



STANDARDS OF SERVICES

As we work towards improving our standards of service, we aim to provide our service efficiently and effectively. To this end, we have set out below the **time frames** within which you can expect us to deliver the respective services.

I. Accounting and Finance Division		
1.	Collection of fees , and fines and trust fund donations	Every working day from 8:30-13:00 (https://bandeyripay.finance.gov.mv/)
2.	Paying bills/payments (With all supporting Documents)	Within 7 working days via bandeyri portal (https://bandeyripay.finance.gov.mv/)
II. Administration Division		
1.	Front Office Service (Front office counters 2, 3 & 4)	
a)	Collection of Regulatory Boards and Councils (RBC) forms	Every working day from 8:30-13:00 Submit forms via virtual counter http://counter.health.gov.mv/client/signin
b)	Issuing of certificates from Regulatory Boards and Councils	Every working day from 8:30-13:00
c)	Collection of Job Applications / Other forms / Letters / Other Documents	Every working day from 8:30-13:30
d)	Information counter service	Every working day from 8:30-14:00 from counter 4
2.	Tender for procurement	Within 15 to 35 working days from Bid Collection
3.	Executive Bureau	
a)	Response to General Requests	Within 3-5 working days
4.	Legal Affairs	
a)	Response to General Requests	Within 3-5 working days
5.	Media & Public Relations	
a)	Response to request under Right to Information Act	Within 21 calendar days
b)	Response to General Requests	Within 3-5 working days
III. Human Resource Division		
1.	Job Applications	Within 7 working days from Advertisement due date
2.	Application for Medical Internship from overseas	Within 3 working days upon receiving placement from Ministry of Foreign Affairs
3.	Recommendation letter for students to study abroad	Within 3 working days
IV. Information Technology Division		

1.	Response to General Requests	Within 3-5 working days
V. Policy Implementation and International Relations Division		
1.	Response to General Requests	Within 3-5 working days
VI. Health Information Management and Research Division		
1.	National Health Research Council (NHRC) :	
	a) Respond to NHRC applicant regarding completeness of application, after checking documentation submitted by applicant against SOP / guideline	Within 3 working days
	b) If requested by applicant, status update communicated	Within 3 working days
	c) Applicant informed on decision by NHRC regarding application	Within 3 working days from decision being made at NHRC regarding application
2.	Health Information & Health Statistics requests:	
	a) Acknowledging to request informing the date data will be made available	Within 3 working days
	b) General health data/information requests	Within 10 working days
VII. Quality Assurance and Regulation Division		
1.	Health Facilities Registration	Within 5 working days after Inspection
2.	Health Facilities new services	Within 5 - 7 working days and where inspection is required, within 5 days after inspection
3.	Health professionals Advertisement Approvals	Within 5 working days
4.	Medical Camp Approval	Within 5 working days after Inspection
5.	Health Professional Registration to practice in Health Facilities	Within 5 working days
6.	Public Complaints (regarding Health Facility / Health Professional / Services provided by Health Facility)	Initial response before review within 5 working days Email to complaints@health.gov.mv or call to 3014373 during working hours 8:00-14:00.
7.	Case Review	Initial response before review within 5 working days
8.	Documents attestation	Within 3 to 5 working days
VIII. Regional and Atoll Health Services Division		
1.	Medical Camp Approval in Government Health Facilities (for Health facilities managed under Ministry of Health)	Within 3–5 working days
IX. Central Medical Supplies Division		
1.	Response to General Requests	Within 3-5 working days
X. Emergency Medical Services Division		
1.	Call Centre Service – 100 (Covid19 patients only)	24hrs
2.	Call-back service (Abandoned Calls)	Within 5 minutes

XI. Regulatory Boards and Councils Secretariat		
Maldives Allied Health Council		
1.	Pre-registration	Within 1 month (Submission through http://counter.health.gov.mv/client/signin)
2.	Registration	Within 10 working days (Submission through http://counter.health.gov.mv/client/signin) Certificate will be dispatched after payment completion through https://bandeyripay.finance.gov.mv/
3.	Good Standing	Within 10 working days (Submission through http://counter.health.gov.mv/client/signin) Certificate will be dispatched after payment completion through https://bandeyripay.finance.gov.mv/)
4.	Examination	Within 7 working days (Submission through http://counter.health.gov.mv/client/signin) Exam fee is paid to Maldives National University
5.	Other Issue Letters	Within 5 working days (Submission through http://counter.health.gov.mv/client/signin)
6.	Course Approval letter for Approved Institutions and courses	Within 5 working days (Submission through http://counter.health.gov.mv/client/signin)
7.	Course Approval for New Institution and courses	Within 1 month (Submission through http://counter.health.gov.mv/client/signin)
Maldives Medical and Dental Council		
1.	Pre-registration	Within 14 working days (Submission through http://counter.health.gov.mv/client/signin) Certificate will be dispatched after payment completion through https://bandeyripay.finance.gov.mv/)
2.	Registration	Within 10 working days (Submission through http://counter.health.gov.mv/client/signin) Certificate will be dispatched after payment completion through https://bandeyripay.finance.gov.mv/)
3.	Examination	Within 7 working days (Submission through http://counter.health.gov.mv/client/signin) Exam fee is paid to MNU.
4.	Good Standing	Within 10 working days (Submission through http://counter.health.gov.mv/client/signin) Certificate will be dispatched after payment completion through https://bandeyripay.finance.gov.mv/)

5.	Course Approval letter	Within 5 working days (Submission through http://counter.health.gov.mv/client/signin)
6.	Other Issue letters	Within working 5 days (Submission through http://counter.health.gov.mv/client/signin)
Maldives Nursing and Midwifery Council		
1.	Pre-registration	Within 1 month (Submission through http://counter.health.gov.mv/client/signin) Certificate will be dispatched after payment completion through https://bandeyripay.finance.gov.mv/)
2.	Registration	Within 10 working days (Submission through http://counter.health.gov.mv/client/signin) Certificate will be dispatched after payment completion through https://bandeyripay.finance.gov.mv/)
3.	Examination	Within 7 working days (Submission through http://counter.health.gov.mv/client/signin) Exam fee is paid to MNU.
4.	Good Standing	Within 10 working days (Submission through http://counter.health.gov.mv/client/signin) Certificate will be dispatched after payment completion through https://bandeyripay.finance.gov.mv/)
5.	Course Approval letter	Within working 5 days (Submission through http://counter.health.gov.mv/client/signin)
XII. Maldives Food and Drug Authority		
1.	Health clearance for chemicals of public health significance: (Online service via Makudi portal (www.makudi.eqov.mv))	
a)	All documents submitted with completed application	Within 10 working days
2.	Pharmacist ID card: (Online service via Virtual counter (www.counter.health.gov.mv))	
a)	All documents submitted with completed application	Within 5 working days
3.	Pharmacy registration and licence to sell medicines: (Online service via Dhirithi portal (www.dhirithi.eqov.mv))	
a)	Inspection if all documents submitted with completed application for premises in Male' region. (Male' region referred to as Male', Vilimale', Hulhumale and Hulhule)	Within 7 working days
b)	Issuing pharmacy registration letter and permit to dispense medicine if the inspection findings is in compliance with the medicine regulation (for premises in Male' region)	Within 5 working days

c)	Inspection if all documents submitted with completed application (for Atolls)	Within 15 working days
d)	Issuing pharmacy registration letter and permit to dispense medicine if the inspection findings are in compliance with the medicine regulation (for atolls)	Within 5 working days
4.	Medicine warehouse registration and medicine import authorisation: (Online service via Dhirithi portal (www.dhirithi.egov.mv))	
a)	Inspection if all documents submitted with completed application (for premises in Male' region)	Within 7 working days
b)	Issuing medicine warehouse certificate and permit to import medicine if the inspection findings is in compliance with the medicine regulation (for premises in Male' region)	Within 5 working days
c)	Inspection if all documents submitted with completed application (for premises in Male' region)	Within 15 working days
d)	Issuing medicine warehouse certificate and permit to import medicine if the inspection findings is in compliance with the medicine regulation (for premises in Male' region)	Within 5 working days
5.	Alternative medicine / Dhivehi beys registration: (Online service via Dhirithi portal (www.dhirithi.egov.mv))	
a)	Dossier acceptance or rejection after verifying the completion of the documents	Within 15 working days
b)	Document verification (Good Manufacturing Practice (GMP) certificates, etc.) process liaising with other regulatory authorities	Within 30 working days
c)	Verifying the product information details (e.g. Any information on the ban of the product recall of the product in other countries, product composition details etc.)	Within 20 working days
d)	Preparing the summary of the evaluation of the product	Within 10 working days
e)	Approval and Issuing the certificate of registration	Within 20 working days
6.	Pre-authorisation to import medicine:(Online service via Dhirithi portal (www.dhirithi.egov.mv))	
a)	All required documents submitted with completed application	Within 10 working days
7.	Allopathic medicine registration:(Online service via Dhirithi portal (www.dhirithi.egov.mv))	
a)	Dossier acceptance or rejection after verifying the completion of the documents	Within 15 working days

b)	Document verification (GMP certificates, Certificate of pharmaceutical product, etc.) process liaising with other regulatory authorities	Within 30 working days
c)	Verifying the product information details (e.g. Any information on the ban of the product recall of the product in other countries, product composition details etc.)	Within 20 working days
d)	Preparing the summary of the evaluation of the product	Within 10 working days
e)	Submitting the documents for approval	Within 15 working days
f)	Issuing the certificate of registration and upload to Approved Drug List (ADL)	Within 15 working days
8.	Physician's requisition to add a medicine to ADL:	
a)	Evaluation of the information submitted	Within 10 working days
b)	Preparing the summary of the evaluation	Within 10 working days
c)	Submitting the documents for approval	Within 15 working days
d)	Including it in Approved Drug List as an approved product with temporary registration.	Within 10 working days
9.	Medical device registration:	
a)	All the information is submitted with the completed application	Within 30 working days
10.	Medical device importers registration:	
a)	All the information is submitted with the completed application	Within 30 working days
11.	Controlled drug import license:	
a)	Import license for controlled medicine issued if all the information submitted is complete	Within 5 working days
12.	Controlled drugs purchase authorisation:	
a)	Purchase authorization for controlled medicines issued if all the information submitted is complete	Within 5 working days
13.	Health clearance for importing medicines:	
a)	Clearance after submitting the completed and required information (e.g. Invoice with all the required information of the products to be imported, packing list etc.)	Within 5 working days
14.	Medicine Disposal:	
a)	Once complete disposal form is received, issue verification letter	Within 5 working days
15.	Dhirithi registration (application for Dhirithi services)	Within 5 working days (online service: https://dhirithi.egov.mv)
16.	Layout approval	Within 10 working days (online service: https://dhirithi.egov.mv)
a)	Registration of food manufacturers and food storage warehouses	Within 20 working days (online service: https://dhirithi.egov.mv)

b)	Initial inspection for new facilities	Within 15 working days (online service: https://dhirithi.egov.mv)
17.	Registration / permits (after compliance to regulation)	Within 5 working days (online service: https://dhirithi.egov.mv)
18.	Food exporter registration	Within 5 working days(online service: https://dhirithi.egov.mv)
19.	Food advertisement approval	Within 10 working days (online service: https://dhirithi.egov.mv)
20.	Food establishment registration	Within 20 working days (online service: https://dhirithi.egov.mv)
21.	Ice plant registration	Within 20 working days (online service: https://dhirithi.egov.mv)
22.	Registration for export of ornamental fish	Within 20 working days (online service: https://dhirithi.egov.mv)
23.	Registration/hygiene certification of fishing vessels for fish export	Within 10 working days (online service: https://dhirithi.egov.mv)
24.	Food Supplement listing, registration and clearance	Listing : <10 products:- within working 10 days >10 products:- within 1 month >100products:- within 3 months Registration: within working 30 days (online service: https://dhirithi.egov.mv)
25.	Breast Milk Substitute (BMS) product registration	Within 20 working days (online service: https://dhirithi.egov.mv)
26.	Breast Milk Substitute importer registration	Within 10 working days (online service: https://dhirithi.egov.mv)
27.	Label approval (food)	Within 10 working days (online service: https://dhirithi.egov.mv)
28.	Quality Controller approval for food establishments	Within 10 working days (online service: https://dhirithi.egov.mv)
29.	Food establishment registration for export to EU	Within 1 month (online service: https://dhirithi.egov.mv)
30.	Food establishment registration for export to other countries	Within 3 months (online service: https://dhirithi.egov.mv)
31.	Health certification for exporting food	Within 4 working hours (online service: https://dhirithi.egov.mv)
32.	Health clearance for importing food	Within 5 working days (online service: https://dhirithi.egov.mv)
33.	Sample receiving for National Health Laboratory (NHL) (Microbiology)	Every Sunday to Tuesday from 8:00 to 11:30
34.	Sample receiving for National Health Laboratory (Chemistry)	Every Sunday to Thursday from 8:00 to 11:30
35.	National Health Laboratory report collection time will be notified upon submission of samples	Refer to NHL information sheet

XIII. Health Protection Agency		
1.	Food establishment & smoking area Inspection and issuing license	
a)	New registration of establishments	
	1) Submission of Application form	Every working day from 8:30-13:00 Submit forms via virtual counter http://counter.health.gov.mv/client/signin
	2) Layout discussion for food establishments (appointment based)	Visit to site for layout discussions: Morning - 8:00 to 10:00 Afternoon - 13:00 to 14:00
	3) Layout discussion for Smoking Area Permits (appointment based)	Visit to HPA for layout discussions: Morning - 9:00 to 12:00 For appointments and Information: ph 3014411
	4) Inspection for new registration	Within 3 working days after layout discussion
	5) Site Inspection for new registration, or changes to smoking area layout	Within 7 working days after submission of necessary documentation
	6) Issuing of license and reports	Within 3 working days of Inspection Issued online via virtual counter http://counter.health.gov.mv/client/signin ; Email:phi@health.gov.mv
	Issuing of license and reports (For changes in Smoking Area layout, no new registration will be issued, and layout will be approved)	Within 3 working days of Inspection (if inspection confirms compliance with requirements) Issued online via virtual counter http://counter.health.gov.mv/client/signin ; Email:phi@health.gov.mv
b)	Licence Renewal	
	1) Submission of Application form	Every working day from 8:30-13:00 Submit forms via virtual counter http://counter.health.gov.mv/client/signin
	2) Inspection	Within 3 working days of form submission
	3) Issuing of license and reports (HPA)	Within 3 working days of Inspection From 9:00 to 13:00
c)	Submission of Inspection related letters and other documents (front office Counters 2 and 3)	
	Every working day from 9:00 to 13:00	
2.	Work permit medical related services (HPA)	
	Every working day from 9:00 to 12:00	
3.	Vaccine records stamping / Issuing lost records Requests to email to vaccine@health.gov.mv ; counter; submit to Front Office Service (front office Counters 2 and 3)	
	Every working day from 9:00 to 12:00:	
XIV. Maldivian Blood Services		

1.	Sample Collection for Thalassaemia Screening	Every working day from 8:30 to 12:00 on appointment basis
2.	Thalassaemia Card Issuing	Within 3 days of Blood Collection Every working day from 09:00 to 13:00
3.	Thalassaemia Carrier / Patient / Parent Counselling	Every working day from 8:30 to 14:00
4.	Blood Donation	Every working day from 8:00 to 18:45 on appointment basis
5.	Patient Blood transfusion	Every working day from 8:00 to 15:30 on appointment basis
6.	Patient / Donor Cross match checking	Every working day from 8:00 to 19:00 on appointment basis
7.	Medicine issuing to Thalassaemia Patients	Every working day from 8:00 to 19:00
8.	Haemoglobin testing for Thalassaemia Patients	Every working day from 8:00 to 19:00 on appointment basis
9.	Consultation of Doctors	Every working day from 8:00 to 19:00
10.	Desferal Pump issuing	Every working day from 8:00 to 14:00
11.	Thalassaemia Patient Registration	Every working day from 8:00 to 14:00
12.	Reply to letters received by MBS	Within 3 working days
13.	Patient blood sample collection for the investigations from IGMH Laboratory	Every working day from 8:00 to 13:30
XV. Dhamana Veshi		
1.	Front Office Services (Collection of fees & issuing memo)	Every working day from 8:15 to 13:30
2.	Travelers Vaccine Service	
3.	Family Planning Service	
4.	Counselling Service (Phone and Face to face)	
5.	Observation Room & Treatment Service	
6.	Tobacco Cessation Clinic Service(Phone and Face to face)	
7.	Growth Monitoring Service	Every working day from 8:15 to 13:30 Appointment can be done online by using this link - http://tinyurl.com/ybyaxzuq
8.	Vaccine Service under Expanded Programme on Immunization (EPI)	Every working day from 8:15 to 13:30 Appointment can be done online by using this link- https://tinyurl.com/y9emp4ly
9.	Consultation Service	Every working day from 8:15 to 14:00
10.	Non-communicable diseases (NCD) Clinic Service	Every Sunday & Wednesday from 8:15 to 13:30
11.	Adolescent Clinic Service	Every Tuesday from 14:00 to 17:30
12.	Home Visit Service (For aged 65 and above bedridden patients registered at Ministry of Gender and Family)	Every Monday & Thursday from 8:15 to 13:30

**NOTE: All other written enquiries received by Divisions / Departments will be completed within 3-10 working days. In case if the enquiry cannot be completed within 3-10 working days, the party will be notified in writing about the delay, and replied (in writing), once the inquiry is completed.*

Working hours of Ramazan will differ according to government policy.

CONTACT NUMBERS:

#	DEPARTMENT / DIVISION	CONTACT NUMBER	EMAIL
1.	Ministry of Health (General)	+960 3328887	moh@health.gov.mv
2.	Accounting and Finance Division	+960 3014414	accounts.division@health.gov.mv
3.	Administration Division	+960 3014489	admin@health.gov.mv
	Executive Bureau	+960 3014462	bureau@health.gov.mv
	Media & Public Relations		
	Legal Affairs		
4.	Information Technology Division	+960 3014446	it@health.gov.mv
5.	Central Medical Supplies Division	+960 3014360	cmsd@health.gov.mv
6.	Human Resource Division	+960 3014400	hr@health.gov.mv
7.	Policy Implementation and International Relations Division	+960 3014473	Admin to fill
8.	Health Information Management and Research Division	+960 3014473	Admin to fill
9.	Quality Assurance and Regulation Division	+960 3014426	qa@health.gov.mv
10.	Regional and Atoll Health Services Division	+960 3014348	hsd@health.gov.mv
11.	Regulatory Boards and Councils Secretariat		
	a) Maldives Allied Health Council	+960 3014480	mahc@health.gov.mv
	b) Maldives Medical and Dental Council	+960 3014337	mmdc@health.gov.mv
	c) Maldives Nursing and Midwifery Council	+960 3014468	mnmc@health.gov.mv
12.	Maldives Food and Drug Authority	+960 3014322	mfda.admin@health.gov.mv
13.	Health Protection Agency	+960 3014494	hpa@health.gov.mv
14.	Maldivian Blood Services	+960 3321085	mbs@health.gov.mv
15.	Dhamana Veshi	+960 3318901	dhamanaveshi@health.gov.mv

24th August 2021