

GUIDELINES FOR PRODUCT REGISTRATION APPLICATION
REGISTRATION UNIT, DEPARTMENT OF ELECTRICAL SERVICES

To successfully submit the Product Registration Form to the Department of Electrical Services (DES), applicants (Original Equipment Manufacturers) must provide a series of documents and follow these detailed guidelines. Each requirement is important to demonstrate the applicant's compliance with DES policies, ensuring the quality, reliability, and safety of the products being registered.

1. Covering Letter Requirements

A. Original Equipment Manufacturers (OEM) Letter of Intent

A formal letter from the OEM expressing its intent to register the product. This letter should be on the OEM's official letterhead, signed by an authorized representative.

Example: A letter from a transformer manufacturer stating their intent to register their 66kV transformers with DES.

B. Local Agency / Branch / Distributor's Appointment Letter

This is the official appointment letter from the OEM, designating a local agency or distributor to represent them in the country. The letter should indicate the scope of the agency's responsibilities.

Example: A letter from the OEM appointing "ABC Trading" as the official distributor for electrical panels in Brunei.

C. OEM's Registration of Company Certificate

A certified copy of the OEM's official company registration from the relevant authority in the country of origin.

Example: A certificate of incorporation issued by the Registrar of Companies from the OEM's home country.

D. Application Form

The completed DES product registration application form must include all relevant details about the OEM, local agent, and product, and must be signed by an authorized representative from the OEM, who should be listed in the organizational chart.

2. Documentation Requirements

E. Corporate Information

A detailed company profile of the OEM, including history, services, and operational structure.

Example: A booklet / brochure / presentation slide detailing the OEM's history in producing electrical components, market presence, and key products.

F. Organizational Chart

A clear organizational structure of the OEM, highlighting key personnel in management, production, and quality control.

Example: A chart showing the CEO, production managers, quality assurance team, and regional managers.

G. Track Records

A comprehensive list of past projects and clients that have used the OEM's products for the last 5 years.

Example: A document showing that the OEM has supplied switchgear to utilities in Malaysia, Singapore, and the Philippines.

H. After-Sales Services

Detailed information on the after-sales services provided by the OEM, including maintenance support, spare parts availability, and warranties.

Example: A document explaining the OEM's service centers in Brunei, offering 24/7 support for installed electrical transformers.

I. Control Procedures, Quality Assurance Program, and Engineering / Manufacturing Reporting Procedures

A description of the OEM's quality control processes, engineering standards, and reporting mechanisms.

Example: A document outlining ISO-certified quality checks, manufacturing tolerances, and audit processes for production lines.

J. Customer Reference List

A list of past customers who have purchased and used OEM's products, which can be incorporated into the track record.

Example: References from utility companies or industrial clients in the Asia-Pacific region.

K. Test Certificate and Reports from Accredited Independent Testing Bodies

Certificates and test reports from recognized independent testing bodies such as KEMA, CESI, or SIRIM. All certificates should be certified true copies by the testing bodies.

Example: A KEMA test certificate for an electrical relay or circuit breaker.

L. Type Test Certificate/Report

A type test certificate or report showing the product's compliance with international or industry standards. This report will be reviewed against DES technical specifications, and any discrepancies must be addressed by the OEM in writing.

Example: A type test report from ASTA confirming the product meets IEC 62271 standards for switchgear.

M. Catalogue/Brochure/Technical Details

Detailed brochures, catalogs, or technical specifications of the product, showcasing its features, capacities, and uses.

Example: A product catalog for an electrical panel including dimensions, voltage ratings, and operating conditions.

N. Factory Audit Report & Factory Pictures

A report documenting the factory audit, including details on production lines, quality assurance, and safety protocols. Accompany this with photos of the manufacturing facilities.

Example: A factory audit report from a third-party auditor and images of the OEM's manufacturing plant in Shanghai.

O. Maintenance Management/Maintenance Guideline

Guidelines and procedures for maintaining the product, including recommended intervals for service and replacement parts.

Example: A maintenance manual for a high-voltage transformer, specifying yearly inspections and part replacement timelines.

3. Presentation & Factory Inspection

Presentation: Applicants must arrange for a formal presentation to DES regarding the company, products offered, and quality assurance procedures. Ensure the presentation addresses all major product features, technical details, and compliance with Brunei's regulations. DES will contact the local agents to arrange the presentation date.

Factory Visit: If necessary, DES may require a factory inspection, where a representative from the department will inspect the OEM's production and quality control procedures. The applicant must bear all costs associated with this inspection.

4. Submission Guidelines

Certified True Copies: Test certificates from independent authorities must be certified as true copies on the reverse side by a qualified individual.

Submission Format: Submit one set of the completed application form, with all attachments and one soft copy saved on a USB drive or CD.

One Product Per Form: Submit a separate form for each product you intend to register.

5. Contact Information

OEM Contact Details: The form requires comprehensive contact information for both the OEM and their local appointed agent, including company address, email, and phone numbers.

Product Details: Provide detailed information on the product, such as its brand, model, and certificate numbers.

6. Financial and Sales Record Information

Financial Status: Provide a clear breakdown of the OEM's financial status over the last three years, including revenues, expenses, and net income.

International and Regional Sales Record: A detailed record of sales for the offered product in different countries and regions over the last five years, along with product descriptions (model).

7. Legal Declaration

The OEM or an authorized representative must sign a declaration stating that all information provided is accurate. Additionally, the form includes reminders about forgery under the Penal Code, with penalties for any fraudulent submissions.

8. Penalties for Forgery

Forgery Laws: The submission is subject to the Penal Code, Sections 463, 465, 468, 470, and 471, which outline severe penalties for forgery and using forged documents, including imprisonment and fines.

Ensure Compliance: It is critical for OEMs to fully comply with DES' Product Registration Policy before submitting their applications to avoid rejection or deregistration.

9. Reminder

The Department of Electrical Services (DES) reserves the right to accept, reject, or withdraw acceptance if any product is found to be non-compliant with DES standards and specifications. Once a product has been accepted by DES, it must not be altered or modified without prior written approval from DES when supplying to other agencies within Brunei Darussalam. Any unauthorized changes may result in deregistration of the product without prior notice.

Applicants are also reminded to avoid submitting products with multiple specifications. Only the specifications accepted by DES should be used in all submissions.

Please note that the evaluation period may take up to four (4) months from the date of submission due to the high volume of applications and the thorough evaluation required for each submission. We appreciate your understanding and patience during this process.

Written by.

Product Registration Secretariat

Product Registration Committee

Department of Electrical Services

11th September 2024