

**Customer Service Charter**  
**Ministry of Economic Development**

*Updated on 21<sup>st</sup> February 2017*

Our aim is to provide quality services to all our customers. In doing so, we have introduced a Service Charter in 2014. We are in the process of automating our services. Therefore, we welcome customers' feedback in improving any service provided by our Ministry.

**Our Values**

We remain impartial, accountable, ethical and committed to provide our services.

**Our principles**

**Responsiveness:** It is our responsibility to respond to enquiries promptly. Our customers can reach us through our call center 1691.

**Quality service:** Our team is well equipped to address your needs. We aim to customize our responses to cater to your situation.

**Confidentiality:** We have put in adequate controls to ensure that all information shared with the Ministry remains confidential.

**Transparency:** We are transparent about our business service processes and procedures.

**Professionalism:** We adhere to highest level of integrity and honesty.

You can send your feedback to [1691@trade.gov.mv](mailto:1691@trade.gov.mv)

#	Service Category	Description	Mode	Service benchmark	Location
1	<b>Name Reservation</b>	Name search, reservation and renewal	OTC & Online	15 minutes	MED, Boduthakurufaanu Magu
2	<b>Business Name registration</b>	Business Name registration	OTC	15 minutes	MED, Boduthakurufaanu Magu
3	<b>Sole Proprietorship</b>	Sole Proprietorship Registration	OTC & Online	20 minutes	MED, Boduthakurufaanu Magu
4	<b>Partnership</b>	Partnership Registration	OTC	Next business day	MED, Boduthakurufaanu Magu
5	<b>Private Company</b>	Company Registration	OTC & Online	30 minutes	MED, Boduthakurufaanu Magu
6	<b>Public Company</b>	Company Registration	By appointment	5 Business days	MED, Boduthakurufaanu Magu
7	<b>Cooperative Societies</b>	Cooperative Societies Registration	OTC	Next business day	MED, Boduthakurufaanu Magu
8	<b>Business Profile</b>	Business Profile Sheet	OTC	15 minutes	MED, Boduthakurufaanu Magu

9	<b>SME Classification</b>	SME Registration	OTC	Next business day	MED, Boduthakurufaanu Magu
10	<b>Seal</b>	Seal Registration	OTC	15 minutes	MED, Boduthakurufaanu Magu
11	<b>Logo</b>	Logo Registration	OTC	15 minutes	MED, Boduthakurufaanu Magu
12	<b>Changes to Particulars</b>	Name change (all 4 types of business entities)	OTC	Next business day	MED, Boduthakurufaanu Magu
13	<b>Changes to Particulars</b>	Business Information	OTC	20 minutes	MED, Boduthakurufaanu Magu
14	<b>Changes to Particulars (Sole Proprietorship)</b>	Add/Remove Business Objectives	OTC	15 minutes	MED, Boduthakurufaanu Magu
15	<b>Changes to Particulars (Partnership/Company/Cooperative Societies)</b>	Add/Remove Business Objectives	OTC	Next business day	MED, Boduthakurufaanu Magu
16	<b>Changes to Particulars</b>	Changes to Shareholders, Directors, Responsible Person	OTC	Next business day	MED, Boduthakurufaanu Magu
17	<b>Company Capital increase</b>	Capital increase request	OTC	Next business day	MED, Boduthakurufaanu Magu
18	<b>Company Capital Decrease</b>	Capital decrease request	OTC	30 days	MED, Boduthakurufaanu Magu
19	<b>Share charge/release</b>	Share charge/ release submission	OTC	2 Business days	MED, Boduthakurufaanu Magu
20	<b>Business due diligence</b>	Business Due diligence request	OTC	2 Business days	MED, Boduthakurufaanu Magu
21	<b>Endorsements &amp; Re-issuance of documents</b>	Endorsement/Re-issuance request	OTC	Next business day	MED, Boduthakurufaanu Magu
22	<b>Company/Partnership/Cooperative Society Liquidation</b>	Liquidation Request	OTC	14 days	MED, Boduthakurufaanu Magu
23	<b>Company/Partnership/Cooperative Society Share Transfer</b>	Share Transfer Request	OTC	2 Business days	MED, Boduthakurufaanu Magu
24	<b>Permits</b>	Trade Permit (Permit to sell imported goods)	OTC	15 minutes	MED, Boduthakurufaanu Magu
25	<b>Permits</b>	Permit to operate tea shops, café & Restaurants	OTC	15 minutes	MED, Boduthakurufaanu Magu
26	<b>Permits</b>	Permit to operate Bars	OTC	15 minutes	MED, Boduthakurufaanu Magu
27	<b>Licenses</b>	Import License	OTC	15 minutes	MED, Boduthakurufaanu Magu
28	<b>Licenses</b>	Export License	OTC	15 minutes	MED, Boduthakurufaanu Magu

29	<b>Licenses</b>	Re-export License	OTC	15 minutes	MED, Boduthakurufaanu Magu
30	<b>Licenses</b>	Liquor, pork & pork products	OTC	15 minutes	MED, Boduthakurufaanu Magu
31	<b>Intellectual Property</b>	Trademark Registration	OTC	15 minutes	MED, Boduthakurufaanu Magu
32	<b>Shipping Mark</b>	Shipping Mark Registration	OTC	15 minutes	MED, Boduthakurufaanu Magu
33	<b>Consignee Change</b>	Request to change consignee	OTC	15 minutes	MED, Boduthakurufaanu Magu
34	<b>Employment Agency</b>	Employment Agency Registration & Renewal	Reception	Next business day	MED, Boduthakurufaanu Magu
35	<b>Foreign Investment</b>	Foreign Investment Application	Reception	3-5 Business days	Invest Maldives, 4th Floor, Velaanaage
36	<b>Corporate Resident Visa</b>	Corporate Resident Visa Application	Reception	5 Business days	Invest Maldives, 4th Floor, Velaanaage
37	<b>Duty exemption</b>	Duty exemption application	Reception	Same day (Applications submitted before 12:30pm)	MED, Boduthakurufaanu Magu
38	<b>Email (1691@trade.gov.mv, company@trade.gov.mv, soletrader@trade.gov.mv, registrations@trade.gov.mv)</b>	Response to general queries	OTC	24 hours	N/A
39	<b>Letters</b>	Response to general queries	Reception	2 Business days	MED, Boduthakurufaanu Magu