

**FREQUENTLY ASKED QUESTIONS (WITH ANSWERS)
FROM BIOSECURITY DIVISION**

BIL.	SOALAN / JAWAPAN
1.	BAGAIMANA UNTUK MENDAPATKAN IMPORT PERMIT BAGI KOMODITI PERTANIAN? Jawapan: Secara amnya, permit import akan dikeluarkan tertakluk kepada jenis komoditi atau barangan yang akan diimport dan tujuan pengimportannya, secara persendirian atau komersil. Bagi pengimportan komoditi pertanian secara komersil, proses permohonan permit import boleh dilaksanakan melalui perkhidmatan <i>BDNSW (Brunei Darussalam National Single Window)</i> dengan melayari laman sesawang di www.bdnsw.gov.bn. Manakala bagi pengimportan persendirian komoditi pertanian orang ramai bolehlah memohon permit melalui kaedah <i>online</i> di http://biz.bruneimipr.gov.bn/eMIPR atau melayari laman sesawang www.mppt.gov.bn. HOW TO GET THE IMPORT PERMITS FOR AGRICULTURAL COMMODITIES? Answer: <i>Generally, an import permit will be issued subject to the type of commodities or goods to be imported and the purpose of importation, either for individual or commercial use. For commercial importation of agricultural commodities, import permit application process can be conducted using BDNSW (Brunei Darussalam National Single Window) by visiting the website at www.bdnsw.gov.bn. Whereas for individual importation, the public can do so via online application at http://biz.bruneimipr.gov.bn/eMIPR or by visiting the website www.mppt.gov.bn.</i>
2.	BERAPA LAMAKAH PROSES UNTUK MENDAPATKAN PERMIT IMPORT DARIPADA HARI PERMOHONAN DIHANTAR SEHINGGA PENGAMBILAN DAN PEMBAYARAN DI KAUNTER? Jawapan : Proses mendapatkan permit import adalah SATU (1) HARI waktu bekerja jika permohonan tersebut lengkap dengan informasi yang diperlukan. Ini adalah bagi permohonan secara manual, online (eMPRT) atau melalui Brunei Darussalam National Single Window (BDNSW) bagi pengimport komersil serta persendirian.

	<i>HOW LONG IS THE PROCESS TO GET IMPORT PERMITS FROM THE DAY OF SUBMISSION UNTIL THE ISSUANCE AND PAYMENT AT THE COUNTER?</i> <i>Answer :</i> <i>The process of obtaining an import permit is one (1) working day, provided the application is complete with all the necessary information or documentation. This applies to manual, online (eMPRT) or Brunei Darussalam National Single Window (BDNSW) applications for both individual and commercial importers.</i>
3.	KALAU SYARIKAT KOMERSIL TIDAK DAPAT MENGGUNAKAN BDNSW/SINGLE WINDOW BOLEH ATAU TIDAK MEMOHON PERMIT IMPORT SECARA MANUAL DI KAUNTER? CONTOHNYA TIADA INTERNET ATAU ADA GANGGUAN SEMENTARA SISTEM INTERNET TIDAK DAPAT DIGUNAKAN UNTUK BEBERAPA HARI. Jawapan : Permohonan permit masih boleh dilaksanakan secara manual dikaunter-kaunter perkhidmatan permit Bahagian Biosekuriti, Jabatan Pertanian dan Agrimakanan bagi memohon permit komoditi pertanian untuk pengimport komersil dan persendirian. <i>IS IT POSSIBLE FOR THE COMMERCIAL IMPORTERS/COMPANIES TO APPLY IMPORT PERMIT MANUALLY AT THE COUNTER, IF THEY CANNOT APPLY THROUGH ONLINE (eMPRT) OR USING BRUNEI DARUSSALAM NATIONAL SINGLE WINDOW (BDNSW)? FOR EXAMPLES DUE TO INTERNET FAILURE FOR SEVERAL DAYS.</i> <i>Answer :</i> <i>The application can still be carried out manually at the Biosecurity Division service counters, Department of Agriculture and Agrifood located at Ministry of Primary Resources and Tourism Building, for both commercial importers or companies and individual importers.</i>

4.	BAGAIMANA PEMERIKSAAN FIZIKAL KOMODITI DIJALANKAN DI POS-POS KAWALAN, SELAIN DARIPADA PEMERIKSAAN DOKUMEN? Jawapan : Pemeriksaan fizikal dilaksanakan oleh pemeriksa-pemeriksa daripada Bahagian Biosekuriti yang bertugas di pos-pos kawalan. Pemeriksa –pemeriksa tersebut akan memastikan komoditi-komoditi yang diimport: – mesti mematuhi syarat-syarat import; – adalah komoditi yang dibenarkan; – tidak menunjukkan tanda-tanda dan gejala-gejala musuh perosak atau penyakit; dan – tidak melebihi kuantiti yang dibenarkan seperti yang dinyatakan di dalam Permit Import. HOW IS THE PHYSICAL INSPECTION OF THE IMPORTED AGRICULTURAL COMMODITIES CARRIED OUT AT THE BIOSECURITY CONTROL POSTS, OTHER THAN DOCUMENTS INSPECTION? Answer : <i>Physical inspection is carried out by inspectors from the Biosecurity Division at the Biosecurity control posts. The biosecurity inspectors will ensure the imported commodities:</i> <i>– must comply with import requirements;</i> <i>– are permitted commodities;</i> <i>– do not exhibit any signs and symptoms of pests and diseases; and</i> <i>– do not exceed the permitted quantity as stated in the Import Permit.</i>
5.	BAGAIMANA PROSEDUR PINDAHALIH (TRANSIT) BAGI KOMODITI PERTANIAN? Jawapan : Pada masa ini permohonan transit adalah secara bertulis kepada Pengarah Pertanian dan Agrimakanan untuk kebenaran transit serta pemohon hendaklah mengisi borang permohonan transit yang telah disediakan oleh Bahagian Biosekuriti, Jabatan Pertanian dan Agrimakanan. HOW IS THE TRANSIT PROCEDURE FOR AGRICULTURAL COMMODITIES?

	Answer : <i>The applicant should write a letter to the Director of Agriculture and Agrifood for permission to transit agricultural commodities and fill in the transit application form provided by the Biosecurity Division, Department of Agriculture and Agrifood.</i>
6.	DI MANA TEMPAT RUJUKAN JIKA MEMERLUKAN BANTUAN MENGENAI PENDAFTARAN SEBAGAI PENGIMPORT ATAU PERMOHONAN PERMIT SECARA ON-LINE? Jawapan : Jika mendapat masalah dalam proses pendaftaran sebagai pengimport dan permohonan permit import komoditi pertanian, orang ramai disarankan untuk menghubungi Bahagian Biosekuriti, Jabatan Pertanian dan Agrimakanan atau bolehlah terus mengunjungi kaunter bantuan (Helpdesk) Bahagian Biosekuriti yang bertempat di tingkat satu Kementerian Sumber-Sumber Utama dan Pelancongan. Sila hubungi seperti di bawah jika terdapat sebarang pertanyaan: Telefon: 2382822 ext 2014 (Helpdesk) or ext 2127, 2125 or 2129 Email: biosecurity.division@mprt.gov.bn Alamat : BAHAGIAN BIOSEKURITI, JABATAN PERTANIAN DAN AGRIMAKANAN, Tingkat Satu, Kementerian Sumber-Sumber Utama dan Pelancongan, Jalan Menteri Besar, Bandar Seri Begawan BB3910, Negara Brunei Darussalam. HOW DO IMPORTERS SEEK ASSISTANCE OR REFERENCE FOR ANY INQUIRIES ON ON-LINE IMPORT APPLICATION AND IMPORT REGISTRATION? Answer : <i>If there are any problems in the process of on-line import application or import registration, the public are advised to contact the Biosecurity Division, Department of Agriculture and Agrifood, or may visit the Biosecurity Division Helpdesk located on the ground floor of the Ministry of Primary Resources and Tourism.</i>

	<i>For any inquiries, please contact as follows:</i> <i>Telephone: 2382822 ext 2014 (Helpdesk) or ext 2127, 2125 or 2129</i> <i>Email: biosecurity.division@mprt.gov.bn</i> <i>Address: BIOSECURITY DIVISION, DEPARTMENT OF AGRICULTURE AND AGRIFOOD,</i> <i>First floor,</i> <i>Ministry of Primary Resources and Tourism,</i> <i>Jalan Menteri Besar,</i> <i>Bandar Seri Begawan BB3910,</i> <i>Brunei Darussalam.</i>
7.	APA YANG PERLU DIBUAT OLEH PENGIMPORT DI POS-POS KAWALAN SEMPADAN DAN PUSAT PEMROSESAN MEL, KALAU KOMODITI IMPORT TIDAK MEMATUHI SYARAT-SYARAT IMPORT YANG TELAH DITETAPKAN? Jawapan : Pengimport hendaklah berurusan dengan pihak pegawai daripada Bahagian Biosekuriti yang bertugas di pos-pos kawalan dan Pusat Pemprosesan Mel untuk apa jua urusan selanjutnya. <i>WHAT DOES AN IMPORTER NEED TO DO WHEN THE IMPORTED COMMODITY DOES NOT MEET THE IMPORT REQUIREMENTS AT THE BORDER CONTROL POSTS AND THE MAIL PROCESSING CENTRE (MPC)?</i> <i>Answer :</i> <i>The importer needs to approach the Biosecurity Officer working at the border control posts and the Mail Processing Centre (MPC).</i>