

responsabilité juridique
bureau de crédit единое окно
прозрачность 一站式服务
نافذة موحد
transparency
сроки
征信中心
oficina de crédito
تحدد مهل زمنية
balcão único
在线服务
collateral registry
single window liability
реестр залогового обеспечения
مكتب الائتمان
one stop shop
servicios en línea
services en ligne
transparência
reorganización
سجل الضمانات
reorganization
credit bureau
transparencia
guichet unique
设置办理时限
responsabilidade jurídica
مسؤولية
重组
registro de garantías

World Bank Engagement & Technical Session

Getting Electricity

Department of Electrical Services
Department of Energy and Industry

Getting Electricity



Last year Brunei Darussalam was ranked 68 out of 189 economies as compared to 64 in 2015, with 5 procedures, 56 days and 40.1% of the cost of income per capita

- **DB 2015 DTF score: 74.92**
- **DB 2016 DTF score: 74.91**

Indicator	Brunei - DB16	Procedures for the year of DB2017
Procedures (number)	5	3
Time (days)	56.0	17.0
Cost (BND)	18,542.5	12,400
SAIDI – (hours per year)	1.8	0.6 (Projected)
SAIFI – (No of interruptions per customer)	0.8	0.4 (Projected)

Reforms



Brunei Darussalam has made getting electricity easier through implementation of 5 key reforms

Upgrading network infrastructure for electricity

Reduction in procedures

Reduction in time and cost

SAIDI and SAIFI improvement in performance

Compensation via credit scheme

DB16 vs DB17

We have streamlined the process for getting electricity from 5 steps to 3 steps reducing time from 56 days to 17 days

DB2016 – 56 days, B\$18,542.50

Submit application for approval of electrical layout and single-line diagram. Time: 7 days, cost: BND3,950



Obtains external site inspection. Time: 1 day, parallel with above procedure), Cost: 0



Obtains excavation permit from the local authority. Time: 21 days, Cost: 0



The approved electrical contractor carries out the external works. Time: 21 days, cost: BND14,592.50



Obtain approval for permanent supply as well as meter installation and final connection. Time: 7 days, cost: 0

DB2017 – 17 days , B\$12,400.00

Obtains approval of the electrical layout, single line diagram and Permit to Dig. Time: 7 days, cost: 0



The approved electrical contractor carries out the external works, installs meter and tests internal wiring. Time: 1 day, cost: BND10,750



Pay connection charges and obtains approval for permanent supply. Time: 2 days, cost: BND1,650

Reforms



There has been emphasis in improving efficiency of getting electricity

Efficiency of connecting electricity [as of week 17 2016]

No	Procedure	Target Time to complete (calendar days)	Actual Avg. time to complete (calendar days)	FY 2016 estimate (% meeting target)
1	Approval of the electrical layout , single line diagram and Permit to Dig at the Authority for Building and Construction Industry (ABCI).	7	7	91
2	External works, installation of meter and testing of internal wiring	8	22	87
3	Payment of connection charges and approval for permanent connection at DES	2	1	100

Permit to Dig



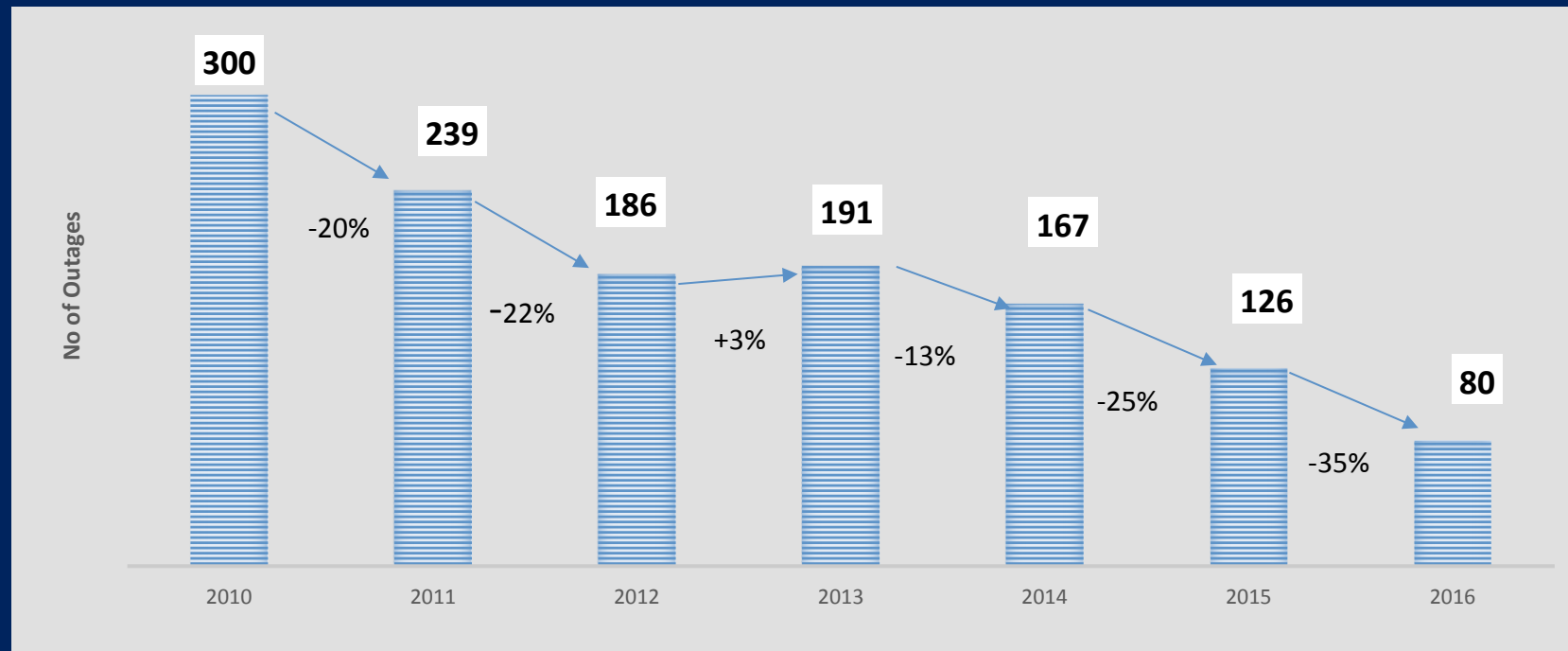
To improve efficiency of the process, all permit to dig application requiring electricity connection can be done in 7 days. Permit to dig can be applied and collected at ABCi

Month	No of application approved	No. of days approved
Jan 2016	1	7
Feb 2016	5	7
Mar 2016	4	7

DES Key Performance Index Trending and usage of SAIDI & SAIFI



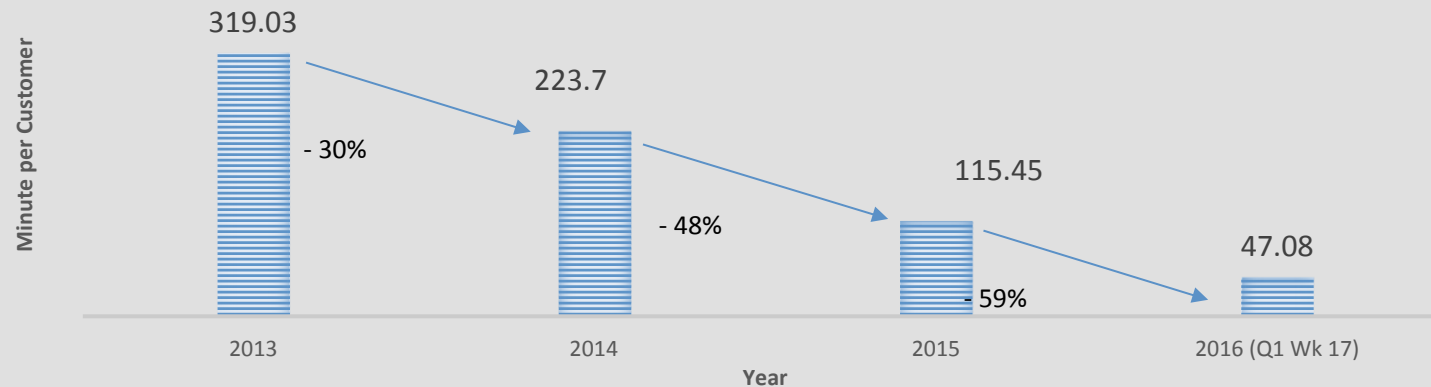
In DES efforts to improve reliability of electricity supply, there has been emphasis in improving SAIDI and SAIFI performance



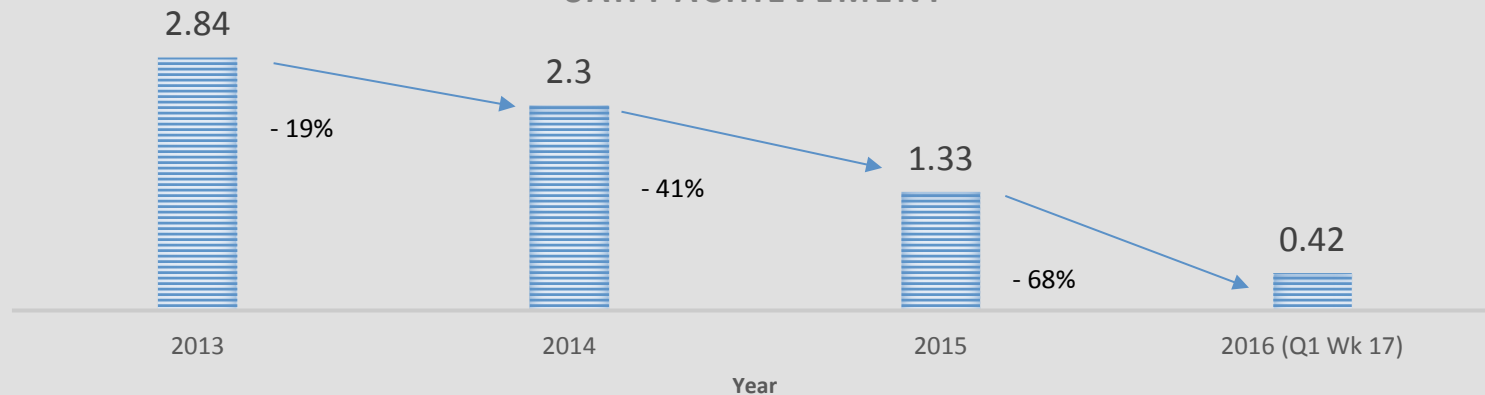
DES Key Performance Index Trending and usage of SAIDI & SAIFI



SAIDI ACHIEVEMENT



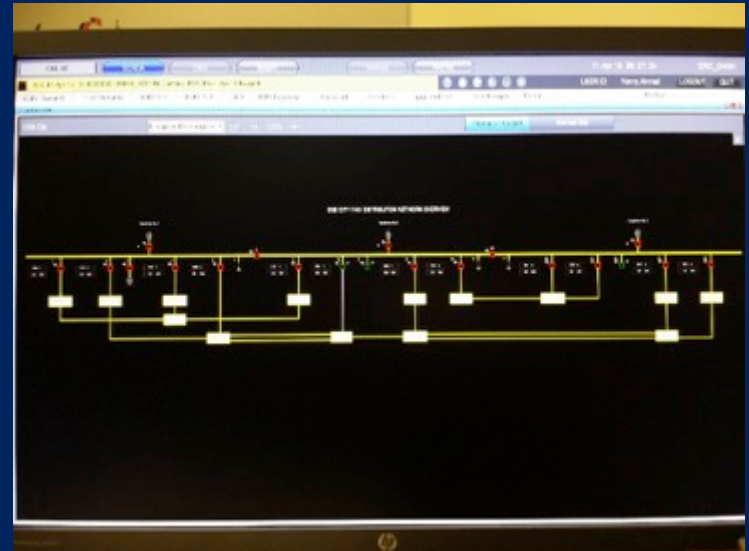
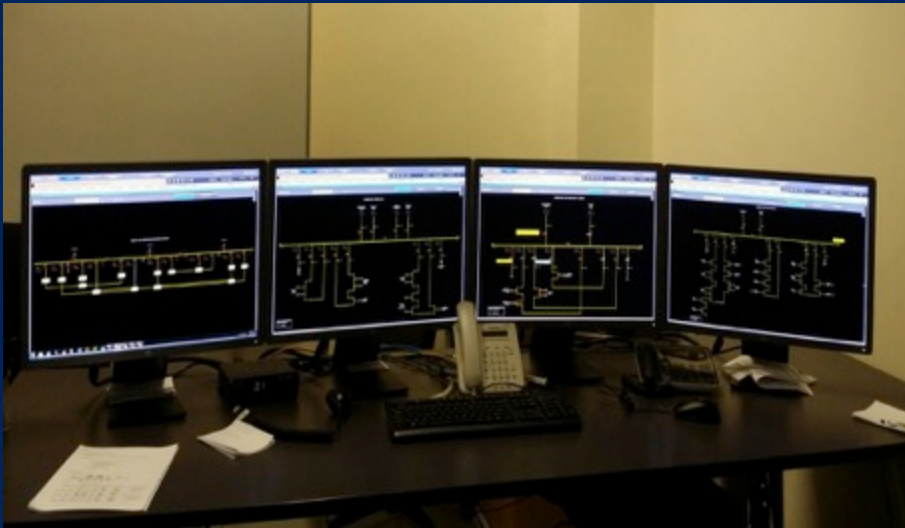
SAIFI ACHIEVEMENT



SCADA System



SCADA System was commissioned at the end of March 2016. The system will be able to monitor and manage restoration for Bandar Seri Begawan network, Brunei Muara District



BSB 11kV Distribution Network Overview

Online services



Introduction of online system makes it easier for electrical contractors to submit applications

- Work is currently being conducted to implement online application for submission of Single Line Diagram and Permit to Dig (Step 1) and tracking of external works (Step 2)
- Submission Step 3 of Getting Electricity can be done via <https://onebiz.business.gov.bn>
- Online application and approval will be implemented in June 2016

Online services



Training sessions of online services offered by OneBiz – Electricity Supply Connection

Session 1

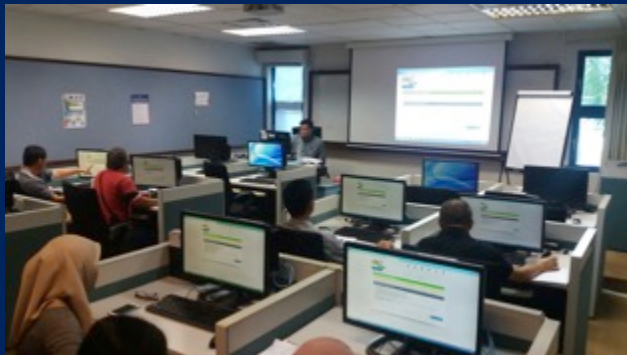
23rd March 2016, target Audience

DES Counter staff and personnel (all districts, 20 attendees)

Session 2

2nd May 2016, target Audience

Electrical Contractors (10 attendees)



Session 3

3rd May 2016, target Audience

Electrical Contractors (13 attendees)

Session 4

4th May 2016, target Audience Electrical Contractors (20 attendees)

Transparency

In an effort to improve transparency, KPI for GE has been put on line in DES website as public domain information, and can be monitored in real time

KPI FOR GETTING ELECTRICITY IN BRUNEI DARUSSALAM AS OF WEEK 17 2016

Efficiency					
Total no. of application: 48					
Average time to complete: 17 days					
No.	Procedure	Time to complete (calendar days)	Associated Cost (BND)	Average time to complete (calendar days)	No of application meeting target to date (%)
1	An approve electrical contractor submits application for approval of the electrical layout and single line diagram to the Authority for Building and Construction Industry (ABCI). Apply for a Permit to Dig at ABCI should excavation work be needed. ABCI to release letter for purchase prepaid meter.	7	0	7	67
2	The approved electrical contractor obtains excavation permit from the local authority; excavation and underlying works can be done immediately. Electrical prepayment meter is procured and installed by an authorized vendor. Testing can be done immediately.	8		22	48
3	The client appointed electrical contractor pays the Connection Charges to the Department of Electrical Services on the behalf of the client. Final application submission with relevant documents to obtain approval for permanent supply.	2	* Based on subscribed capacity (kVA) e.g 140 kVA connection charges is \$1,650	1	100

Power Supply Reliability				
No.	Indicator	Target	YTD (until 28/04)	Full Year Estimate FY(2016)
1	Power outage > 1 hour	80	35	107
2	System average interruption Duration Index (SAIDI)			
	i. Transmission	30.54	13.92	42.58
	ii. Distribution	63.17	33.16	101.43
3	System average interruption Frequency Index (SAIFI)			
	i. Transmission	0.48	0.20	0.61
	ii. Distribution	0.60	0.22	0.67

Definition:

SAIDI - System Average Interruption Duration Index is the average outage duration for each customer served (mins/ customer)

SAIFI - System Average Interruption Frequency Index is the average number of interruptions that a customer would experience (interruption/ customer)

Getting the message across...

These reforms have been well socialized to the public and DES personnel

Session 1

26th Nov 2015, target Audience

Professional Engineers (Electrical) Electrical Contractors (17 attendees)

Session 2

6th Feb 2016, target Audience

Professional Engineers (Electrical) Electrical Contractors (24 attendees)

Session 3

1st Mar 2016, target Audience DES Counter staff (Brunei Muara, 5 attendees)



Session 4

12th Mar 2016, target Audience

DES Counter staff and personnel (Tutong & Belait, 14 attendees)

Session 5

24th Mar 2016, target Audience DES personnel (Temburong and Brunei Muara)



Thank You