

**Welcome Remarks of Pg Harun Pg Aliuddin**

**Director of Management and Finance and CIO**

**Ministry of Industry and Primary Resources**

**Brunei Darussalam**

***Contract Signing Between the Government of Brunei Darussalam (Represented by The Ministry of Industry and Primary Resources and Ministry of Home Affairs) and Folec Communications (B) Sdn Bhd***

***on the project -***

***“The Design, Development, Supply, Delivery, Installation, Testing, Commissioning and Maintenance of the Business Licensing System (BLS)”***

*28 December 2010*

*The Empire Hotel and Country Club*

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Bismillahir Rahmanir Rahim

Yang Berhormat Pehin Orang Kaya Seri Utama Dato Seri Setia Awang Haji Yahya bin Begawan Mudim Dato Paduka Haji Bakar, Minister of Industry and Primary Resources;

Yang Berhormat Pehin Dato Singa Menteri Colonel (R) Dato Seri Paduka Awang Haji Mohd Yasmin bin Haji Umar, Menteri Tenaga, Jabatan Perdana Menteri;

Yang Berhormat Pehin Udana Khatib Dato Paduka Seri Setia Ustaz Haji Awang Badaruddin bin Pengarah Dato Paduka Haji Othman, Menteri Hal Ehwal Dalam Negeri;

Yang Mulia Dato Paduka Haji Mohd Amin Liew bin Abdullah, Permanent Secretary at the Ministry of Industry and Primary Resources, co-chairman of the steering committee of BLS;

Yang Mulia Dato Paduka Sa Bali bin Abas, Permanent Secretary at the Ministry of Home Affairs, co-chairman of the steering committee of BLS.

Yang Mulia Awang Haji Masrah bin Haji Mansor, Chaiman, Folec Communication (B) Sdn Bhd

Yang Mulia Dr Foong Wei Keong, CEO of Ecquaria Technologies Pte Ltd, Singapore;

Permanent Secretaries, Deputy Permanent Secretaries and senior officials from His Majesty's government;

Representatives from the business community;

Ladies and Gentlemen:

Assalamualaikum Warahmatullahi Wabarakatuh and a very good morning to all of you

On behalf of the entire project team of the Business Licensing Project from the Ministry of Industry and Primary Resources and the Ministry of Home Affairs, may I thank you for accepting our invitation to this morning's contract signing ceremony between His Majesty's Government and Folec Communications (B) Sdn Bhd on the "The Design, Development, Supply, Delivery, Installation, Testing, Commissioning and Maintenance of the Business Licensing System" project.

I also take this opportunity to express my appreciation to Yang Berhormat Pehin Orang Kaya Seri Utama Dato Seri Setia Awang Haji Yahya bin Begawan Mudim Dato Paduka Haji Bakar, Minister of Industry and Primary Resources for consenting to join us this morning.

Distinguished Guests, Ladies and Gentlemen:

The contract signing ceremony this morning is on a project that represents the second stage of a 4 stage e-government flagship entitled Business Licensing System. Commonly referred to as BLS, this e-government project was initiated in the latter part of the 4<sup>th</sup> quarter of 2008 soon after the release of the World Bank and International Finance Corporation's Ease of Doing Business Report 2008 which included Brunei Darussalam for the first time. While Brunei Darussalam's overall ranking was a respectable 78

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out of 178 economies, its ranking on Starting A Business was 116

th

out of 178 economies. In an effort to improve the situation, Ministry of Industry and Primary Resources and Ministry of Home Affairs proposed the BLS as one of the initiatives under e-government. The first stage of the BLS was the consultancy project on "Business Process Re-Engineering (BPR) of the Business Licensing System". The primary objective of BPR was to improve the client service charter (TPOR) using two approaches. First is designing more efficient and lean application processing steps, and second is to introduce a total concurrent submission of application to various relevant agencies.

During the initial study, the consultant in the BPR project stated a report that substantial savings in money and time can be obtained. "By implementing parallel submission and Green-Lane concept on applications for business licenses", the applicant can save costs and time associated with starting a business with the introduction process transformation. The BLS is also expected to reduce the number of steps considerably with the introduction of parallel application processing.

Hence, after the completion of the BPR project in June 2009, seven (7) recommendations were submitted by the consultants. Among them is the creation of a single on-line point of access by members of the public for 13 business licensing-related transactions with 13 agencies.

Distinguished Guests, Ladies and Gentlemen,

The contract that His Majesty's government is signing with Folec Communications (B) Sdn Bhd today is for the project that will develop and maintain the IT system for the BLS. It will implement the recommendation of the BPR on an online single window access point for business licensing applications including interfaces to information hubs namely 'People Hub', 'Business Hub' and the 'Land Hub'. The BLS will therefore have integrated forms and interfaces to the 3 information hubs for parallel processing of business licensing application, status tracking of application, payment on line and a convenient alert and notification system using SMS and email. We expect to have an initial deployment of Phase 2A of the system in 12 months' time and full deployment and stabilisation period by the 18<sup>th</sup> month. The contract also includes warranties for hardware and the customized software as well as a maintenance period of 5 years.

However, while this second stage of e-government flagship is in progress, concurrently the process for the third stage (Phase 2B), which is targeted for the intergration to ready agencies that have back-end systems is also conducted. The documents for the Invitation to Tender (ITT) are currently being prepared. The final or the 4<sup>th</sup> stage (Phase 2C) of the BLS project is full integration to the 13 agencies which is expected to be completed in 2014.

Distinguished Guests, Ladies and Gentlemen,

The signing ceremony that we witness today is not without challenges and difficulties. The

nature of the complexity of BLS which cuts across the domain of different agencies require cooperation and support of agencies across all levels of the organizational spectrum particularly the 13 relevant agencies.

The project awarded to Folec Communications today supports the technology aspect of BLS.

The innovative solutions through dynamic ICT applications can only work well with dedicated, competent and committed officials that provides the back office support for the technology. And those challenges are purely human resources issues that can only be addressed through changing mindsets and attitudes of all the stakeholders towards working in a different way. It is therefore important for all of us to work together as a team in developing an efficient workflow without neglecting the due diligence and authorities of each team member.

To conclude my welcoming remarks, may I once again convey my most sincere gratitude to our honoured guests for witnessing today's contract signing ceremony. The historical event that we have today is a very important milestone that marks the beginning of the BLS project journey. We do expect to encounter more challenges in the nearer future particularly in realizing the full systems' integration to the relevant agencies involved in the various licensing applications.

However, we as a team do believe that with a clear vision and direction from both co-chairmen of the steering committee of BLS, namely Yang Mulia Dato Paduka Haji Mohd Amin Liew bin Abdullah, and Yang Mulia Dato Paduka Sa Bali bin Abas coupled with careful planning and

strong support from its stakeholders particularly the Prime Minister's Office, we can be successful in achieving this flagship project.

Last but not least, may I extend my heartious gratitude to Yang Mulia Pengiran Haji Abdul Rahman bin Pengiran Seri Indera Pengiran Haji Ismail, CIO of Ministry of Home Affairs, and Dayang Hajah Noor Airah binti Haji Abdul Rahman, CTO of Ministry of Industry and Primary Resources who endlessly through their support with the entire team for making this project a reality.

Wabillahit Taufiq Walhidayah, Wassalamu'alaikum Warahmatullahi Wabarakatuh.

Thank you