



**FREQUENTLY ASKED QUESTIONS (FAQs)  
REGISTRATION FOR DOMESTIC RUNNERS  
(23<sup>rd</sup> April 2022)**

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1. What is meant by domestic runners?

*Domestic runners are those who provide the following services, either on a full-time or part-time basis, domestically within Brunei Darussalam:-*

- a. Individuals who provide delivery services to the public, home-based businesses and registered businesses, such as, restaurants and other businesses;*
- b. Individuals who are employees of a registered runner delivery services business; or*
- c. Employees who carry out the delivery services for a registered business, for an example, restaurants or supermarkets or other businesses.*

2. What is the difference between domestic runners and cross border runners?

*Domestic runners are private individuals or any staffs who make deliveries within the country, as described under question (1) above.*

*Cross border runners are companies registered as Customs Agents under the Royal Customs and Excise Department, Ministry of Finance and Economy. Cross border runners are allowed to provide collection and delivery services of items belonging to individuals, including abroad or at the relevant control posts, after obtaining approval from the Prime Minister's Office.*

*Operations for cross border runners are currently suspended as informed through the Press Release by the Prime Minister's Office on the extended temporary suspension of cross border activities.*

3. What is Runners 2.0 system?

*Runners 2.0 system is an updated domestic runners registration system that contains several new features, among others, as follows:-*

- i. The first new feature is Updating of Domestic Runners Information*
  - a. Runners 2.0 system allows registered domestic runners to update their information online;*
  - b. This includes updating basic information in the event of any changes in the information entered during their initial registration, particularly, those relating to vaccination status; and*
  - c. In addition, Runners 2.0 system also requires domestic runners to enter additional information such as date of birth, gender, district, COVID-19 vaccination status and date of vaccination.*



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ii. *The next feature is the search function which is enhanced by enabling and allowing search by name, Runner ID Number and company (for runners working under registered companies). This new feature improves the digital identification method for the runners based on the information displayed in the Directory of Domestic Runners in the Ministry of Transport and Infocommunications website as reference for runners and the general public.*

4. What kind of information will the domestic runners need to update under the Runners 2.0 system?

*Domestic runners can update basic information such as full name, mobile phone number, home address, and vehicle registration number which have been entered into the Ministry of Transport and Infocommunications website during initial registration.*

*In addition, the Runners 2.0 system will also require domestic runners to enter additional information such as date of birth, gender, district, COVID-19 vaccination status and date of vaccination.*

*Registered domestic runners will not be able to change details of their smart identity card number and email address in the Runners 2.0 system. If the domestic runner needs to change these details, they can email their requests to [runners@mtic.gov.bn](mailto:runners@mtic.gov.bn).*

5. What are the advantages of registering as domestic runners?

*Registered domestic runners will be listed in the Ministry of Transport and Infocommunications website as reference and information for the general public.*

*The registration of runners (including domestic runners) is one of the efforts made by the Government of His Majesty The Sultan and Yang Di-Pertuan of Brunei Darussalam, considering the increasing demand for domestic runners' services to meet the needs of the public. This registration is a measure to safeguard the interests, existence and well-being of the business sector, domestic runners and especially the public during the early endemic phase the country is currently facing. It also aims to give confidence to the public as well as facilitate any related matters.*

6. Are domestic runners required to follow all the guidelines stated?

*All runners (including domestic runners) are required to follow all guidelines stated by the Ministry of Health and other authorities as well as the guidelines stated in the document "Guidelines for domestic runners during the early endemic phase".*

*Any company or individual found to have failed to comply with the guidelines, may be prosecuted under the Infectious Diseases Act, Chapter 204 and any applicable laws and regulations enforced in Brunei Darussalam.*

7. What are the regulations that must be followed by domestic runners?



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*Domestic runners are required to comply with the Infectious Diseases Act Chapter 204 as well as other laws and regulations currently enforced.*

8. Are domestic runners required to perform the COVID-19 test?

*Domestic runners are only required to perform Antigen Rapid Test (ART) on their own at least twice a week to ensure that they are negative from the COVID-19 infection.*

*Domestic runners can conduct ART tests by themselves twice a week without the need to go to any ART Certification Centres authorized by the Ministry of Health.*

*Their negative ART result must be reported to the BruHealth application everytime they perform the COVID ART at least twice a week.*

9. What will the domestic runners need to do if the result of their COVID-19 ART test is positive?

*Registered domestic runners with COVID-19 symptoms will be required to stop their domestic runners services immediately, to get COVID-19 ART test and to self isolate. Domestic runners who test positive for COVID-19 ART is considered as positive cases and need to undergo quarantine. They have to upload their positive ART results into the BruHealth application. Domestic runners who are positive COVID-19 may be required to undergo home isolation or isolation in a government designated isolation centre depending on their risk category. Domestic runners may only resume their services after they have been confirmed negative and after completing any Quarantine Order following prevailing health protocol.*

*Current Health protocols for COVID-19 can be found on Ministry of Health website <https://www.moh.gov.bn/SitePages/COVID-19.aspx>*

10. Who will bear the cost of purchasing the ART kits or for obtaining ART Certificates from ART Certification Centres for domestic runners?

*Domestic runners themselves will bear the cost themselves.*

*For domestic runners registered under companies, the cost will be borne by their respective employers.*

11. Are domestic runners required to undergo self-isolation after getting their COVID-19 (Polymerase Chain Reaction (RT-PCR SARS-CoV-2)) swab test?

*Domestic runners are not required to undergo self-isolation after taking COVID-19 (Polymerase Chain Reaction (RT-PCR SARS-CoV-2)) swab test as they are categorized as low risk workers as long as they are not positive for COVID-19, are not exposed to a positive COVID-19 contact and do not have COVID-19 symptoms.*



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*Domestic runners are advised to continuously comply with all instructions issued by the Government as well as to practice their social responsibilities by practicing personal hygiene, wearing face mask, providing contactless delivery services, and if they are feeling unwell, to not provide runners or delivery services.*

*They are also required to follow all the guidelines stated by the Ministry of Health and other authorities as well as the guidelines stated in the document "Guidelines for domestic runners during the early endemic phase" which can be found in the Ministry of Transport and Infocommunications' website.*

12. What will the domestic runners need to do if they are exposed to a confirmed case of COVID-19?

*Domestic runners who are exposed to a confirmed case of COVID-19 and considered as close contacts are required to discontinue their services, quarantine at home and comply with further instructions from the Ministry of Health. Domestic runners may only resume their services after they have been confirmed negative and after completing any Quarantine Order following prevailing health protocol.*

*Current Health protocols for COVID-19 can be found on Ministry of Health website <https://www.moh.gov.bn/SitePages/COVID-19.aspx>*

13. How long will it take for domestic runners to register?

*Registration of domestic runners is opened via the Ministry of Transport and Infocommunications website at [www.mtic.gov.bn/pendaftaran](http://www.mtic.gov.bn/pendaftaran) since Saturday, 2nd October 2021 and the registration is free of charge.*

14. What are the information that the domestic runners need to submit for this registration?

*Domestic runners need to provide complete and up-to-date information including full name, smart identity card number, email address, mobile phone number, vehicle registration number, Bru-HIMS number, vaccination status and date of receiving COVID-19 vaccination (dates of first dose and second dose) and company name (if relevant).*

*An e-notification will be sent to the runners' email address as provided in the registration form within three (03) working days.*

15. Is there an age limit for those who want to register as domestic runners, especially among the youths?

*This is guided by the laws and regulations currently enforced in Brunei Darussalam, such as those relating to labour or regulations governing employment contracts and other relevant regulations.*



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16. How many vehicles can be registered for domestic runners?

*Domestic runners are allowed to register as many vehicles which will be used to perform their deliveries, provided that the vehicles have valid registrations (including insurance and valid vehicle license).*

17. Are domestic runners who use bicycles or walk as their modes of delivery also need to register?

*Domestic runners who use bicycles or walk while performing their delivery services also need to register as they are included in the scope of domestic runners described earlier.*

18. Are cross border runners whose operations are currently suspended allowed to register as domestic runners?

*Cross-border runners whose operations are currently suspended can register themselves as domestic runners.*

19. Can Transport Operators register their employees as domestic runners?

*Transport Operators companies authorized by the Prime Minister's Office to exit and enter Brunei Darussalam during the early endemic phase, must identify and distinguish between their employees designated as Transport Operators and as domestic runners. The employees concerned who are dedicated as domestic runners are required to be registered under the company.*

20. Will individuals sending items such as food to other members of their family be considered as domestic runners and will they be required to register?

*Domestic runners are paid services that involve commercial transactions at a set price. In this case, domestic runners are those who are involved in a commercial transaction, where there is an agreement such as sale and purchase with a price charged for the services provided such as an agreement between the runners and the customer themselves.*

*In situations where a family member is required to send necessities to his/her parents or family members, this is not considered as domestic runners.*

21. Do employees of courier companies that also provide delivery services also need to be registered as domestic runners?

*For employees of courier companies that provide delivery services, they are also required to register as domestic runners via the same website. After registering, the employees of the courier companies will also be given an e-notification via their respective emails.*



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22. For domestic runners who work under a registered company, is the registration done by the employees themselves or can the employer register on behalf of the employees?

*Employees assigned as domestic runners must make their own registration. The employer cannot register on behalf of the employees.*

23. Are domestic runners allowed to leave the country through any control posts in this country?

*Domestic runners are not allowed to leave the country, including through any control posts, for the purpose of making deliveries and are limited to the delivery of goods within the country only.*

24. How can the public get a list of domestic runners registered in the country?

*All registered domestic runners will be listed in the Ministry of Transport and Infocommunications' website at [www.mtic.gov.bn/runnersdirectory](http://www.mtic.gov.bn/runnersdirectory).*

*The public can refer to the list to select the relevant domestic runners.*

*Only limited and relevant domestic runners information such as Runner ID, name, mobile phone number, company name (if applicable) and social media account name (if applicable) will be listed in the Ministry of Transport and Infocommunications' website.*

25. Are domestic runners required to take the 3<sup>rd</sup> dose of COVID-19 vaccination (booster vaccination)?

*Domestic runners are encouraged to get booster vaccination once eligible after completing their 2<sup>nd</sup> dose of COVID-19 vaccination, as per the conditions set by the Ministry of Health.*

26. What are the steps that need to be followed in order to control the transmission of COVID-19 infection while using the services of domestic runners?

*The public, including domestic runners, can refer to the Ministry of Transport and Infocommunications' website to get advice related to domestic runners as stated in the Standard Operating Procedure (SOP) "Guidelines for domestic runners during the early endemic phase" which can be found at the Ministry of Transport and Infocommunications' website.*

27. If there are any inquiries or suggestions regarding domestic runners, where can they be channeled to?

*Any inquiries or suggestions regarding domestic runners can be emailed to the Ministry of Transport and Infocommunications at [runners@mtic.gov.bn](mailto:runners@mtic.gov.bn) or they can send a message to the whatsapp number +6738383338 during working hours.*



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