

User

Manual

End User

Bhutan Biosecurity and Food Safety System

**Bhutan Agriculture and Food of Regulatory Authority
Ministry of Agriculture & Forests**

Submitted by:

***Sparkle* Technologies**

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1 Bhutan Biosecurity and Food Safety System Perspective

1.1 Development & Operation Environment

The BBFSS System is a web application developed in Python and web technologies. The application uses a relational database PostgreSQL for data persistence.

1.2 User Interfaces (UI)

1.2.1 General UI Features

The Bhutan Biosecurity and Food Safety System is a web-based application, which means that the main application with all its business logic resides and run on a web server while the users access the application through the web clients (web browsers).

The application serves web pages, which are presented to the user via web browsers, to enable the user access and use the system. Access to the different pages/screens of various features is provided through a menu tree. For operations which span across multiple screens, a work-flow based navigation is implemented.

The pages are of two types: (a) pages with data entry forms, where the user enters data or specifies his/her selection of options about an object or an action and (b) pages through which information are displayed to the user for viewing or printing.

1.2.2 Menu Structure (BBFSS System)

All the available operations in the BBFSS System will be divided into a number of functional groups. Operations which are authorized for the assigned role of the logged in user will be able to view/access those menu items. A user having access to any of the sub-menu items of a particular menu-group will have that top-level menu on his/her menu-bar, having only the authorized items available.

1.3 List of inputs

1.3.1 Authentication Module

1.3.1.1 Login

For carrying out any BBFSS operation, such as, managing users, master data, generate reports, etc. a user will have to login to the BBFSS portal using his/her user-id and the password.

1.3.1.2 Change Password

The application security will be maintained by user-id and password. When a user logs in first time the system will take to the change password screen and will force the user to change password. Similarly if somebody forgets password and the password have been reset through the system, the user will be forced to enter the **Security Question** and **Answer** on the first login to the system. Also, a user can at any point of time, change the password.

While changing password, user must provide the old password as well as the new password. To make sure that there is no typographic error, the new password has to be repeated.

1.3.1.3 Log out

The user of the BBFSS can at any point of time sign off from the application. This will disable the user to execute any further transactions, unless logged back in again. By logging out of the system, the user also makes him / herself unaccountable for any further transactions made on the system.

There is no separate screen for this operation. It will be available as a clickable hyperlink on the header section of all the pages.

1.3.2 Administrative Module

1.3.2.1 Create & Maintain User

This feature enables an administrator of the BBFSS to create and maintain existing users of the system. These end users will be using the system for their daily activities. The BBFSS will have users at different level with different access rights depending on the roles assigned.

1.3.2.2 Maintain Master Tables

Creating / editing / deleting master tables required by BBFSS. In order to create/edit/delete master tables, a web master or user with privileged role has to logon to the BBFSS portal using the user-Id and valid password.

1.3.2.3 System Setting

System Administrator under Bhutan Biosecurity and Food Safety System can set up various variables for database backup, email setting etc.

2 System Administration Module

2.1 Authentication

System administrator will have to login to BBFSS for any task related to system administration.

2.1.1 User Login

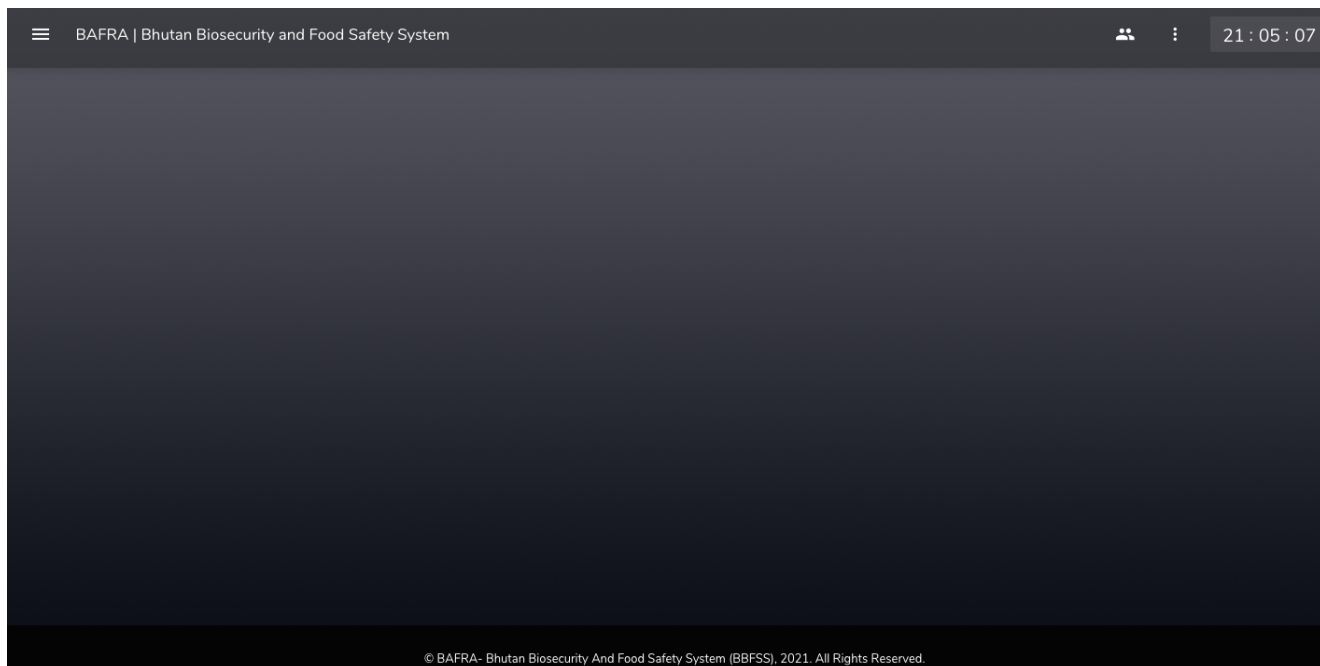
For carrying out any BBFSS configuration operation, such as, managing users, master data, generate reports, etc. a user will have to logon to the BBFSS using his/her user-id and the password having administration rights.

- ✓ **Action:** Follow the url <http://www.bbfss/bafra.gov.bt/>
- ✓ **Result:** BBFSS application appears as shown below.



The screenshot displays the login interface for the Bhutan Biosecurity and Food Safety System (BBFSS). At the top, there are two circular logos: the Bhutan National Emblem on the left and the BAFRA logo on the right. The header text reads "Bhutan Agriculture and Food Regulatory Authority" and "Ministry of Agriculture and Forests", followed by the system name "Bhutan Biosecurity and Food Safety System". The main content area is a dark blue box containing a "Login Form". The form has two input fields: the first contains the email "gurungsan@gmail.com" and the second contains masked characters "*****". Below the fields are two buttons: "Log in" and "Lost your password?". A link for "Client Registrar" is located below the buttons. At the bottom of the dark blue box, a copyright notice states: "© BAFRA- Bhutan Biosecurity And Food Safety System (BBFSS), 2021. All Rights Reserved."

- ✓ **Process 2.1.1.1: User Login-** Enter **User Id** and **Password** in the above form and the click on **Login** button to Login to the BBFSS application or click on **Lost you password** to retrieve the forgot password.
- ✓ **Result 2.1.1.1:** On successful Login, the user will be redirected to the Administration dashboard. The following page will be shown.



2.1.2 Change Password

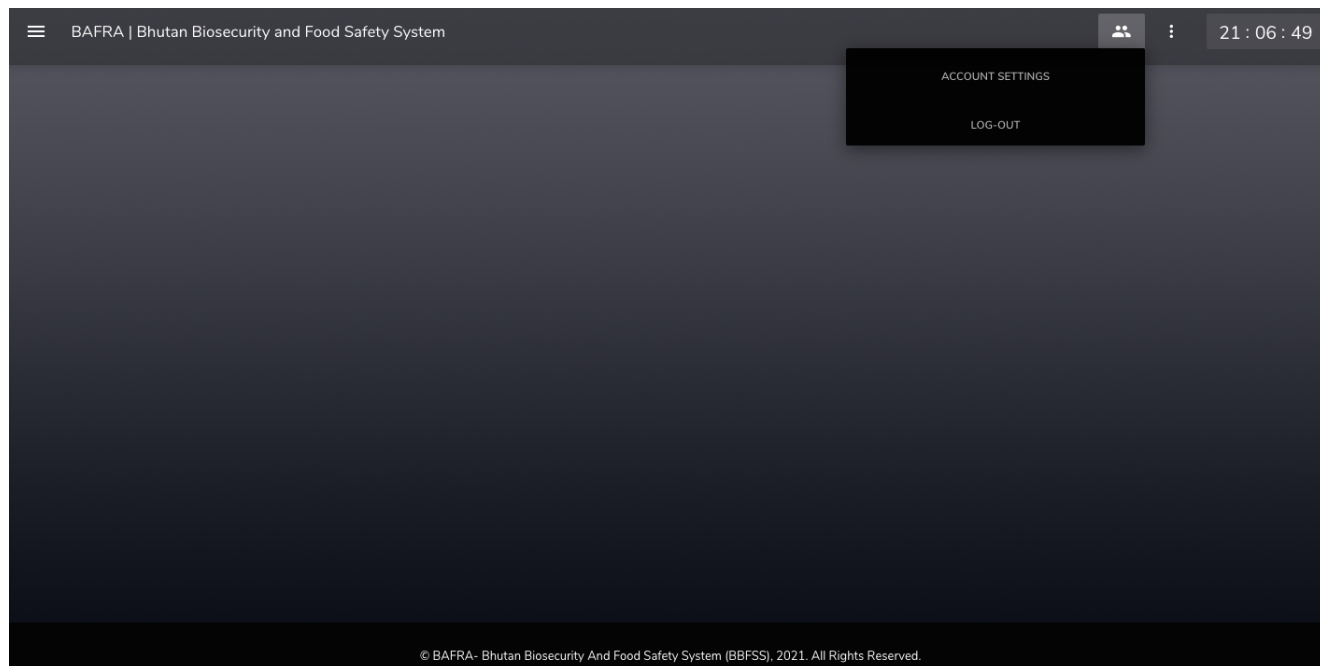
The application security will be maintained by user-id and password. When a user logs in first time the system will take to the change password screen and will force the user to change password. Similarly if somebody forgets password and the password have been reset through the system, the user will be forced to enter the **Security Question** and **Answer** on the first login to the system. Also, a user can at any point of time, change the password.

While changing password, user must provide the old password as well as the new password. To make sure that there is no typographic error, the new password is asked to be repeated.

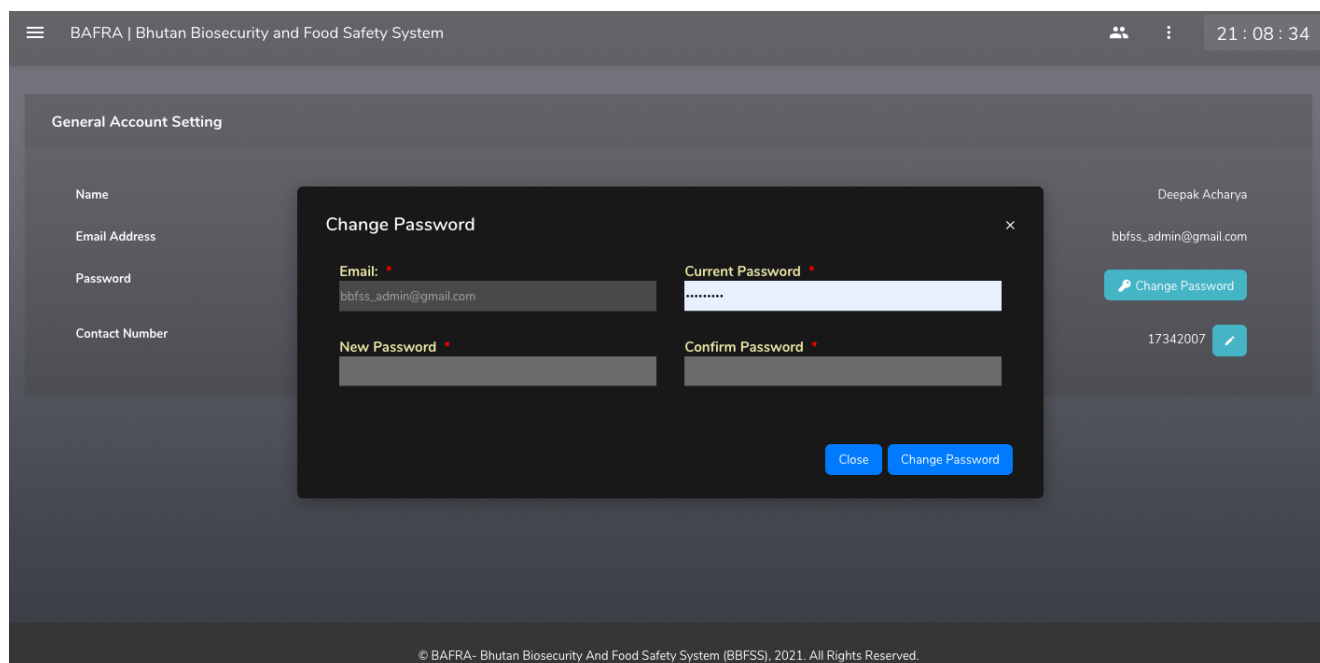
2.1.3 Account Setting

The user can change his account setting (**Password, Email and contact number**) anytime he/she wishes to change.

- ✓ **Action:** Click on **Account Setting** Link under the user profile link as shown below.
- ✓ **Result:** Following Configuration page appears as shown below.



- ✓ **Process 2.1.3.1:** To change the password, click on the **Change Password** button.
- ✓ **Result 2.1.3.1:** On clicking on the **Change Password** option, the user will be redirected to the following page:



- ✓ **Process 2.1.3.2:** Make necessary change and click on **Change Password** to change the password and click on **Close** button to cancel the change.
- ✓ **Result 2.1.3.2:** Password is changed:

2.1.4 Log out

The user of the BBFSS can at any point of time sign off of the application. This will disable the user to execute any further transactions, unless logged back in again. By logging out of the system, the user also makes him / herself unaccountable for any further transactions made on the system.

There is no separate screen for this operation. It will be available as a clickable hyperlink on the header section of all the pages.

2.2 Client Registration

This feature enables the general public/clients to submit their registration form. The clients will be using the system for submitting the sample test and interpretation of test result applications.

After the client registration application is submitted, the agency admin will approve or reject the registration application based on the details provided by the clients. Agency Administrator manages the clients in the Bhutan Biosecurity and Food Safety System(BBFSS).

2.2.1 Submit Client Registration

For submitting the online client registration form, a client will have to open the BBFSS web portal.

- ✓ **Action:** Follow the url <http://www.bbfss/bafra.gov.bt/>
- ✓ **Result:** BBFSS application appears as shown below.



The screenshot displays the login interface of the Bhutan Biosecurity and Food Safety System (BBFSS). At the top, the Bhutan Agriculture and Food Regulatory Authority logo is on the left, the text 'Bhutan Agriculture and Food Regulatory Authority' and 'Ministry of Agriculture and Forests' is in the center, and the Bhutan Biosecurity and Food Safety System logo is on the right. Below this, the title 'Login Form' is centered. The form contains two input fields: the first is for the email address, with 'gurungsan@gmail.com' entered, and the second is for the password, represented by a masked field with dots. Below the password field are two buttons: 'Log in' and 'Lost your password?'. At the bottom of the form, there is a link labeled 'Client Register'. The footer of the page states '© BAFRA- Bhutan Biosecurity And Food Safety System (BBFSS), 2021. All Rights Reserved.'

- ✓ **Process 2.2.1.1:** Click “**Client Register**” link to open the registration page.
- ✓ **Result 2.2.1.1:** When clicked on “**Client Register**”, the following page appears.



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Bhutan Biosecurity and Food Safety System



- ✓ **Process 2.2.1.2:** Enter the client details (Contact Person, CID No, Client Name, Address, Dzongkhag, Gewog, Mobile no, Email) and click **Submit** to submit the Client Registration form.
- ✓ **Result 2.2.1.2:** The registration details are submitted.

2.3 User Management (Create & Maintain User).

This feature enables the system administrator of the BBFSS to create and maintain existing users of the system. These end users will be using the system for their daily activities. The BBFSS will have users at different level with different access rights depending upon the position in an organization. In order to manage user master tables, a user with privileged (System Admin) role has to logon to the BBFSS portal using the user-Id and valid password. All users in Bhutan Biosecurity and Food Safety System (BBFSS) are managed by the System Administrator.

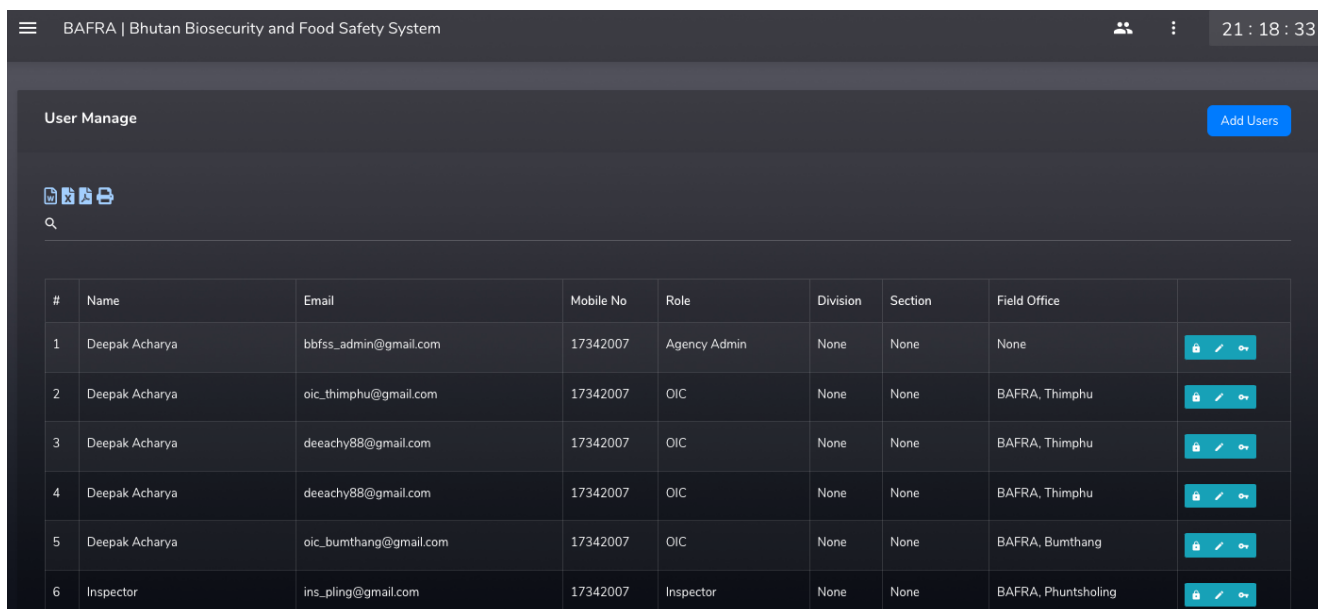
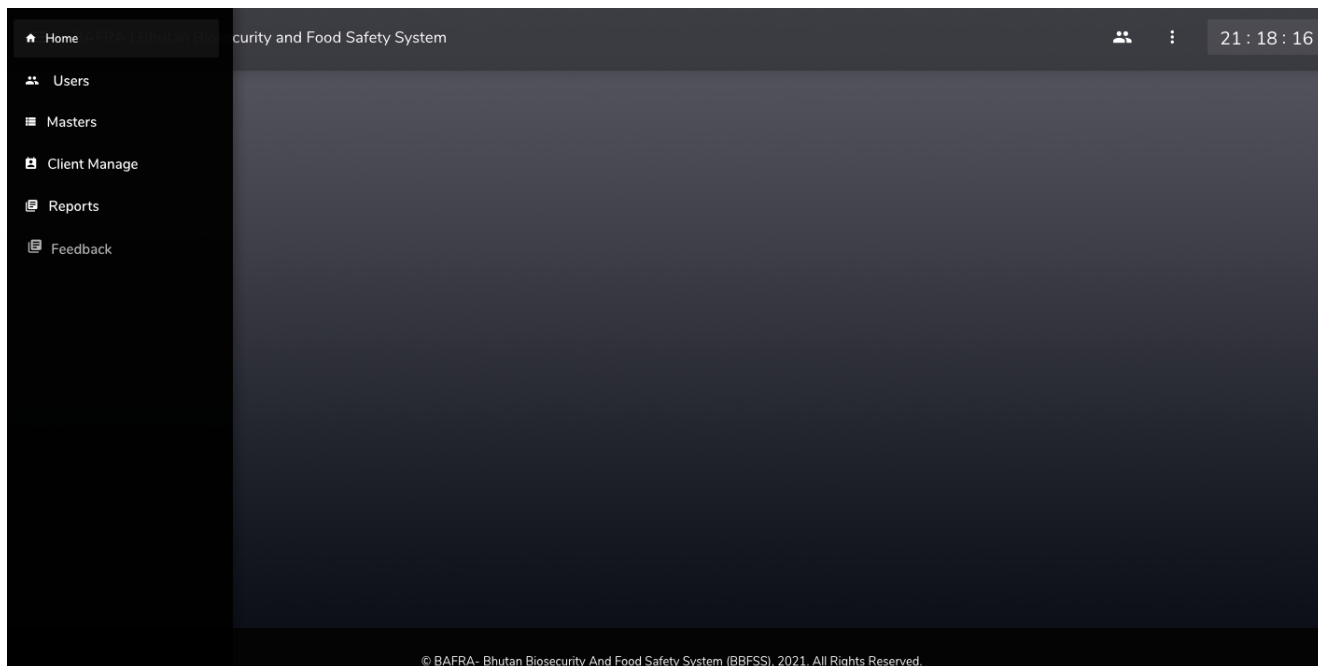
Within the BBFSS, the users are classified into four categories (Roles):

1. Agency Admin
2. Director General
3. Chief
4. Focal Officer
5. Officer Incharge (OIC)
6. Field Officer
7. Client

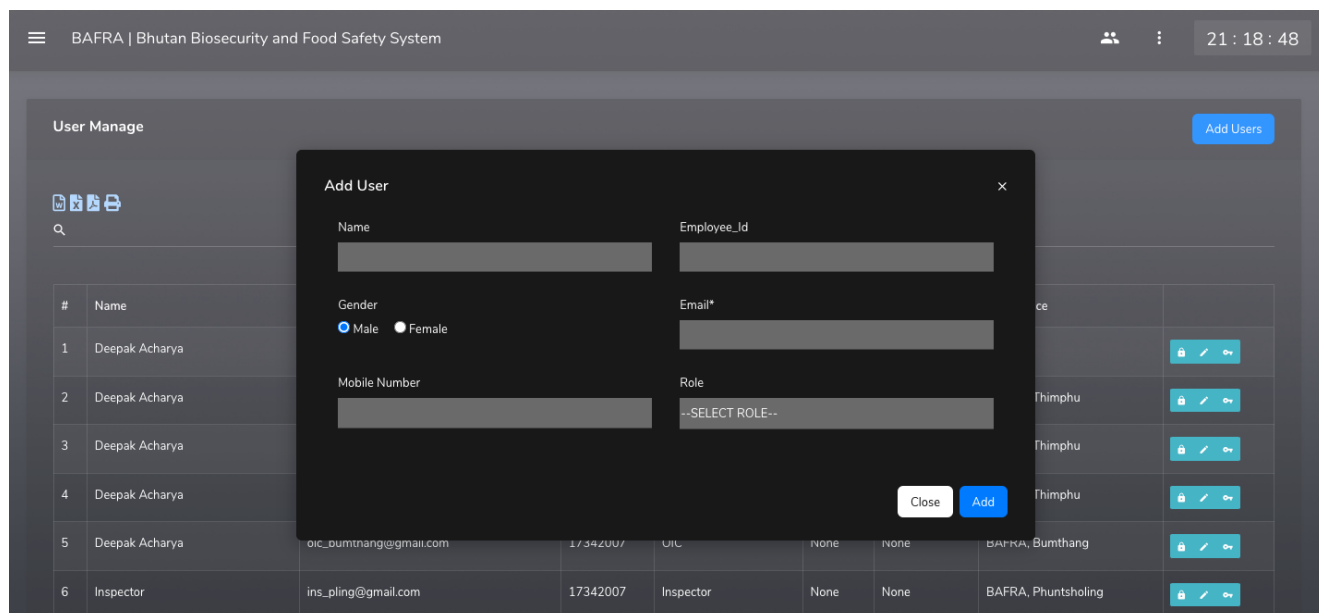
Depending on the role assigned, the user gets access to different menu options.

2.3.1 Create/Add new user

- ✓ **Action:** Click on **User Management** link on the menu bar
- ✓ **Result:** Following Configuration page appears as shown below.



- ✓ **Process 2.2.1.1:** Click “**Add User**” to add new user.
- ✓ **Result 2.2.1.1:** When clicked on **Add User**, the following page appears.



- ✓ **Process 2.2.1.2:** Enter user details (Name, Employee Id, Mobile no, Email, roles) and click **Add** to create the user.
- ✓ **Result 2.2.1.2:** The new user is created.

2.3.2 View/List users

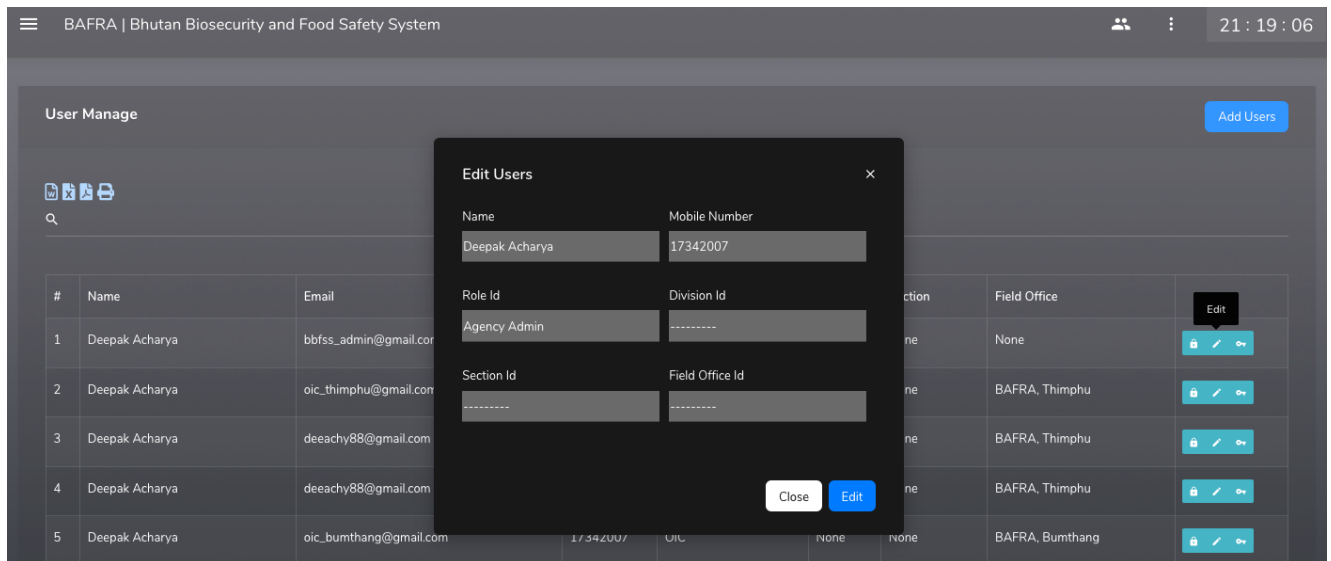
- ✓ **Action:** Click on **User Management** link on the menu bar.
- ✓ **Result:** Following User list page appears.

The screenshot shows the BAFRA User Management interface with the 'User Manage' table. The table has the following columns: #, Name, Email, Mobile No, Role, Division, Section, Field Office, and an action column with edit and delete icons.

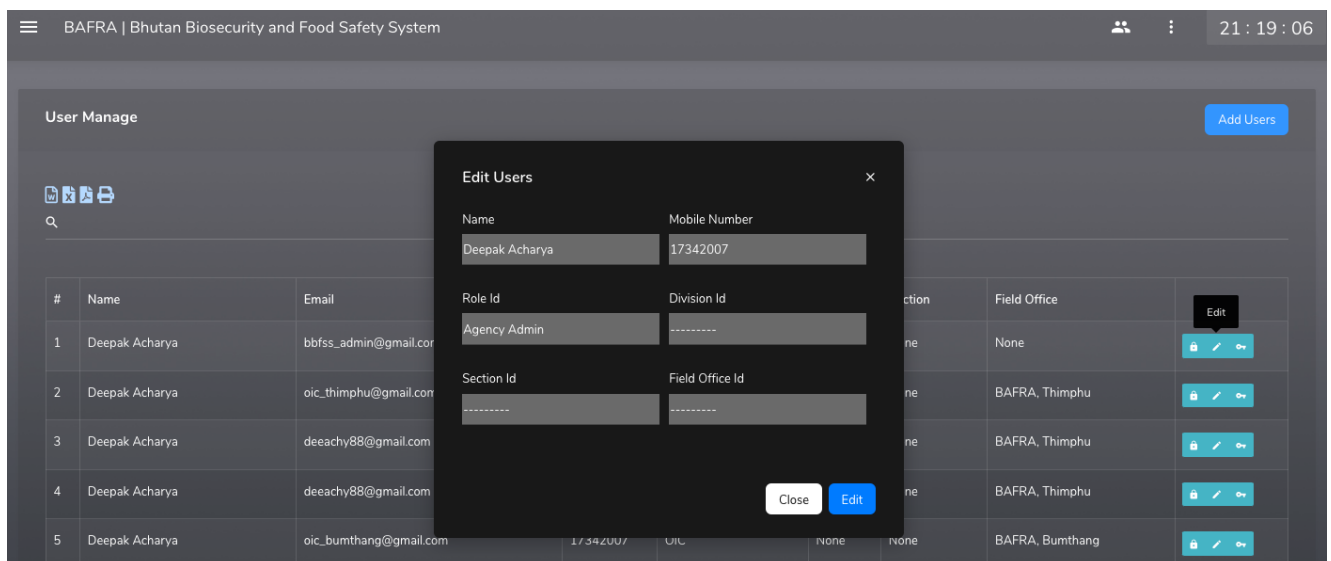
#	Name	Email	Mobile No	Role	Division	Section	Field Office	
1	Deepak Acharya	bbfss_admin@gmail.com	17342007	Agency Admin	None	None	None	
2	Deepak Acharya	oic_thimphu@gmail.com	17342007	OIC	None	None	BAFRA, Thimphu	
3	Deepak Acharya	deeachy88@gmail.com	17342007	OIC	None	None	BAFRA, Thimphu	
4	Deepak Acharya	deeachy88@gmail.com	17342007	OIC	None	None	BAFRA, Thimphu	
5	Deepak Acharya	oic_bumthang@gmail.com	17342007	OIC	None	None	BAFRA, Bumthang	
6	Inspector	ins_pling@gmail.com	17342007	Inspector	None	None	BAFRA, Phuntsholing	

2.3.3 Edit/Modify user

- ✓ **Action:** Click on **User Management** link on the menu bar.
- ✓ **Result:** Following user list page appears.



- ✓ **Process 2.2.3.1:** Click the link “**Action->Edit**” of the user whose profile needs to be updated.
- ✓ **Result 2.2.3.1:** The following page appears.



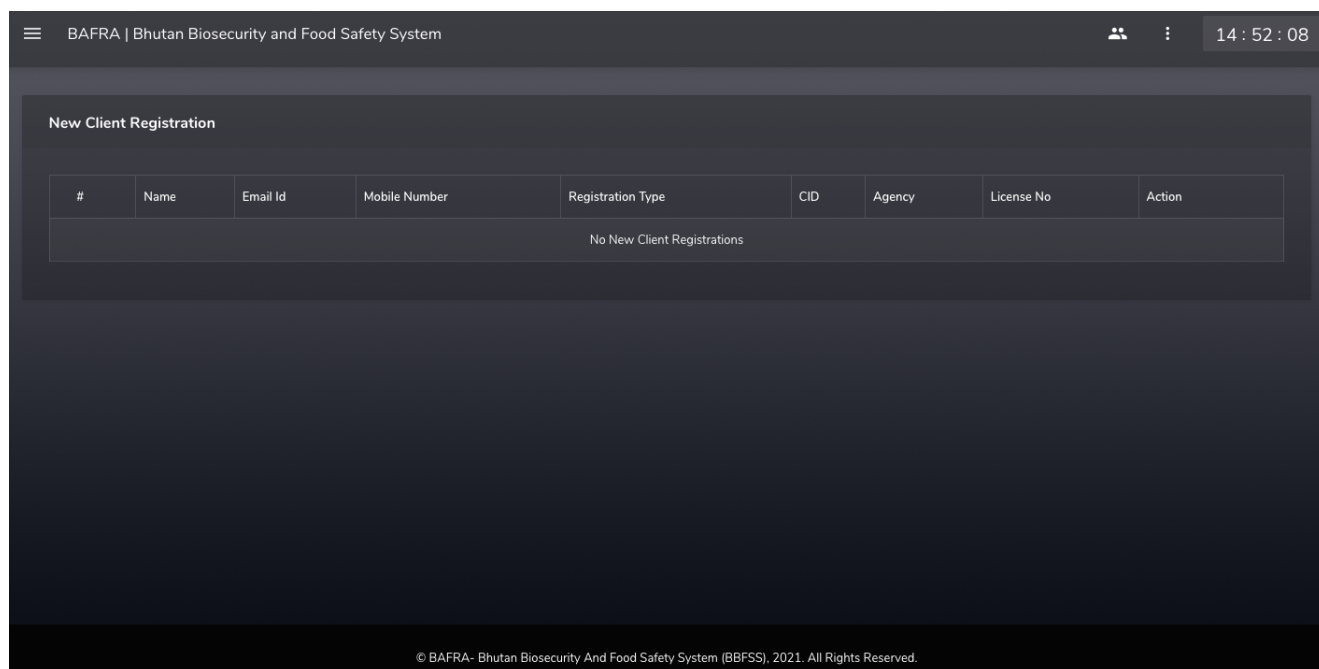
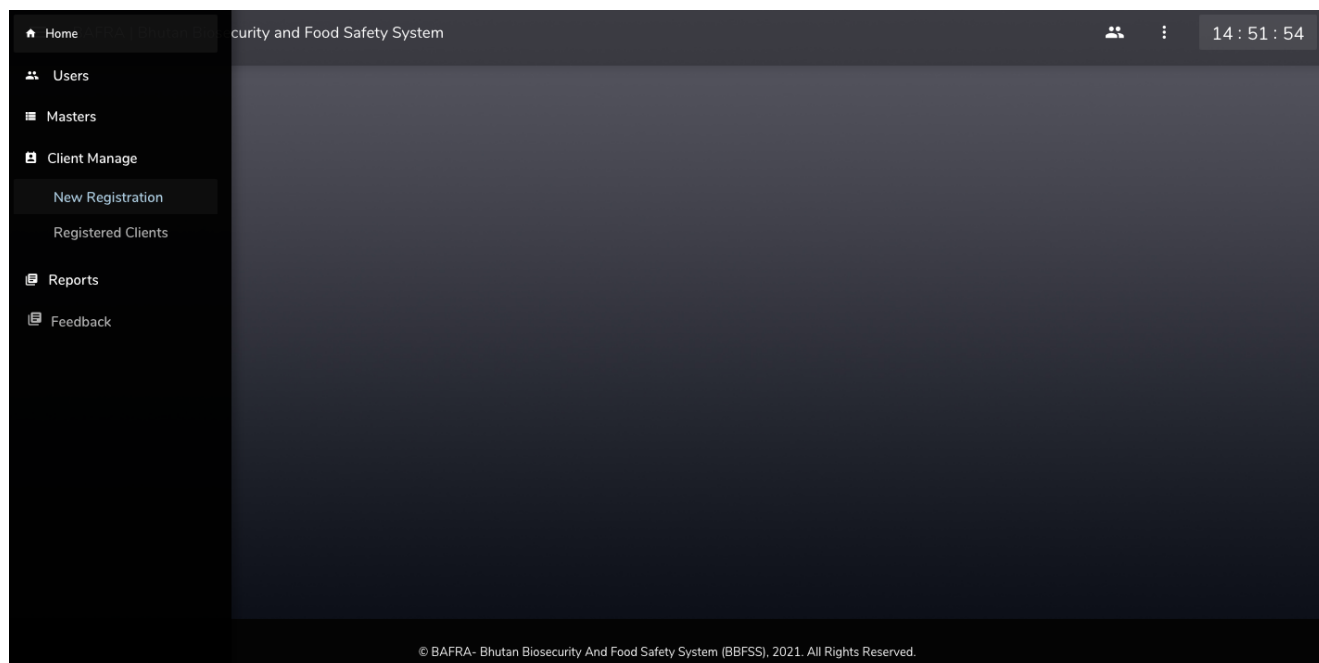
- ✓ **Process 2.2.3.2:** Make necessary changes and click **Update** to make changes or **Close** to cancel the action.
- ✓ **Result 2.2.3.2:** The changes will be saved.

2.3.4 Client registration verification

The Agency Admin will get the online client registration application on his/her desk. The Agency Admin will be able to view the application before it is verified and approved. The Agency Admin will either

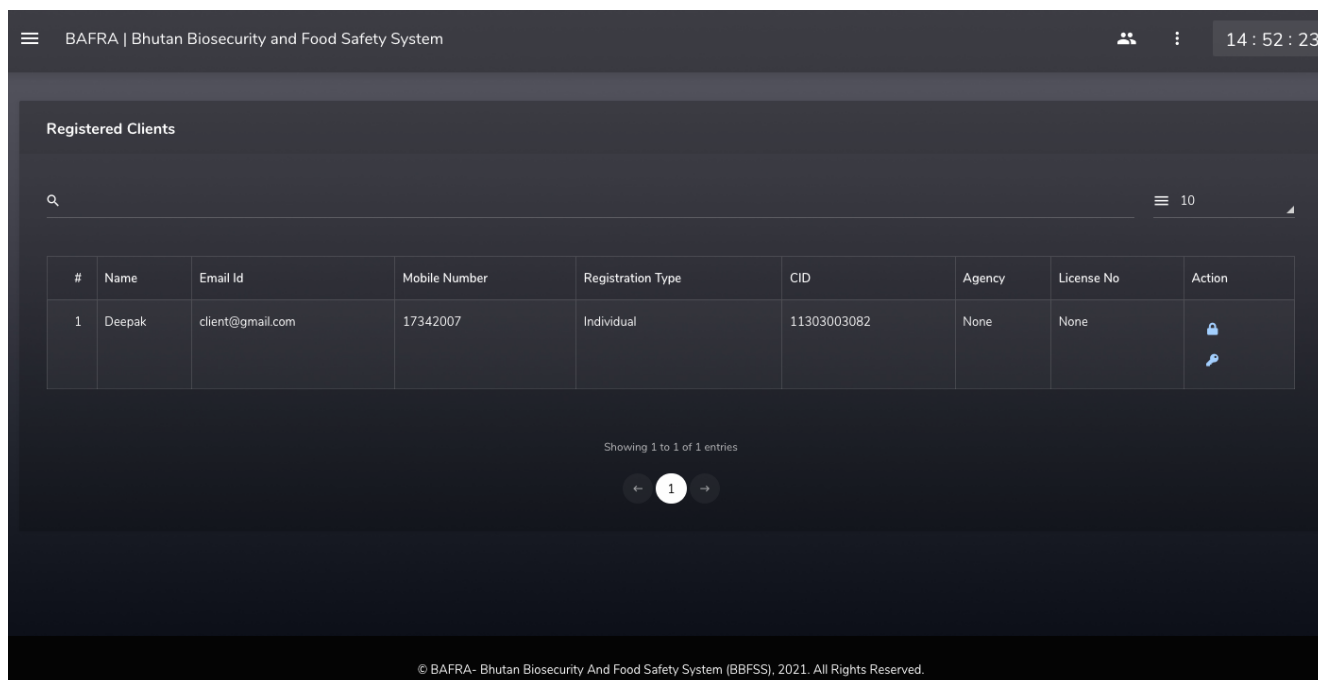
approve or reject the client registration application based on his judgement. On either case, the case the system will send an email to the client.

- ✓ **Action:** Click on **Client Manage** link on the menu bar.
- ✓ **Result:** Following user list page appears.





- ✓ **Process 2.3.4.1:** Click the link **“Approve”** to approve the registration or click **“Reject”** to reject the registration. In both the cases, the system will generate an automated email and sent to the given email id. On approval, the system generated email will contain system generated user id and password.
- ✓ **Result 2.3.4.1:** On approval, client is registered. The client list will be available for view under **“Client Manage -> Registered Clients”** as shown below.





The screenshot shows the BAFRA | Bhutan Biosecurity and Food Safety System (BBFSS) interface. At the top, there is a header bar with the system name, a user icon, a menu icon, and a timestamp of 14:52:23. Below the header, the main content area is titled "Registered Clients". It features a search bar and a table with 9 columns: #, Name, Email Id, Mobile Number, Registration Type, CID, Agency, License No, and Action. The table contains one entry for a client named Deepak. Below the table, it indicates "Showing 1 to 1 of 1 entries" and a pagination control showing "1". At the bottom, there is a copyright notice: "© BAFRA- Bhutan Biosecurity And Food Safety System (BBFSS), 2021. All Rights Reserved."

#	Name	Email Id	Mobile Number	Registration Type	CID	Agency	License No	Action
1	Deepak	client@gmail.com	17342007	Individual	11303003082	None	None	 

Showing 1 to 1 of 1 entries

← 1 →

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2.4 Master Table Management (Create & Maintain Master Tables)

In order to manage master tables, a user with privileged (System Admin) role has to login to the BBFSS portal using the user-Id and valid password.

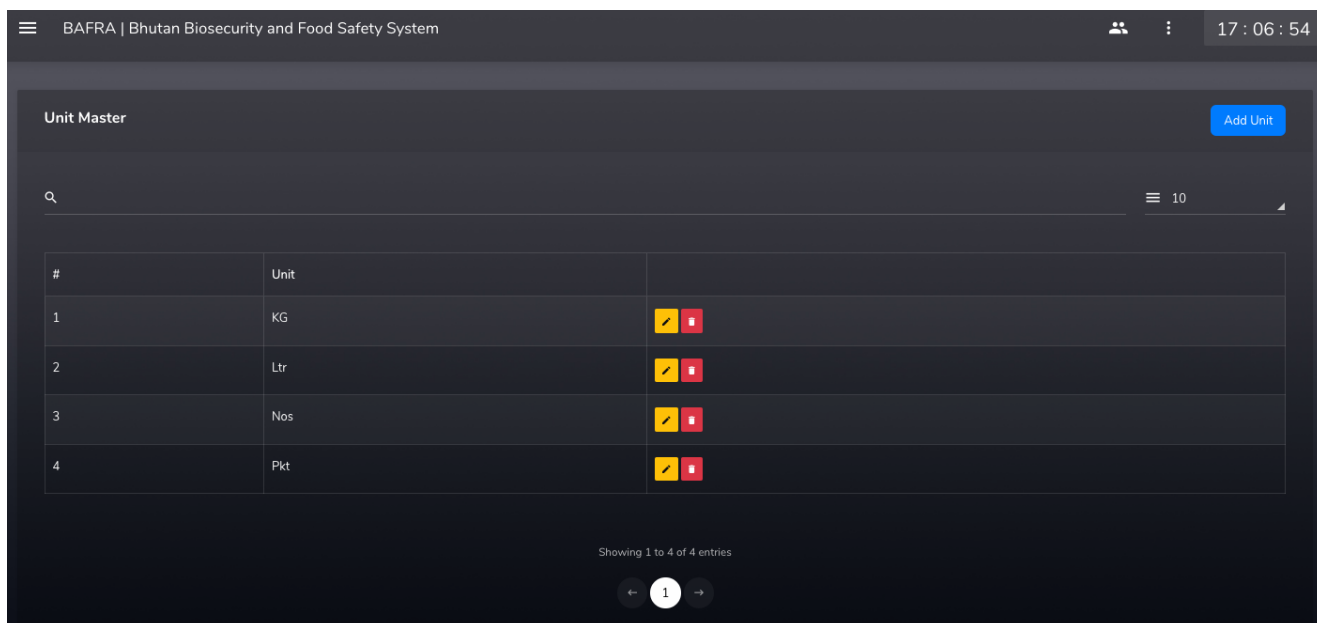
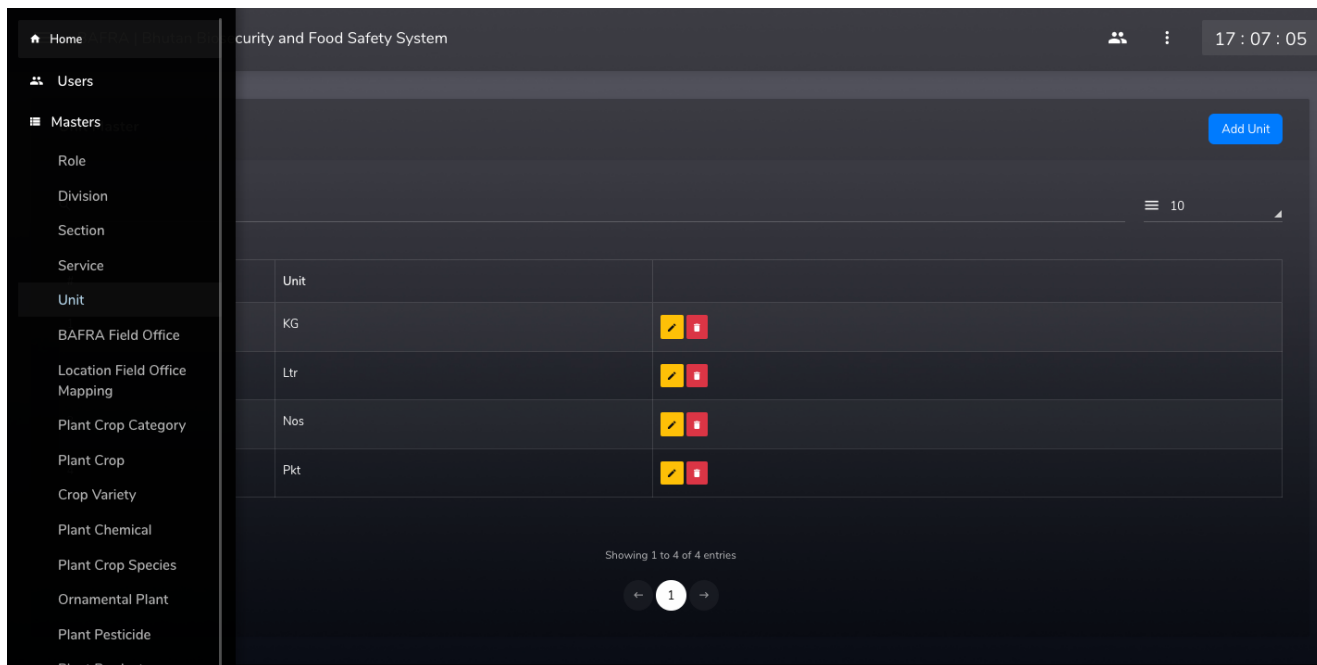
The BBFSS system has following list of master tables.

1. Role
2. Division
3. Section
4. Service
5. Unit
6. BAFRA Field Office
7. Location Field Office Mapping
8. Plant Crop Category
9. Plant Crop
10. Crop Variety
11. Plant Chemical
12. Plant Crop Species
13. Ornamental Plant
14. Plant Pesticides
15. Plant Product
16. Plant Fodder
17. Plant Fodder Variety
18. Livestock Species
19. Livestock Breed

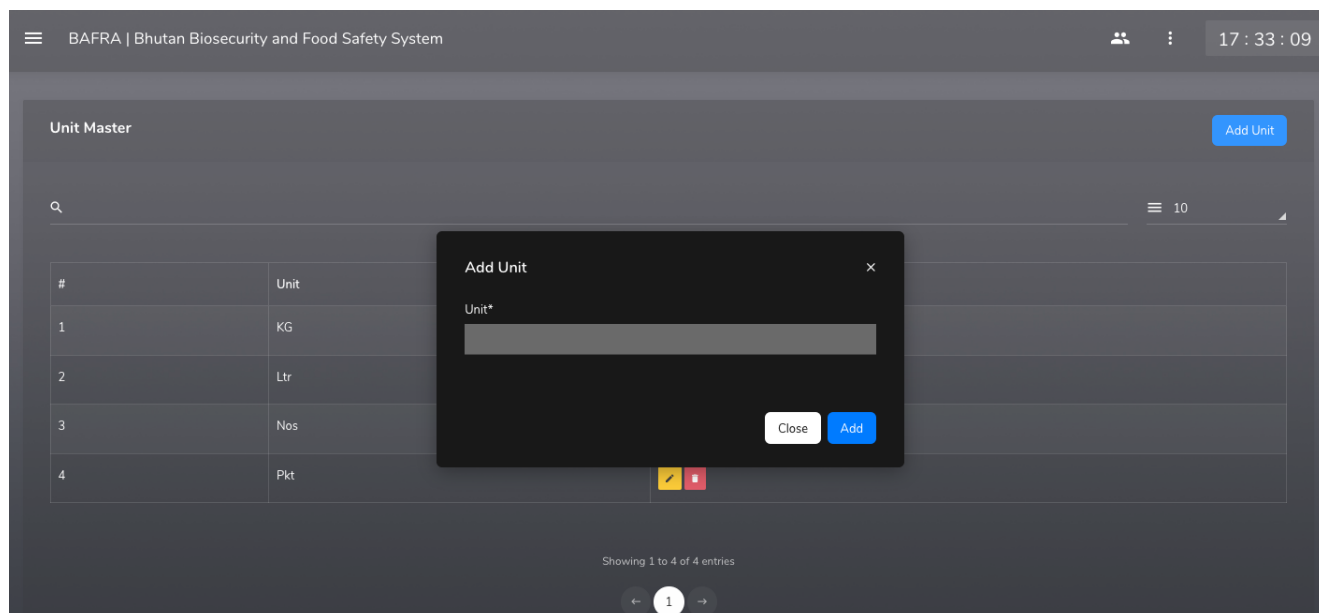
20. Livestock Product

2.4.1 Create/Add new master data (Unit Master)

- ✓ **Action:** Click on **Master** -> **Unit** link on the menu bar.
- ✓ **Result:** Following Configuration page appears as shown below.



- ✓ **Process 2.3.1.1:** Click **Add Unit** button on the right top corner to add new Unit
- ✓ **Result 2.3.1.1:** Add new Unit master form will appear below the list as shown below.



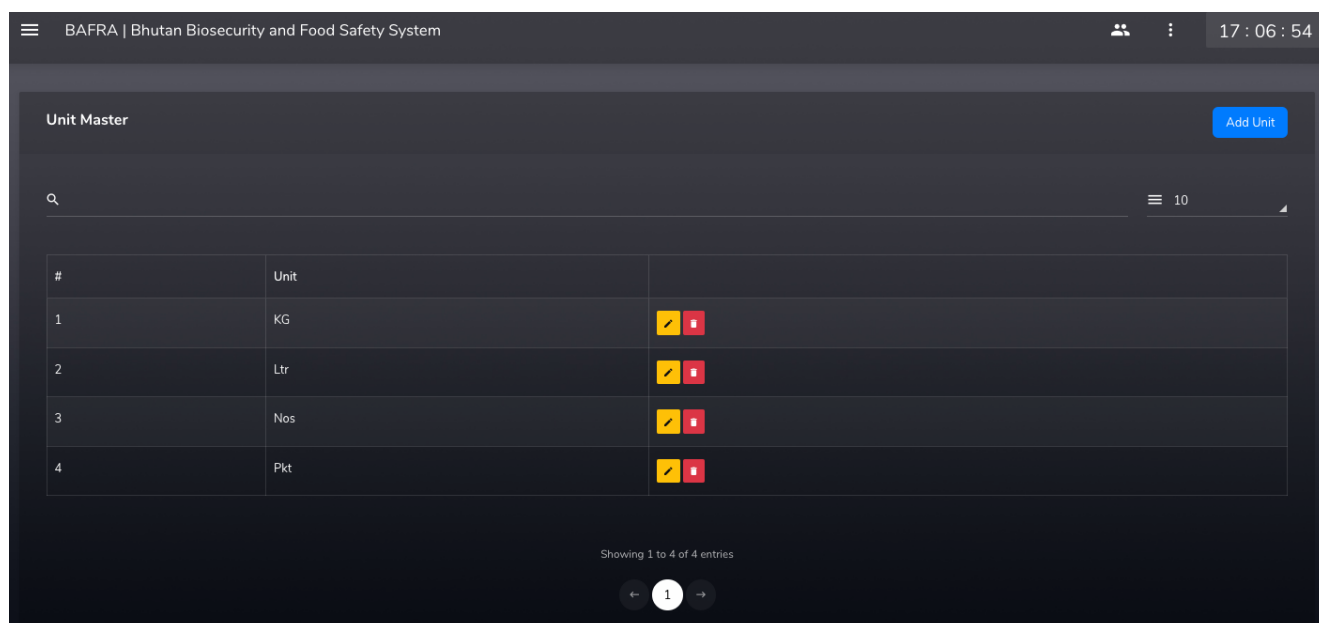
✓ **Process 2.3.1.2:** Enter the Unit Name and click **Add** button to add new Unit

✓ **Result 2.3.1.2:** New Unit will be created.

2.4.2 Edit/Modify master table (Unit master)

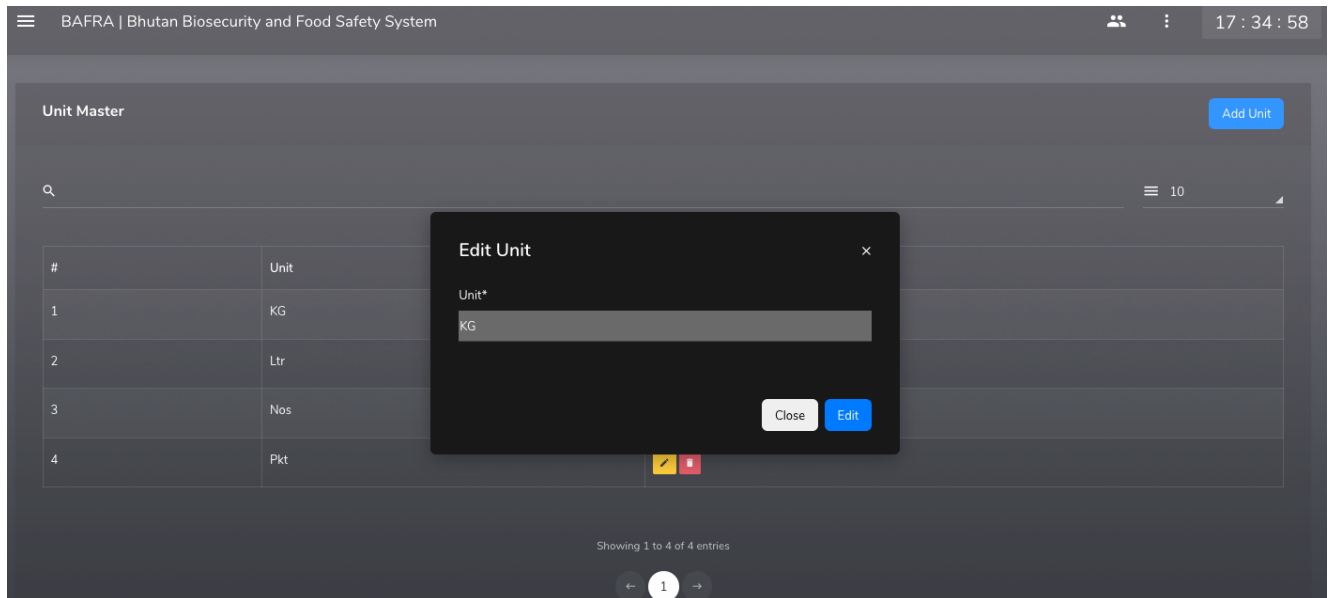
✓ **Action:** Click on **Master** -> **Unit** link on the menu bar.

✓ **Result:** Following list of Product will be displayed as shown below.



✓ **Process 2.3.2.1:** Select the Unit whose information needs modification and click "**Edit**" button.

✓ **Result 2.3.2.1:** The system allows the user to edit the information as shown below.



- ✓ **Process 2.3.2.2:** Correct/ modify the content as desired and click on **Update** Button to save the changes
- ✓ **Result 2.3.2.2:** The record is modified.

3 User Login

For carrying out any BBFSS operation, such as, user managing, report generation, submitting application by the clients, application verification and approval by BAFRA officials, a user will have to login to the BBFSS using his/her user-id and the password.

3.1 User Roles

All the available operations in BBFSS are divided into number of functional groups. These functional groups are called Roles. Menu links and options are grouped under the roles. There are eight predefined roles in BBFSS.

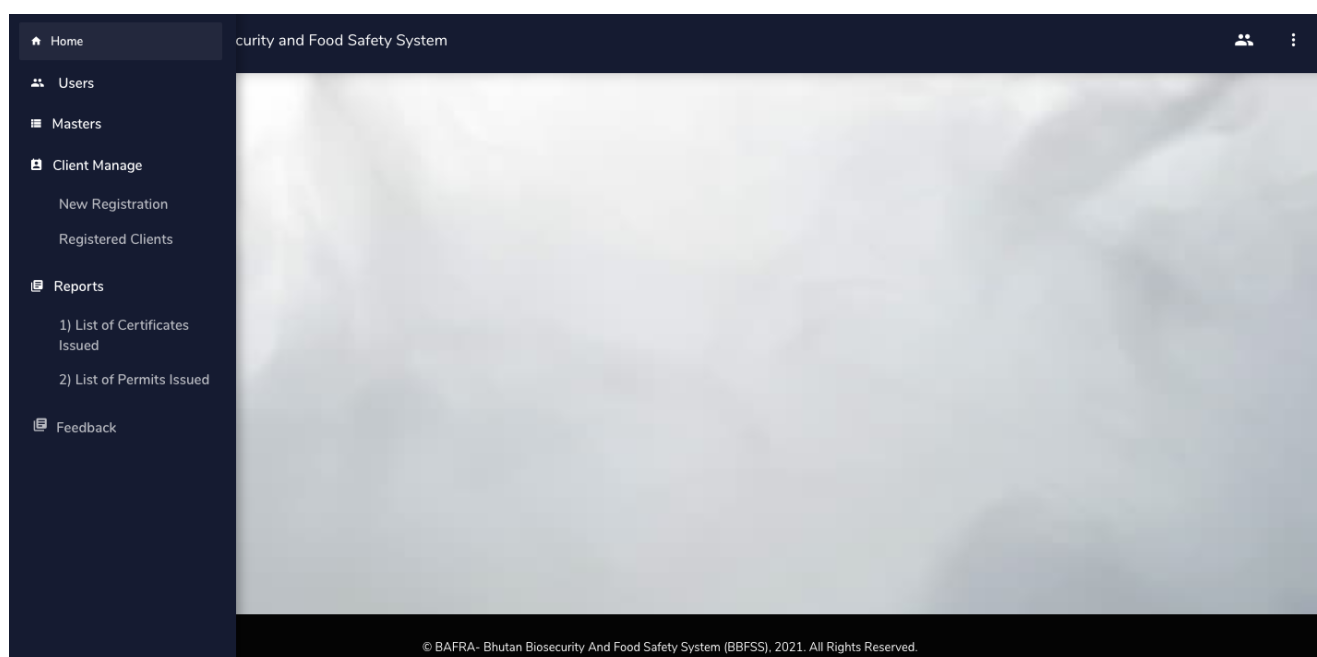
1. System Admin
2. Director General
3. Division Head (Chief)
4. Focal Officer
5. Complaint Officer
6. Officer In-Charge (OIC)
7. Inspector
8. Client

3.2 User Menu

User with specific role gets access to specific operations which are authorized for the role. User will be able to view/access those menu items which are authorized to the user only.

3.2.1 System Admin Menu

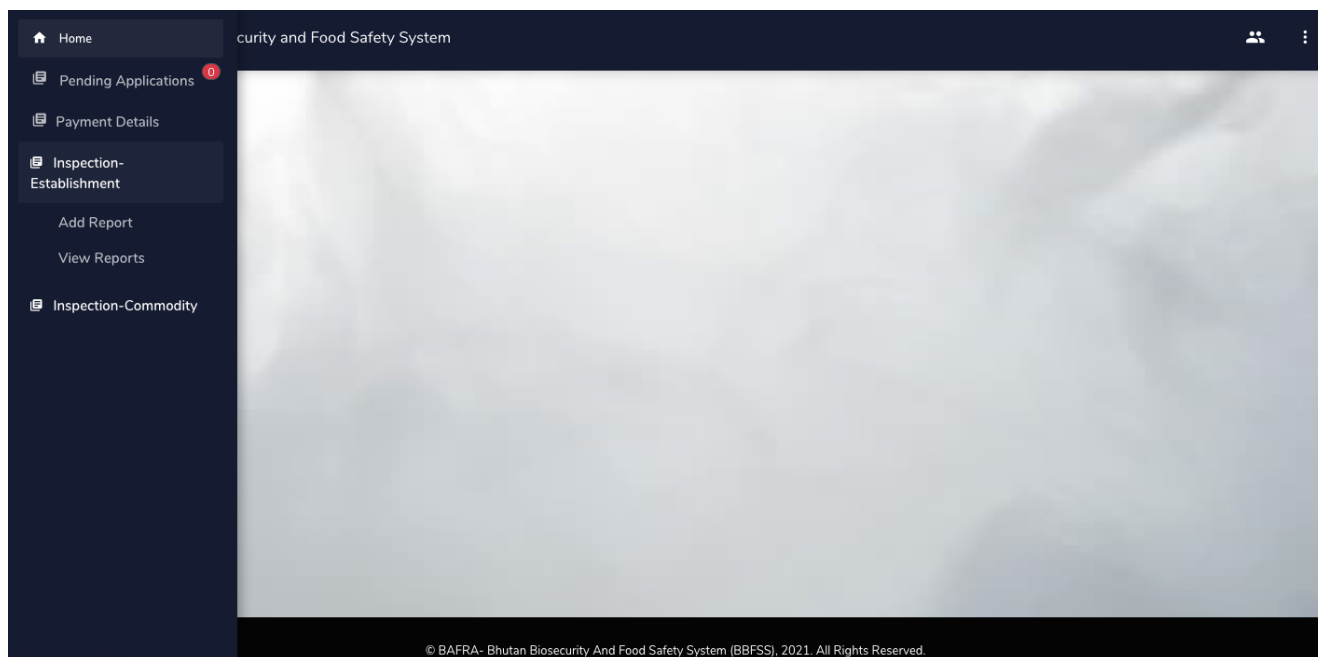
On successful login, the System Admin will be redirected to the following Dashboard.



The System Admin get access to the User Management, Client Management, Master data management, Reports and Feedback page as shown above.

3.2.2 Focal Officer Menu

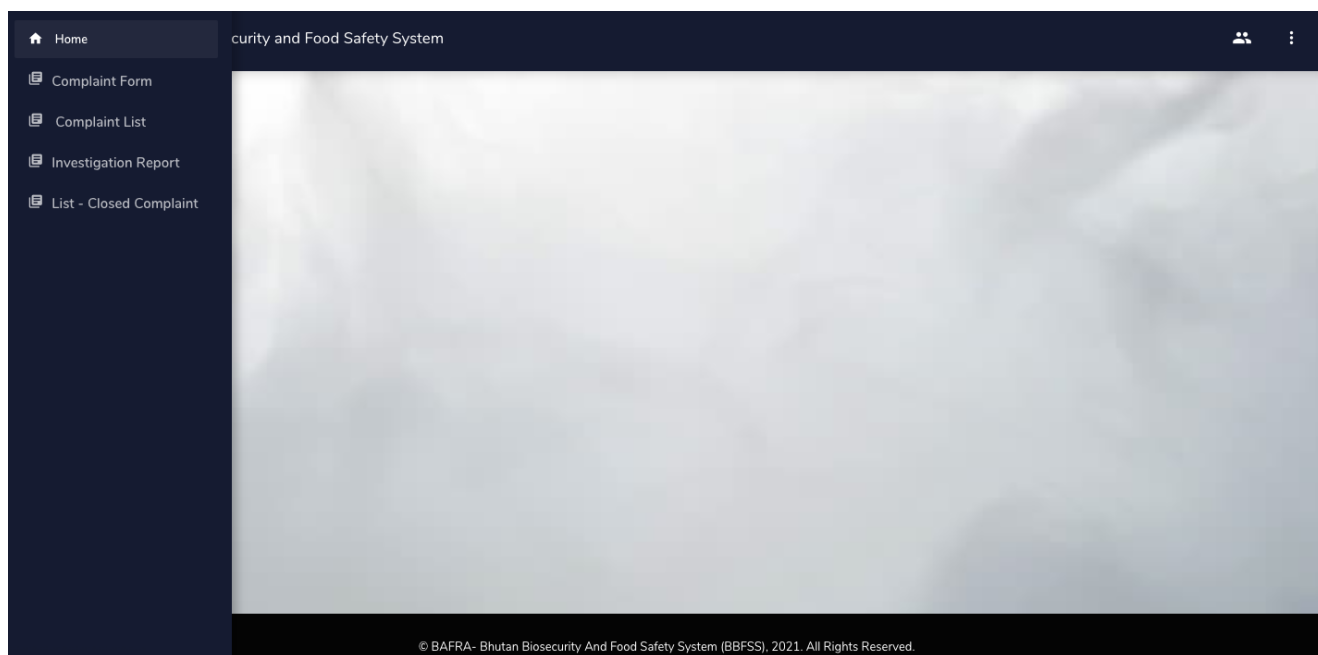
On successful login, the BAFRA Focal Officer will be redirected to the following Dashboard.



The Focal Officer gets access to the Pending Application, Payment Details/Collection, Inspection page links shown above.

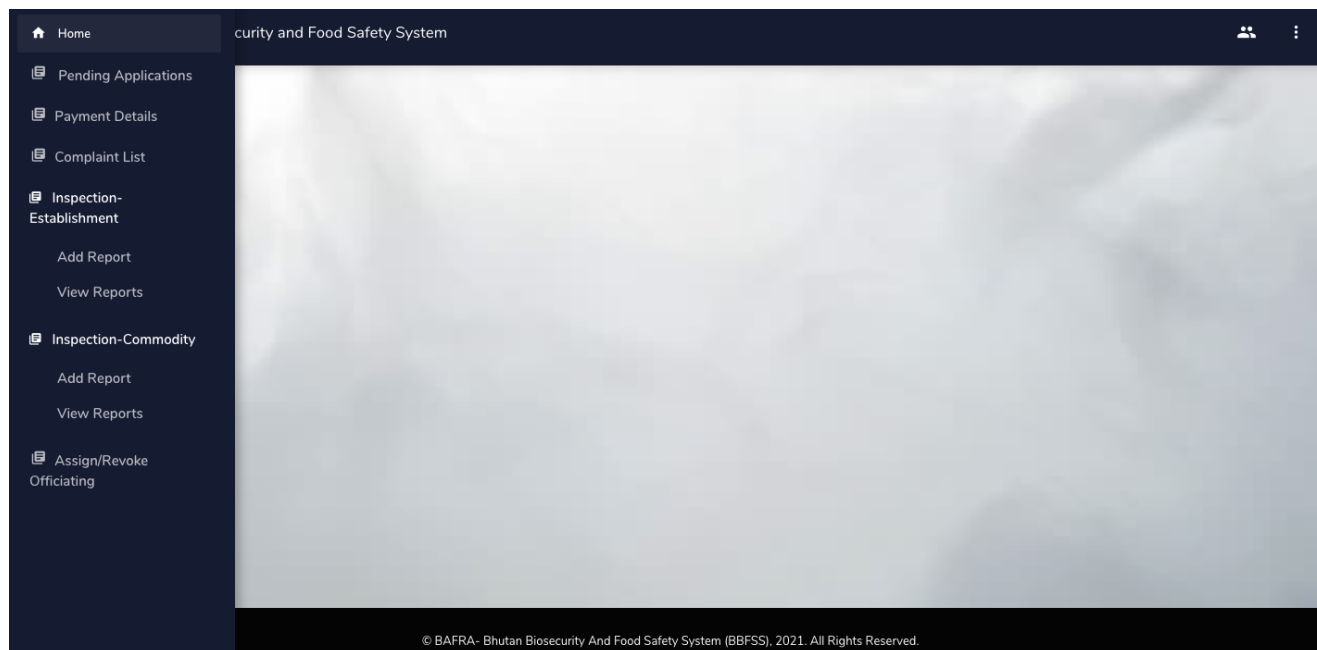
3.2.3 Complaint Officer

The Complaint Officer gets access to the Complaint Form, Complaint List, Investigation Report, List of Closed Complaint and Reports page links shown below.



3.2.4 Officer In-charge (OIC) Menu

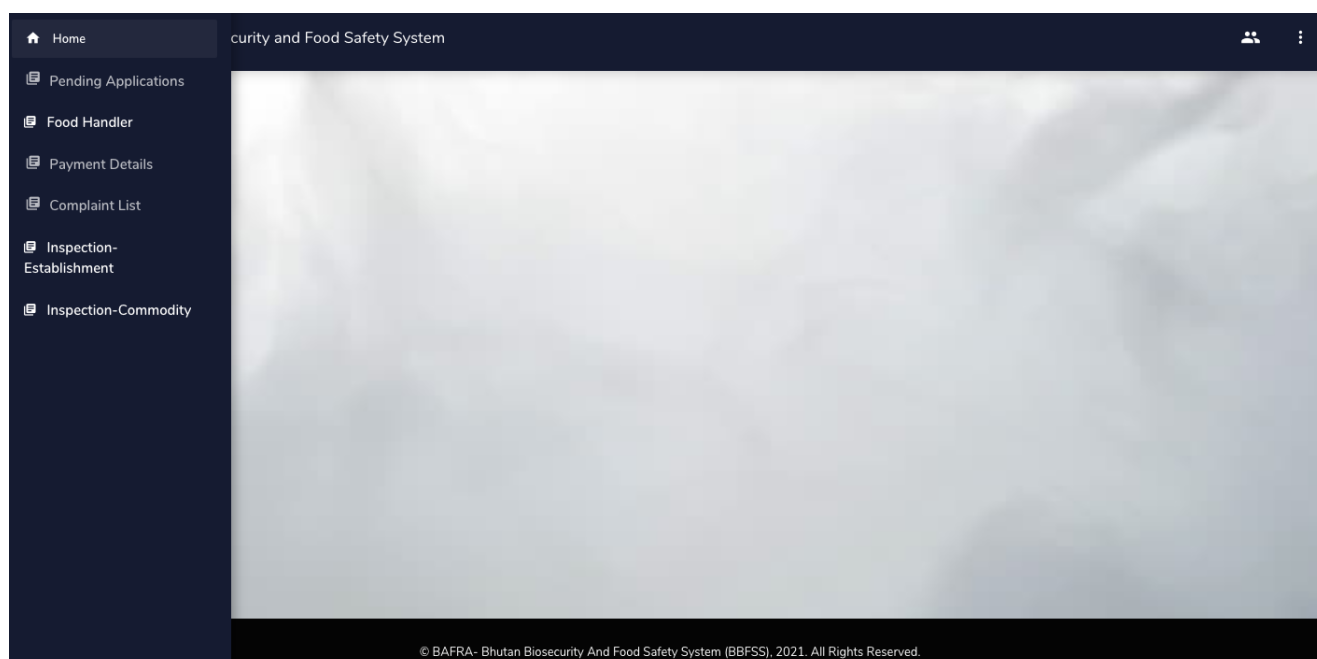
On successful login, the Officer In-Charge (OIC) will be redirected to the following Dashboard.



OIC gets access to the Pending Application, Payment Update/Details, Complaint List, Inspection Report, Reports and Assign/Revoke Officiating Role page links shown above.

3.2.5 Inspector

The User with Inspector Role gets access to the Pending Applications, Food Handler, Payment Update/Details, Complaint List, Inspection Report (Establishment and Commodity) and Reports page links shown below.

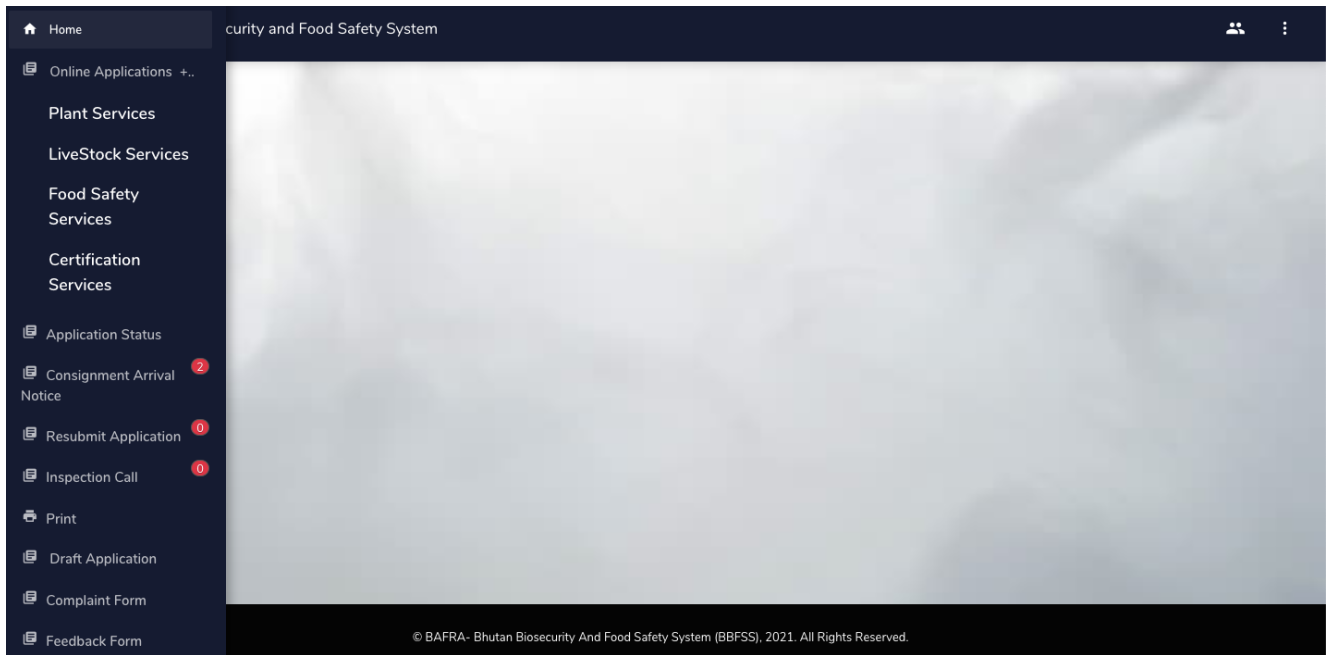


3.2.6 Client / Applicant

The applicant needs to get registered to get access to BBFSS online system. Once registered, he/she will get user credentials (user id and password) to login to BBFSS. On successful login the client will get access to following services:

1. Plane Services:
 - 1) Import Permit
 - 2) Nursery Registration
 - 3) Seed Certification
 - 4) In-Country Movement Permit
 - 5) Export Certification
2. Livestock Services
 - 1) Licensing of Meat Shop
 - 2) Export Certificate
 - 3) Import Permit Product
 - 4) Import Permit Animal
 - 5) Ante and Post Mortem
 - 6) In-Country Movement Permit
3. Food Safety Services
 - 1) Food Business Registration and Licensing
 - 2) Food Import
 - 3) Export Certificate
 - 4) Training and Licensing of Food Handlers
4. Certification Services
 - 1) Good Agriculture Practice (GAP) Certification
 - 2) Organic Certification
 - 3) Food Product Certification

Besides above online applications, the client will get access to view application status, print certificates, submit complaint, and feedback, send consignment arrival notice, resubmit application and call for inspection links as shown below.



4 Application Submission (Client Side):

4.1 New Application

4.1.1 Submit Application – (Client)

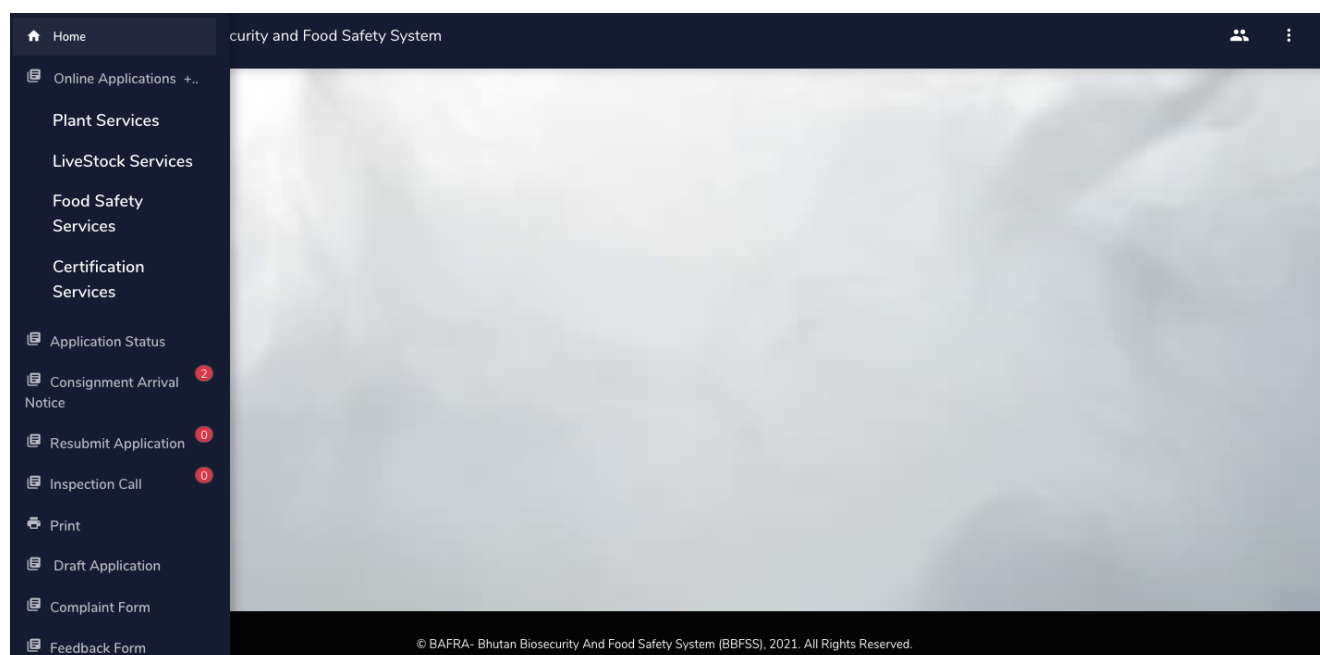
For submitting an online application (All eighteen services under four section), the client needs to be a registered user of BBFSS system. Refer 2.2 Client Registration for registering new client.

- ✓ **Action:** Follow the url <https://www.bbfss.bafra.gov.bt>
- ✓ **Result:** BBFSS application appears as shown below.



The screenshot shows the login interface for the Bhutan Biosecurity and Food Safety System (BBFSS). At the top, there are three logos: the Bhutan National Emblem on the left, the Bhutan Agriculture and Food Regulatory Authority (BAFRA) logo in the center, and the BBFSS logo on the right. The BAFRA logo includes the text "Bhutan Agriculture and Food Regulatory Authority" and "Ministry of Agriculture and Forests". Below the logos is the title "Login Form". The form contains two input fields: the first for the email address (pre-filled with "client@gmail.com") and the second for the password (masked with "*****"). Below the password field are two buttons: "Log in" and "Lost your password?". At the bottom of the form is a "Client Register" button. The footer of the page reads "© BAFRA- Bhutan Biosecurity And Food Safety System (BBFSS), 2021. All Rights Reserved."

- ✓ **Process 4.1.1.1:** Login with the user credential provided by BBFSS System Administrator
- ✓ **Result 4.1.1.1:** On Successful login, the client will be redirected to the following BBFSS dashboard page.



The screenshot shows the BBFSS dashboard after a successful login. The dashboard has a dark blue header with the text "curity and Food Safety System" and a user profile icon. On the left is a sidebar menu with the following items: "Home", "Online Applications +..", "Plant Services", "LiveStock Services", "Food Safety Services", "Certification Services", "Application Status", "Consignment Arrival Notice" (with a red badge showing "2"), "Resubmit Application" (with a red badge showing "0"), "Inspection Call" (with a red badge showing "0"), "Print", "Draft Application", "Complaint Form", and "Feedback Form". The main content area is a large, light blue rectangular box. The footer of the page reads "© BAFRA- Bhutan Biosecurity And Food Safety System (BBFSS), 2021. All Rights Reserved."

- ✓ **Process 4.1.1.2:** Navigate to the appropriate link under **Online Application** menu and click the desired service for which you want to submit an application.
- ✓ **Result 4.1.1.2:** Depending on selected service, the user will get the following application form. Following is the sample application for Meat Shop Licensing.

The screenshot shows the 'Meat Shop Licensing' application form within the BAFRA system. The header bar includes the BAFRA logo and the text 'BAFRA | Bhutan Biosecurity and Food Safety System'. Below the header, there are three tabs: 'Application Form' (selected), 'Meat Items', and 'File Attachment'. The form contains several input fields, each with a red asterisk indicating it is mandatory:

- Name of the Meat Shop *
- CID of the Owner *
- Name of the applicant/Owner *
- Email *
- Contact Number *
- Meat Shop Representative *
- Licensing Criteria *
- Meat Shop Address *
- Dzongkhag *
- Gewog *
- Village *

A blue 'Save' button is located at the bottom left of the form.

- ✓ **Process 4.1.1.3:** Client needs to fill up the mandatory fields and click on **Save** button to proceed with the application form. If the application demands additional information the following tabs need to be filled up. For the above example (Meat shop Licensing), next tab will ask the client to enter the meat product details and supporting documents for attachment if any. Next click **Submit** button to submit the application.
- ✓ **Result 4.1.1.3:** On successful submission, the system will generate an application number. The user will be able to track the application against each unique application/registration number. Application can be tracked by clicking on the **Track Application** link on the menu.

4.2 Draft Application

Certification Services (GAP Certification, Organic Certification and Food Product Certification) are long and lengthy. Hence, in order to allow the applicant, the flexibility of continuing the application from the previously half-filled/incomplete forms, the BBFSS system has built the Draft Application feature. When an applicant **Saves** the application form (GAP Certification, Organic Certification and Food Product Certification) and does not **Submit**, the application will be saved as Draft application. The applicant can open the draft application anytime in future and proceed with the application submission.

- ✓ **Process 4.2.1:** To open the draft application list, click on **Draft Application** link on the menu.

- ✓ **Result 4.2.1:** User will be redirected to the following draft application list page.

4.3 Resubmit Application

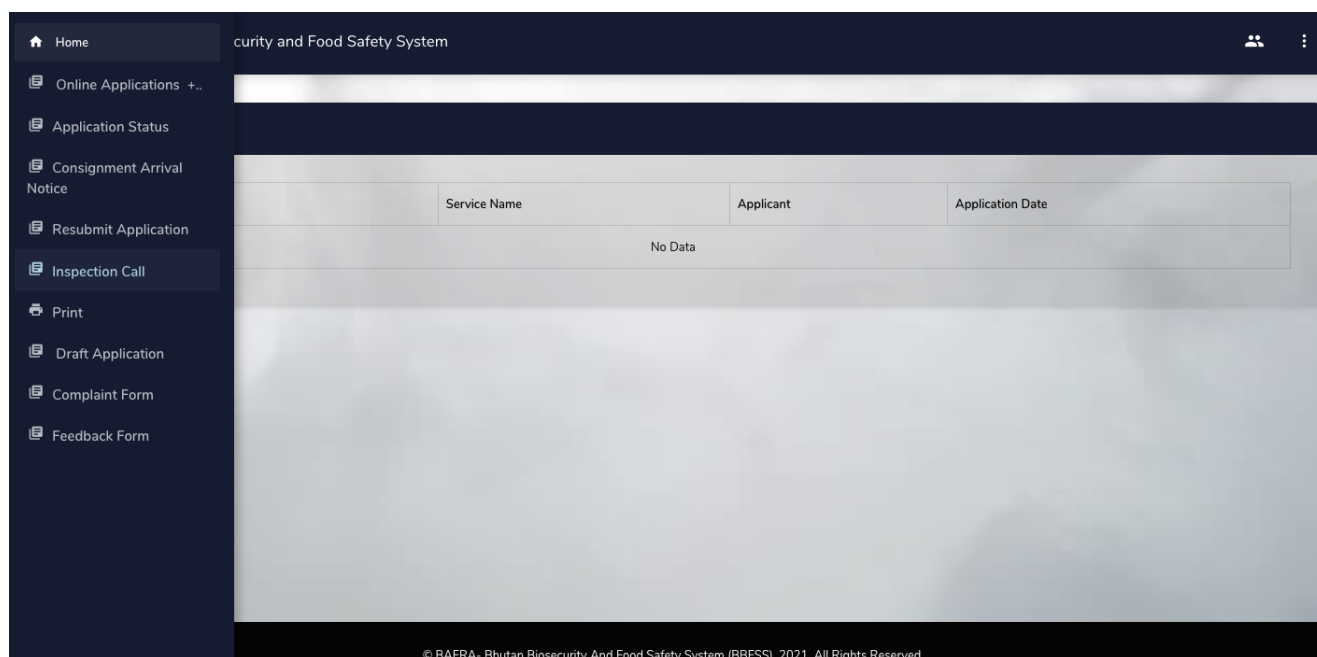
After the factory/setup inspection by the BAFRA Inspector, if the BAFRA official feels that the client has not fulfilled the required criteria, the client is notified to make necessary corrections and resubmit the application. The client after making necessary corrections as highlighted by the BAFRA official, will resubmit the application to the relevant BAFRA field office using this feature(**Resubmit Application**).

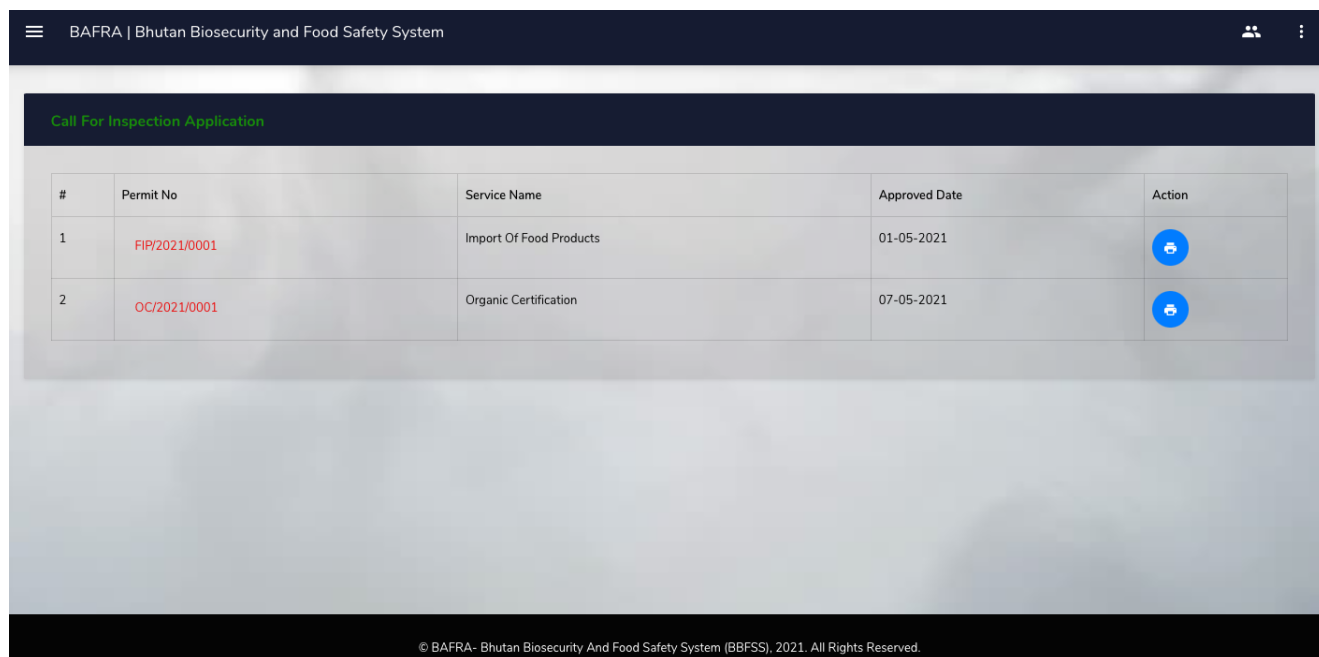
This Resubmit Application is applicable to the following services:

- 1) Food Business Registration and Licensing
- 2) Licensing of Meat Shop
- 3) Registration of Nurseries/Seed Growers
- 4) Seed Certification

- ✓ **Process 4.3.1:** Client clicks **Resubmit Application** link on the menu to open the list of applications for which the Conditional Clearance is issued.

- ✓ **Result 4.3.1:** User will be redirected to the following list of Application page.





- ✓ **Process 4.3.2:** To open the application, select the application from the list and click on **Application Number**.
- ✓ **Result 4.3.2:** When clicked on the application number, the user will be redirected to the following page

#	Common Name	Product Category	Product Characteristics	Quantity	Unit	Exporter Type
1	None	None	None	1	KG	['Producer', 'Exporter']

File Attachments

#	File
No Data	

Special Terms And Conditions

Actual Point Of Entry

- ✓ --SELECT--
- BAFRA, S/Jongkhar
- BAFRA, Samdrupcholing
- BAFRA, Jomotschangkha
- BAFRA, Jomotschangkha
- BAFRA, Samtse
- BAFRA, Tashicholing
- BAFRA, Gomtu

Date For Inspection

Remarks

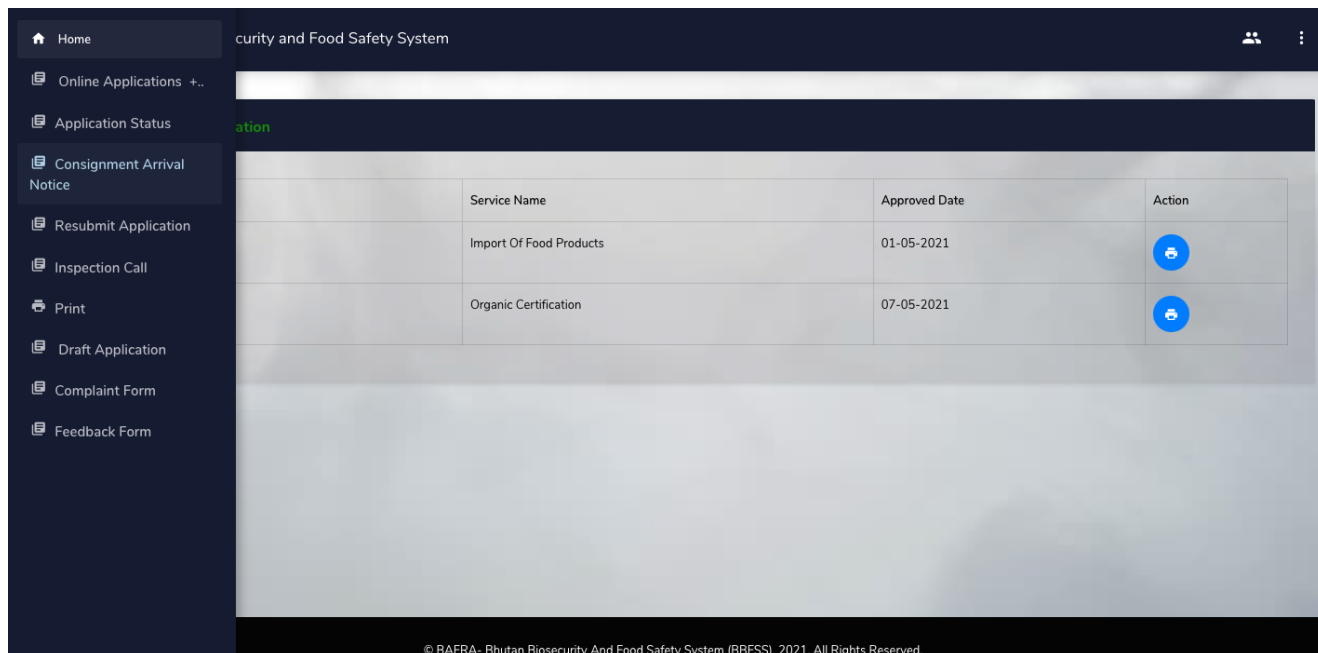
- ✓ **Process 4.3.3:** Select the Date of Inspection and Remarks and click on **Submit Button** request the BAFRA field office for Factory/Shop Inspection.
- ✓ **Result 4.3.3:** On clicking the submit button, the OIC of the relevant BAFRA office will get the notification on his dashboard.

4.4 Consignment Arrival Notice

Consignment arrival notice feature is used by the client to notify the relevant BAFRA field office about the consignment arrival and requesting for field verification and **Release Note**.

Consignment Arrival Notice needs to be submitted to the relevant BAFRA field office when the consignment reaches the entry point. Applicant is required to select the **Date of arrival** and **Entry point** while notifying the BAFRA field office.

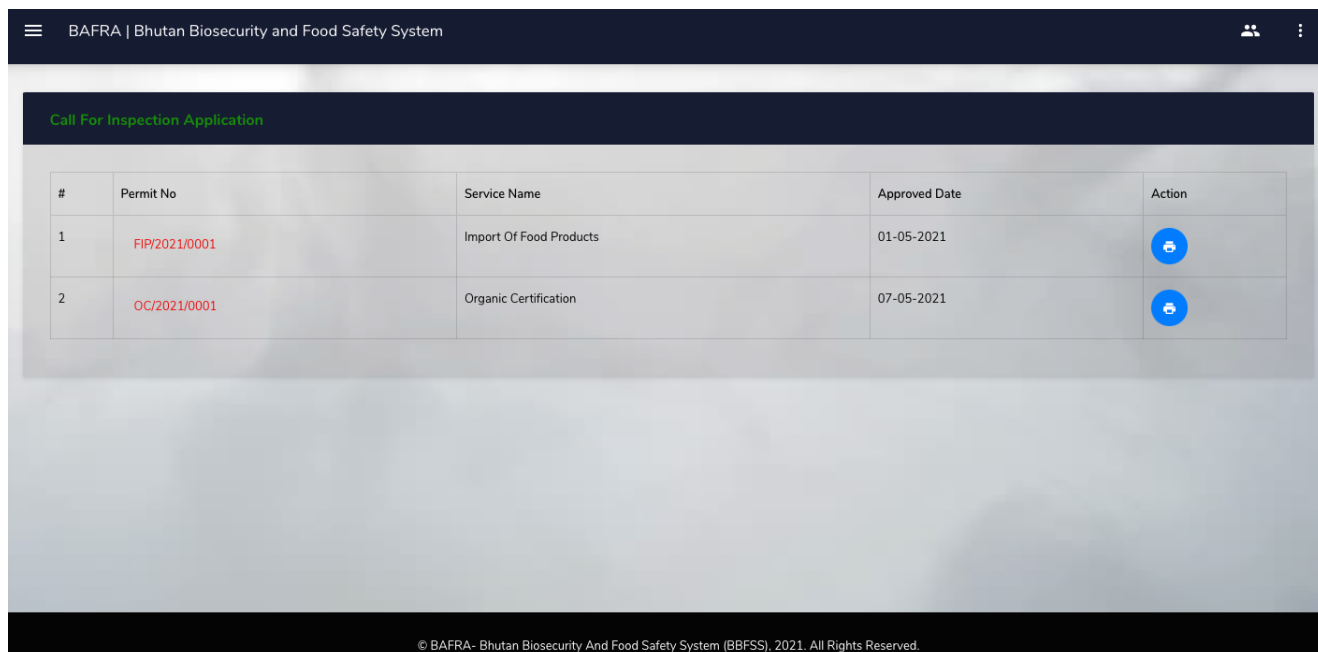
- ✓ **Process 4.4.1:** To open the list of import permit, click on **Consignment Arrival Notice** link on the menu.
- ✓ **Result 4.4.1:** User will be redirected to the following list of Import Permit page.



The screenshot shows the BAFRA system interface. On the left, a sidebar menu lists various options, with 'Consignment Arrival Notice' highlighted. The main content area displays a table with the following data:

	Service Name	Approved Date	Action
	Import Of Food Products	01-05-2021	
	Organic Certification	07-05-2021	

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The screenshot shows the BAFRA system interface. On the left, a sidebar menu lists various options, with 'Call For Inspection Application' highlighted. The main content area displays a table with the following data:

#	Permit No	Service Name	Approved Date	Action
1	FIP/2021/0001	Import Of Food Products	01-05-2021	
2	OC/2021/0001	Organic Certification	07-05-2021	

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- ✓ **Process 4.4.2:** To open the import permit, select the import permit from the list and click on **Permit Number**.
- ✓ **Result 4.4.2:** When clicked on the import permit number, the user will be redirected to the following page

Product Details

#	Common Name	Product Category	Product Characteristics	Quantity	Unit	Exporter Type
1	None	None	None	1	KG	['Producer', 'Exporter']

File Attachments

#	File
No Data	

Special Terms And Conditions

Actual Point Of Entry

- ✓ --SELECT--
- BAFRA, S/Jongkhar
- BAFRA, Samdrupcholing
- BAFRA, Jomotsangkha
- BAFRA, Jomotsangkha
- BAFRA, Samtse
- BAFRA, Tashicholing
- BAFRA, Gomtu

Date For Inspection

Remarks

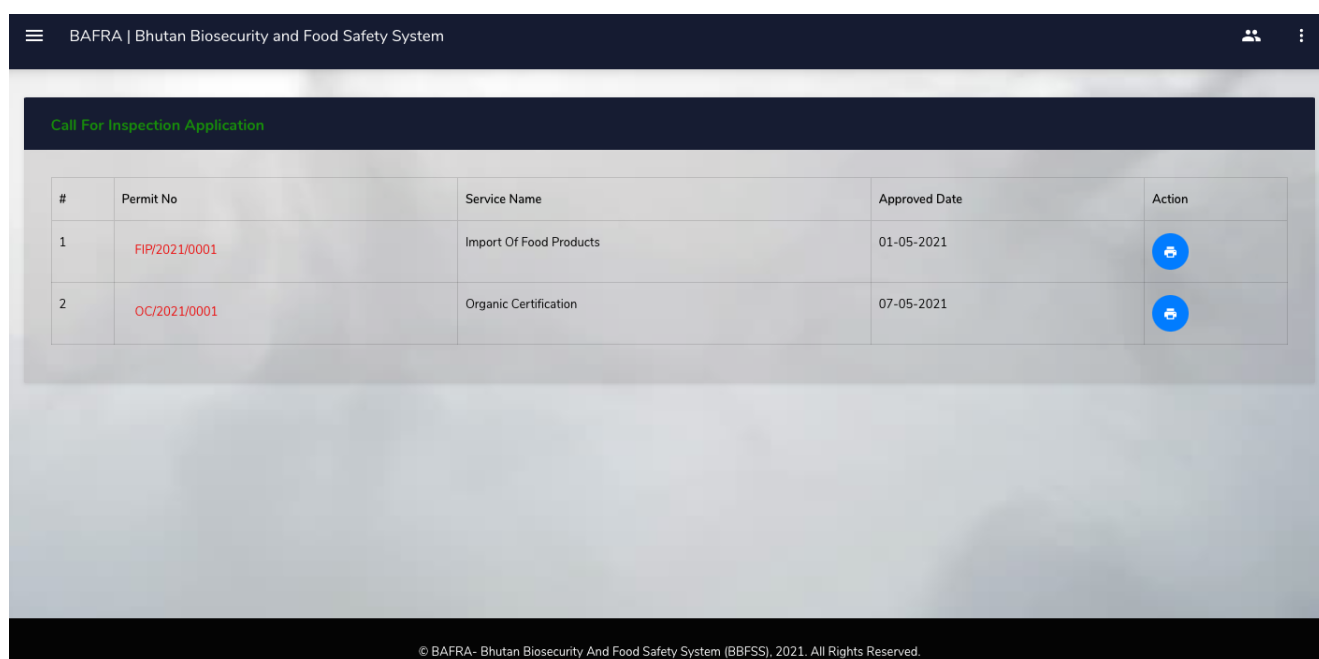
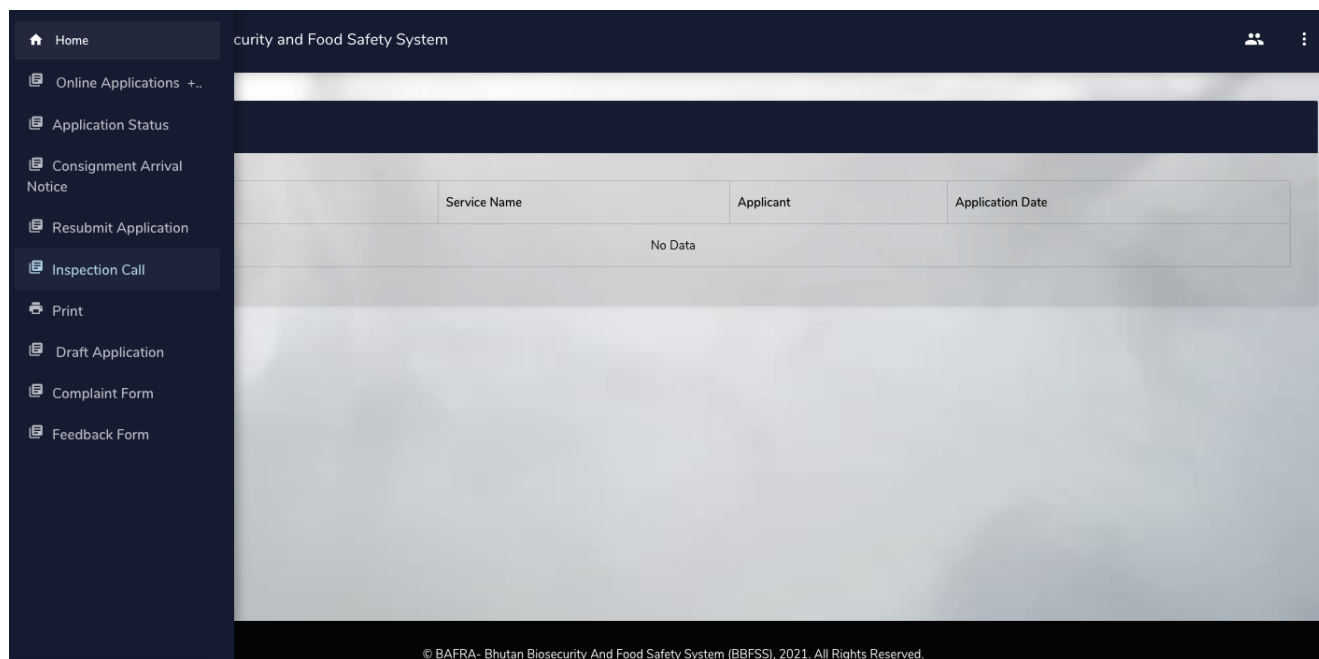
- ✓ **Process 4.4.3:** Select the Actual Point of Entry, Date of Inspection and Remarks and to notify the BAFRA field office about the consignment arrival and tentative Date of Inspection and click on **Submit Button**.
- ✓ **Result 4.4.3:** On clicking the submit button, the OIC of the selected BAFRA office (Actual Point of Entry) will get the notification on his dashboard.

4.5 Inspection Call

This feature (**Inspection Call**) is used by the client for notifying the BAFRA official when the factory/shop setup is complete and want to request BAFRA official for Factory/Shop Inspection. The application will be visible under the link when the Feasibility Inspection is complete and Conditional Clearance is issued. This Inspection Call is applicable to the following services:

- 5) Food Business Registration and Licensing
- 6) Licensing of Meat Shop
- 7) Registration of Nurseries/Seed Growers

- ✓ **Process 4.5.1:** Client clicks **Inspection Call** link on the menu to open the list of applications for which the Conditional Clearance is issued.
- ✓ **Result 4.5.1:** User will be redirected to the following list of Application page.



- ✓ **Process 4.5.2:** To open the application, select the application from the list and click on **Application Number**.
- ✓ **Result 4.5.2:** When clicked on the application number, the user will be redirected to the following page

Product Details

#	Common Name	Product Category	Product Characteristics	Quantity	Unit	Exporter Type
1	None	None	None	1	KG	['Producer', 'Exporter']

File Attachments

#	File
No Data	

Special Terms And Conditions

Actual Point Of Entry

- ✓ --SELECT--
- BAFRA, S/Jongkhar
- BAFRA, Samdrupcholing
- BAFRA, Jomotsangkha
- BAFRA, Jomotsangkha
- BAFRA, Samtse
- BAFRA, Tashicholing
- BAFRA, Gomtu

Date For Inspection

Remarks

✓ Submit ✕ Cancel

- ✓ **Process 4.5.3:** Select the Date of Inspection and Remarks and click on **Submit Button** request the BAFRA field office for Factory/Shop Inspection
- ✓ **Result 4.5.3:** On clicking the submit button, the OIC of the relevant BAFRA office will get the notification on his dashboard.

5 Application Verification

5.1 Application Verification – BAFRA Field Office

5.1.1 Application Verification by OIC

Some applications are received directly by the Officer In-Charge (OIC) while others are forwarded to OIC by the Focal Officer (Head office).

Following applications are directly received by the OIC for verification and are assigned to relevant Inspector for necessary inspection and approval:

- 1) Export Certificate for Food
- 2) Licensing of Food Handler
- 3) Registration of Nurseries/Seed Growers
- 4) Export Certificate for Plant and Plant Products
- 5) Movement Permit for Plant and Plant Products
- 6) Seed Certification
- 7) Export Certificate for Animal and Animal Products
- 8) Movement Permit for Animal, Animal Products and Animal Feeds
- 9) Ante-Mortem and Post-Mortem Inspection

Depending on the location/BAFRA field office selected by the client on the application form, the application will be directed to the respective OIC.

For verification of application, the OIC needs to be a registered user of BBFSS system.

- ✓ **Action:** Follow the url <https://www.bbfss.bafra.gov.bt>
- ✓ **Result:** BBFSS application appears as shown below.



Bhutan Agriculture and Food Regulatory Authority
Ministry of Agriculture and Forests
Bhutan Biosecurity and Food Safety System



Login Form

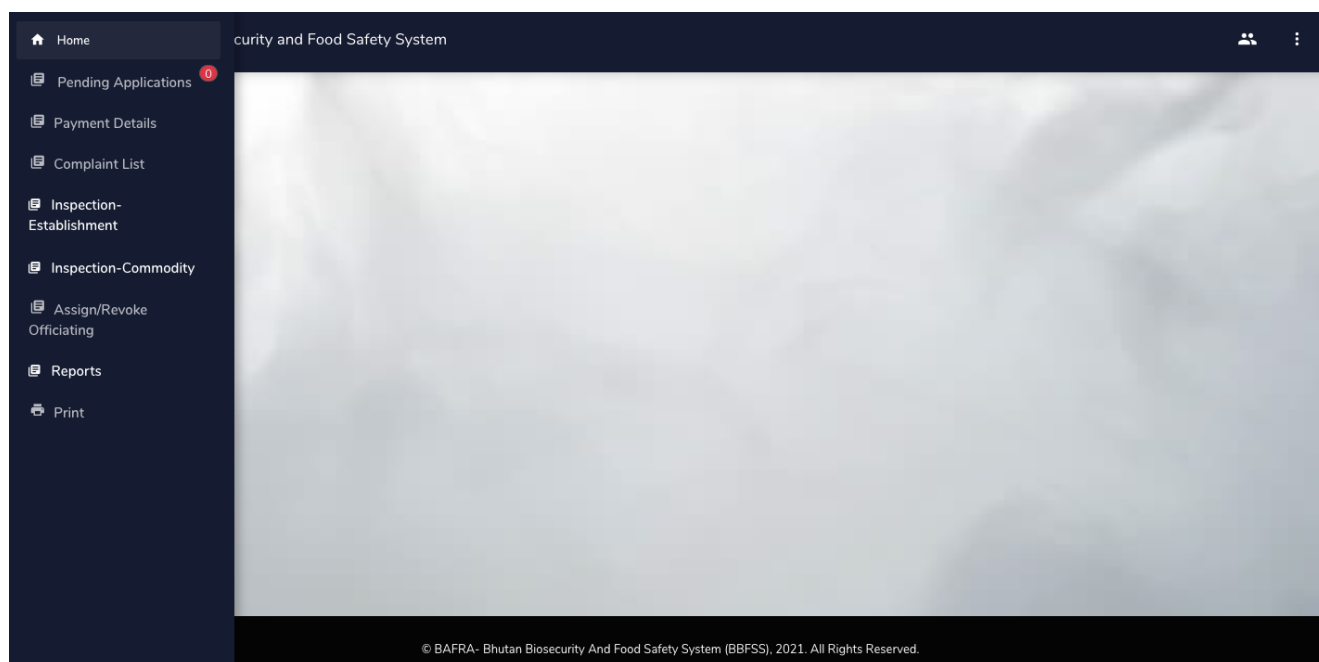
Log in

Lost your password?

Client Registrar

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- ✓ **Process 5.1.1.1:** Login with the user credential provided by BBFSS System Administrator
- ✓ **Result 5.1.1.1:** On Successful login, the OIC will be redirected to the following BBFSS dashboard page.



- ✓ **Process 5.1.1.2: Verify application.** If the application form is correctly submitted, the Officer In-Charge (OIC) will get the notification in the form of alert token under the menu “**Pending Application**”. For viewing the list of pending applications, click the **Pending Application** link.
 - ✓ **Result 5.1.1.2:** On clicking the Pending Application link, the OIC will get the following list of application.
-
- ✓ **Process 5.1.1.3: Verify and Assign the application.** Select the application and click on the application number to view application details.
 - ✓ **Result 5.1.1.3:** On clicking the application number, the OIC will be able to view the application details as shown below.

The screenshot shows the 'Meat Shop Licensing' application form within the BAFRA system. The form is titled 'Meat Shop Licensing' and has three tabs: 'Application Form', 'Meat Items', and 'File Attachment'. The 'Application Form' tab is active. The form contains the following fields:

- Name of the Meat Shop *
- CID of the Owner *
- Name of the applicant/Owner *
- Email *
- Contact Number *
- Meat Shop Representative *
- Licensing Criteria *
- Meat Shop Address *
- Dzongkhag *
- Gewog *
- Village *

A 'Save' button is located at the bottom left of the form.

- ✓ **Process 5.1.1.4: Verify and Assign the application.** Depending on the availability of the Inspector, the OIC will assign the application to the inspector. To assign the application/task to the inspector, the OIC need to select the inspector and click on **Assign** button.
- ✓ **Result 5.1.1.4:** On clicking the **Assign** button, the application is forwarded to the relevant/selected field Inspector for further verification and approval.

5.2 Application Verification – BAFRA Field Office

5.2.1 Verify Application – (Focal Officer)

Following services applications are received by the Focal Officer (Head Office) for verification and approval.

- 1) Food Business Registration and Licensing
- 2) Import of Food
- 3) Import permit for Plants, Plant products and Agrochemicals
- 4) Import of Livestock Products and Animal Feed
- 5) Import of Live Animal/Fish
- 6) Clearance for Meat Shop
- 7) Good Agricultural Practices (GAP) Certification
- 8) Organic Certification
- 9) Food Product Certification

The focal Officer will either approve the application or forward the application to the relevant BAFRA Field office for inspectional and approval.

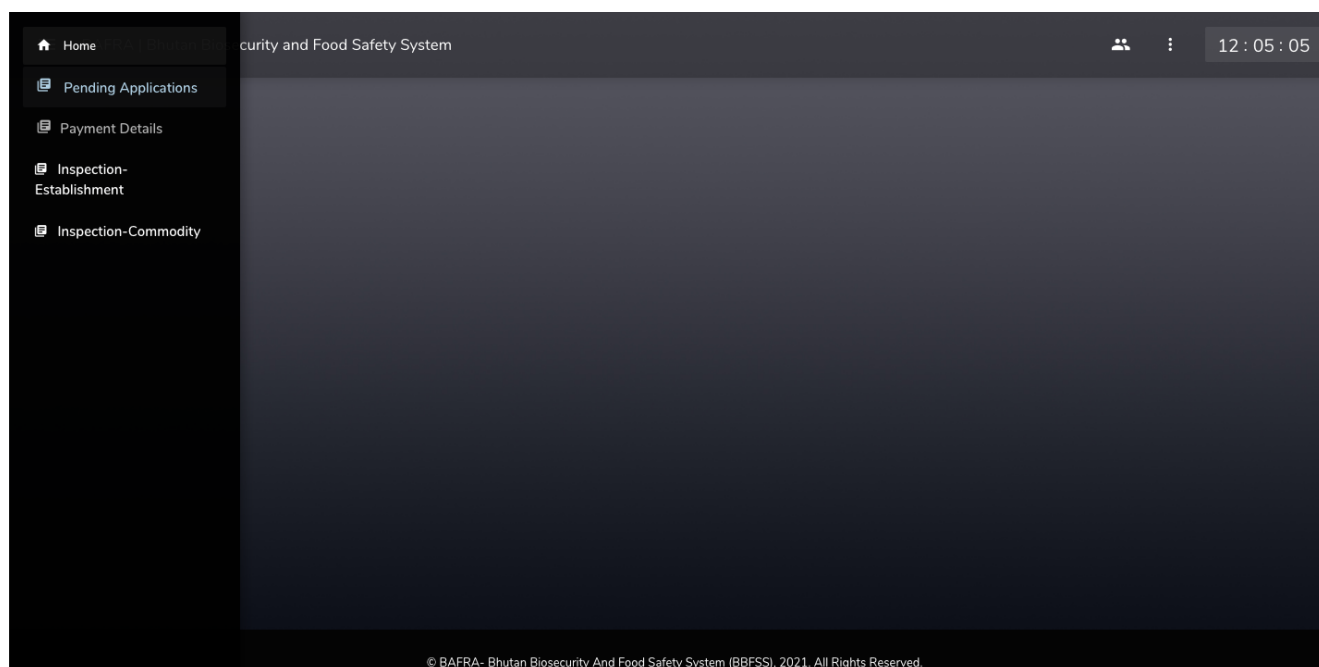
To view the application, the Focal Officer (Head Office) needs to be a registered user of BBFSS system.

- ✓ **Action:** Follow the url <https://www.bbfss.bafra.gov.bt>
- ✓ **Result:** BBFSS application appears as shown below.



The image shows the BBFSS login interface. At the top, there are two circular logos: the Bhutan National Emblem on the left and the BAFRA logo on the right. Between them is the text: "Bhutan Agriculture and Food Regulatory Authority", "Ministry of Agriculture and Forests", and "Bhutan Biosecurity and Food Safety System". Below this is a dark blue login form titled "Login Form". It contains two input fields: the first for email (with "gurungsan@gmail.com" entered) and the second for password (masked with dots). Below the fields are "Log in" and "Lost your password?" buttons. A "Client Register" link is at the bottom. A copyright notice "© BAFRA- Bhutan Biosecurity And Food Safety System (BBFSS), 2021. All Rights Reserved." is at the very bottom.

- ✓ **Process 5.1.2.1:** Login with the user credential provided by BBFSS System Administrator
- ✓ **Result 5.1.2.1:** On Successful login, the focal officer will be redirected to the following BBFSS dashboard page.



The image shows the BBFSS dashboard after a successful login. It features a dark sidebar on the left with navigation links: "Home", "Pending Applications", "Payment Details", "Inspection-Establishment", and "Inspection-Commodity". The main content area is titled "Bhutan Biosecurity and Food Safety System" and is currently empty. In the top right corner, there is a user icon, a menu icon, and a timestamp "12:05:05". A copyright notice "© BAFRA- Bhutan Biosecurity And Food Safety System (BBFSS), 2021. All Rights Reserved." is at the bottom.

- ✓ **Process 5.1.2.2:** Click **Pending Applications** to view the list of pending applications.
- ✓ **Result 5.1.2.2:** The user will be redirected to the following pending list page.

IMAGE HERE

- ✓ **Process 5.1.2.3: Open application.** Select the application you wish to open and verify. Click on the application number to open the application.
- ✓ **Result 5.1.2.3:** On clicking the application number the user will be redirected to the application form as shown below.

IMAGE HERE

Process 5.1.2.4: Verify and Approve the application. If the application form is correctly submitted, the focal officer has the option to approve the application. For the following services, the focal officer can approve the application after verification:

- a. Import of Food
- b. Import permit for Plants, Plant products and Agrochemicals
- c. Import of Livestock Products and Animal Feed
- d. Import of Live Animal/Fish to the relevant field office or reject the application.

For approving the application, the focal officer needs to enter validity date and click on **Approve** button. To reject the application, enter the reason and click on **Reject** button.

- ✓ **Result 5.1.2.4:** On clicking the Approve button, the application is approved. System generates import permit number and sends an email notification to the applicant.
- ✓ **Process 5.1.2.5: Verify and Forward the application.** For **Food Business Registration and Licensing** and **Meat Shop Clearance** applications, the focal officer selects the relevant BAFRA field office and clicks of **Forward** button.
- ✓ **Result 5.1.2.5:** On clicking the forward button, the application is forwarded to the relevant/selected field office. The Officer In-charge (OIC) will be able to view the application.
- ✓ **Process 5.1.2.6: Verify and Formation of Audit Team.** For the three services under certification section, focal officer verifies the application, creates audit team members, audit team leader, sets the audit date and audit plan. The details are shared with the audit team and the clients. The application is then forwarded to the audit team leader for further verification.
- ✓ **Result 5.1.2.6:** On clicking the **Share Information** button, the application is forwarded to the selected team leader for further verification, and report update. The audit team details is also shared with the client and the audit team members.

6 Application Approval

6.1 Application Approval – BAFRA Field Office

6.1.1 Application Approval by Field Inspector

In the field office level, the Field Inspector has the rights to approve the applications. While the Inspector approves the application, the OIC will be in the process loop and can view reports regarding the application status. Following services applications can be approved by the field inspector after verification.

- 1) Export Certificate for Food
- 2) Licensing of Food Handler
- 3) Registration of Nurseries/Seed Growers
- 4) Export Certificate for Plant and Plant Products
- 5) Movement Permit for Plant and Plant Products
- 6) Seed Certification
- 7) Export Certificate for Animal and Animal Products
- 8) Movement Permit for Animal, Animal Products and Animal Feeds
- 9) Ante-Mortem and Post-Mortem Inspection

The Field Inspector needs to be a registered user of BBFSS system to view and approve the application.

✓ **Action:** Follow the url <https://www.bbfss.bafra.gov.bt>

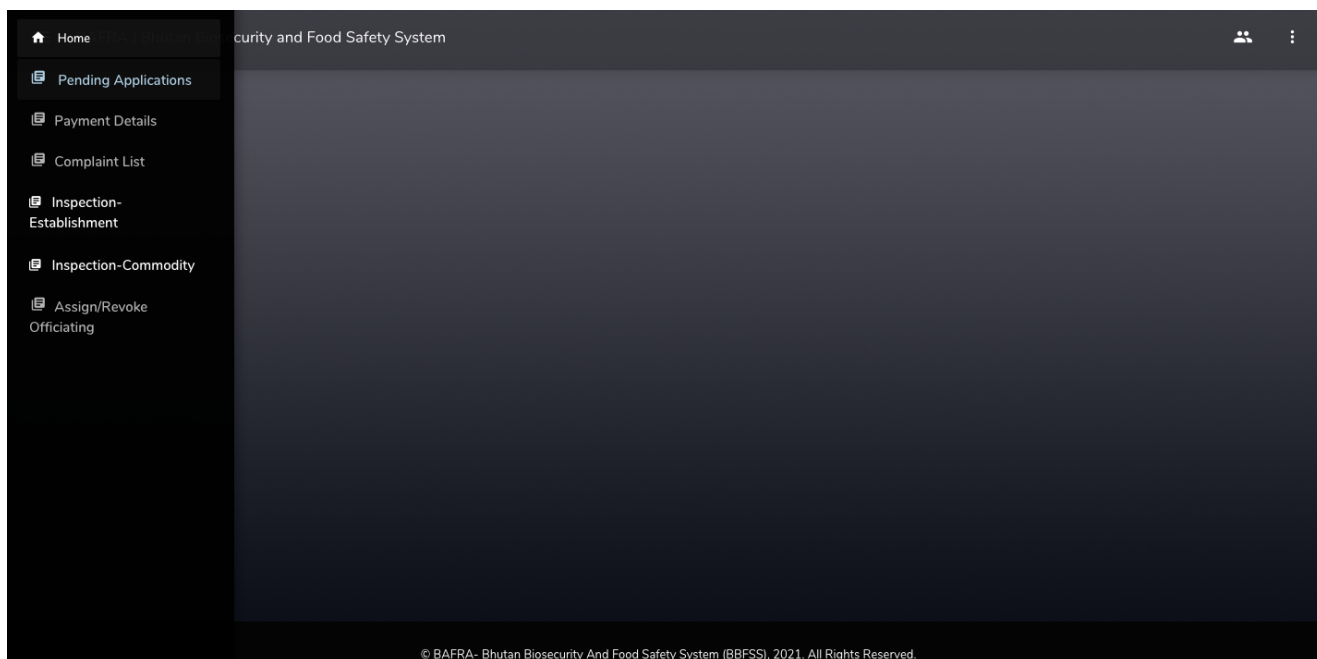
✓ **Result:** BBFSS application appears as shown below.



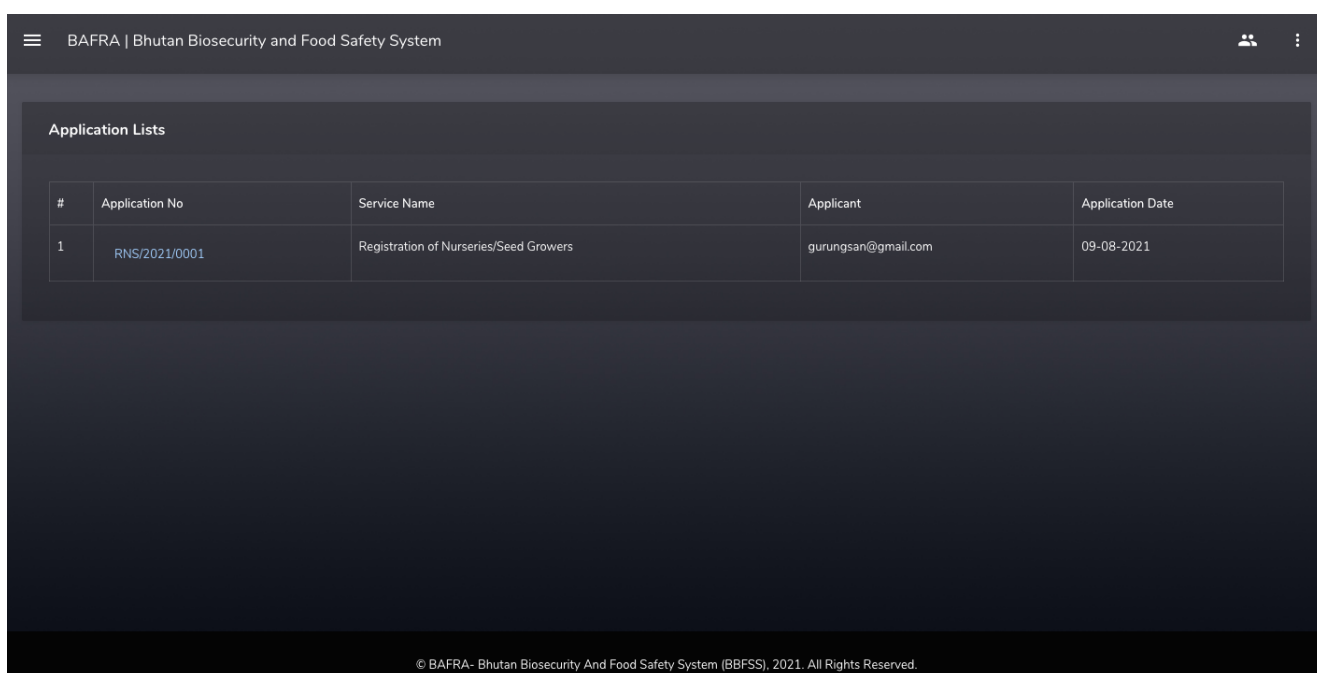
The screenshot displays the login interface of the Bhutan Biosecurity and Food Safety System (BBFSS). At the top, the header includes the Bhutan Agriculture and Food Regulatory Authority logo on the left, the text "Bhutan Agriculture and Food Regulatory Authority" and "Ministry of Agriculture and Forests" in the center, and the "Bhutan Biosecurity and Food Safety System" logo on the right. The main content area features a "Login Form" with two input fields: one for the email address "gurungsan@gmail.com" and another for a password represented by asterisks. Below these fields are "Log in" and "Lost your password?" buttons. A "Client Register" link is positioned at the bottom of the form. The footer contains the copyright notice: "© BAFRA- Bhutan Biosecurity And Food Safety System (BBFSS), 2021. All Rights Reserved."

✓ **Process 6.1.1.1:** Login with the user credential provided by BBFSS System Administrator

✓ **Result 6.1.1.1:** On Successful login, the OIC will be redirected to the following BBFSS dashboard page. The menu option will be specific to the OIC role.



- ✓ **Process 6.1.1.2:** Click *Pending Applications* to view the list of applications directed to the specific field office.
- ✓ **Result 6.1.1.2:** The user will be redirected to the following pending list page.



- ✓ **Process 6.1.1.3: Open application.** Select the application you wish to open and verify and click on the application number to open the application.
- ✓ **Result 6.1.1.3:** On clicking the application number the user will be redirected to the application form as shown below.

- ✓ **Process 6.1.1.4: Approve the application.** The Inspector will verify the application and approve of the application details are provided correctly. For approving the application, the Inspector needs to enter the validity of the Permit / License and click on **Approve** button.
- ✓ **Result 6.1.1.4:** On clicking the Approve button, the application is approved. The system generates a License Number / Permit Number and sends an email notification to the applicant. The applicant will need to make payment before he/she can download the License/Permit.

6.2 Application Approval – Head office Field Office

6.2.1 Application Approval by Focal Officer

Some applications are verified and approved by the Focal Officer (Head Office). The Focal Officer of the respective sections receives the application of the following services for approval.

- 1) Import of Food
- 2) Food Business Registration and Licensing
- 3) Import Permit for Plants, Plant Products and Agrochemicals

- 4) Import of Livestock Products and Animal Feeds
- 5) Import of Live Animal and Fish
- 6) Licensing of Meat Shop
- 7) Good Agricultural Practices (GAP) Certification
- 8) Organic Certification
- 9) Food Product Certification

The Focal Officer needs to be a registered user of BBFSS system to view and approve the application.

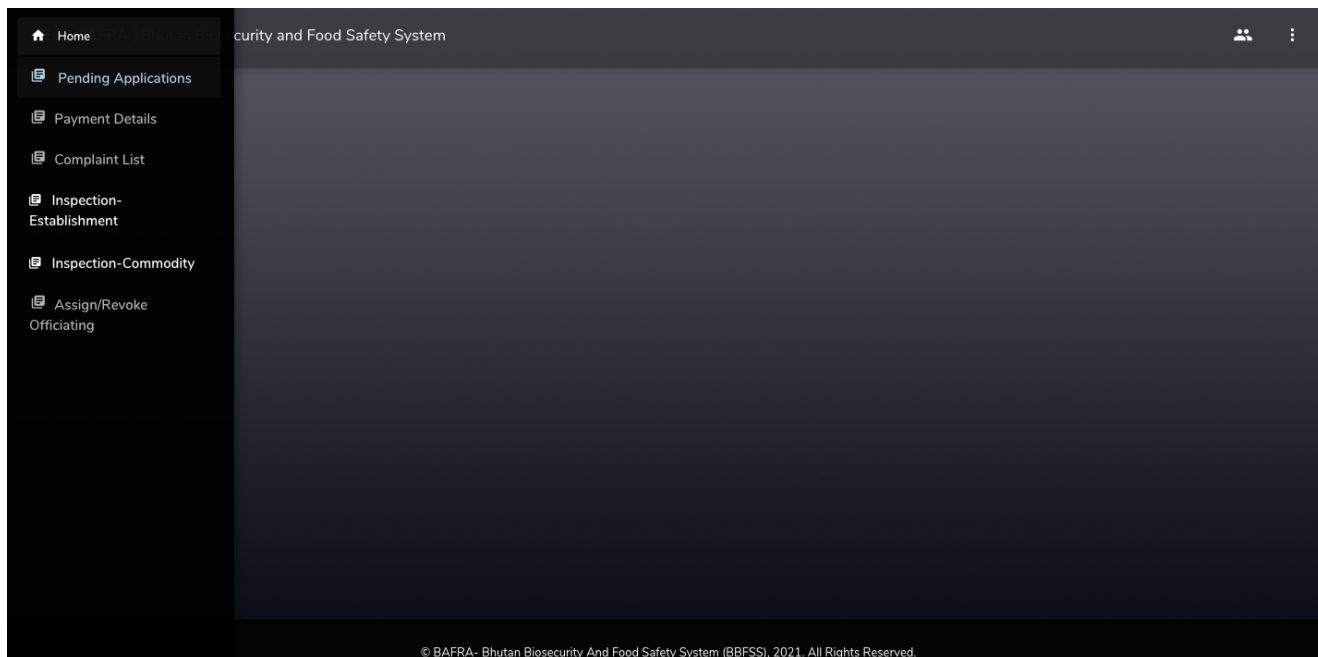
- ✓ **Action:** Follow the url <https://www.bbfss.bafra.gov.bt>
- ✓ **Result:** BBFSS application appears as shown below.



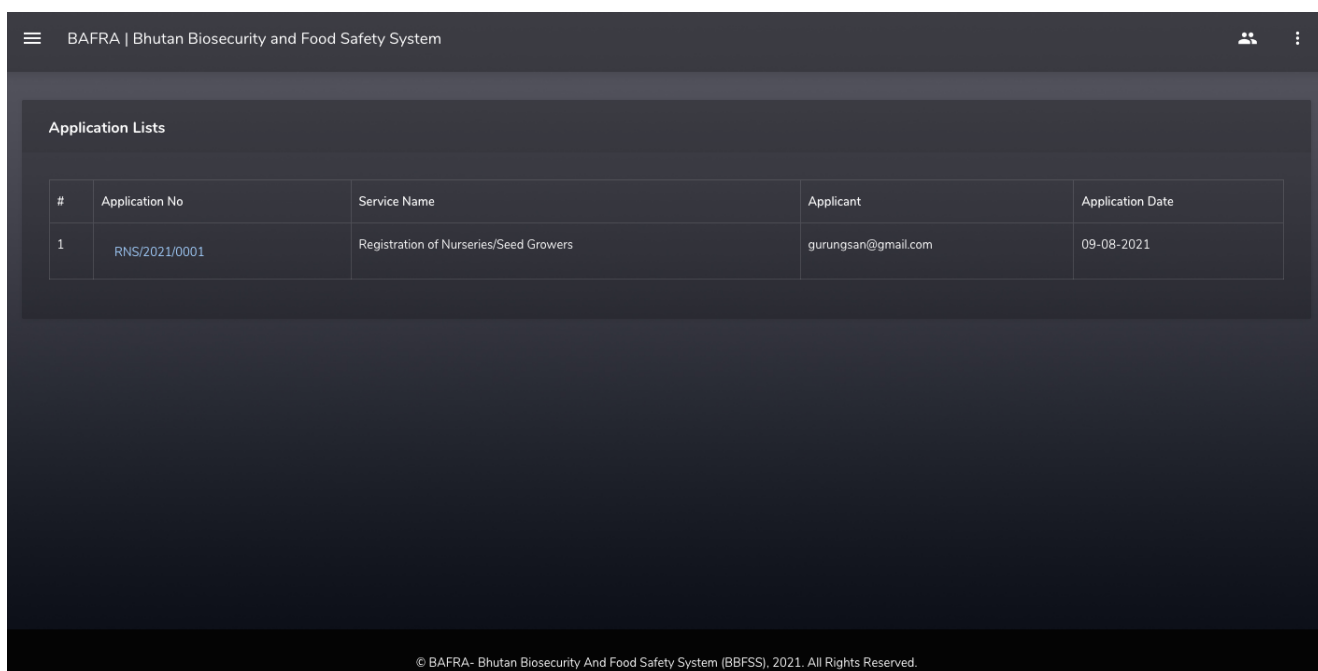
Bhutan Agriculture and Food Regulatory Authority
Ministry of Agriculture and Forests
Bhutan Biosecurity and Food Safety System



- ✓ **Process 6.2.1.1:** Login with the user credential provided by BBFSS System Administrator
- ✓ **Result 6.2.1.1:** On Successful login, the FO will be redirected to the following BBFSS dashboard page. The menu option will be specific to the FO role.



- ✓ **Process 6.2.1.2:** Click *Pending Applications* to view the list of applications directed to the specific field office.
- ✓ **Result 6.2.1.2:** The user will be redirected to the following pending list page.



- ✓ **Process 6.2.1.3: Open application.** Select the application you wish to open and verify and click on the application number to open the application.
- ✓ **Result 6.2.1.3:** On clicking the application number the user will be redirected to the application form as shown below.

Application Details

License No Ornamental	Company Name TR12345	Company Address Near Mendrelgang Central School, Tsirang
CID 11806002441	Owner Name Lokendra Ghaley	Contact Number 17607385
Email gurungsan@gmail.com		
Nursery Category Ornamental	Area 1.50	Unit Area Acre
Nursery Type 	Dzongkhag Bumthang	Gewog Chokhor
Village Chakhar	Location chukha	

#	Crop Category	Crop	Crop Variety	Source	Quantity	Remarks
No Data						

#	File
No Data	

--SELECT INSPECTOR--

→ Forward ✕ Cancel

- ✓ **Process 6.2.1.4: Approve the application.** The Inspector will verify the application and approve of the application details are provided correctly. For approving the application, the Inspector needs to enter the validity of the Permit / License and click on **Approve** button.
- ✓ **Result 6.2.1.4:** On clicking the Approve button, the application is approved. The system generates a License Number / Permit Number and sends an email notification to the applicant. The applicant will need to make payment before he/she can download the License/Permit.

7 Process Flow

7.1 Plant Services

7.1.1 Import of Plants, Plant Products and Agrochemicals

8 Common Features

8.1 Inspection and Monitoring

The Inspection and monitoring team from BAFRA field offices including OIC will be able to update the inspection and monitoring report. The inspection report will be available to the Focal at BAFRA HQ, division chiefs and DG for viewing.

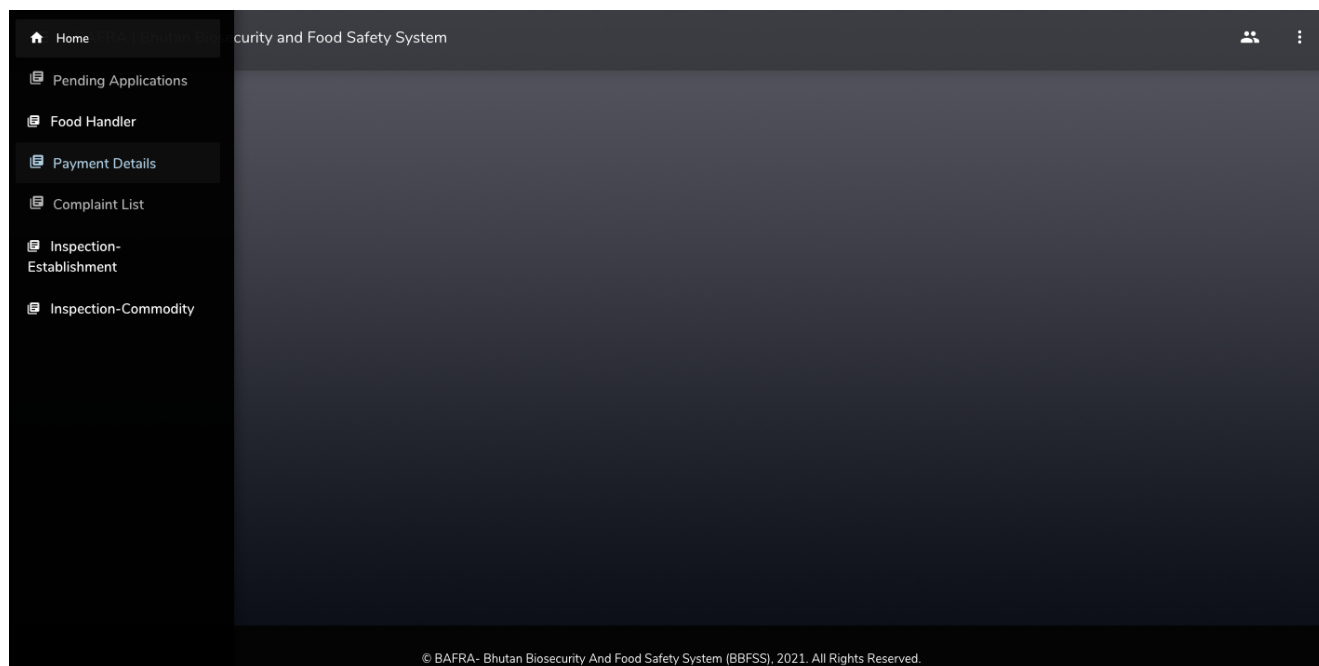
To update the inspection report, the user will have to login to BBFSS with the valid user id and password.

- ✓ **Action:** Follow the url <https://www.bbfss.bafra.gov.bt>
- ✓ **Result:** BBFSS application appears as shown below.



The screenshot displays the login interface of the Bhutan Biosecurity and Food Safety System (BBFSS). At the top, the header includes the Bhutan Agriculture and Food Regulatory Authority logo on the left, the text "Bhutan Agriculture and Food Regulatory Authority" and "Ministry of Agriculture and Forests" in the center, and the Bhutan Biosecurity and Food Safety System logo on the right. Below the header, the main content area has a dark blue background. In the center, there is a "Login Form" section with two input fields: the first contains the email "gurungsan@gmail.com" and the second contains masked characters "*****". Below these fields are two buttons: "Log in" and "Lost your password?". At the bottom of the login section is a link labeled "Client Register". The footer of the page contains the copyright notice: "© BAFRA- Bhutan Biosecurity And Food Safety System (BBFSS), 2021. All Rights Reserved."

- ✓ **Process 7.1.1.1:** Login with the user credential provided by BBFSS System Administrator
- ✓ **Result 7.1.1.1:** On Successful login, the user will be redirected to the following BBFSS dashboard page.



Note: There are two types of Inspection report:

1. *Establishment Inspection*
2. *Commodity Inspection*

- ✓ **Process 7.1.1.2:** Identify the Inspection type and click on the appropriate link (**Inspection Establishment or Inspection Commodity**).
- ✓ **Result 7.1.1.2:** The user will get the following Inspection Report form.

- ✓ **Process 7.1.1.3:** Enter the Inspection and Monitoring Detail and click on **Save** button to save the Inspection report.
- ✓ **Result 7.1.1.3:** On successful submission, the system will generate the registration number. The user will be able to track the application against each unique registration number.

8.2 Application Status

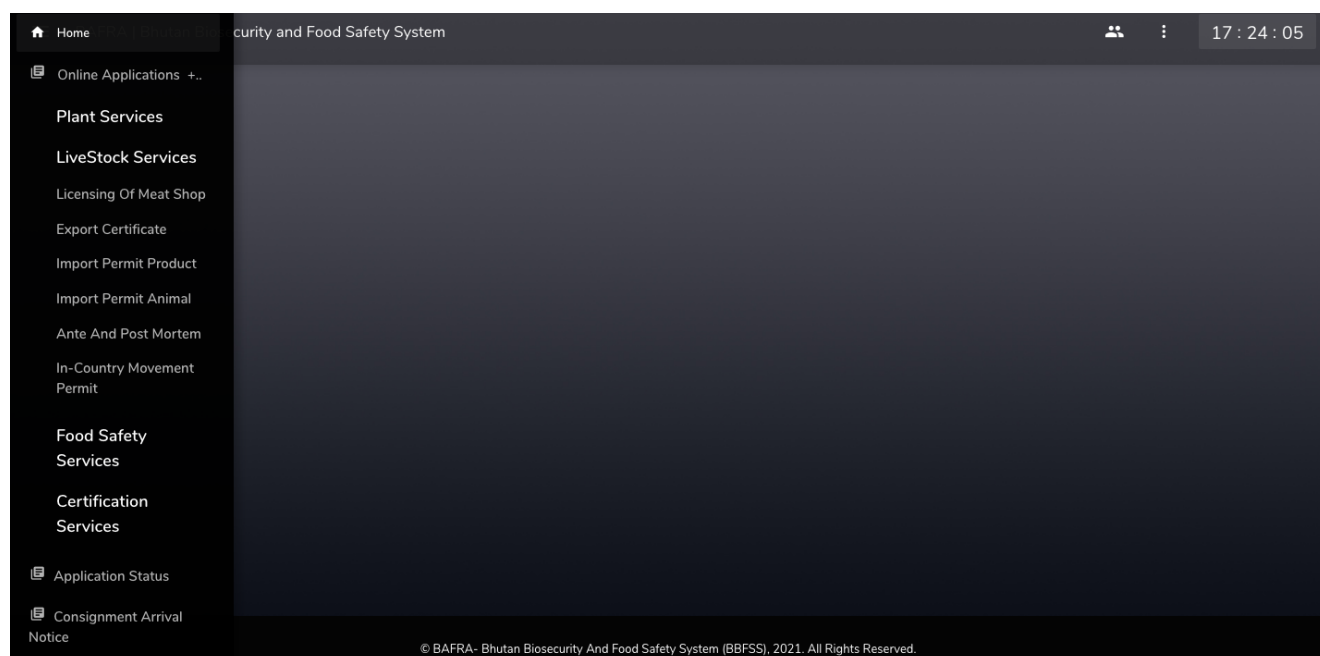
Registered clients will be able to view the status of their applications. To view the application status, the client will have to login with the valid user id and password.

- ✓ **Action:** Follow the url <https://www.bbfss.bafra.gov.bt>
- ✓ **Result:** BBFSS application appears as shown below.



The screenshot shows the BBFSS Login Form. At the top, there are two logos: the Bhutan Agriculture and Food Regulatory Authority logo on the left and the Bhutan Biosecurity and Food Safety System logo on the right. The text in the center reads: "Bhutan Agriculture and Food Regulatory Authority", "Ministry of Agriculture and Forests", and "Bhutan Biosecurity and Food Safety System". The login form itself is titled "Login Form" and contains two input fields: one for the email address (pre-filled with "gurungsan@gmail.com") and one for the password (masked with "*****"). Below the password field is a "Log in" button and a link for "Lost your password?". At the bottom of the form is a link for "Client Register". The footer of the page states: "© BAFRA- Bhutan Biosecurity And Food Safety System (BBFSS), 2021. All Rights Reserved."

- ✓ **Process 7.2.1.1:** Login with the user credential provided by BBFSS System Administrator
- ✓ **Result 7.2.1.1:** On Successful login, the user will be redirected to the following BBFSS dashboard page.



The screenshot shows the BBFSS dashboard. The top navigation bar includes a "Home" button, the text "Bhutan Biosecurity and Food Safety System", and a clock showing "17 : 24 : 05". The left sidebar contains a list of menu items: "Online Applications +..", "Plant Services", "LiveStock Services", "Licensing Of Meat Shop", "Export Certificate", "Import Permit Product", "Import Permit Animal", "Ante And Post Mortem", "In-Country Movement Permit", "Food Safety Services", "Certification Services", "Application Status", and "Consignment Arrival Notice". The main content area is currently empty. The footer of the page states: "© BAFRA- Bhutan Biosecurity And Food Safety System (BBFSS), 2021. All Rights Reserved."

- ✓ **Process 7.1.1.2:** To view the application status, click the link **Application Status**.
- ✓ **Result 7.1.1.2:** The client will get the following application status page.

8.3 Print Certificates

Clients will be able to print the permits and certificates of their approved applications from with BBFSS. To view/print the permits and certificates, the client will have to login with their valid user id and password.

- ✓ **Action:** Follow the url <https://www.bbfss.bafra.gov.bt>
- ✓ **Result:** BBFSS application appears as shown below.

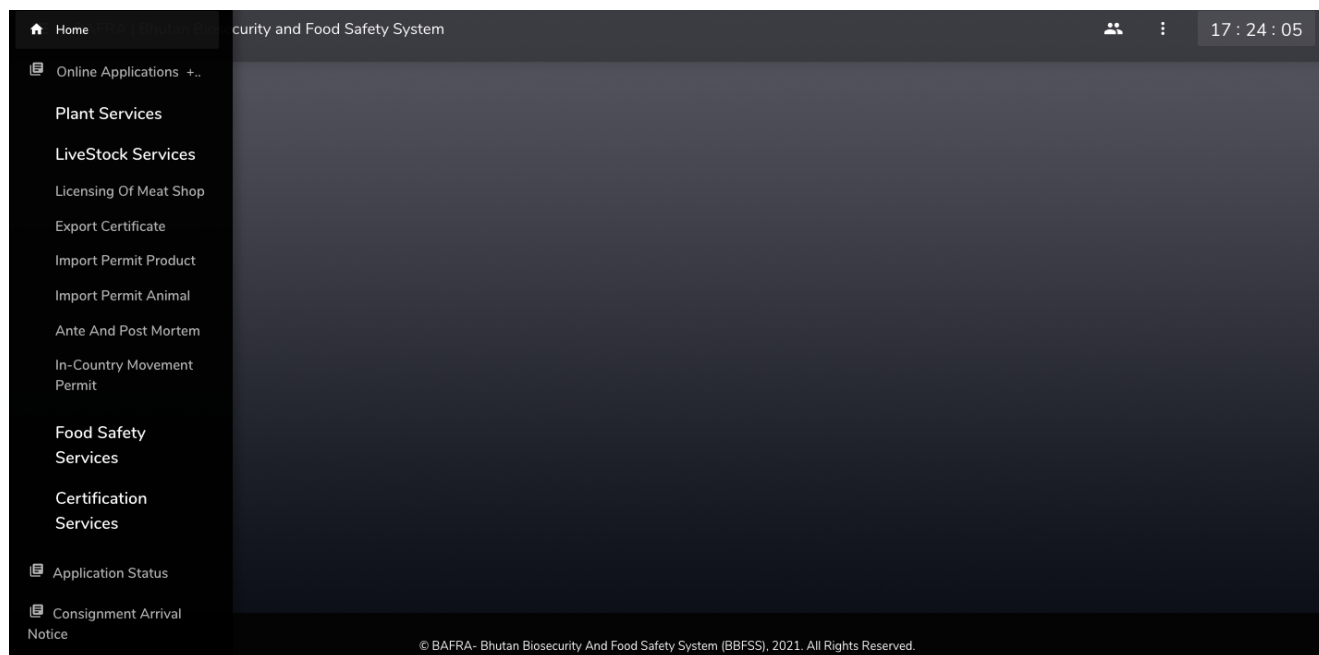


Bhutan Agriculture and Food Regulatory Authority
Ministry of Agriculture and Forests
Bhutan Biosecurity and Food Safety System



- ✓ **Process 7.3.1.1:** Login with the user credential provided by BBFSS System Administrator

- ✓ **Result 7.3.1.1:** On Successful login, the client will be redirected to the following BBFSS dashboard page.



- ✓ **Process 7.3.1.2:** To view/print the permits and certificates, click the link **Print**.
- ✓ **Result 7.3.1.2:** The client will get the following selection page.

- ✓ **Process 7.3.1.3:** Click the appropriate link.
- ✓ **Result 7.3.1.3:** Based on the selection, the system will display the permits / certificates for viewing and printing as shown below.

Registration of Nursery/ Seed Growers

Home Details Attach File

License No *

Company Name *

Company Address *

CID *

Owner Name *

Contact Number *

Email *

Nursery Category *

Area *

Unit Area *

Nursery Type *

Dzongkhag *

Gewog *

Village *

Location *

To View / print the certificates, click the print button at the right side of the certificate/permit.

8.4 Reports

BBFSS will be able to generate various reports. Each of these reports are predefined and developed as per the users' requirement. Users are given rights to access the reports and print. The list of reports is available under **Reports** menu as shown below.

- ✓ **Process 2.8.1:** To view the reports, user will have to select the report type from the list of reports available for him/her. Click **Reports** and select the report you wish to view/ generate.
- ✓ **Result 2.8.1:** Click the **Reports**, link and the list of reports will be displayed. When the user selects the desired report from the list the report parameter page will be displayed as shown below.

Home Power Data Management Reports

Hourly power consumption

Generation from Mini Micro

Generation from Wind Power Plant

Major Transmission Lines

Department of Hydropower and Power Systems

BPC Management, BPC-management

Reports for Hourly Report Consumption

Record Date * 10/01/2018

Substation Name * Malbase Sub-Station

Generate Report

Show 10 entries

Search:

Energy Generation from Sub Station: Malbase Sub-Station and Date: 10 January 2018

Hour	MW	MVAR	LF
0	100.00	35.00	0.45
1	100.00	35.00	0.45
2	103.80	40.20	0.47
3	103.80	40.20	0.47
4	98.80	33.20	0.44

- ✓ **Process 2.8.2:** Select the appropriate parameters from the list and click on **View** button.
- ✓ **Result 2.8.2:** By clicking on the **View** button, the report will be generated as follows: The user will have the option to export the generated report into PDF and Excel file.

Major Transmission Lines

Generate Report

Show 10 entries

Search:

Energy Generation from Sub Station: Malbase Sub-Station and Date:10 January 2018

Hour	MW	MVAR	LF
0	100.00	35.00	0.45
1	100.00	35.00	0.45
2	103.80	40.20	0.47
3	103.80	40.20	0.47
4	98.80	33.20	0.44
5	98.80	33.20	0.44
6	95.20	32.20	0.43
7	95.20	32.20	0.43
8	107.00	39.40	0.48
9	103.60	41.90	0.47

Showing 1 to 10 of 24 entries

Previous 1 2 3 Next