



PRESS RELEASE
MINISTRY OF FINANCE AND ECONOMY
NEGARA BRUNEI DARUSSALAM

OPERATING HOURS OF SERVICE COUNTERS
IN DEPARTMENTS AND DIVISIONS
OF THE MINISTRY OF FINANCE AND ECONOMY

Date: 18th November 2021

1. Following the press release of the Prime Minister's Office dated Tuesday, 9th November 2021 on the update of the Transition Phase under the National COVID-19 Recovery Plan Framework which will begin on Friday, 19th, November 2021.
2. In this regard, the Ministry of Finance and Economy would like to inform that starting on Saturday, 20th, November 2021, the operating hours for service counters in the Ministry of Finance and Economy as well as the departments in it are as follows:

Day	Operation Hour
Monday-Thursday & Saturday	8.30 a.m – 12.00 p.m

3. Please be informed that customers/visitors need to make an appointment beforehand with the Department/Division by contacting the Department/Division through the following platforms:

Bil.	Department/Division	For booking an appointment (via hotline number/e-mail)	
		Hotline (during working hours)	E-Mail Address
3.1	Treasury Department		
3.1.1	Customer Service Unit	2383444	ppp@treasury.gov.bn
3.1.2	Vehicle Loan Repayment Unit	2383445	
3.1.3	House Rental and Down Payment Unit	2383931 / 8398228	
3.1.4	House Loan Repayment Unit	2838931	ppp@treasury.gov.bn
3.1.5	Education Loan Assistance Scheme Unit	2383445 / 7373222	
3.1.6	Education Allowance Unit	2383461	

3.1.7	Fare Leave Allowance Unit	2383461	
3.1.8	House Loan Unit	2383483 / 8398338	
3.1.9	Vehicle Loan Unit	2383476	
3.1.10	Pension and Baksis Unit	2383478	
3.1.11	Revenue Unit	8398000	
3.1.12	Payment and Revenue Collection Section	2380822 / 2383469	
3.1.13	Salary Unit	8397000	
3.2	Royal Customs and Excise Department		
3.2.1	Customer Service Unit	8323741	info@customs.gov.bn
3.2.2	Assessment, Classification and Tariff Unit	8323841	
3.3	Department of Economic Planning and Statistics		
3.3.1	Department of Competition and Consumer Affairs	2233344	info@jpes.gov.bn
3.3.2	Department of Planning		
3.3.3	Finance Section, Department of Corporate Affairs		
3.4	Revenue Division	2383933 / 2380651	revenue@mofe.gov.bn
3.5	Registry of Companies and Business Names Division	2380505	info.rocbn@mofe.gov.bn
3.6	Trade Division	2383696	coo.officebrunei@mofe.gov.bn
3.7	National Standards Center	2333964	nationalstandard@mofe.gov.bn

4. During the appointment, customers/visitors must comply to the following guidelines as advised by the Ministry of Health when dealing in the building of the Ministry of Finance and Economy and the Departments:
- **Only customers/visitors who received 2 complete doses of COVID-19 vaccine** will be allowed to enter;
 - **Only customers/visitors with green and yellow BruHealth codes** are allowed to enter the Ministry of Finance and Economy's building. BruHealth code and identity card must be shown to security guards at the main doors;

- Customers/visitors must check body temperature and scan QR Code at each counter entrance through BruHealth application;
 - Customers/visitors must always wear face masks;
 - Always practise social distancing.
5. These measures are to ensure the safety and health of visitors as well as the officers and staff of the Ministry of Finance and Economy and the Departments within it are in good condition.

Ministry of Finance and Economy
Negara Brunei Darussalam