



# بروني دارالسلام

## BRUNEI DARUSSALAM

newsletter

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## Brunei – Switzerland relations to be further enhanced

His Majesty Sultan Haji Hassanal Bolkiah Mu'izzaddin Waddaulah, The Sultan and Yang Di-Pertuan of Brunei Darussalam has expressed the hope that bilateral relations between Brunei Darussalam and Switzerland could be further enhanced in the future.

His Majesty voiced this during an audience he granted to the visiting Federal Councillor and the Minister for Economic Affairs of Switzerland, His Excellency Mr. Pascal Couchepin at Istana Nurul Iman on 10 February.

His Majesty also welcomed His Excellency, who made a two-day working visit to the country. During the audience, the minister ex-



*Further strengthening of relations between Brunei Darussalam and Switzerland was discussed when His Majesty The Sultan and Yang Di-Pertuan of Brunei Darussalam granted an audience to the Swiss Federal Councillor and Economic Minister, above. The minister's wife, Mrs Brigitte Couchepin was granted audiences by Her Majesty Raja Isteri Pengiran Anak Hajjah Saleha at Istana Nurul Iman, below left, and by Her Royal Highness Pengiran Isteri Hajjah Mariam at Istana Nurul Izzah, below right.*

tended an invitation for His Majesty to visit Switzerland.

The minister's delegation included the ambassador of Switzerland to Bru-

nei Darussalam who is based in Singapore and five other senior officials.

His Excellency Mr. Pascal Couchepin was

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## **BRUNEI DARUSSALAM NEWSLETTER**

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### **YOUR TURN**

The next issue of the Brunei Darussalam newsletter will appear on 28 February 2001. If there are events relating to our country you would like featured in this newsletter please call us on Tel:02-383400/ ext.BDN Division or better still, send us a report with a picture, if possible. All editorial rights reserved.

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( Swiss minister )*

also granted an audience by His Royal Highness Prince Mohamed Bolkiah, the Minister of Foreign Affairs, during which they discussed bilateral matters, as well as economic and financial issues. The audience took place the same day, at Balai Penghadapan, Bukit Kayangan.

Meanwhile, Her Majesty Raja Isteri Pengiran Anak Hajjah Saleha and Her Royal Highness Pengiran Isteri Hajjah Mariam granted audiences separately to wife of the Federal Councillor and Minister for Economic Affairs of Switzerland, Mrs. Brigitte Couchepin, at Istana Nurul Iman in Bandar Seri Begawan and Istana Nurul Izzah in Jerudong respectively. She was accompanied by the wife of the Ambassador of Switzerland to the Sultanate, Mrs. Carole De Quay Lorentan.

While in the country, His Excellency Mr. Pascal Couchepin held a discussion on matters of cooperation in trade, investment, tourism, financial

and banking between Brunei Darussalam and Switzerland, with the Minister of Industry and Primary Resources, Yang Berhormat Pehin Dato Haji Awang Abdul Rahman.

The minister said, the visit of His Excellency and his delegation is a catalyst towards the enhancement of understanding, particularly in generating cooperation in expertise and technical in business, investment and other fields of interest.

The ministers also discussed issues on trade and investment in the Asia-Europe region and internationally. The meeting was also attended by the Permanent Secretary of the Ministry of Industry and Primary Resources, Awang Haji Abdul Rahman and several senior officials of both sides.

His Excellency and delegation also took the opportunity to visit places of interest in the country, which included the Jame Asr' Hassanal Bolkiah mosque in Kiulap, the Royal Regalia Building and the 'Kampong Ayer' or Water Village.



*Brunei Darussalam's Minister of Foreign Affairs, His Royal Highness Prince Mohamed Bolkiah and Switzerland's Federal Councillor and Economic Minister in discussion during their meeting at Balai Penghadapan, Bukit Kayangan in the Brunei capital, Bandar Seri Begawan, above. Below: The visiting Swiss Economic Minister and Brunei's Minister of Industry and Primary Resources led their respective delegation in a meeting, at which cooperation in various areas between the two countries were discussed, including trade, investment, tourism and banking.*





# PETROLEUM CONCESSIONS OPEN FOR BIDDING

**B**runei Darussalam's capital-intensive oil and gas industry is about to be opened to more industry participants. According to a publication of the Petroleum Unit of the Prime Minister's Office, the government has announced the first round of bidding for open exploration acreage located onshore and offshore within the Exclusive Economic Zone (EEZ) of Brunei.

The publication added that the open acreage consists of two offshore blocks called Deepwater Brunei Block J and Block K, and one onshore block called Block L. Ten thousand square kilometres of offshore and about 2,500 square kilometres of onshore territorial areas were declared open for bidding to international oil companies on January 29. One of the prominent stipulations included in the caveat is that interested companies may bid for one or more of the open blocks either singly or in a consortium.

Present at the official launching ceremony of the new petroleum exploration areas was His Royal Highness Crown Prince Haji Al-Muhtadee Billah. In his opening remarks, His Royal Highness said that the opening of new areas through open bidding illustrated

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*His Royal Highness Crown Prince Haji Al-Muhtadee Billah speaking at the launching of the new petroleum exploration areas while the Minister of Industry and Primary Resources, who is also BOGA's Chairman, Pehin Dato Awang Haji Abdul Rahman looks on, top picture. Above: HRH The Crown Prince signing the visitor's book. Left and below: HRH The Crown Prince being briefed by officials as he toured an exhibition on the petroleum industry.*





the government's commitment to the development of oil and gas industry in addition to encouraging healthy competition within such industry.

As a capital intensive, precision-driven deepwater exploration that demands the employment of high technology, His Royal Highness anticipates project success through the optimum use of human resources. The royal speech entails a possible opening of promising career prospects for holders of relevant academic qualifications among Brunei citizens. Unemployment among Brunei graduates is estimated to be 4,000.

Prince Haji Al-Muhtadee Billah concluded oil continues to be in demand as it has been for the past three decades.

A recent study on energy business conducted by an international publication indicated that global demand for oil and gas is expected to persist, although natural gas is anticipated to be the favoured commodity for energy generation. Its non-polluting attribute when juxtaposed with growing concern among consumers and governments in rich countries for the environment, the study argued, qualifies natural gas to surpass demand for oil gradually.

The study argued that technological progress and innovation in the manufacturing of high technology equipment employed in oil exploration will ensure that new findings of oil reserves and better recovery of oil con-

tinues for the next five decades – therefore ruling out previous hypotheses that estimated oil will run out in the first decade of the 21<sup>st</sup> century.

Concession holders for oil and gas explorations will operate on a so-called Production Sharing Contract (PSC) that ensures a sustainable petroleum resources management. In theory, this system not only leads to technological transfer and acquired expertise, but it also requires concession holders to establish a “co-decision” procedure with State agencies.

In his welcoming speech, Pehin Dato Haji Abdul Rahman, Chairman of the Brunei Oil and Gas Authority (BOGA) and Minister of Industry and Primary Resources, recalled that in 1996 the government organised a two-dimensional (2D) seismic survey of the country's Exclusive Economic Zone covering 25,000 square kilometres of territorial waters.

According to the Petroleum Unit's publication, in 1997 the Unit evaluated the hydrocarbon potential of the area and found it to be attractive.

Pehin Dato Haji Abdul Rahman also said that on July 29, 2000 the government intensified its research initiative and identified two blocks of territorial waters of 10,000 square kilometres that were subject to a three-dimensional (3D) seismic survey.

The government, the minister continued, issued the draft terms and conditions of the Production Sharing Contract (PSC) to potential oil and gas com-

panies interested in bidding on October 23, 2000.

“Appropriate amendment and additional incentives have been made to make the PSC more attractive and viable in response to comments from interested companies,” said the minister.

Prior to Brunei Darussalam's independence the Petroleum Unit, established on June 15, 1982, was placed under the State Secretariat. Upon Brunei's independence, the Petroleum Unit became an organisation under the Prime Minister's Office. In addition to ensuring prudent exploitation of all energy resources in the country, the Petroleum Unit also acts as custodian to Brunei's oil, gas and coal reserves. It is directly accountable to His Majesty the Sultan and Yang Di-Pertuan of Brunei Darussalam through the Permanent Secretary of the Prime Minister's Office. The Petroleum Unit is also secretariat to the Brunei Oil and Gas Authority.

The Brunei Oil and Gas Authority was established in January 1993 and plays an advisory role to His Majesty the Sultan and Yang Di-Pertuan of Brunei Darussalam on matters pertaining to the oil industry. Its role encompasses the formulation and implementation of oil and gas policies and is responsible for issuing mining concessions and contracts.

Oil was first struck in Brunei Darussalam in 1929 but commercial production began in 1932.

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## *Congratulatory messages to Iran and New Zealand*

His Majesty Sultan Haji Hassanal Bolkiah Mu'izzaddin Waddaulah, The Sultan and Yang Di-Pertuan of Brunei Darussalam has consented to send a congratulatory message to His Excellency President Hojatole Eslam Seyyed Mohamed Khatami of the Islamic Republic of Iran in conjunction with the National Day of the republic on 11 February.

In the message, His Majesty expressed appreciation on the cordial relations and close understanding, which have long existed between Brunei Darussalam and the Islamic Republic of Iran, and was confident that such

condition would be further enhanced and upgraded in the future for the interest of both countries and their peoples.

His Majesty hoped that His Excellency would always be in good health and that the people of the republic would always enjoy continuing peace and prosperity.

On 6 February, His Majesty The Sultan and Yang Di-Pertuan of Brunei Darussalam sent a congratulatory message to the Right Honourable Sir Michael Hardie-Boys, the Governor General of New Zealand and The Honourable Mrs. Helen Clark, the Prime Minister of New Zealand in conjunc-

tion with the Waitangi Day.

In both messages, His Majesty expressed happiness on the cordial and close understanding that has long been established between Brunei Darussalam and New Zealand, and was convinced that such relations would be further enhanced and upgraded in the future for the interest of both countries and their peoples.

His Majesty also expressed the hope that the Governor General and the Prime Minister of New Zealand would always be in good health and that the people of New Zealand would always enjoy continuing peace and prosperity.



# Sportsmen's selection under close scrutiny



The President of Brunei Darussalam's National Olympic Council, His Royal Highness Prince Haji Sufri Bolkiah outlining stricter stand on selection of Brunei athletes and sportsmen for future international and regional competitions.

His Royal Highness Prince Haji Sufri Bolkiah, the President of Brunei Darussalam's National Olympic Council said, only the best athletes and teams would be allowed to participate in the 21<sup>st</sup> Southeast Asian (SEA) Games, to be held in Kuala Lumpur, Malaysia later this year.

His Royal Highness said he himself would study and conduct a final analysis of the participants before the Entry Form By Names were signed and submitted to the 21<sup>st</sup> SEA Games Organising Committee.

He hoped that all national sports associations could inform whether they would take part in the game or not, based on the standard of capability and qualification of the athletes or teams.

"From this year's participation onward, every national association should be honest and frank whether the athletes or the respective associations have the capability to compete and win a medal, or at least can enter the semi final in any event of competition", he said.

Speaking at a meeting to discuss the participation of the country's contingent in the 21<sup>st</sup> SEA Games, held at the Ministry of Culture, Youth and Sports on 23 January, His Royal Highness Prince Haji Sufri Bolkiah said that according to experience in the previous SEA Games, many national sports associations sent their athletes and teams to the SEA Games, taking no account of their achievement, other than for the sake of exposure.

Exposure was also required to upgrade achievement, however, there were associations, which completely ignored and were not sensitive to the provisions given to them, lamented His Royal Highness.

His Royal Highness also spoke on the policy of participation, which was not only aimed to expose an athlete or association, but also to win medals.

In the 20<sup>th</sup> SEA Games held in Bandar Seri Begawan in 1999, Brunei Darussalam collected 48 medals, the highest number of medals ever collected by the Sultanate since its participation in the games.

The 21<sup>st</sup> SEA Games would be hosted by Malaysia from 8 to 17 September 2001, with events taking place in Kuala Lumpur, Johore, Penang and Negeri Sembilan.

## Air freight services development to support modern trade and economic growth

The three-day 3<sup>rd</sup> ASEAN Air Transport Working Group Meeting held in Bandar Seri Begawan beginning February 13 is hoped to reach agreement on the formulation of both the proposed

Multilateral Agreement and Ministerial Resolution for submission and endorsement by the Senior Transport Officials Meeting.

The eventual signing of the Asean

Multilateral Agreement on Air Freight Services would facilitate the development of air freight services to support the development of modern trade and

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A session of the Third ASEAN Air Transport Working Group Meeting in progress at the Ministry of Communication in Berakas, near Bandar Seri Begawan.



# BSM should be ready to face new challenges

The Brunei Shell Marketing (BSM) should always be ready to face new challenges in the new millennium in order to continue to succeed and to continually adjust in accordance with changes in environmental and marketing development, said the Permanent Secretary at the Prime Minister's Office, Dato Paduka Haji Adanan.

BSM should not be complacent of what it has achieved, but need to maintain its credibility and seek new business opportunities as an effort to further develop its business, he stressed.

It should also provide quality and efficient services and strive to achieve an excellent service, that could become a foundation toward achieving its objective to become the 'customer's first choice', he added.

Speaking at the launching of the BSM's new official logo at the Banquet hall of Jerudong Park Polo Club on 3 February, the Permanent Secretary also called on the BSM to continue giving priority to recruiting locals in line with the government's objective to encourage more locals working with the private sector.

"Wide opportunities should be given to qualified locals to fill higher and challenging positions in the BSM," he pointed.

The BSM is one of the industries which has been long established in the country and is going through various changes, development and is always sensitive, responsive and proactive in facing challenges in the pace of time and in the economic development.

One of the obvious achievements of the BSM was the completion of reformation project at the Brunei oil refinery in Seria in 1993, and its sensitivity, responsibility and cooperation with His Majesty's Government in ensuring that the ULG marketed in the country does not damage the country's environment and atmosphere.

The official said, the BSM plays role in ensuring that the unleaded gasoline (ULG) including liquid petroleum gas (LPG) for generating power is sufficient and reliable for industrial and manufacturing activities, and for individual and customers' usage, as well as having the responsibility to together develop the country's economy.

Dato Paduka Awang Haji Adanan

also urged the management of petrol stations in the country to make effort towards giving a more efficient and excellent service to their customers, while at the same time, is sensitive toward security aspect, health and pollution.

In the aspect of manpower, the Permanent Secretary urged the management authority to give job opportunities to locals, so that they could help the government in handling unemployment among youths.

According to the official, the launching of the logo was another achievement made by the BSM towards new image and identity, by taking the Bruneian characteristics into account.



*The Permanent Secretary in the Prime Minister's Office, Dato Paduka Awang Haji Adanan, centre, while outlining the many successes of Brunei Shell Marketing also urged it be ever-prepared for various challenges in order to continue to be successful.*

*\* From page 5  
( Air transport )*

economic growth, stated the Chair of the meeting, Pg Hj Abd Rahman bin PSI Pg Hj Ismail, Special Duties Officer at the Ministry of Communications. The meeting took place at the Ministry of Communications in Berakas.

Pg Hj Abd Rahman also said that the Working Group would review the implementation of the Hanoi Plan of Action relating to air transport sector, and in particular the 12 programmes/projects/activities under the Successor Plan of Action in Air Transport. The review of activities undertaken by the

Working Group is indeed very appropriate and timely as we are about halfway in the current cycle of successor plan 1999-2004.

"It is pleased to note that the Working Group has completed two of its projects/activities under the Successor Plan of Action in Air Transport and through the concerted and coordinated efforts we will be able to implement all the remaining ten programs/projects/activities of the Successor Plan of Action in Air Transport in the set timeframe", he said.

He further said that, "the implemen-

tation of all the 12 Air Transport programs/projects/activities would enable the achievement of the strategic thrust of air transport namely 'to institute enhanced regulatory and competitive policy for the ASEAN civil aviation sector and improve the quality and breadth of aviation safety standards, to promote greater economic integration in the ASEAN region and strengthen external linkages'.

Some 50 delegates from the ten ASEAN countries are attending the meeting, including representatives from the ASEAN Secretariat.



# Making internet more easily accessible

To encourage the development of the Internet and Internet-related services in this country and especially to the development of more local participation on the World Wide Web, it is announced that with the consent of His Majesty The Sultan and Yang Di-Pertuan of Brunei Darussalam, the Government of His Majesty The Sultan and Yang Di-Pertuan have introduced the BROADCASTING (CLASS LICENCE) NOTIFICATION, 2000 and the INTERNET CODE OF PRACTICE NOTIFICATION effective 12 February 2001.

The BROADCASTING (CLASS LICENCE) NOTIFICATION, 2000 is a subsidiary legislation under the Broadcasting Act (Chapter 180) and it introduces a new Class Licensing Scheme, which covers the following licensable broadcasting services:

1. Value Added Network (VAN) computer on-line services
2. Computer on-line services that are provided by Internet Content Providers and Internet Service Providers.

The new scheme will mean that Internet Service Providers and Internet Access Resellers will no longer need to apply for a licence under the Broadcasting Act (Chapter 180) as was previously required. This does not however exempt operators of Internet Access Service Providers (IASPs) from any other licensing requirements under any other Act, such as under the TELECOMMUNICATIONS ACT (Chapter 54).

The Class Licensing scheme does however require some categories of service providers to register with the Broadcasting Authority. This registration procedure is to ensure that these service providers be responsible for the services and content they put up. The Minister responsible for Broadcasting Matters as the Internet content regulator is responsible with ensuring that the content provider on the Internet is not against public interest or national harmony or which offends against good taste and decency.

The Class licensing Scheme requires the following service providers and certain internet content providers to register with the Broadcasting Authority WITHIN 14 days of the date of commencement of this Notification:

Internet Service Provider (ISP) which shall include:

1. An Internet Access Service Provider licenced under Section 3 of the Telecommunications Act (Chapter 54)
2. A localized Internet Service Reseller
3. A non-localised Internet Service Reseller

Internet Access Service Provider	\$1,000 per annum
Non-localised Internet Service Reseller	\$250 per annum
Localised Internet Service Reseller	\$250 per annum for each premise at which the computer on-lone services are provided.

Apart from the registration requirement all ISPs that come within the above definition shall be subject to an annual fee as follows:

Certain Internet Content Provider shall also be required to register with the Broadcasting Authority WITHIN 14 DAYS of the date commencement of this Notification:

- An Internet Content Provider who is or is determined by the Minister responsible for broadcasting matters, to be a political party registered in Brunei Darussalam providing any programme on the World Wide Web through the Internet: or
- An Internet Content Provider who is or is determined by the Minister responsible for broadcasting matters to be a body of persons engaged in the propagation of political or religious issues relating to Brunei Darussalam on the World Wide Web through the Internet.

An Internet Service Provider, however, IS NOT subject to any annual fee as imposed on the ISPs.

In addition, the regulation also allows for any on-line newspaper, and any individual providing a programme for the propagation, promotion or discussion of political, religious or social issues relating to Brunei Darussalam, on the World Wide Web, to be registered under this Scheme.

It is therefore important that all Internet Service Providers (ISPs) and Internet Content Providers mentioned above to note that, failure to register is an offence under the BROADCASTING ACT (Chapter 180) as amended by the BROADCASTING (AMENDMENT OF SECOND SCHEDULE) NOTIFICATION 1998, and punishable on conviction to

imprisonment for a term not exceeding three years, a fine up to two hundred thousand dollars for every day or part of a day during which the offence continues after conviction.

The BROADCASTING (CLASS LICENCE) NOTIFICATION 2000 also requires that all Internet service and Internet content providers in Brunei Darussalam comply with the Internet Code of Practice as announced in the INTERNET CODE OF PRACTICE NOTIFICATION. Failure to comply would also subject the licensee to the same penalties as above.

The Internet Code of Practice is introduced to ensure that content on the Internet provided in Brunei Darussalam is not against the public interest or national harmony or which offends against good taste and decency. The Broadcasting Authority in Brunei Darussalam is concerned that content provided on the Internet from Brunei Darussalam comply with a set of basic content requirements that are in line with Brunei Darussalam's religious values, social and societal mores and that the content do not offend the Islamic religion, society and do not incite social disharmony and instability in Brunei Darussalam.

The BROADCASTING (CLASS LICENCE) NOTIFICATION 2000 supersedes all other licensing requirements for Internet and Internet related services previously enforced in Brunei Darussalam under the Broadcasting Act. All previous licence holders are required to comply with this regulation.

Due to the borderless nature of the Internet, which transcends national jurisdiction, the Broadcasting Authority is taking a realistic view of its ability to

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# Unresolved issues mentioned again during the 2001 Legal Year

The Lord Chief Justice, Sir Denys Tudor Emil Roberts recalled a cascade of outstanding issues affecting Brunei's judicial system. In his introductory statement during the opening of the Legal Year 2001 on February 13 at the Brunei Supreme Court Building, Sir Denys Roberts singled out "a number of matters in which further action is required or which are not for some reason wholly satisfactory."

An example of institutional deficiency is Brunei Darussalam's Intermediate Court that, according to the Lord Chief Justice, has no permanent judge while the three court officers holding the current stewardship are part-time judges. Nor is there adequate number of Registrars whereby the Lord Chief Justice hoped "that the Attorney-General will be able to release someone for this work."

Sir Denys Roberts added that Magistrates Courts' waiting time between first appearance in court of a defendant and the date of his trial before a Magistrate is about four months for both serious and ordinary cases. Sir Denys said Magistrates Court should aim to complete all cases within two months of the first appearance of the defendant, a target rate ideally attainable by having more Magistrates.

Punishment capacity has not evolved in tandem with the growth of multifaceted modern crime. Sir Denys recalled the absence of suspended sentences, spent convictions, community service orders or special institutions for young offenders. "The Judiciary is still restricted in the punishments which it can impose, only imprisonment, commitment to Rumah Al-Islah (a drug rehabilitation centre) and binding over being available," explained the Lord Chief Justice. Sir Denys spoke of over crowding at the main prison that warranted either extension or replacement and the non-existent probation officer.

Suggestion for an increase of fees payable in capital cases to counsel for a defendant remained unanswered, he added. Last year, Sir Denys mooted the possibility of appointing a public defender for the defence of anyone charged before the High Court with an

offence. For this, the Lord Chief Justice argued, there would be a fixed and determinate fee paid to one of the legal firms. Again, the suggestion met no response.

Courts and counsel are disadvantaged because "no Brunei law Reports have been issued since the volume for 1991," said Sir Denys. Although the volume of legislation for 1999 and volume 2 of the Judgements of the Courts of the same year have been issued, the Lord Chief Justice stressed that all available Law Reports and Volumes of Judgements are devoid of proper comprehensive index.

In areas of consumer legislation, "no motor insurers bureau has been estab-

lished to ensure that a person injured by an uninsured driver can receive compensation if the latter is at fault," said Sir Denys. Although the Attorney General received relevant papers found in the Singapore Scheme since March 1999, the Lord Chief Justice said that an announcement for the establishment of such bureau is yet to be made. Also yet to be established is the Law Society, as stipulated by the Legal Profession Act.

Sir Denys argued that concern over dominance of non-locals at the proposed Law Society can be overcome "by providing that the governing body of the Society contains a majority of Bruneian citizens or permanent residents."

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*Above: The Special Adviser to His Majesty The Sultan and Yang Di-Pertuan of Brunei Darussalam in the Prime Minister's Office cum Home Affairs Minister, Pehin Dato Haji Awang Isa speaking as a representative of the legal profession at the start of Brunei's legal year on February 13, while the Chief Justice, Dato Seri Paduka Sir Denys Roberts officially declares the legal year underway with an inspection of an honour guard in front of the courthouse at Jalan Tutong in Bandar Seri Begawan, below.*





# New approaches to measuring and meeting customer satisfaction in the delivery of their services needed

Many efforts have been made by ministries and government departments to provide efficient and good quality services as well as to be more transparent to their customers through their respective client charters.

Towards this, said the Permanent Secretary of the Prime Minister's Office, Dato Paduka Haji Hazair bin Haji Abdullah in an address, a further strategy was put in place in 1995, when the Government of His Majesty The Sultan and Yang Di-Pertuan of Brunei Darussalam introduced the client's charter or officially known as "tekdak pemedulian orang ramai" (TPOR).

The seminar on "Customer satisfaction/customer focus in the public service" for permanent secretaries and deputy permanent secretaries was held on 29 January at the Civil Service Institute in Kg Rimba near the Brunei capital, Bandar Seri Begawan.

"This has become one of the drive



*Permanent Secretary in the Prime Minister's Office, Dato Paduka Awang Haji Hazair urges stepping up of efforts to meet the clients' charters by the civil service.*

toward realising our Perkhidmatan Awam Abad Ke 21 or Civil Service Vision in the 21<sup>st</sup> century, in meeting its social responsibility and accountability towards customers", he added.

Despite all the efforts, Dato Paduka Haji Hazair also believed that more efforts are needed in order to achieve the client charter goals.

He also said that, the notion of customer satisfaction is a function of performance that is relative to the clients' expectations. Indeed, it is a philosophy in which every employee must feel and

acts accountably for customers or clients' satisfaction.

"In this line, everyone in the civil service is to be fully committed to the clients' charter of his/her respective ministry,"

It is hoped that the seminar could give an insight into other countries' experiences and approaches used in dealing with customers and hence "will enable us to outline further strategies in enhancing our client's charter, one that is suitable to our culture and needs," the official concluded.

*\* From page 8  
( Legal Year )*

The Lord Chief Justice also mooted for the establishment of a Judicial and Legal Service Commission that will consider all appointments of qualified persons to the judiciary, the Attorney General's Chambers and to any other legal post and all promotions to such posts. Ideally, the new body should be independent of the Public Service Commission and Sir Denys suggested that membership should comprise of the Chief Justice, the Attorney General and someone from the Public Service Commission.

In matters pertaining to infrastructure, the Lord Chief Justice recalled the need for funding – currently denied, to ensure proper maintenance of the court building and its library which is

now experiencing deterioration in some parts.

Government immunity that protects the government from litigation, argued the Lord Chief Justice can obstruct Brunei's attempt to become an investment centre. "A businessman who is in conflict with the government has no recourse to the courts. This can hardly encourage him to invest in Brunei. The removal of the immunity of the Government would not affect that of His Majesty, who will remain inviolate. It is only the negligent acts of government servants that would be subject to action by the sufferer," said Sir Denys.

Alternatively, failing to rectify this institutional flaw the Lord Chief Justice mooted that all claims against the government would be referred to an independent arbitrator.

In his corresponding speech, the

home affairs minister, Pehin Dato Haji Isa also recalled some of the deficiency of the judiciary, the first being the need to establish a small claims tribunal designed to deal with claims worth less than B\$5,000.

The most prominent flaw highlighted was the absence of provisions for reciprocal recognition of Brunei High Court judgements under Malaysian laws – an impediment that will affect Brunei's plan to evolve as an international offshore financial centre. Brunei currently enforces judgements issued by Malaysian High Court. "The problem of lack of reciprocity in the current economic climate has led to a situation whereby some foreign debtors have fled the country to avoid enforcement of judgements obtained in Brunei against them," explained Pehin Dato Haji Isa.



# Education in the knowledge-based era

Faced with a global phenomenon of advance scientific and technology development, economies of Brunei Darussalam as with the rest of the world revolve towards a knowledge-based economy. This trend, which calls for technology-skilled manpower also compel learning institutions to begin their slow transition from the traditional classroom-teaching to include industrial attachments in their courses.

In Brunei Darussalam, technical and vocational education has been well-established and it has become the best alternative from traditional academic studies, said Dato Seri Paduka Dr. Haji Ahmad bin Haji Jumat, the Deputy Minister of Education who was speaking in his capacity as Acting Minister of Education at the Open day of Nakhoda Ragam Vocational School on 5 February. The open day was also held with the cooperation from the Southeast Asian Minister's of Education Organisation (SEAMEO) Regional Centre for Vocational and Technical Education based in Brunei Darussalam.

According to statistics from the Education Ministry, at least 4,864 students have successfully graduated from their technical and vocational studies for the period of 1994-2000. On average, it is about 700 students graduate per year.

Presently, the institutions include Nakhoda Ragam Vocational School, Sultan Bolkiah Vocational School, Mechanical Training Centre, Sultan Saiful Rijal Technical College and Jefri Bolkiah College of Engineering.

"Brunei Darussalam places a high premium on knowledge and skills," said the deputy minister, "because in the 21<sup>st</sup> century we are faced with stiff competition from other countries as well as challenges from advanced technology and communication. The economy development and competitive edge of a country does not depend on its natural resources but relies more on the endurance and effectiveness of its people."

"People (human resources) is the most valuable asset of the country," adds the minister. He further emphasised on the provision of education and skills in particular, the young generation in preparation of the challenges that the

new century poses.

Supported by its high quality and standard, technical and vocational studies in Brunei Darussalam today receive encouraging response from students as well as the public and private communities.

In May 1991, the Brunei Darussalam Technical and Vocational Council (BDTVEC) was set up to validate all technical and vocational education and training (TVET) and continuing education (CE) in the country. The council also functions to monitor and coordinate the course programmes and contents. To further enhance its credibility, the council appoints external moderators to inspect and examine courses undertaken by all technical and vocational institutes in the country.

To date, the Brunei Darussalam Technical and Vocational Council has approved 86 such courses including 7 of Higher National Diploma, 27 National Diploma, 13 of pre-National Diploma and 38 craft courses.

"The knowledge-based economy has also brought about a need for computer competency for Brunei's population," says Dato Seri Paduka Dr. Haji Ahmad, "and this is to be attained through the National body on Information Technology and Communication whose membership includes the Ministry of Education."

"The Ministry of Education has also taken the initiative to form a new department of Information Communica-

tion and Technology (ICT) seen as an investment for the future young generation."

Established this year, the Information Communication and Technology (ICT) department undertakes the task of educating the students at primary, secondary and higher levels to be computer literate. It hopes to increase the usage of computers in schools and plans to achieve a ratio of one computer to every five students in secondary schools, and for primary schools - one computer to every two students.

In conjunction with the open day, a three-day exhibition of the vocational school was also held. The exhibition which served to promote the institution also displayed proto-type projects and works of the students. Selected students have also been sent to the Vocational Education Development Centre in the Republic of Indonesia where they undergo industrial training to produce high quality market products. The projects include teaching aid material used by technical and vocational institutions.

For now, the school is looking forward to marketing the products with the cooperation of the SEAMEO Voctech Regional Centre.

Nakhoda Ragam Vocational School offers courses in electrical, electronics, painting and decorating, bricklaying, plumbing and pipefitting, furniture making, sewing, hairdressing and building craft.

*\* From page 7  
( Broadcasting & Internet )*

regulate the Internet content. It DOES NOT view itself as having extra territorial jurisdiction over content providers which are not based in Brunei Darussalam, notwithstanding that the content provided can be accessed in within Brunei Darussalam. The Broadcasting Authority is merely concerned with regulating broadcast by local content providers of certain materials, which deems as unsuitable for con-

sumption by the general public in Brunei Darussalam.

Licensees can register with the Broadcasting Authority by writing to the Director of Broadcasting, Prime Minister's Office, Istana Nurul Iman, Bandar Seri Begawan BA1000.

Registration forms can be downloaded from [www.pmo.gov.bn/division.htm#broadcasting\\_and\\_handed\\_in\\_to\\_the\\_Director\\_of\\_Broadcasting\\_at\\_the\\_Prime\\_Minister's\\_Office](http://www.pmo.gov.bn/division.htm#broadcasting_and_handed_in_to_the_Director_of_Broadcasting_at_the_Prime_Minister's_Office). All queries arising can also be directed to the above address or by e-mailing [info\\_internet@pmo.gov.bn](mailto:info_internet@pmo.gov.bn).



# Out-of-school teaching vs formal school systems

Science camp is an effective way of inculcating environmental awareness and aesthetic values among school children, the permanent secretary at the Ministry of Development has said.

Dato Paduka Haji Zakaria bin Dato Paduka Hj Noordin, the guest of honour was speaking at the official opening of the 24<sup>th</sup> Annual General Meeting of the Brunei Association for Science and Education (BASE) on 11 February.

"This is important because their decisions and actions in the future as members of society will be guided by their knowledge and values. They should be made to understand that industrial and socio-economic development goals can be achieved while leaving our natural environment protected and preserved for the future," said the permanent secretary.

On another note, the permanent secretary stressed that science camp activity of BASE can generate a large amount of teaching and learning resources and encouraged the Science association to make available the information in the forms of CD-ROMs, videos and multimedia productions for utilization by teachers in the country. The information should make the teaching of science fun, interesting and effective.

"Science camp enriches the school curriculum by providing the students with the out-of-schools activities which it is not normally possible to provide within the formal school system," says the permanent secretary, "and that social skills such as leadership, communication and teamwork can be nurtured through the activities of science camps."

In order to take advantage of the broad experience of BASE, the permanent secretary urged the science association to make a formal study on the impact of the science camp activities on the attitudes of students towards learning science subjects. "The findings of such a study could generate new ideas which can pave the way for the science camp activities to be designed and structured to maximize their impact on the development of students' scientific and social skills and positive attitude towards learning science."

This, hopefully will work towards encouraging more students to take up science subjects and hopefully to meet the country's manpower shortage in the science field. Currently, there is low participation rate of students in the science and technology based subjects at upper secondary and higher education levels. Performance level of students in these subjects in primary and secondary schools is also in a declining trend.

Established in 1978, BASE has a small membership of 30. Its annual activities include the National Science Camp, Creative Science Poster and Writing Competition, Young Agriculturist Badge Scheme Award, Science Essay Writing Competition, Science and Technology Innovation and Invention Competition.

The association's strategic partners comprise of government agencies and private companies. They are the Ministry of Education through the Science, Technology and Environment Partnership (STEP), the Ministry of Develop-

ment, and the Brunei Shell Petroleum Sendirian Berhad.

Among the many initiatives to boost the development of science and technology in Brunei Darussalam include the setting up a National Science and Technology Committee in 1994. A policy on science and technology was also established to ensure that science and technology are able to contribute effectively to economic prosperity, a sustainable environment and cultural and social well-being.

In terms of its commitment, Brunei Darussalam actively participates in regional and international science events in order to expose its people especially students to the global trend of scientific development. The government sends students to events such as the APEC Youth Science Festival and the Taiwan Science Fair.

Science activities are also held on a regular basis in the country. One example is the 6<sup>th</sup> ASEAN Science and Technology Week organized by the ASEAN Committee on Science and Technology (COST) to be held in Brunei Darussalam in September. The regional event from 10-21 September promises to be full of activities with the ASEAN Ministers of Science and Technology Meeting, a Science and Technology Congress, an exhibition of ASEAN major achievements in Science and Technology, and a presentation of ASEAN Science and Technology Awards.

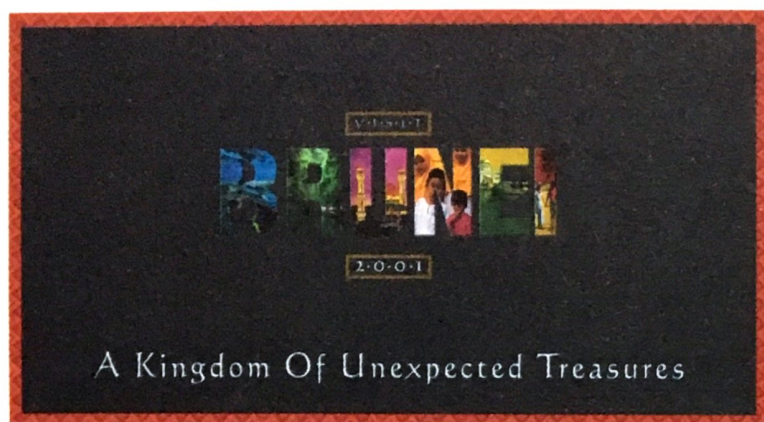
For more information, please visit their website at <http://www.brunet.bn/org/base/base.htm>

## **New name for BDEC Secretariat**

**B**y command of His Majesty Sultan Haji Hassanal Bolkiah Mu'izzaddin Waddaulah, The Sultan and Yang Di-Pertuan of Brunei Darussalam, the Prime Minister's Office has announced that the Secretariat of Brunei Darussalam's Economic Council (BDEC), established in February 2000 for the implementation of economic streamlining, is now named as the Department of Economic Planning and Development.

A press release issued by the Prime Minister's Office on 14 February said, the Department of Economic Planning and Development will come under the Prime Minister's Office with effect from 1 March 2001.





# His Royal Highness The Crown Prince receives in audience the Australian High Commissioner to Brunei Darussalam



His Royal Highness Crown Prince Haji Al-Muhtadee Billah in conversation with His Excellency Mr Allaster Edward Cox, Australia's newly-appointed High Commissioner to Brunei Darussalam.

## What's happening NEXT month in Brunei Darussalam?

**22-25 February**  
*Sail Brunei International  
Regatta at Jerudong Marina*  
Challenge the rough and  
unpredictable sea of Brunei

**23 February**  
*Brunei Darussalam National  
Day*  
Witness the colourful parades  
and performances, beautiful arches  
and illuminated decorations.

Visit [www.visitbrunei.com](http://www.visitbrunei.com) or  
email [bruneitourism@brunet.bn](mailto:bruneitourism@brunet.bn)  
for more details.

**H**is Royal Highness Prince Haji Al-Muhtadee Billah, The Crown Prince consented to receive in audience His Excellency Mr Allaster Edward Cox, the new Australian High Commissioner to Brunei Darussalam. The audience took place at Istana Nurul Iman on February 8.

Also present at the audience was Yang Dimuliakan Pehin Orang Kaya Seri Utama Dato Seri Paduka Haji Awang Yahya bin Begawan Mudim Dato Paduka Haji Bakar, the Permanent Secretary at the Prime Minister's Office.

The Australian envoy had on 10 January presented his credential to His Majesty The Sultan and Yang Di-Pertuan of Brunei Darussalam at Istana Nurul Iman on assuming his posting in Bandar Seri Begawan.

## Brunei In Brief

**Official name:** Negara Brunei Darussalam  
**Capital:** Bandar Seri Begawan  
**Land size:** 5675 sq. km  
**Geographical Position:** North-west of Borneo Island in Southeast Asia  
**Population:** 336,376 (July 2000 estimate)  
**National Carrier:** Royal Brunei Airlines

**Official Language:** Malay  
**Official Religion:** Islam  
**Official Website:** [www.brunei.gov.bn](http://www.brunei.gov.bn)  
**January Rainfall:** 621.0 mm

**The Trafficking and illegal importation of Controlled Drugs are very serious offences in Brunei Darussalam and the penalty is death.**