

**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**

<b>DOCUMENT RELEASE NOTICE</b>		
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## Table of Contents

1	Bhutan Biosecurity and Food Safety System Perspective.....	6
1.1	Development & Operation Environment.....	6
1.2	User Interfaces (UI).....	6
1.2.1	General UI Features.....	6
1.2.2	Menu Structure (BBFSS System) .....	6
1.3	List of inputs.....	6
1.3.1	Authentication Module.....	6
1.3.2	Administrative Module.....	7
2	System Administration Module .....	8
2.1	Authentication .....	8
2.1.1	User Login.....	8
2.1.2	Change Password .....	9
2.1.3	Account Setting.....	9
2.1.4	Log out .....	11
2.2	Client Registration.....	11
2.2.1	Submit Client Registration .....	11
2.3	User Management (Create & Maintain User).....	12
2.3.1	Create/Add new user .....	12
2.3.2	View/List users .....	14
2.3.3	Edit/Modify user .....	15
2.3.4	Client registration verification .....	15
2.4	Master Table Management (Create & Maintain Master Tables).....	17
2.4.1	Create/Add new master data (Unit Master) .....	18
2.4.2	Edit/Modify master table (Unit master) .....	19
3	User Login.....	21
3.1	User Roles .....	21
3.2	User Menu .....	21
3.2.1	System Admin Menu .....	21
3.2.2	Focal Officer Menu .....	22
3.2.3	Complaint Officer .....	22
3.2.4	Officer In-charge (OIC) Menu .....	23
3.2.5	Inspector .....	23
3.2.6	Client / Applicant.....	24
4	Application Submission (Client Side): .....	26
4.1	New Application .....	26
4.1.1	Submit Application – (Client) .....	26

4.2 Draft Application .....	27
4.3 Resubmit Application.....	28
4.4 Consignment Arrival Notice.....	30
4.5 Inspection Call.....	31
<b>5 Application Verification.....</b>	<b>34</b>
5.1 Application Verification – BAFRA Field Office .....	34
5.1.1 Application Verification by OIC .....	34
5.2 Application Verification – BAFRA Field Office .....	36
5.2.1 Verify Application – (Focal Officer) .....	36
<b>6 Application Approval .....</b>	<b>39</b>
6.1 Application Approval – BAFRA Field Office .....	39
6.1.1 Application Approval by Field Inspector .....	39
6.2 Application Approval – Head office Field Office .....	41
6.2.1 Application Approval by Focal Officer .....	41
<b>7 Process Flow.....</b>	<b>45</b>
7.1 Plant Services.....	45
7.1.1 Import of Plants, Plant Products and AgroChemicals .....	45
<b>8 Common Features .....</b>	<b>46</b>
8.1 Inspection and Monitoring .....	46
8.2 Application Status .....	48
8.3 Print Certificates.....	49
8.4 Reports .....	51
<b>9 Common Services.....</b>	<b>53</b>
9.1 Complaint Handling.....	53
9.1.1 Submit Complaint Form– (Client) .....	53
9.1.2 Verify and Forward Complaint– (Complaint Handling Office) .....	54
9.1.3 Investigation and report update.....	58
9.1.4 Close Complaint– Complaint Handling Officer.....	60
9.2 Feedback .....	62
9.2.1 Submit Feedback– (Client).....	62
9.2.2 Open Feedback– (Agency Admin) .....	63



## 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.

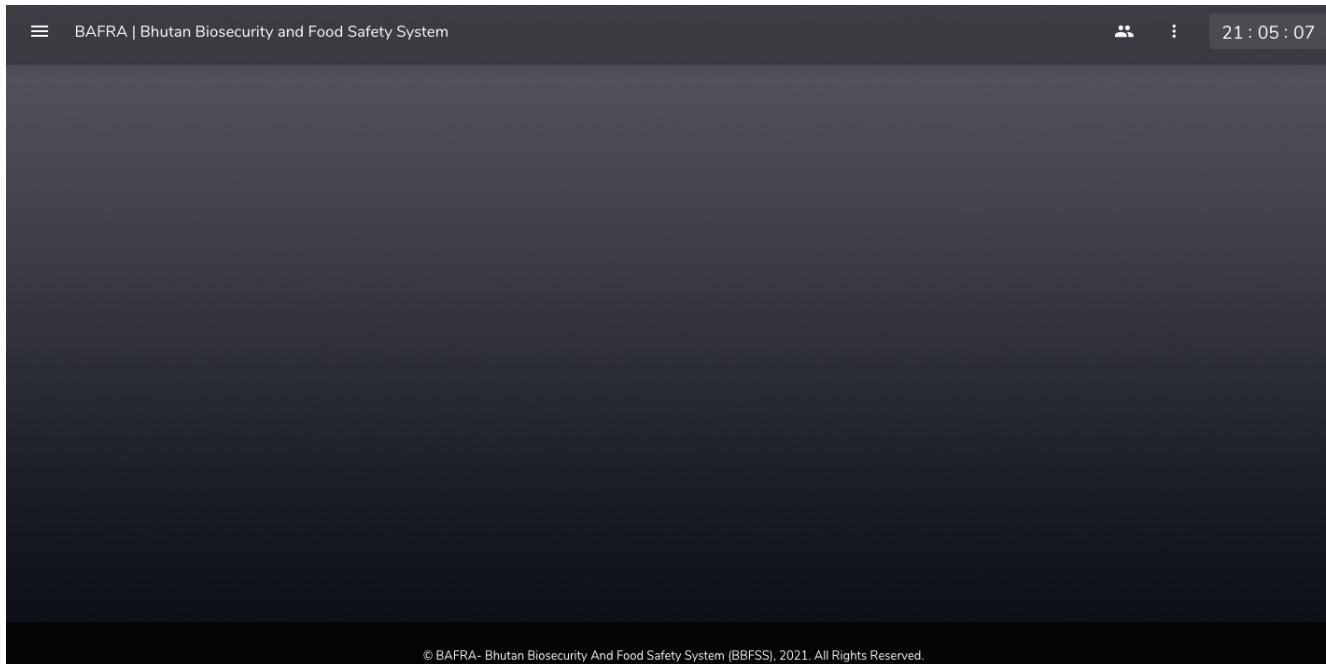
#### 2.1.1 User Login

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 shows the login interface for the Bhutan Biosecurity and Food Safety System (BBFSS). At the top, there are two circular logos: the left one is the official seal of the Ministry of Agriculture and Forests, and the right one is the seal of the Bhutan Agriculture and Food Regulatory Authority (BAFRA). Below these, the text "Bhutan Agriculture and Food Regulatory Authority", "Ministry of Agriculture and Forests", and "Bhutan Biosecurity and Food Safety System" is displayed. The main section is titled "Login Form" and contains two input fields: one for "User Id" containing "gurungsan@gmail.com" and another for "Password" showing a series of dots. Below the fields are two buttons: "Log in" and "Lost your password?". At the bottom of the form, there is a link "Client Register". The footer of the page includes the copyright notice: "© 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

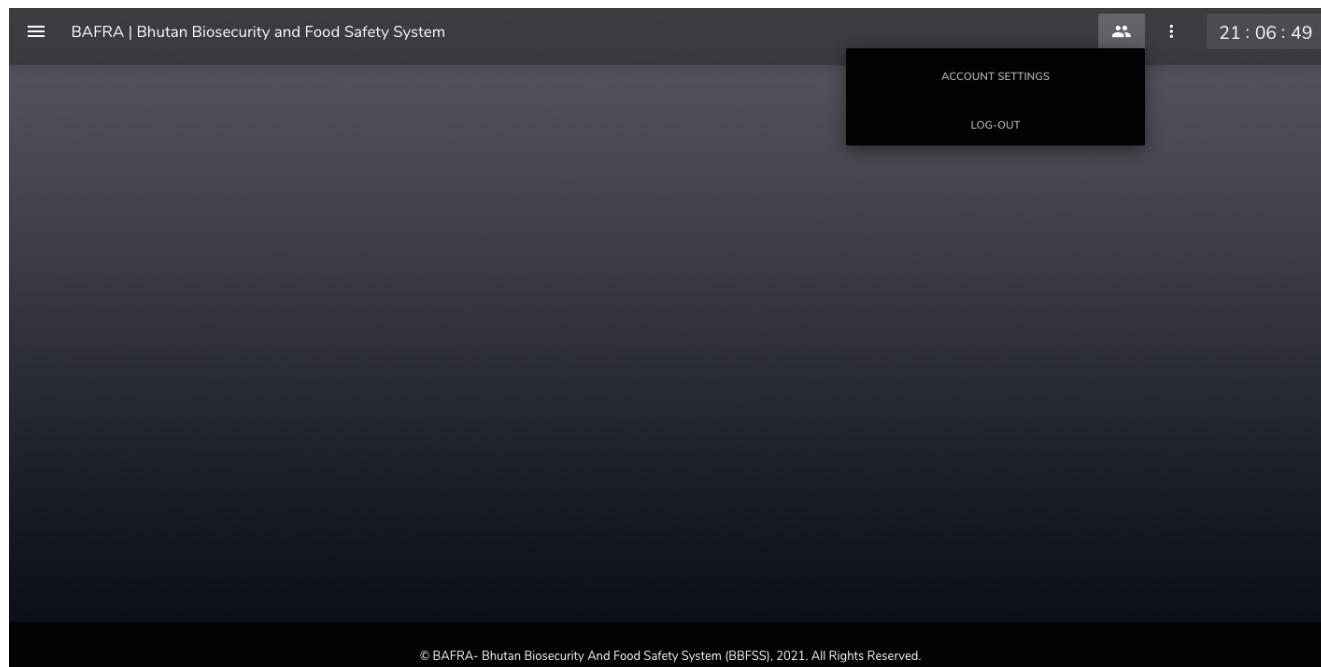
The application security will be maintained by user-id and password. When a user logs in first time the system will take to the change password screen and will force the user to change password. Similarly if somebody forgets password and the password have been reset through the system, the user will 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.

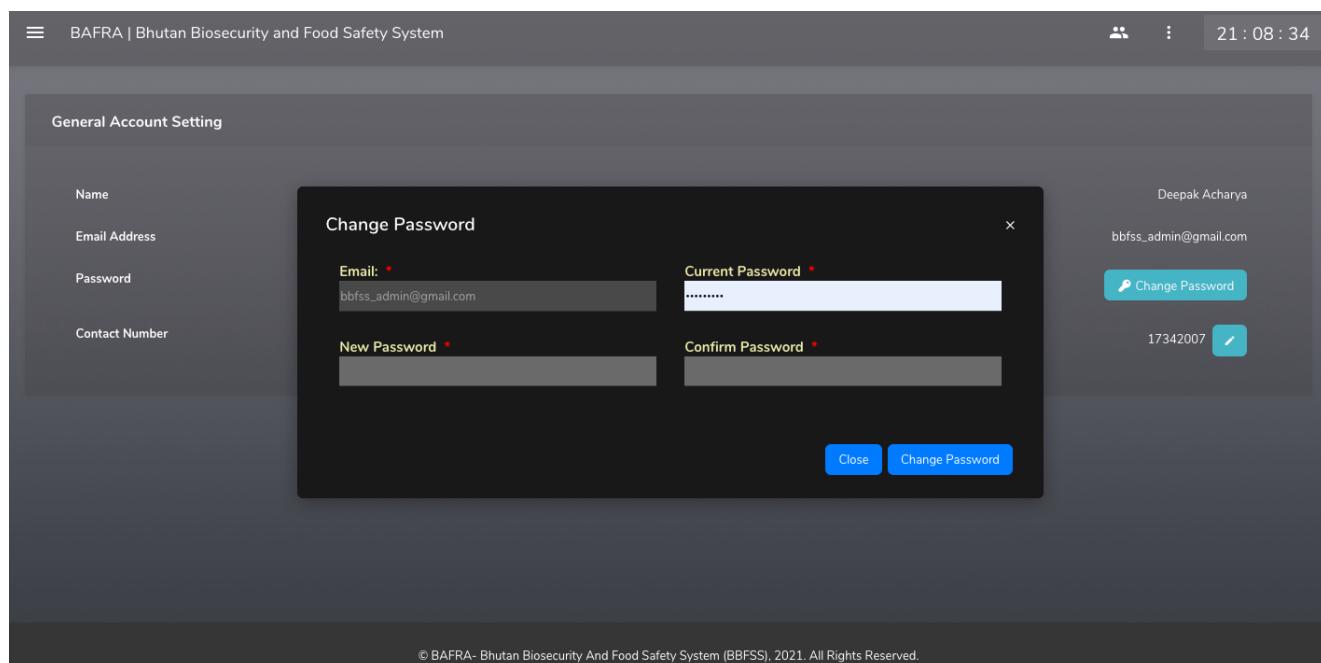
### 2.1.3 Account Setting

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 shows the BAFRA login interface. At the top, there are two circular logos: the national emblem of Bhutan on the left and the BAFRA logo on the right. The center header reads "Bhutan Agriculture and Food Regulatory Authority", "Ministry of Agriculture and Forests", and "Bhutan Biosecurity and Food Safety System". Below the header is a dark blue "Login Form" section. It contains two input fields: one for email with "gurungsan@gmail.com" and one for password with "\*\*\*\*\*". Below these fields are "Log in" and "Lost your password?" buttons. At the bottom of the form, there is a "Client Register" link. The footer of the page includes a copyright notice: "© 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.



Client Registration

Client Type\*

 Individual  Organization

CID	Name	Email Address
Contact No	Dzongkhag	Gewog
Village	Address	

**Register**

- ✓ **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.

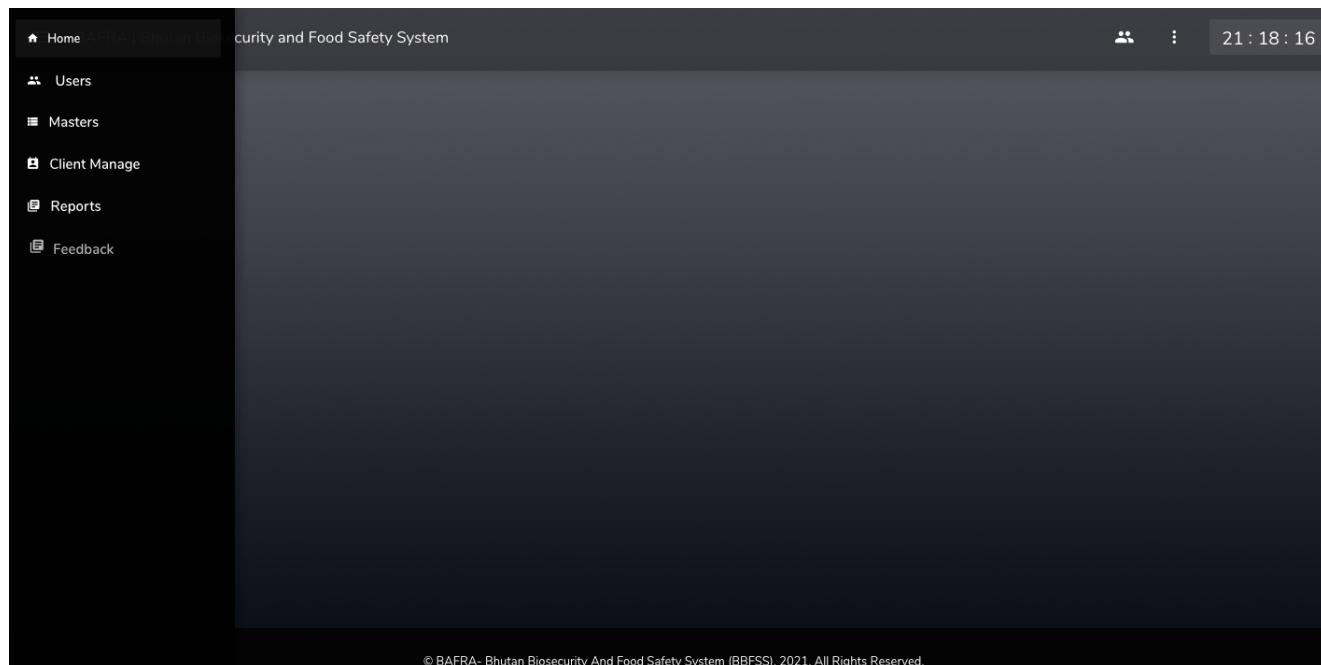
Within the BBFSS, the users are classified into four categories (Roles):

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.



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#	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	

- ✓ **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.

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

- ✓ **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.

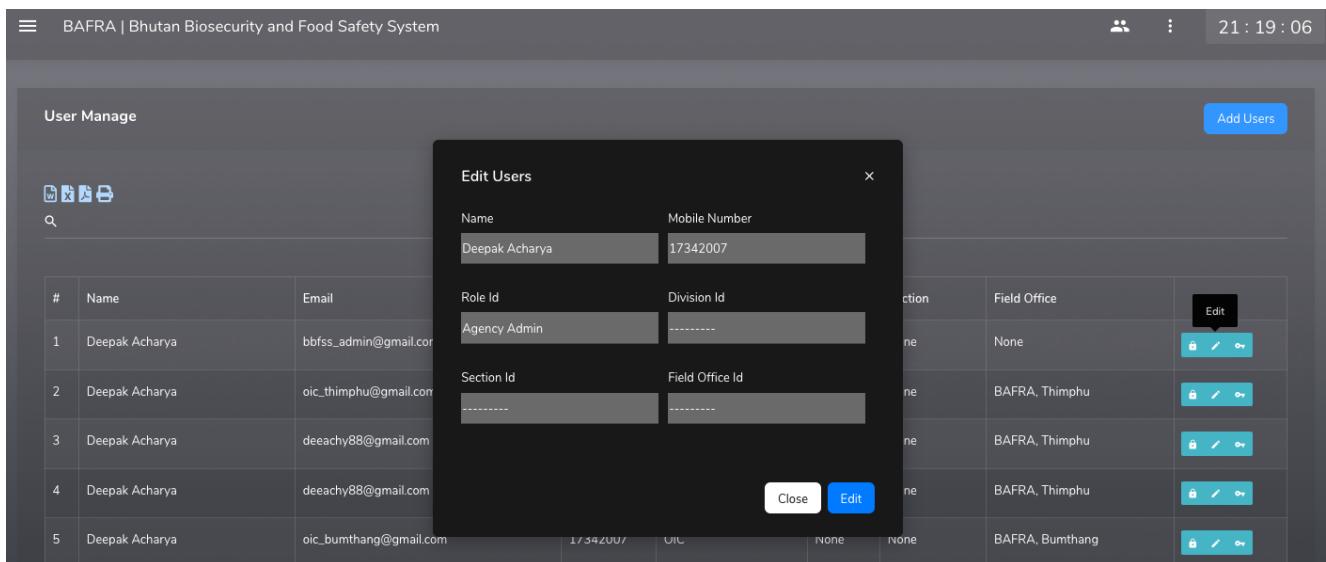
### 2.3.2 View/List users

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

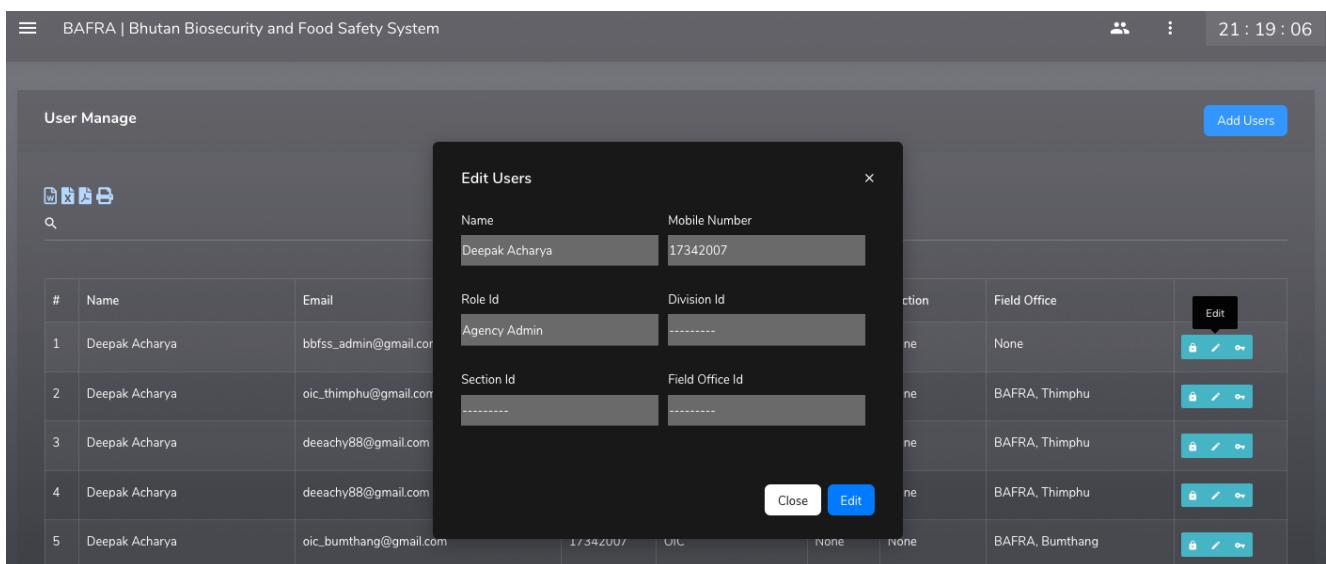
#	Name	Email	Mobile No	Role	Division	Section	Field Office
1	Deepak Acharya	bbfss_admin@gmail.com	17342007	Agency Admin	None	None	None
2	Deepak Acharya	oic_thimphu@gmail.com	17342007	OIC	None	None	BAFRA, Thimphu
3	Deepak Acharya	deeachy88@gmail.com	17342007	OIC	None	None	BAFRA, Thimphu
4	Deepak Acharya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

The image consists of two vertically stacked screenshots of a web-based application. Both screenshots have a dark theme with light-colored text and buttons.

**Screenshot 1 (Top):** This shows the main navigation menu on the left side of the screen. The menu items are: Home, Users, Masters, Client Manage (which is highlighted in blue), New Registration, Registered Clients, Reports, and Feedback. The rest of the page is a large, dark, empty area. At the bottom, there is a footer bar with the text "© BAFRA- Bhutan Biosecurity And Food Safety System (BBFSS), 2021. All Rights Reserved." and the time "14 : 51 : 54".

**Screenshot 2 (Bottom):** This shows a specific page titled "New Client Registration". The page has a table header with columns: #, Name, Email Id, Mobile Number, Registration Type, CID, Agency, License No, and Action. Below the header, a message "No New Client Registrations" is displayed. The rest of the page is a large, dark, empty area. At the bottom, there is a footer bar with the text "© BAFRA- Bhutan Biosecurity And Food Safety System (BBFSS), 2021. All Rights Reserved." and the time "14 : 52 : 08".

- ✓ **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.

Registered Clients

#	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

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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.

The screenshots show the BBFSS interface for managing unit master data. Both screens have a dark theme with light-colored tables.

**Top Screenshot (Main Menu):**

- Header: Home | BAFRA | Bhutan Biosecurity and Food Safety System
- Time: 17 : 07 : 05
- Left sidebar (under Masters):
  - Users
  - Masters
    - Unit
  - Role
  - Division
  - Section
  - Service
- Table header: Unit
- Data rows:
 

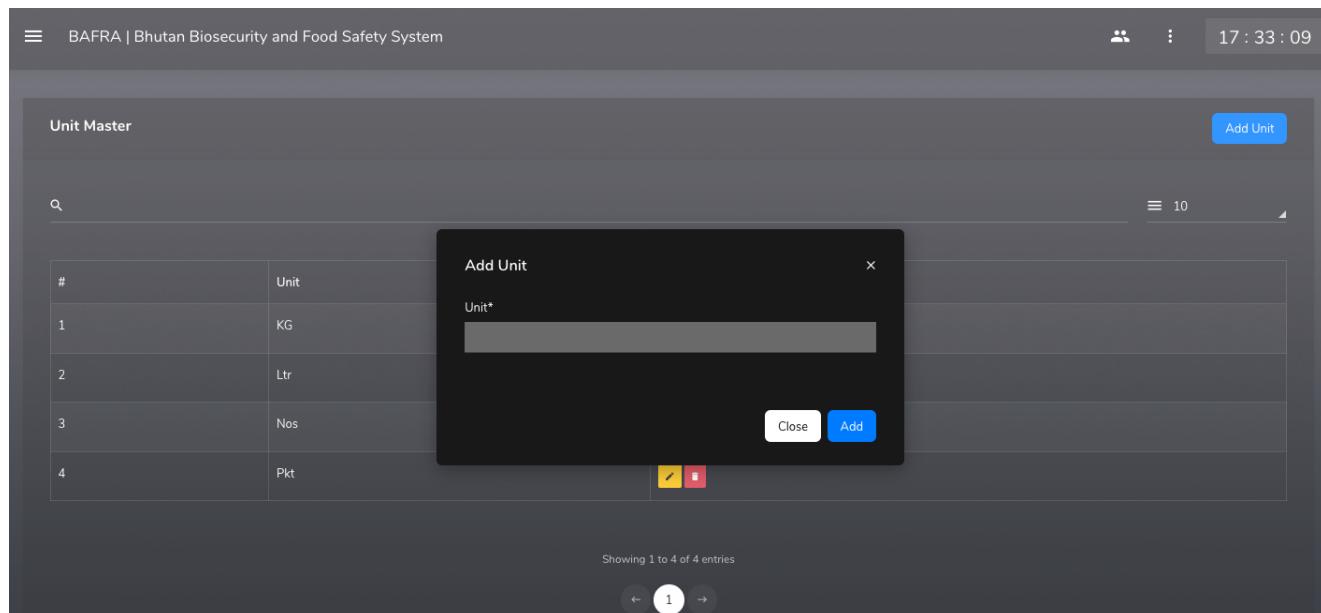
KG		
Ltr		
Nos		
Pkt		
- Page footer: Showing 1 to 4 of 4 entries, page 1 of 1
- Buttons: Add Unit

**Bottom Screenshot (Unit Master List):**

- Header: BAFRA | Bhutan Biosecurity and Food Safety System
- Time: 17 : 06 : 54
- Table header: Unit Master
- Table rows:
 

#	Unit		
1	KG		
2	Ltr		
3	Nos		
4	Pkt		
- Page footer: Showing 1 to 4 of 4 entries, page 1 of 1
- Buttons: Add Unit

- ✓ **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.



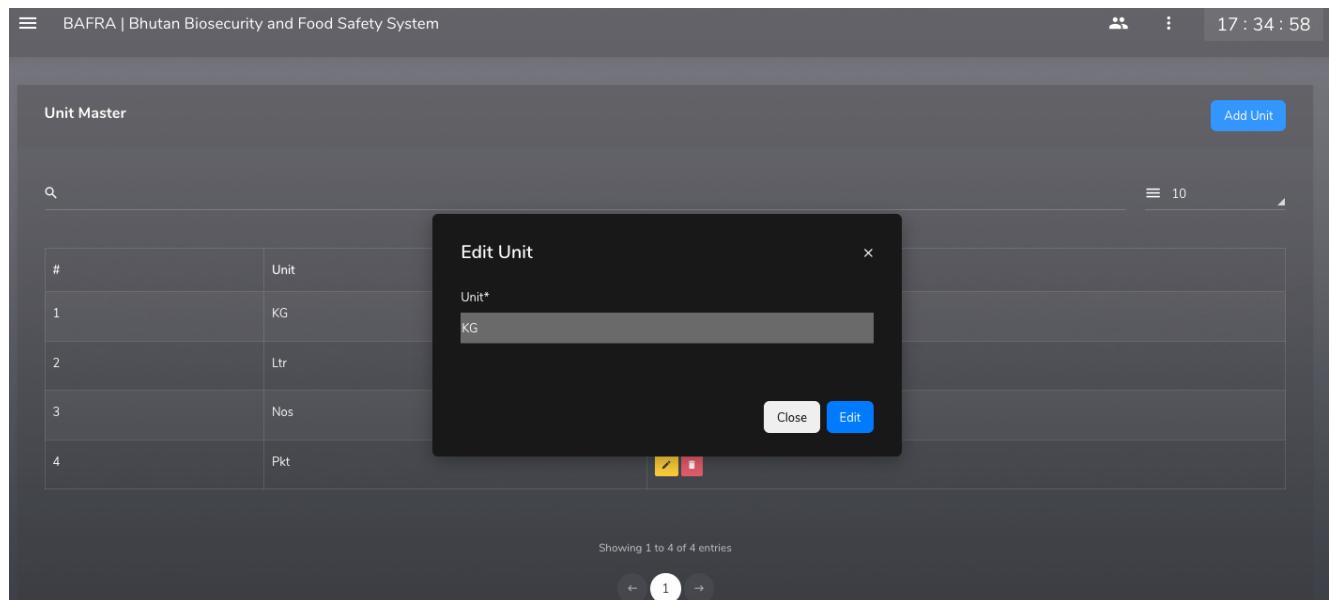
- ✓ **Process 2.3.1.2:** Enter the Unit Name and click **Add** button to add new Unit
- ✓ **Result 2.3.1.2:** New Unit will be created.

#### 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.

#	Unit	
1	KG	
2	Ltr	
3	Nos	
4	Pkt	

- ✓ **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.

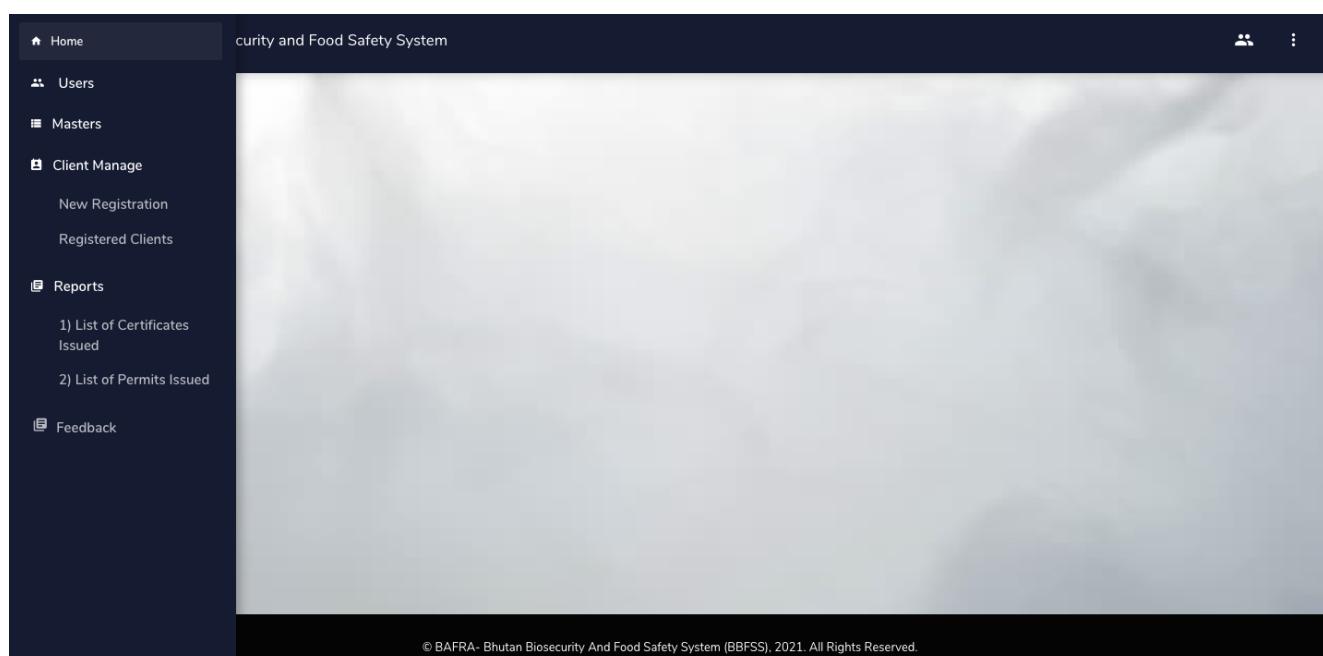
1. System Admin
2. Director General
3. Division Head (Chief)
4. Focal Officer
5. Complaint Officer
6. Officer In-Charge (OIC)
7. Inspector
8. Client

#### 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

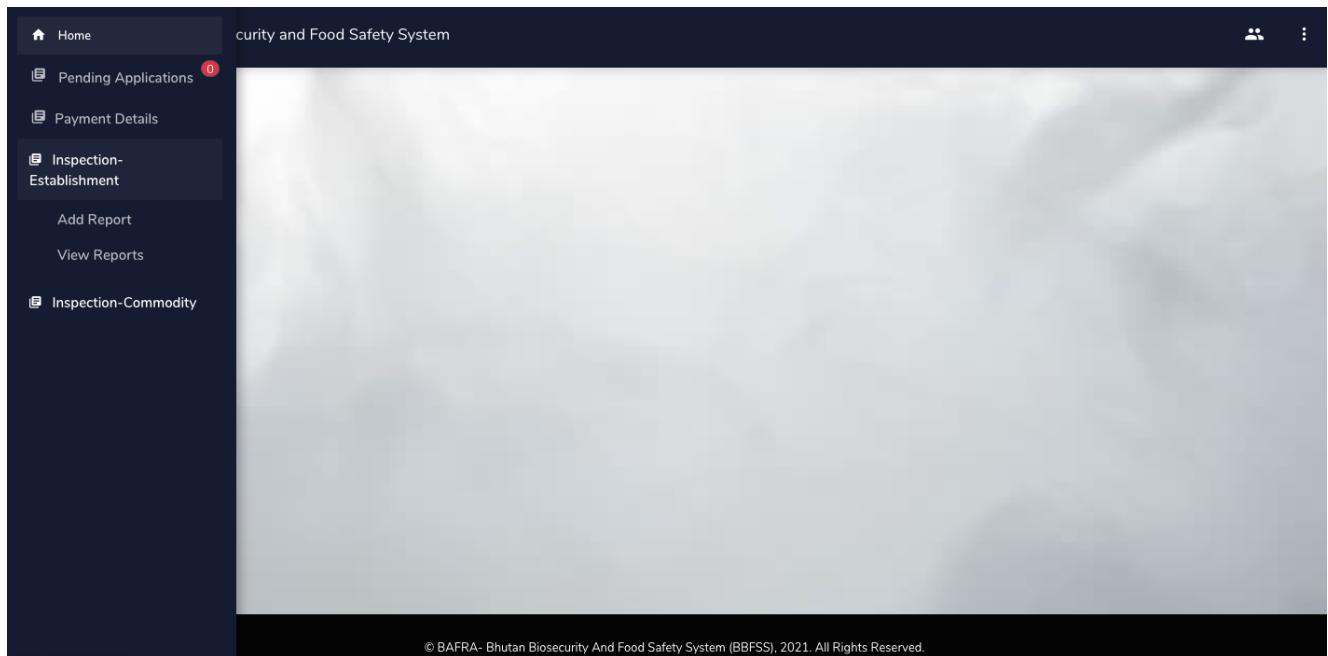
On successful login, the System Admin will be redirected to the following Dashboard.



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

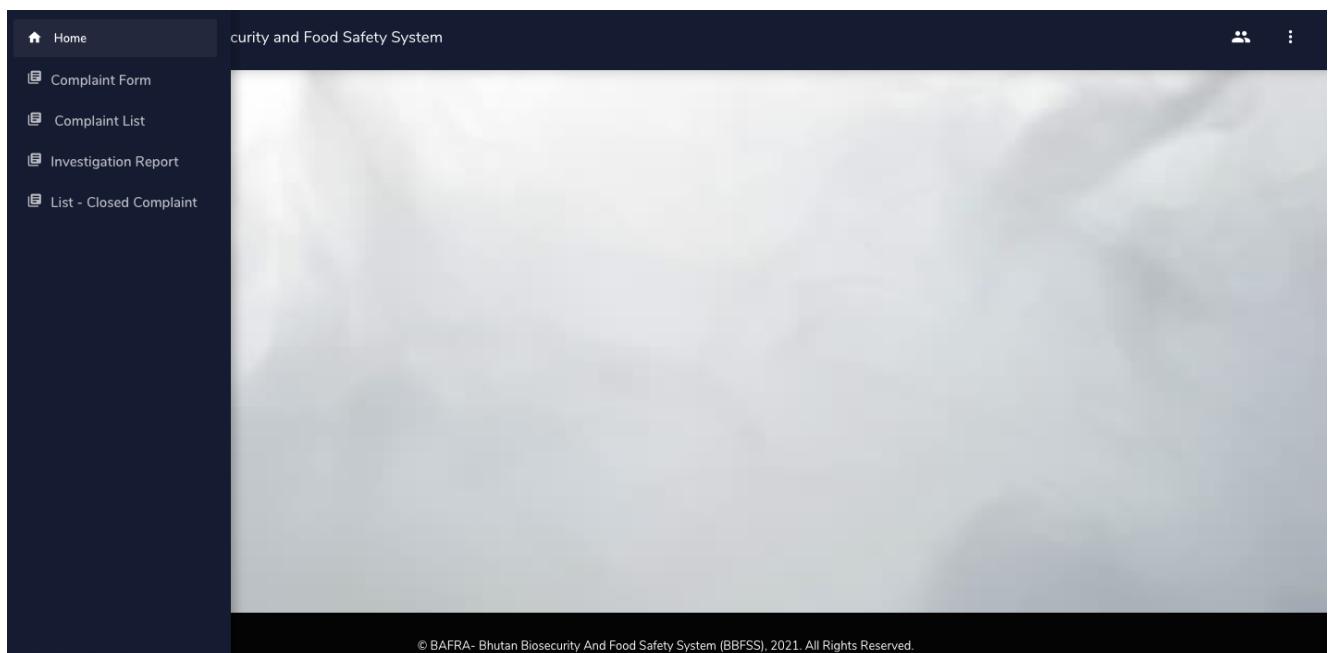
On successful login, the BAFRA Focal Officer will be redirected to the following Dashboard.



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

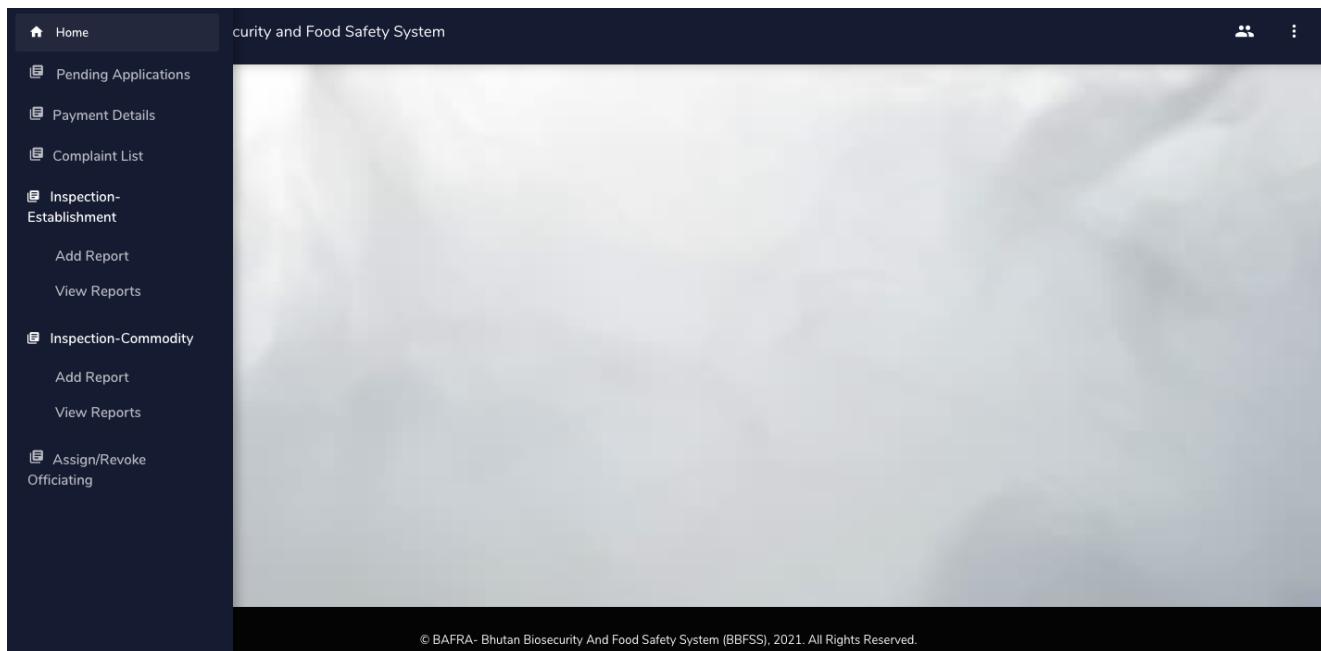
### 3.2.3 Complaint Officer

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

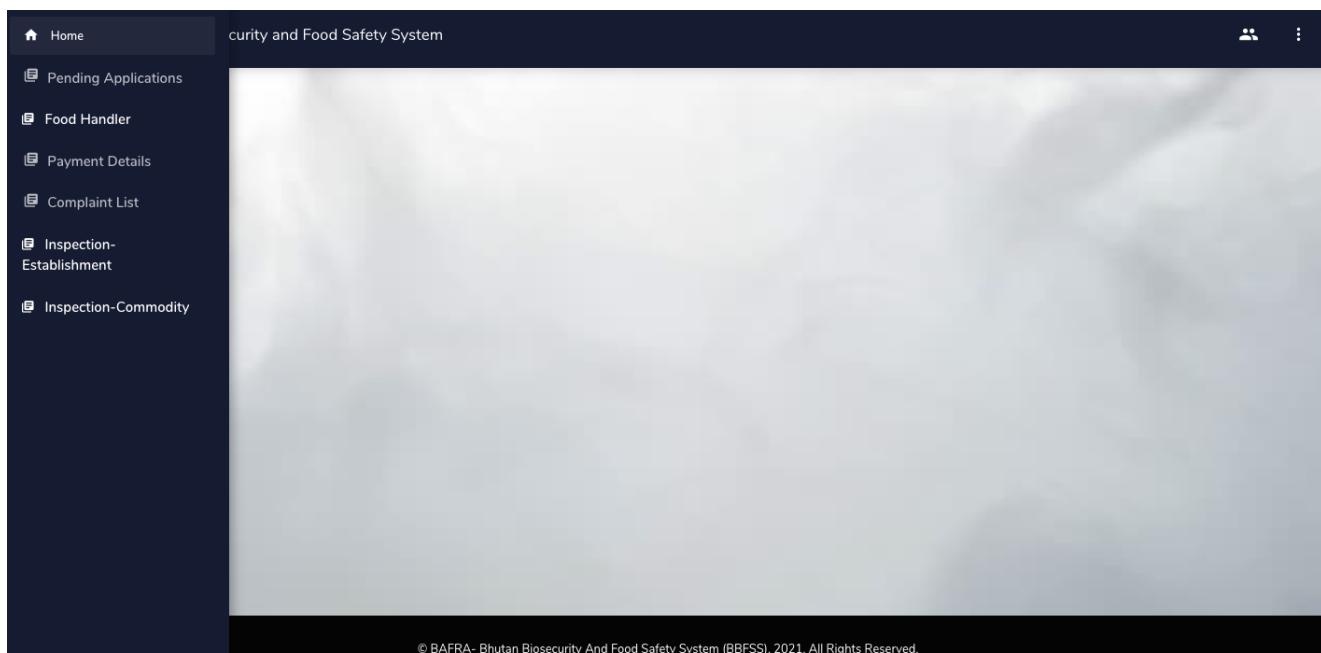
On successful login, the Officer In-Charge (OIC) will be redirected to the following Dashboard.



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.

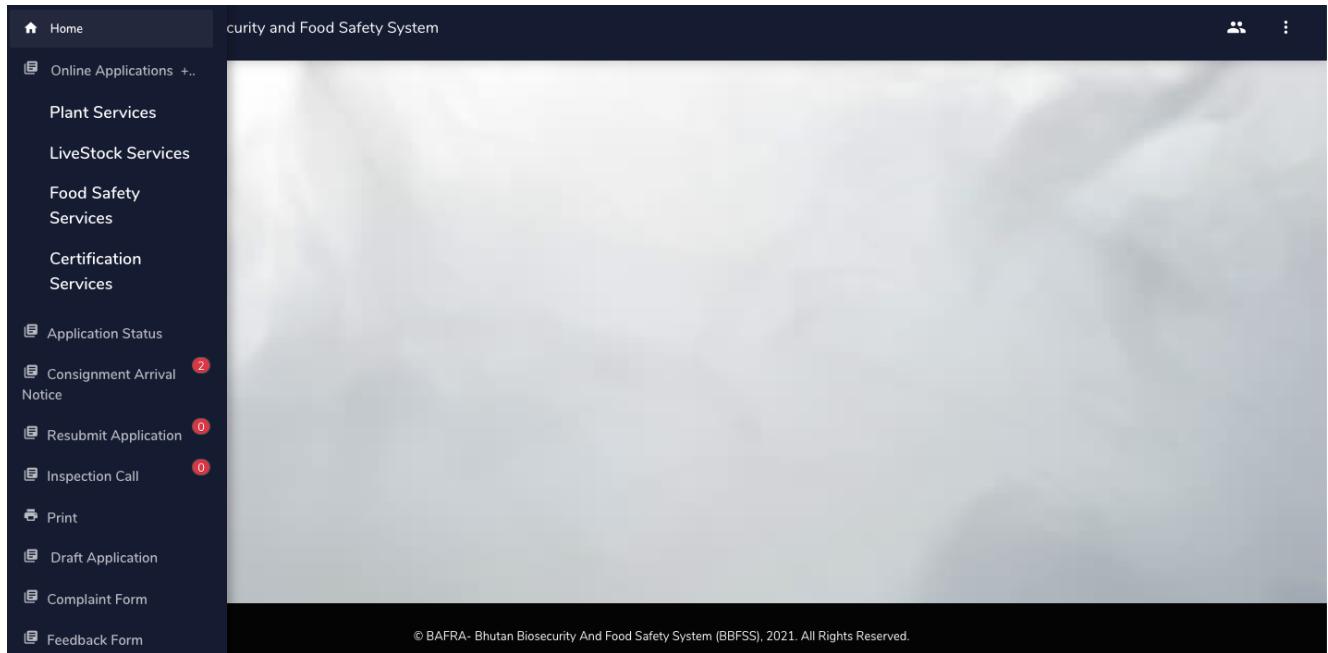


### 3.2.6 Client / Applicant

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. Plant 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)

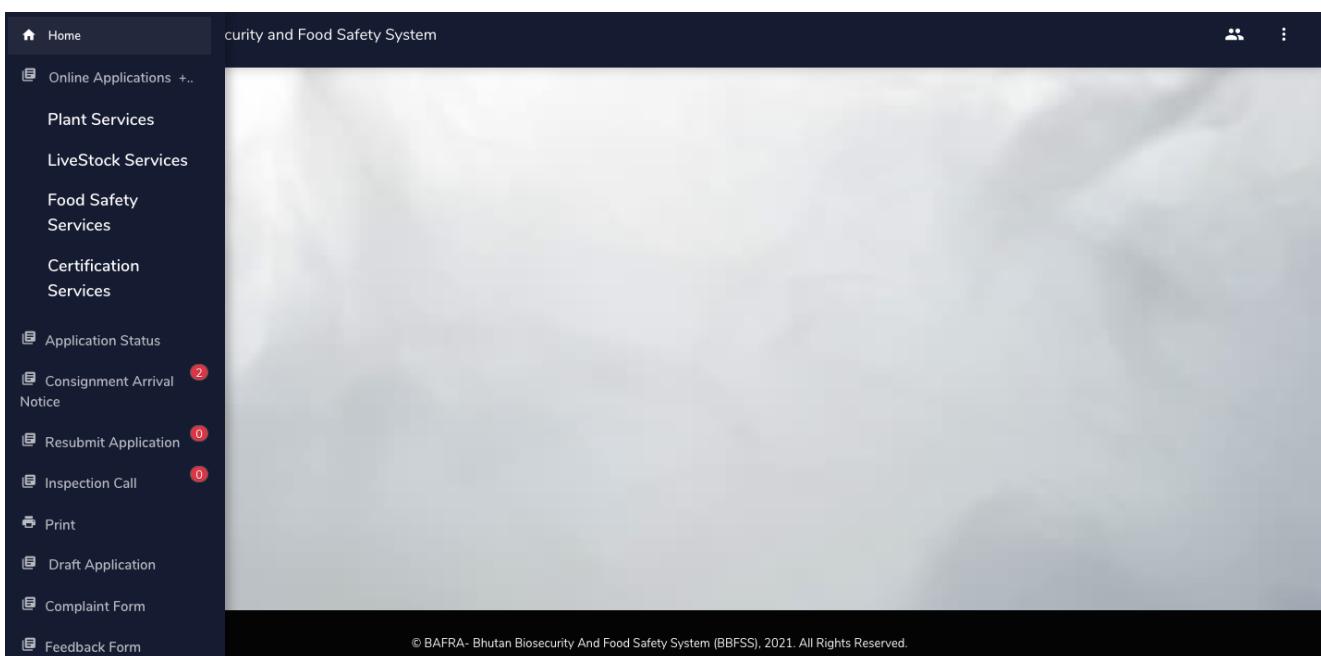
For submitting an online application (All eighteen services under four section), the client needs to be a registered user of BBFSS system. Refer 2.2 Client Registration for registering new client.

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



The screenshot shows the official website of the Bhutan Agriculture and Food Regulatory Authority (BAFRA). At the top, there are two circular logos: the left one is the national emblem of Bhutan, and the right one is the logo for BAFRA. Below the logos, the text reads "Bhutan Agriculture and Food Regulatory Authority", "Ministry of Agriculture and Forests", and "Bhutan Biosecurity and Food Safety System". The main content area is titled "Login Form". It contains two input fields: one for email (with "client@gmail.com" entered) and one for password (with "....." entered). Below these fields are two buttons: "Log in" and "Lost your password?". At the bottom of the form is a "Client Register" button. At the very bottom of the page, a copyright notice 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. The left sidebar contains a navigation menu with the following items: Home, Online Applications (with a plus sign), Plant Services, LiveStock Services, Food Safety Services, Certification Services, Application Status, Consignment Arrival Notice (with a red notification badge showing '2'), Resubmit Application (with a red notification badge showing '0'), Inspection Call (with a red notification badge showing '0'), Print, Draft Application, Complaint Form, and Feedback Form. The main content area is currently blank. At the bottom of the page, a copyright notice 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 a web-based application interface for Meat Shop Licensing. At the top, there's a header bar with the text "BAFRA | Bhutan Biosecurity and Food Safety System". Below the header, the title "Meat Shop Licensing" is displayed. The main content area contains several input fields arranged in a grid-like structure. The fields are labeled as follows: "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 \*", and "Village \*". A blue "Save" button is located at the bottom left of the form area. Navigation tabs at the top include "Application Form", "Meat Items", and "File Attachment".

- ✓ **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.

	Service Name	Applicant	Application Date
No 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 4.3.2:** 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']

No Data

Actual Point Of Entry

Date For Inspection

Remarks

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

✓ Submit    ✕ Cancel

- ✓ **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.

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

#	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	

- ✓ **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

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

#	File
1	
2	No Data

**Special Terms And Conditions**

**Actual Point Of Entry**

✓ --SELECT--  
BAFRA, S/Jongkhar  
BAFRA, Samdrupcholing  
BAFRA, Jomotshangka  
BAFRA, Jomotshangha  
BAFRA, Samts  
BAFRA, Tashicholing  
BAFRA, Gomtu

**Date For Inspection**

**Remarks**

Submit

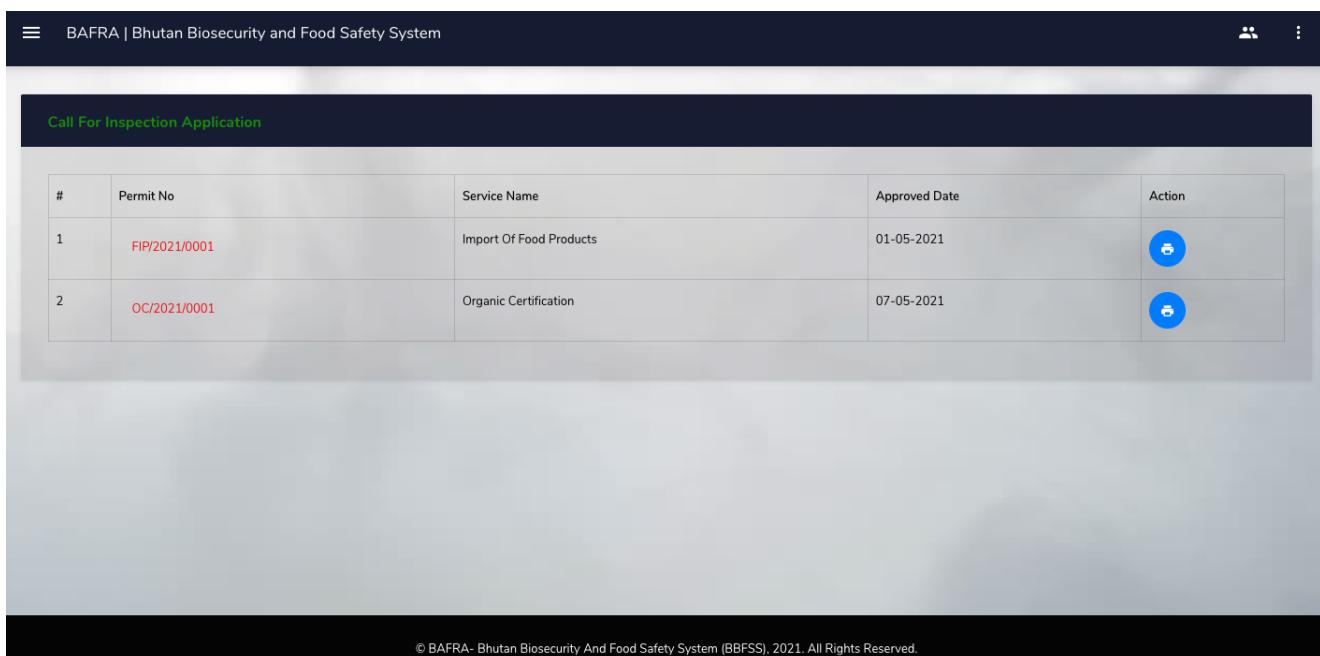
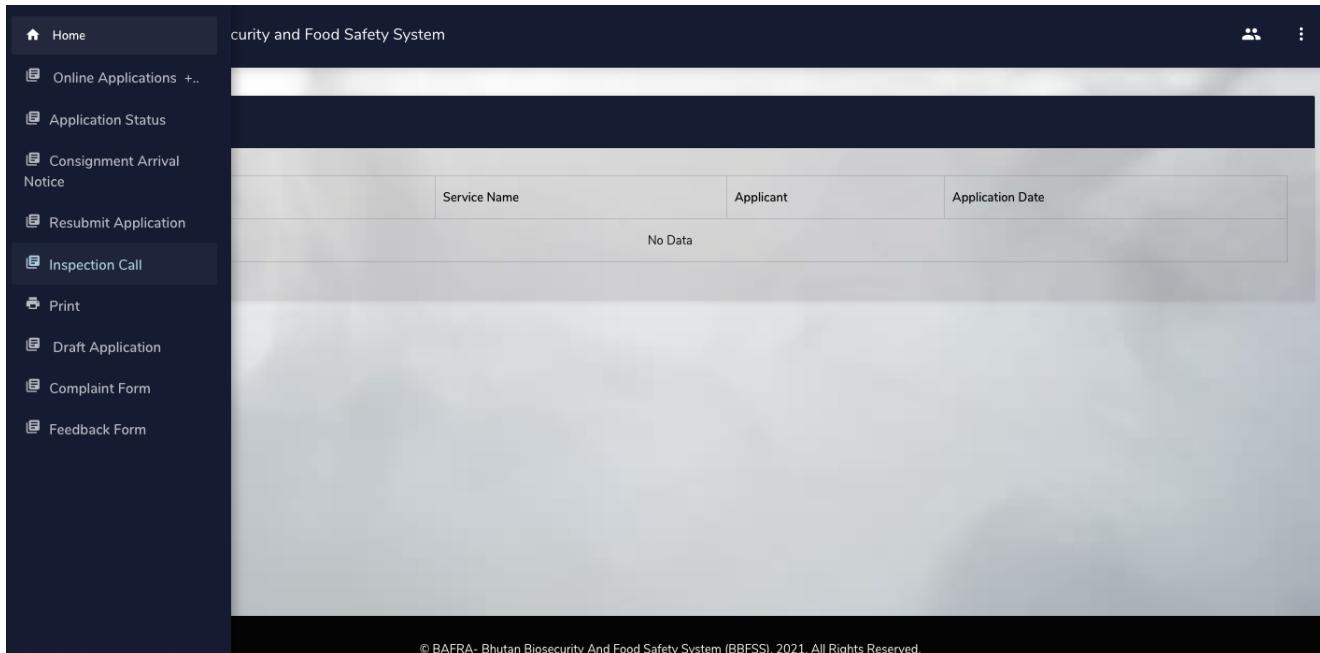
- ✓ **Process 4.4.3:** Select the Actual Point of Entry, Date of Inspection and Remarks and to notify the BAFRA field office about the consignment arrival and tentative Date of Inspection and click on **Submit Button**.
- ✓ **Result 4.4.3:** On clicking the submit button, the OIC of the selected BAFRA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

The screenshot shows a user interface for a food safety system. At the top, there's a header bar with the system name and a user manual title. Below this is a main form area with several sections:

- Product Details:** A table with columns for #, Common Name, Product Category, Product Characteristics, Quantity, Unit, and Exporter Type. One row is shown with values: #1, Common Name None, Product Category None, Product Characteristics None, Quantity 1, Unit KG, and Exporter Type ['Producer', 'Exporter'].
- File Attachments:** A section with a table showing file attachments. It has columns for # and File. Two rows are listed: Row 1 has #1 and File (No Data); Row 2 has #2 and File (No Data).
- Special Terms And Conditions:** A large, empty text area.
- Actual Point Of Entry:** A dropdown menu with options including "SELECT--" and several BAFRA locations: BAFRA, S/Jongkhar; BAFRA, Samdrupcholing; BAFRA, Jomotshangkha; BAFRA, Samtse; BAFRA, Tashicholing; and BAFRA, Gomtu.
- Date For Inspection:** An input field for selecting a date.
- Remarks:** A text area for additional notes.
- Buttons:** At the bottom right of the form are "Submit" and "Cancel" buttons.

- ✓ **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*


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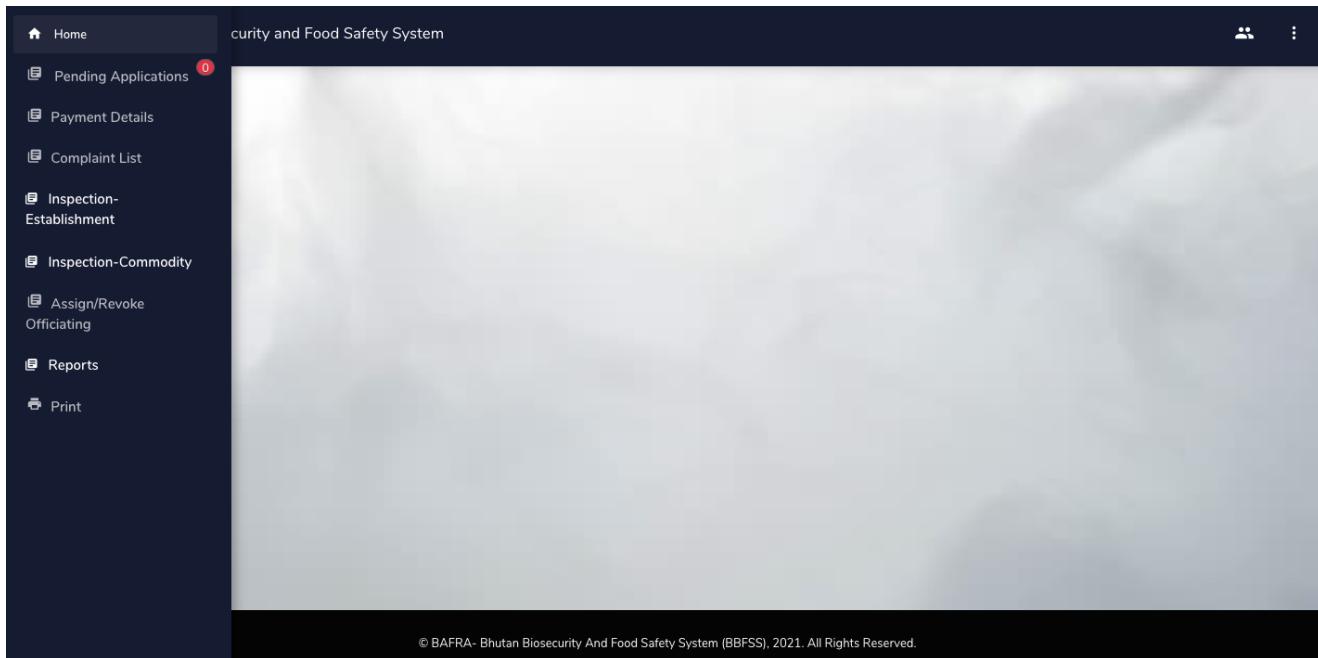
——— Login Form ———

Lost your password?

[Client Register](#)

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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 a web-based application form titled "Meat Shop Licensing". At the top, there's a header with the BAFRA logo and navigation links. Below the header, the main form area has several input fields arranged in a grid. The fields include "Name of the Meat Shop" (with a red asterisk), "CID of the Owner", "Name of the applicant/Owner", "Email" (with a red asterisk), "Contact Number", "Meat Shop Representative", "Licensing Criteria", "Meat Shop Address", "Dzongkhag" (with a red asterisk), "Gewog" (with a red asterisk), and "Village" (with a red asterisk). A blue "Save" button is located at the bottom left of the form area.

- ✓ **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.

- ✓ **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.

- ✓ **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

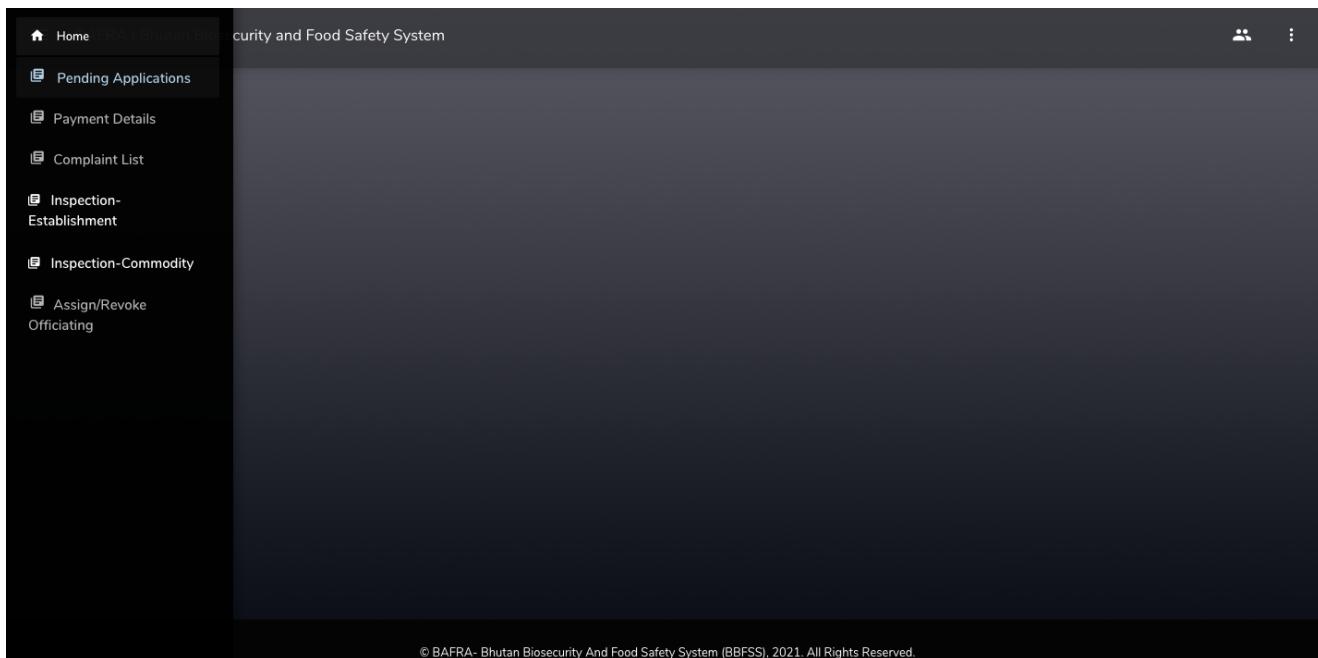
In the field office level, the Field Inspector has the rights to approve the applications. While the Inspector approves the application, the OIC will be in the process loop and can view reports regarding the application status. Following services applications can be approved by the filed inspector after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

- ✓ **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.

#	Application No	Service Name	Applicant	Application Date
1	RNS/2021/0001	Registration of Nurseries/Seed Growers	gurungsan@gmail.com	09-08-2021

- ✓ **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.

The screenshot displays the 'Application Details' section of the BBFSS. It includes the following data:

License No	Company Name	Company_Address
Ornamental	TR12345	Near Mendrelgang Central School, Tsirang

CID	Owner Name	Contact Number
11806002441	Lokendra Ghaley	17607385

Email	
gurungsan@gmail.com	

Nursery Category	Area	Unit Area
Ornamental	1.50	Acre

Nursery Type	Dzongkhag	Gewog
	Bumthang	Chokhor

Village	Location	
Chakhar	chukha	

Below the application details are two tables:

#	Crop Category	Crop	Crop Variety	Source	Quantity	Remarks
No Data						

#	File
No Data	

At the bottom are buttons: --SELECT INSPECTOR--, Forward (green), and Cancel (red).

- ✓ **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**

Login Form

gurungsan@gmail.com

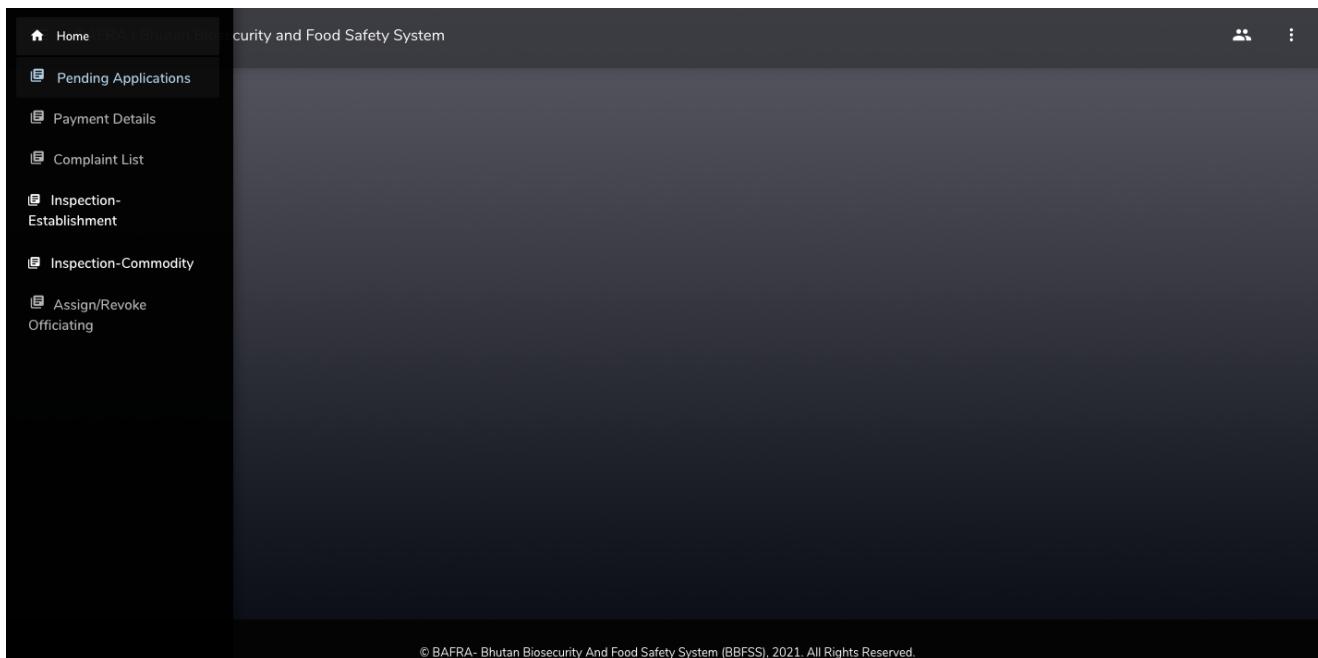
.....

Log in      Lost your password?

Client Register

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- ✓ **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.

#	Application No	Service Name	Applicant	Application Date
1	RNS/2021/0001	Registration of Nurseries/Seed Growers	gurungsan@gmail.com	09-08-2021

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- ✓ **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	Company Name	Company_Address
Ornamental	TR12345	Near Mendrelgang Central School, Tsirang

CID	Owner Name	Contact Number
11806002441	Lokendra Ghaley	17607385

Email	
gurungsan@gmail.com	

Nursery Category	Area	Unit Area
Ornamental	1.50	Acre

Nursery Type	Dzongkhag	Gewog
	Bumthang	Chokhor

Village	Location
Chakhar	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.

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

Login Form

gurungsan@gmail.com

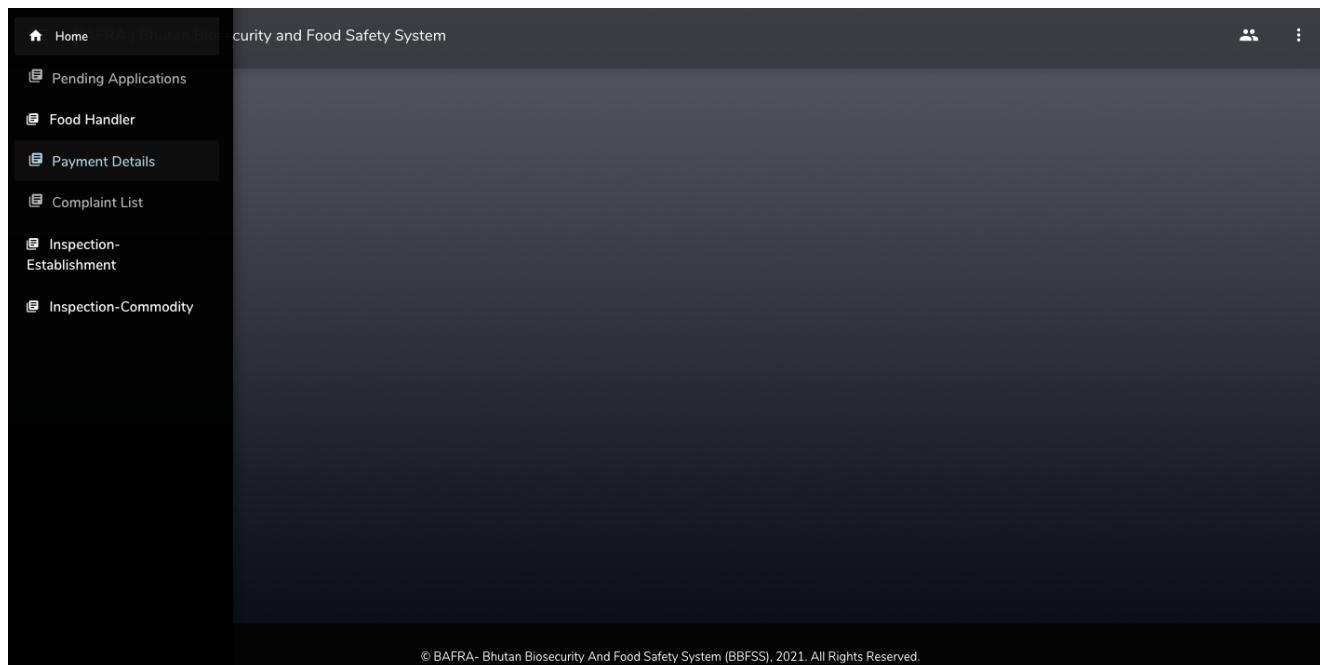
\*\*\*\*\*

Log in Lost your password?

Client Register

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- ✓ **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.

- ✓ **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.

- ✓ **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.

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 *
-SELECT-	--SELECT DZONGKHAG--	--SELECT GEWOG--
Nursery Type *		
-SELECT-		
Village *	Location *	
-SELECT VILLAGE--	--SELECT LOCATION--	

### 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*




Login Form

gurungsan@gmail.com

.....

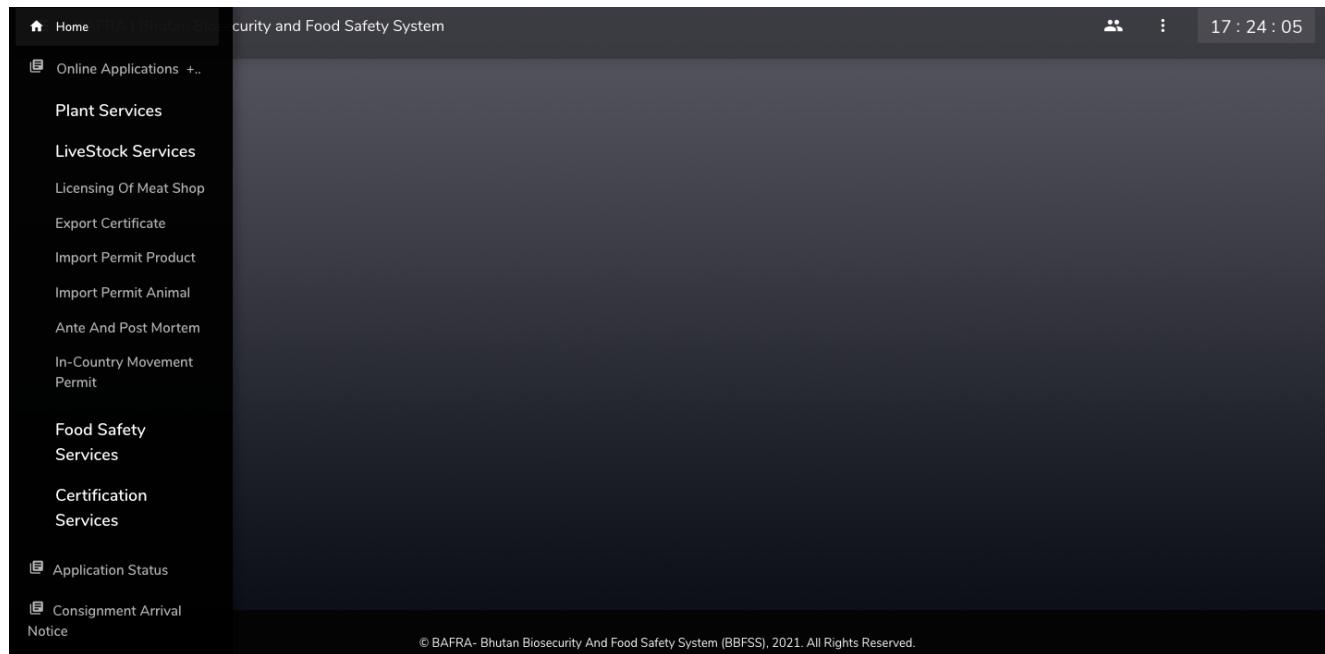
Log in Lost your password?

Client Register

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- ✓ **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 *
-SELECT-		
Nursery Type *	Dzongkhag *	Gewog *
-SELECT-	--SELECT DZONGKHAG--	--SELECT GEWOG--
Village *	Location *	
-SELECT VILLAGE--	--SELECT 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.

The screenshot shows a web-based reporting system. On the left is a sidebar menu with options like Home, Power Data Management, Reports, Hourly power consumption, Generation from Mini Micro, Generation from Wind Power Plant, and Major Transmission Lines. The main area has a header "Department of Hydropower and Power Systems". Below the header, it says "Reports for Hourly Report Consumption". There are input fields for "Record Date" (set to 10/01/2018) and "Substation Name" (set to Malbase Sub-Station). A blue "Generate Report" button is present. At the bottom, there's a table titled "Energy Generation from Sub Station: Malbase Sub-Station and Date:10 January 2018". The table has columns for Hour, MW, MVAR, and LF. The data is as follows:

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.

The screenshot shows a web-based reporting interface. On the left, there is a dark sidebar with the text "Major Transmission Lines". The main content area has a header with "Generate Report" and icons for export (PDF, Excel). Below this is a search bar and a dropdown for "Show 10 entries". The central part of the screen displays a table titled "Energy Generation from Sub Station: Malbase Sub-Station and Date: 10 January 2018". The table has columns for Hour, MW, MVAR, and LF. The data shows 24 hours of generation, starting at hour 0 with 100.00 MW and ending at hour 9 with 103.60 MW. The table includes a footer showing "Showing 1 to 10 of 24 entries" and navigation links for "Previous", "1", "2", "3", and "Next".

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