu Pejabat di Jalan Beribi , Gadong atau cawangan LTD di daerah lain untuk membuat pembayaran.  ◦If bayaran tidak dibuat dalam tempoh dua ( 2 ) minggu dari tarikh permohonan dibuat, permohonan itu akan dibatalkan.  Langkah 5 : Koleksi  • Orang ramai boleh memilih untuk mengambil memperbaharui Lesen Memandu di Talian Kaunter Perkhidmatan melalui Terminal Online di LTD Ibu Pejabat di Jalan Beribi , Gadong atau cawangan LTD di Tutong, Belait dan Daerah Temburong atau memilih untuk Lesen Memandu dihantar kepada pemohon melalui pos.  • Koleksi di LTD Terminal Online:  ◦Mengambil melalui Terminal Online akan mengambil masa 3 hari bekerja.  ◦Untuk Pembaharuan Lesen Memandu, pemohon perlu mengunjungi cawangan LTD di daerah masing-masing dan bawa bersama lesen memandu lama mereka dengan mereka. | | Step 1: Register with e-Darussalam • Go to www.gov.bn / www.brunei.gov.bn  • Click on the Account icon at top right of the page.  • Click Register here on the login page.  Step 2: Activate e-Darussalam Account  •After successfully registering, applicants must go to any E-Darussalam Activation Counters such as the Online Terminal in the LTD Headquarters at Jln Beribi, Gadong and also at LTD branches at Tutong, Belait and Temburong District to activate the applicant's account.  •Bring along Smart Identification Card.  •Once the account is activated, an email will be sent to applicant with a password. User need to change the password that was provided.  Step 3: Choose the LTD service that is required  •Go to e-Darussalam Website (www.gov.bn / www.brunei.gov.bn).  •Choose the LTD service required under 'Transport'. Click Renewal of Driving Licence.  •Click Log In. Type your Smart Identification Card No. and your personal password.  •Fill in Online Form for Renewal of Driving Licence.  Note: If this is your first time applying online, you will be required to update and confirm your user information. Once completed, click again on the desired e-service and fill in the online form.  Step 4: Payment  •For payments using Credit Card, Debit Card or Cash Card:  ◦After a successful payment is made, an e-mail will be sent with the instruction where the renewed Driving Licence can be collected from. Please see Step 5.  •For Cash Payment:  ◦You are advised to visit the Online Terminal in LTD Headquarters at Jalan Beribi, Gadong or LTD's branches at other districts to make payment.  ◦If payment is not made within two (2) weeks from the date of application made, the application will be cancelled.  Step 5: Collection  •Members of the public can choose to collect their renewed Driving Licence at the Online Service Counter through Online Terminal in LTD Headquarters at Jalan Beribi, Gadong or LTD's branches at Tutong, Belait and Temburong District or have the Driving Licence sent to applicants by post.  •Collection at LTD's Online Terminal:  ◦Collection through Online Terminal will take 3 working days.  ◦For Renewal of Driving Licence, applicants should visit the LTD's branches in their respective districts and bring along their old driving licence with them. |
| **Fee** | 1 year’s validity = $10.00  3 years validity = $30.00 | | |
| **TPOR (days)** | Online | : | |
| Offline Counter | : | |
| **Contact Person for EGNC** | **Note: EGNC will contact these people to get clarifications and quarterly updates about this service. Please provide at least 2 persons**.   |  |  |  |  | | --- | --- | --- | --- | | Name | Email | Office No. | Mobile No. | |  |  |  |  | |  |  |  |  | |  |  |  |  | | | |