

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.



#	Services	Service Quality and Duration	
	Ansv	wering Phone Calls to the Office	
1	Answering Phone Calls to the Office	 Services will be available to individuals contacting the Council for assistance on official working days, from 8:00 AM to 2:00 PM. All phone calls received on the Council's official phone will be answered within a maximum of 5 rings. Upon understanding the service required by the caller, the call will either be transferred to the relevant staff member, or the necessary answer pertaining to the query will be provided. 	
	Document Er	ntry and Response to Public Submissions	
2	Document Entry and Response to Public Submissions	 Documents received by the office will be entered and forwarded to the relevant section within 1 official working day. For policy-related matters and issues that do not require information from a state institution, a response will be provided within a maximum of 3 official working days. If a response cannot be provided within 3 official working days, the reason for the delay will be clarified, or an interim response will be issued within 3 official working days. For matters that require obtaining information from another state institution before a response can be provided, a response will be given within a period of 3 to 15 official working days. 	
	Арр	ointment Request Submission	
3	Appointment Request Submission	 If an appointment has been requested to meet with an office head, the individuals requesting the appointment will receive a response within a maximum of 1 to 3 official working days, subject to the decision of the official concerned. 	
	ID Card Application		



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4	ID Card Application	 After logging into the DNR portal, any individual can apply for an ID card themselves. For children applying for an ID card for the first time after reaching 10 years of age, their signature will be taken upon their visit to the office. For those requiring assistance with ID card applications, the council will submit the application via the portal once the necessary information is provided to them. Completed ID cards received by the office from the DNR will be handed over to the owner within 2 official days, after the owner signs the sheet and provides their fingerprint. In this regard, upon receiving the card, the council will notify the individual via phone call or SMS that their card has arrive
S	Lubmitting Pension Ap	plication Forms (Upon Reaching 65 Years of Age)
5	Submitting Pension Application Forms (Upon Reaching 65 Years of Age)	 The Council Office will notify individuals registered in the island's registry who are due to turn 65, one month prior to their 65th birthday. Pension application forms will be accepted by the Council Office every official working day from 8:30 AM to 1:00 PM. Forms may also be submitted via email. Within 3 official working days of receiving the form, the Council Office will complete the required documentation and forward it to the Pension Office. Responses and information received from the Pension Office for forms submitted by the Council Office will be shared with the applicants within 1 official working day.
S	ubmission of Forms fo	or Individuals with Disabilities and Single Parents
6	Submission of Forms for Individual with Disabilities and Single Parents	 Forms applying for financial assistance provided to persons with disabilities and single parents (mothers or fathers) raising children in financially difficult circumstances can be submitted through the onegov Portal via the applicant's eFaas account. The Council will provide assistance to individuals who require help with submitting the form.



	Arr	angement of Funeral Services
7	Arrangement of Funeral Services	 Upon submission of the death form to the Council office, within 1 hour of the focal point (appointed for arranging funeral services) receiving the death form, arrangements for the funeral will be facilitated according to the family's wishes. To arrange for funeral services, please call the Council's hotline number 6540045.
	Removal of d	leceased individuals from the Residents' Register ·
8	Removal of deceased individuals from the Residents' Register ·	 Submission of the death form. Within 3 working days (excluding public holidays), after removing the name from the council's register, send the death certificate (death form) to the Department of National Registration. Hand over the original "Residents' Register" where the deceased was registered, to the council within 3 days. After removing the name of the deceased from the register, the register will be returned to the head of the household on the same day.
Bit	th Registration and	Issuance of Birth Certificate (for Newborn Children)
9	Birth Registration and Issuance of Birth Certificate (for Newborn Children)	 Submit the Birth Registration / Birth Certificate application form and the application for residency/citizenship. When submitting the above form, the following documents must be provided: Name Approval Form Copies of the mother's and father's ID cards, a copy of the marriage certificate, or a copy of the divorce certificate. The certificate can be issued within 3 working days if the hospital or health center has submitted the birth notification form.
	Issuance of E	Birth Certificate (Not for Newborns)
10	Issuance of Birth Certificate	 Submit the Birth Registration / Birth Certificate and the Application Form for Civil Registration. When submitting the above form, the following documents must also be provided:



	(Not for Newborns) Registra	 Copy of the ID card of the person for whom the certificate is being issued. The certificate will be issued within 3 working days from the date of application submission. The certificate will be handed over upon payment of the prescribed fee to the authority.
11	Registration of individuals in the Residents' Registry	 The head of the family should submit a letter requesting registration. 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. Registration will be completed within 7 working days from the date of submission of the application.
		Change of Residency
12	Change of Residency	 The head of the family must submit a letter requesting the service. Submit the application form for change of residency. When submitting the above-mentioned form, the following documents must be provided: A copy of the ID card(s) of the person(s) requesting the change. 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.
13	kemoval from the Reg	ister of Persons Wishing to Change Residency
13	Removal from the Register of Persons Wishing to Change Residency	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. Changing (Over Ten Years)



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14	Name Changing (Over Ten Years)	 Submit the application form for name change, along with the documents specified within the form, and a completed legal form. (The legal form must be submitted to the Council within one month from its date of issue). When submitting the above-mentioned form, the following documents must also be provided: ID Card Birth Certificate After submission to the Department of National Registration (DNR), the service will be provided within 3 working days from the date a response is received.
	Name	Changing (Under Ten Years)
15	Name Changing (Under Ten Years)	 Submit the application form for name change, along with the documents specified within the form, and a completed legal form. (The legal form must be submitted to the Council within one month from its date of issue). When submitting the above-mentioned form, the following documents must also be provided: ID Card Birth Certificate After submission to the Department of National Registration (DNR), the service will be provided within 2 working days from the date a response is received.
	Appointment of	Imams for Friday, Eid, and Eclipse Prayers
16	Appointment of Imams for Friday, Eid, and Eclipse Prayers	 When appointing Imams the Council must ensure that the individuals are authorized to lead congregational Friday, Eid, and Eclipse prayers. For the appointment of Imams for Friday, Eid, and Eclipse prayers, Imams must be officially informed one day in advance, and their acknowledgment obtained through signature.



Application for Employment This institution will make arrangements to accept 17 application forms and all required supporting documents submitted by applicants within the deadline specified in the job advertisement. The counter at this institution will verify that the correct application form has been submitted by the applicant. The date, time of receipt, and details of the employee who received the application form and accompanying documents will be fully recorded and registered. If the information is incomplete, this will be noted during the screening stage, and the applicant will be informed in writing, allowing 48 hours to submit the correct form. If the correct form is not submitted within this period, the application will be considered as one that does not meet the requirements. Furthermore, among the documents to be submitted with the application form, no education or experience documents will be accepted after the deadline. Applications that do not meet the appointment conditions specified in numbers 1, 2, 3, 6, 9, and 11 of sub-article (a) of Article 78 of the Dhivehi Civil Service Regulation 2014, Application for and the basic requirements for the advertised position, **Employment** will be screened and separated. Such separated applications will be considered as not meeting the requirements. Before the interview stage begins, applicants whose submissions are deemed not to meet the job requirements during the screening stage will be informed in writing of the reason their application was not selected. In this regard, a detailed explanation will be provided to these applicants, taking into account the screening criteria. If more than 10 applicants apply for the position, a shortlist will be created. Applicants who are not shortlisted will be informed of this. Shortlisted applicants will be informed of the duration for interview, assessment, the and presentation. Furthermore, after the interview, the details of the marks received will be made public.



If no complaints are received from any candidate during the period the mark sheet is made public, the candidate with the highest marks will be proposed to the Civil Service

through CS Viuga for appointment to the position

		Estimates and Bid Submission
18	Estimates and Bid Submission	 For publicly announced tenders or invitations for proposals, a minimum of 7 working days (excluding official holidays) will be given for bid submission, in accordance with the State Finance Regulations. Bid forms will be available on this office's website www.feydhoo.gov.mv. For further information, inquiries can be made by calling this office's number 6540045, or by submitting a query to info@feydhoo.gov.mv. Within 3 days of receiving bids, they will be checked to ensure all conditions are met. Evaluation of eligible bids will be conducted within 10 official working days. If additional information is required regarding a bid, a period of 3 or 5 days will be granted for this purpose. Within 2 days of completing the bid evaluation, the bid will be submitted to the Bid Committee for a decision. The work will be awarded to the successful bidder within 5 or 7 days, as decided by the Bid Committee regarding the bid. If the party undertaking the work is liable to pay any taxes to the state, a period of 5 days will be given to pay the tax and inform this office prior to signing the agreement. Once the Bid Committee makes a decision regarding the tender, the decision will be communicated to the bidders within 2 official working days. Furthermore, if there is a complaint, a period of 5 official working days will be given to submit it. If a complaint related to a tender is submitted, a response to that complaint will be provided within 2 official working days. After responding to the complaints received regarding the tender, within 5 days, a letter confirming the award of the tender will be sent to the successful bidder, and unsuccessful bidders will be informed in writing that they were not selected. Signing and approving the agreement with the successful bidder. Work will commence after the tender has been awarded.
		Receiving Payments
10		Receiving Payments
19	Receiving Payments	 All payment collection activities will be carried out daily from 9:00 AM to 12:00 PM.



•	The Council has also made arrangements for online
	payments.

- Details of accounts for online deposits:
- 7724700373001 (1313 REVENUE 1) This account is for depositing payments for land rent, auction proceeds, fees for vessels/boats, post fees, income from selling items from palm trees, birth certificate fees, and name change fees.
- 7724700373002 (1313 REVENUE 2) This account is for depositing ID card fees and Zakat al-Mal (wealth tax).
- 7724700373003 (1313 KHARADHU 2) This account is for depositing compensation for palm trees and Zakat al-Fitr (charity paid at the end of Ramadan).
- Parties making online payments are requested to Viber the payment slip to this office's hotline 9225011 after depositing the funds.
- A payment confirmation letter will be sent to parties who make online payments within 01 official working day.

Registration of Hotels, Guesthouses, Homestay Rooms, and Overwater Rooms (Water Villa Rooms) in the "Local Tourism Register"

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Registration of Hotels, Guesthouses, Homestay Rooms, and Overwater Rooms (Water Villa Rooms) in the "Local Tourism Register"

- Parties requiring a permit to operate a hotel, guesthouse, homestay room, or overwater room (water villa room) for tourism purposes must submit their application to the Ministry of Tourism using the designated forms provided by the Ministry.
- Upon submission by a party interested in any of these matters to the Ministry of Tourism, the Council, within 2 official working days of receiving the checklist sent by the Ministry, must verify if all requirements on the list are fulfilled and send a response to the Ministry.
- For a party interested in any of these matters, within 2 official working days of submitting the permit obtained from the Ministry of Tourism to the Council office, the party will be included in the "Local Tourism Register" maintained by the Council and will receive written permission stating that they have been registered and are allowed to conduct the related business within the Council's jurisdiction.



Registration of individual business operators in the "Register of Businesses Operating in the Island" 21 Individuals wishing to operate businesses/shops must submit the designated forms to the Ministry of Economic Development. Upon submission by an interested party to the Ministry of Registration of Economic Development, the Council must verify the individual business completeness of the checklist sent by the Ministry within operators in the 2 official working days of receipt and then send a response "Register of to the Ministry. **Businesses Operating** Within 2 official working days of submitting the business in the Island" 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. Permitting business activities using carts or tables on streets and in public places. If any party submits an application requesting space for 22 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 Permitting business clarification. activities using carts Parties applying for space to conduct business using carts or tables on streets or tables must ensure they possess the necessary food and in public places. 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. 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

shall allocate space to that party within 7 days of the application, finalize an agreement in accordance with the rules and regulations, and hand over the designated area (space).

- If an extension of the initial period is desired, a written request for extension must be submitted to the Council as stipulated in the agreement, prior to the stage outlined in the agreement. The Council will then extend the period, considering the prevailing circumstances at that time.
- If a party applying for space to conduct business using a cart or table is one that proposes to conduct such business on a temporary basis in streets and public places, the Council shall consult and determine the temporary location for such a party. Following this, the Council shall, as soon as possible, allocate space to that party from the areas designated for temporary vending, finalize a timebound agreement in accordance with the rules and regulations, and hand over the designated area (space).
- If any party is granted permission to conduct business by setting up a stall or table on the streets and in public places, that party will be registered in the Council's "Register of Parties Conducting Business by Setting Up Stalls or Tables on Streets and in Public Places".

Issuance of a garage permit for parking vehicles with more than two wheels, as stipulated in Article 4 (R) of the Land Vehicle Registration Regulations, prior to their registration

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Issuance of a garage permit for parking vehicles with more than two wheels, as stipulated in Article 4 (R) of the Land Vehicle Registration Regulations, prior to their registration.

- Applications for this service must be submitted using the form for requesting documents pertaining to the registration of 4-wheeled vehicles. This form is available at the council office counter and on the website (www.feydhoo.gov.mv).
- It will be ensured that all required documents are submitted along with the form.
- Upon receipt of the form by the Council, it will be forwarded to the relevant unit on the day of submission or by 9:00 AM the following day.
- After checking the applications for garage permits, if the eligibility criteria are met, the permit will be issued within 3 official working days from the date of submission. If the criteria are not met, the applicant will be informed within 3 official working days.
- If there is a need to cancel an issued garage permit, the Council must be informed in writing.



	M	arine Vessel Safety Certification
24	Marine Vessel Safety Certification	 Submit the application form (MS-1) for marine vessel survey and pay the fee (MVR 250 per certificate). If the certificate has expired, a fine of MVR 1000 must be paid for each expired certificate. The application form for marine vessel survey is available at the authority's counter and on the Ministry of Transport's website: www.transport.gov.mv. Upon submission, the form will be handed over to the relevant section within 2 official working days. The form and all accompanying documents will be checked. The applicant will be contacted to arrange a date and time for the vessel survey, and the survey will be conducted accordingly. The safety certificate will be issued within 2 official working days after the completion of the survey.
		Vessel Registration
25	Vessel Registration	 Submit the vessel registration application form and pay the registration fee. The vessel registration application form will be available at the authority's counter and on the Ministry of Transport website at www.transport.gov.mv. Check, receive, and enter data from the form. Hand over the form to the relevant section. Check the form and all accompanying documents. If the vessel has not yet undergone a survey, contact the applicant to schedule a date and time for the vessel survey. Enter the vessel's information into the "Metrics System." Issue the registration certificate.
	Survey for Sea Vessel Registration	
26	Survey for Sea Vessel Registration	 Submit the application form (MR-1) for matters related to the registration of seagoing vessels and pay the fee – MVR 250. The application form for the registration of seagoing vessels is available at the office counters and from the



	Ministry of Transport's website: www.transport.gov.mv. Checking, accepting, and entering the form. Hand over the form to the relevant section within 2 official days. The application form for the registration of sea vessels is available at the effice counters from the website.
	 is available at the office counters, from the website, and from the Ministry of Transport's website. Contact the applicant to arrange a date and time for the vessel survey, and then conduct the survey. Within 3 official days of completing the vessel survey, the survey document (MR-2) for sea vessel registration will be issued.
Plot Dem	arcation and Boundary Marking
Plot Demarcation and Boundary Marking	 Submission of application form for foundation checking, boundary marking, and plot demarcation. The application form will be available at the Council Office counters and on the Council's website (www.feydhoo.gov.mv). Submission of a copy of the applicant's ID card. Service Delivery (Stages of Service) After verifying that the form is correctly and completely filled, the form will be entered into the system. The Council Office will check within 2 official working days whether the plot for which boundary marking is requested has been properly cleared. 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. Representatives from the Council Office will attend at the notified time and provide the service to the plot owner. If the submitted application form is complete and the plot is cleared, the service will be provided within 5



		 official working days from the date of form submission. 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. 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. 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.
		Plot Demarcation
28	Plot Demarcation	 Submission of the application form for foundation checking, installation of boundary markers, and plot demarcation. The form will be available from the Council office counter and the Council's website (www.feydhoo.gov.mv). Along with the form, a copy of the applicant's ID card must be submitted. 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. If the plot was obtained via a court judgment, a copy of the court proceedings report must be submitted. Service Process (Stages of Service) After checking that the form is properly completed, the form will be entered into the system. A slip acknowledging receipt of the form will be immediately handed over to the applicant.



		 The Council office will check within 3 official working days whether the plot requested for demarcation has been properly cleared. 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 for demarcation. Representatives from the Council office will attend at the scheduled time communicated to the plot owner and provide the service. If the application form is complete and the plot is cleared, the service will be provided within 5 official working days from the date of form submission. If the plot is found to be uncleared during inspection, a notice will be issued, granting a 10-day period to clear the plot. If the plot is cleared by the date specified in the cleaning notice and the Council office is informed, the service processes (as outlined above) will proceed. In such a case, the service period will be counted from the date the Council office was informed after the plot was cleared, instead of the date the form was submitted. If the plot is not cleared within the period specified in the notice, a written response will be issued stating that the service cannot be provided due to the plot not being cleared.
	Objection	's' and best to /Deed
	Ubta	ining a Land Registry/Deed • Submission of the application form for obtaining a
29	Obtaining a Land Registry/Deed	 Submission of the application form for obtaining a land registry/deed. The form will be available from the council office counter and the council's website (www.feydhoo.gov.mv). Submission of a copy of the applicant's ID card. If the applicant is unable to personally collect the registry/deed from the council office, a copy of the ID card of the person granted Power of Attorney in the form to collect the registry/deed must be submitted



instead.

- If a registry/deed has been previously issued for the land for which the application is being submitted, the original of the previous registry/deed must be provided.
- (If the application is for re-issuing a lost land registry/deed, the original registry/deed does not need to be submitted.)
- When applying for a re-issuance of a lost registry/deed, a clarification form must be completed and submitted.
- Service Process (Stages of Service)
- Check if the form is correctly filled, then process the form entry.
- An acknowledgment slip for the received form will be immediately handed over to the applicant.
- The council office will check within a maximum of 2 official days whether the land for which the registry/deed is requested has been properly cleared and demarcated with boundary pegs.
- If the land is properly cleared and demarcated with boundary pegs, the land owner or the person with Power of Attorney will be informed via a slip of the date and time to attend the council office to collect the registry/deed, within a maximum of 2 official days from the date of form submission.
- Within a maximum of 2 official days from the submission of the form, a representative from the Council's office will visit the property to check and note its dimensions. This must be done in the presence of the property owner or their appointed Power of Attorney.
- If the service application form is complete, and the property has been cleaned and its corner posts installed, the service will be provided within 04 official days from the date of form submission.
- If, during the property check, the property is found not to be cleaned or its corner posts are not installed, a written notice (slip) will be issued, granting a 10-day period to clean the property or install the corner posts.



		 Upon completion of the cleaning or corner post installation by the date specified in the notice (slip) and informing the Council's office, the service stages (as outlined above) will proceed. In such cases, the service period will be counted from the date the Council's office is informed of the completion of cleaning or corner post installation, instead of the original form submission date. If the property is not cleaned or corner posts are not installed within the period specified in the notice (slip), a written response will be issued stating that the service cannot be provided due to the failure to clean the property or install the corner posts.
Bu	ilding and Plot Registr	ration (When not due to a lost registration certificate)
30	Building and Plot Registration (When not due to a lost registration certificate)	 Submit the application form for building and plot registration. The form will be available at the Council office counter and on the Council's website (www.feydhoo.gov.mv). Submit a copy of the applicant's ID card. If the applicant is unable to personally collect the registration from the Council office, a copy of the ID card of the person designated with Power of Attorney in the form must be submitted instead. If the plot was obtained through a court judgment, submit a copy of the court judgment report. If the plot for which registration is sought already has an existing plot registration or a building and plot registration, the original of that registration must be submitted. Service Process (Stages of Service)



form will be entered into the system.

The Council office will check, within a maximum of 5 official days, whether the plot for which

	registration is being applied has been demarcated. If it has been demarcated, the plot's measurements will be checked and noted in the presence of the plot owner or the person with Power of Attorney. • After noting the plot measurements, the date and time for collecting the registration certificate from the Council office will be communicated via a slip to the plot owner or the person with Power of Attorney within a maximum of 2 official days from the date of submitting the form. • If the service application form is complete and the plot boundaries have been demarcated, the service will be provided within 05 official days from the date of application submission. • If, during the plot inspection, the boundaries are not demarcated, a written period of 10 days will be given (issuance of a slip) to demarcate the plot boundaries. • Upon completing the demarcation by the date specified in the slip issued for plot demarcation and informing the Council office, the service process (as outlined above) will proceed. If the service proceeds in this manner, the service period will be counted from the date the Council office is informed after the plot boundaries have been demarcated, instead of the date the form was submitted. • If the plot boundaries are not demarcated within the period specified in the slip, a written response
	office is informed after the plot boundaries have been demarcated, instead of the date the form was submitted. • If the plot boundaries are not demarcated within
Registration of a Building and Land Plot (Application for Re-issuance due to loss of original registry)	
31	Submission of the application form for the registration of a building and land plot.



Registration of a Building and Land Plot (Application for Re-issuance due to loss of original registry)

- The form will be available at the Council office counter and on the Council's website (www.feydhoo.gov.mv).
- Submission of a copy of the applicant's ID card.
- If the applicant is unable to attend the Council
 office to receive the registry, a copy of the ID card
 of the person with power of attorney, as specified
 in the form to receive the registry, must be
 submitted instead.
- Submission of the Clarification Form (Form for clarifying information regarding the registry).
- Service Processing (Stages of the service)
- After checking if the form is correctly filled, the form is entered (into the system).
- The Clarification Form is immediately handed over to the land owner or the party who submitted the application form for completion.
- An acknowledgment slip confirming receipt of the application form is immediately handed over to the party who submitted the form.
- Within 02 working days, a public announcement will be published in the Dhivehi Government Gazette for a period of 07 days, to ascertain if any party has information regarding the registry.
- If, upon completion and submission of the Clarification Form, no party states that the registry is mortgaged, and if no party notifies having information regarding that registry within the 07day announcement period, the service processing will proceed.
- Upon the expiration of the announcement period, and within 2 official days of submitting the clarification form, the Council office must check whether the land plot requested for registration has been demarcated. If it has been demarcated, the dimensions of the land plot must be checked and noted in the presence of the landowner or the party holding power of attorney.
- After noting the land plot's dimensions, the date and time for the landowner or the party holding power of attorney to attend the Council office to receive the registration must be communicated



via a slip. If the general announcement period has expired, this notification should be provided within a maximum of 2 official days of submitting the clarification form. However, if the clarification form is completed and submitted before the general announcement period expires, the date and time for attending the Council office to receive the registration will be communicated within 2 official days of the general announcement period's expiration.

- If the submitted service request form is complete, the announcement period has expired, the clarification form has been submitted, and the land plot has been demarcated, the service must be provided within 05 official days.
- If the boundaries of the plot are not demarcated during the property inspection, a written period of 10 days (issuance of a slip) shall be given to demarcate the property boundaries.- Upon completing the demarcation by the date specified in the slip and informing the Council office, the service processes (as outlined above) will proceed. If the service proceeds in this manner, the service period will be counted from the date the Council office is informed after the property boundaries have been demarcated, instead of from the date the announcement period expires and the clarification form is submitted.
- If the property boundaries are not demarcated within the period specified in the slip, a written response will be provided stating that the service cannot be rendered due to the lack of demarcation.
- If, in response to the announcement seeking information regarding the property registration, any party submits information indicating they possess the registration details, or if the registration is mortgaged as stated in the



32	Issuance of Road Closure Permit	clarification form or by any financial institution, it will be communicated that a new registration cannot be issued. The information obtained regarding the registration will be provided to the property owner in writing. nce of Road Closure Permit To apply for a road closure permit, submit the application form to the Council office at least 3 official days before the date you wish to close the road. After signing your name on the board handover sheet, collect the road closure permit/board. Upon the expiration of the permitted road closure time, clean the area and return the permit board to the Council office.
Issuence of Road Dissins Rounits		
Issuance of Road Digging Permits		
33	Issuance of Road Digging Permits	 To apply for a road digging permit, the application form must be submitted to the Council Office at least 3 official working days prior to the desired date of digging. The permit will be issued after the reason provided for the road digging has been reviewed and assessed. A copy of the issued road digging permit will be formally provided in writing to electricity utility companies and cable TV service providers.
Issuance of Building Permits		
34	Issuance of Building Permits	 Submit the service request form for a building permit (with all required information in the form) to the council office. Before issuing the building permit, review all necessary aspects, and after collecting the fee at the rate stipulated for permit issuance, issue the permit.



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, and through the website: 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.

