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# SERVICE CHARTER

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## Introduction

This is the Service Charter formulated by the Sh. Feydhoo Council Office to outline the procedures for providing services to its recipients, to ensure the quality of services, and to ensure compliance with established principles in service delivery.

## Vision

The vision for the Sh. Feydhoo Council Office is to be an exemplary island council office that plans initiatives for the welfare and benefit of all citizens, works skillfully and collaboratively with everyone for the progress and development of the island, in a manner consistent with the policies of the government and all state institutions, provides sincere service, is staffed by capable and responsible individuals, and achieves results.

## Mission

In the decentralized administration of an island, the Island Council stands as the foremost authority responsible for managing the island based on the opinions and consultations of its citizens, for organizing the affairs of the island residents, and for delivering services designated by the government and state institutions to the people of the island. Consequently, its role encompasses providing comprehensive assistance required to implement the Council's responsibilities and decisions, as well as collecting statistics and information necessary for formulating the Council's policies, making this information available to the Council, and offering cooperation and assistance in coordinating, monitoring, and evaluating these efforts.

## Key Principles to Uphold in Service Delivery

- Greeting clients with a smile and treating them with respect.
- Listening to the needs of clients and providing high-quality, prompt service.
- Staff working collaboratively to deliver services.
- Providing services with integrity, equality, and transparency.
- Prioritizing service delivery based on the order of arrival.
- Giving special attention and showing respect when providing services to elderly citizens, individuals who have long served the state and island, and those requiring special assistance.
- Speaking in a pleasant, soft-spoken, polite, and graceful manner during phone interactions.











	(Not for Newborns)	<ul style="list-style-type: none"> <li>• Copy of the ID card of the person for whom the certificate is being issued.</li> <li>• The certificate will be issued within 3 working days from the date of application submission.</li> <li>• The certificate will be handed over upon payment of the prescribed fee to the authority.</li> </ul>
<b>Registration of individuals in the Residents' Registry</b>		
11	Registration of individuals in the Residents' Registry	<ul style="list-style-type: none"> <li>• The head of the family should submit a letter requesting registration.</li> <li>• This letter must include the desired new address, the names and current addresses of all individuals requesting the address change, and copies of all their ID cards must be submitted along with it.</li> <li>• Registration will be completed within 7 working days from the date of submission of the application.</li> </ul>
<b>Change of Residency</b>		
12	Change of Residency	<ul style="list-style-type: none"> <li>• The head of the family must submit a letter requesting the service.</li> <li>• Submit the application form for change of residency.</li> <li>• When submitting the above-mentioned form, the following documents must be provided: <ul style="list-style-type: none"> <li>• A copy of the ID card(s) of the person(s) requesting the change.</li> <li>• The change of residency will be processed within 7 working days from the date of receiving a response from the island where the individual is currently registered.</li> </ul> </li> </ul>
<b>Removal from the Register of Persons Wishing to Change Residency</b>		
13	Removal from the Register of Persons Wishing to Change Residency	<ul style="list-style-type: none"> <li>• Upon notification by the council of the island to which the individual wishes to transfer their residency, communicated to this council either by message or letter, the individual will be removed from the register within 3 working days.</li> </ul>
<b>Name Changing (Over Ten Years)</b>		













Registration of individual business operators in the "Register of Businesses Operating in the Island"
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21	<p>Registration of individual business operators in the "Register of Businesses Operating in the Island"</p>	<ul style="list-style-type: none"> <li>• Individuals wishing to operate businesses/shops must submit the designated forms to the Ministry of Economic Development.</li> <li>• Upon submission by an interested party to the Ministry of Economic Development, the Council must verify the completeness of the checklist sent by the Ministry within 2 official working days of receipt and then send a response to the Ministry.</li> <li>• Within 2 official working days of submitting the business registration issued by the Ministry of Economic Development to the Council office, the Council will include the party in the "Register of Businesses Operating in the Island" and provide written confirmation of registration along with permission to conduct the relevant business.</li> </ul>
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**Permitting business activities using carts or tables on streets and in public places.**

22	<p>Permitting business activities using carts or tables on streets and in public places.</p>	<ul style="list-style-type: none"> <li>• If any party submits an application requesting space for business, it must be ascertained whether the application is for permanent or temporary business operations at that location, as per the established guidelines under the regulations. The applicant must then be informed of the rental policy and the applicable rent amount for both scenarios, in accordance with the guidelines. Furthermore, if the application does not specify whether the request is for temporary or permanent use, the applicant must be given the opportunity to resubmit the application with this clarification.</li> <li>• Parties applying for space to conduct business using carts or tables must ensure they possess the necessary food business permit, registered with the Maldives Food and Drug Authority, or the Public Health Unit of a Council, or a Health Ministry office in that specific island. It must be verified that they have a valid hygiene certificate issued by the relevant authority. If such a document is not available, they must be instructed to obtain and submit it.</li> <li>• If a party applying for space to conduct business using a cart or table is one that proposes to conduct such business on a permanent basis in streets and public places, the Council shall check for availability in the areas designated for permanent vending. If space is available, the Council</li> </ul>
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		<p>Ministry of Transport's website: <a href="http://www.transport.gov.mv">www.transport.gov.mv</a>.</p> <ul style="list-style-type: none"> <li>• Checking, accepting, and entering the form.</li> <li>• Hand over the form to the relevant section within 2 official days.</li> <li>• The application form for the registration of sea vessels is available at the office counters, from the website, and from the Ministry of Transport's website.</li> <li>• Contact the applicant to arrange a date and time for the vessel survey, and then conduct the survey.</li> <li>• Within 3 official days of completing the vessel survey, the survey document (MR-2) for sea vessel registration will be issued.</li> </ul>
<b>Plot Demarcation and Boundary Marking</b>		
27	Plot Demarcation and Boundary Marking	<ul style="list-style-type: none"> <li>• Submission of application form for foundation checking, boundary marking, and plot demarcation.</li> <li>• The application form will be available at the Council Office counters and on the Council's website (<a href="http://www.feydhoo.gov.mv">www.feydhoo.gov.mv</a>).</li> <li>• Submission of a copy of the applicant's ID card.</li> <li>• Service Delivery (Stages of Service)</li> <li>• After verifying that the form is correctly and completely filled, the form will be entered into the system.</li> <li>• The Council Office will check within 2 official working days whether the plot for which boundary marking is requested has been properly cleared.</li> <li>• If the plot is properly cleared, the plot owner will be informed within 5 official working days of the date and time they need to be present at the plot with the items specified in the form required for boundary marking.</li> <li>• Representatives from the Council Office will attend at the notified time and provide the service to the plot owner.</li> <li>• If the submitted application form is complete and the plot is cleared, the service will be provided within 5</li> </ul>



		<p>official working days from the date of form submission.</p> <ul style="list-style-type: none"> <li>• If, upon checking the plot, it is found not to be cleared, a notice will be issued to the plot owner (or caretaker) to clear the plot and the adjacent road area within 10 days.</li> <li>• Upon cleaning the plot by the date specified in the notice to clean the plot and informing the Council office, the service stages (as outlined above) will proceed. If the service proceeds in this manner, the service period will be counted from the date the Council office was informed after the plot was cleaned, instead of the date the form was submitted.</li> <li>• If the plot is not cleaned within the period specified in the notice, a written response will be provided stating that the service cannot be rendered due to the plot not being cleaned.</li> </ul>
<b>Plot Demarcation</b>		
28	Plot Demarcation	<ul style="list-style-type: none"> <li>• Submission of the application form for foundation checking, installation of boundary markers, and plot demarcation.</li> <li>• The form will be available from the Council office counter and the Council's website (<a href="http://www.feydhoo.gov.mv">www.feydhoo.gov.mv</a>).</li> <li>• Along with the form, a copy of the applicant's ID card must be submitted.</li> <li>• If the applicant is unable to attend, a copy of the ID card of the designated representative, as stated in the form, must be submitted.</li> <li>• If the plot was obtained via a court judgment, a copy of the court proceedings report must be submitted.</li> <li>• Service Process (Stages of Service)</li> <li>• After checking that the form is properly completed, the form will be entered into the system.</li> <li>• A slip acknowledging receipt of the form will be immediately handed over to the applicant.</li> </ul>



















## Improving Service Quality and Submitting Feedback!

We welcome suggestions regarding the services provided by the office, for improving service quality, or as feedback/criticism on a service. Suggestions can be sent to this email address: [info@feydhoo.gov.mv](mailto:info@feydhoo.gov.mv), and through the website: [www.feydhoo.gov.mv](http://www.feydhoo.gov.mv). Alternatively, they can be submitted via a letter addressed to a senior official of the office. Those who submit suggestions will be notified of receipt within a maximum of 5 official working days.

- Additionally, submissions can be made by calling the office's general number: 6540045.
- Such suggestions will be received, immediate rectifiable issues will be corrected, and necessary changes will be implemented to the services.

