Service Charter: HA. Ihavandhoo Council

Ref: HC/CHARTER/2026

This charter lists every service of HA. Ihavandhoo Council: what you need, the fee, the processing time and the responsible section. Fees are in Maldivian rufiyaa (MVR). Processing times are working days from a complete application. Apply online through the Ihavan Portal or at the Council counter.

Corporate Affairs Section (17 services)

Service	Requirements	Fee	Time
Change of address?(Civil registry)	- Copy of the applicant's national ID card?- No-objection letter from the owner of the destination house?- Completed and signed application form	Free	7 working days
Bidding & procurement complaints?(Procurement)	- Complainant details?- Tender reference number?- Grounds of complaint with supporting documents	Free	5 working days
Birth registration (general)?(Civil registry)	- DNR birth registration form?- Copies of both parents' ID cards?- Copy of marriage certificate?- Child's medical or school record	Free	Varies
Birth registration (newborn)?(Civil registry)	- Hospital birth notification?- Copies of both parents' ID cards?- Copy of marriage certificate?- Completed DNR form	Free	Varies
Individual business shop registration?(Business)	- Copy of national ID card?- Lease or owner's consent for the premises?- Business activity description?- Passport-size photo (can be taken at the council counter)	Free	2 working days
Certificate of residence?(Certificates)	- Copy of national ID card?- Completed and signed application form	Free	Varies
Remove deceased from citizens' registry?(Civil registry)	- Death certificate or hospital notification?- Copy of the deceased's ID card?- Copy of the applicant's ID card	Free	Varies
Disability registration & aid?(Social welfare)	- Copy of national ID card?- Medical report from a doctor?- Registration and aid application forms?- Passport-size photo (can be taken at the council counter)	Free	3 working days
Funeral arrangements?(Civil registry)	- Notify the council focal point of the death?- The family's wishes	Free	Varies
ID card application?(Registration)	- DNR ID card application form?- Birth certificate or previous ID card?- Passport-size photo (can be taken at the council counter)	Free	1 working days
Job application (council vacancies)?(Employment)	- Job application form?- ID card copy?- Copies of educational certificates?- Curriculum vitae	Free	Varies
Name change (10 years and over)?(Civil registry)	- DNR name change form?- Existing ID card?- Supporting documents	Free	5 working days
Name change (under 10 years)?(Civil registry)	- DNR name change form?- Parents' ID cards?- Birth certificate	Free	5 working days
Pension form (65 years)?(Social welfare)	- Copy of national ID card?- Pension application form?- Bank account details?- Passport-size photo (can be taken at the council counter)	Free	3 working days
Single parent allowance?(Social welfare)	- Copy of national ID card?- Children's birth certificates?- Income statement?- Proof of marital status	Free	3 working days
Claim Football allowance?(Social welfare)	- Copy of national ID card?- Proof of playing for the island team?- Bank account details	Free	3 working days

Service	Requirements	Fee	Time
Street vending permit (carts/tables)?(Business)	- Copy of national ID card?- Size and proposed location of the stall?- Passport-size photo (can be taken at the council counter)?- Payment of the designated fee	Free	7 working days

Municipal & Development Services Section (9 services)

Service	Requirements	Fee	Time
Boundary dispute resolution?(Land)	- Copy of national ID card?- Copy of the land registry?- Description of the disputed boundary	Free	10 working days
Building permit?(Permits)	- Copy of national ID card?- Copy of land registry?- Building drawings / plans?- Completed and signed application form?- Payment of the designated fee	Varies	Varies
Placing land boundary corners (Kanmudi)?(Land)	- Copy of national ID card?- Copy of land registry?- Plot cleared of vegetation and debris	Free	Varies
Land boundary demarcation & registry handover?(Land)	- Copy of national ID card?- Land registry?- ID of the land owner or holder of a valid power of attorney	Free	10 working days
Replace lost land registry?(Land)	- Copy of national ID card?- Application form for replacement?- Sworn statement by the applicant	Free	7 working days
Leasing council properties & items?(Property)	- Copy of national ID card?- Name of the venue or item requested?- Dates and times of use?- Payment of the designated fee	Varies	Varies
Road closure permit?(Permits)	- Copy of national ID card?- Reason and duration of closure?- Alternative route plan	Free	3 working days
Road digging permit?(Permits)	- Copy of national ID card?- Details of the works?- Road reinstatement plan?- Payment of the designated fee	Free	3 working days
Sea vessel registration & safety certificate?(Transport)	- Vessel registration form?- Copy of national ID card?- Builder's certificate or previous registration?- Payment of the designated fee	Varies	2 working days

How to apply

1. Sign in to the Ihavan Portal with eFaas and choose the service.
2. Fill in the form and attach your documents (PDF, JPG, PNG or DOCX, up to 5 MB each).
3. Keep your reference number. You will be notified by e-mail and can follow progress under My submissions.
4. Approved permits can be printed and verified using the QR code on the permit.

SAMPLE