MALDIVES
CUSTOMS
SERVICE

JOB APPLICATION MANUAL

Human Resource Management

2024

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Getting Started

The Customs recruitment portal offers a platform to apply through a step-by-step process for job openings at Maldives Customs Service. This platform can collect all the relevant information and documents required for application processing. To submit the application, the user needs to access the recruitment portal through the website of Maldives Customs Service and register on the portal using his/her National Identification Number and Mobile number.

Overview of the Application Process

In this application process, the user needs to register his/her National Identification number and mobile number in the portal. This registration will be unique for the post applied. For example, if two posts are available for application, the user has to apply and submit the documents separately for both designation slots. Once the verification process is completed, the user needs to fill nine tabs in which some information will be mandatory according to the designation requirement, while others will be optional.

Moreover, there will be a draft save function where the user can save the data as a draft application before submission. If the application is saved as a draft, the user can log in again with the National Identification number and mobile number previously registered to the system through an OTP verification process. To modify saved draft information, you cannot directly edit the existing details; instead, you must delete the previous information and input the new data.

Personal	Olevel	Alevel
Qualifications	Training	Experience
Bond	Attachments	Declaration
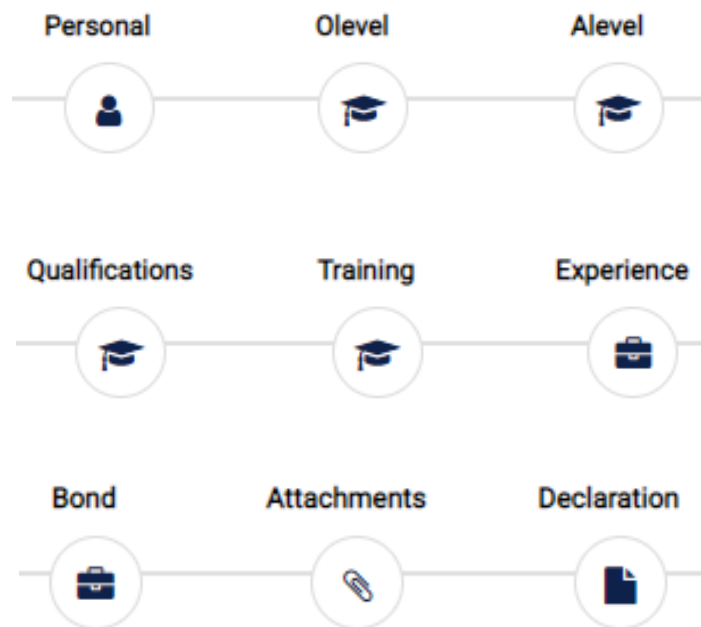
We receive 2000+ applications per recruitment batch in the recent years! If our servers are down or having hiccups, please try to apply some time later or else please let us know through our email *jobs@customs.gov.mv* or our phone numbers 3003499 & 3322001.

Job Application Manual

1.   Recruitment Portal

To initiate the application process, please click on the link provided on the website (https://www.customs.gov.mv/recruitment/OTPVerification) to apply for vacant positions at the Maldives Customs Service. This link will redirect you to the following page.

Firstly, you need to register your National Identification number, Full Name, and Mobile number on our recruitment portal. As the application process continues, you can save the data as a draft and update it as you progress through the application.

Figure 1 Recruitment Portal

1.1.   Select the post you want to apply from the drop down menu
1.1.1. Example Assistant Customs Officer

Figure 2 Select the designation to apply

1.2.   Type the correct National Identification Number
1.2.1. *Example A000000*

Figure 3 Add National Identification Number

1.3.   Type your Full Name as in the National Identification Card

1.4.   Type your own mobile number

1.4.1. *Example 9999999*

This number has to be your own mobile number since we will use this number for your login OTP process and also to send SMS notifications regarding the recruitment process.

Figure 4 Add your own phone number

1.5.   After adding all the details press GET OTP button [GET OTP] .

When you press GET OTP button, the name related to National Identification Number will be shown down the box in green colour. At the meantime, you will receive a SMS to the mobile number you entered.

1.6.   Enter the OTP Number in the box and press verify button [VERIFY] to verify the OTP entered.

Figure 5 Name related to national identification number and Enter OTP

1.7.   If you didn't receive OTP number to your mobile number, please make sure to check if your full name is same as the name shown below the National Idenfication Number.

1.8.   If OTP number is incorrect, following message will appear in the screen.

Figure 6 Message if OTP is incorrect

2. Personal Information

2.1.   If OTP Number is correct, page will be redirected to Job Application page.

Figure 7 Personal Information

2.2.   Job application details will be entered under the NID, Designation and Mobile number registered in our system.
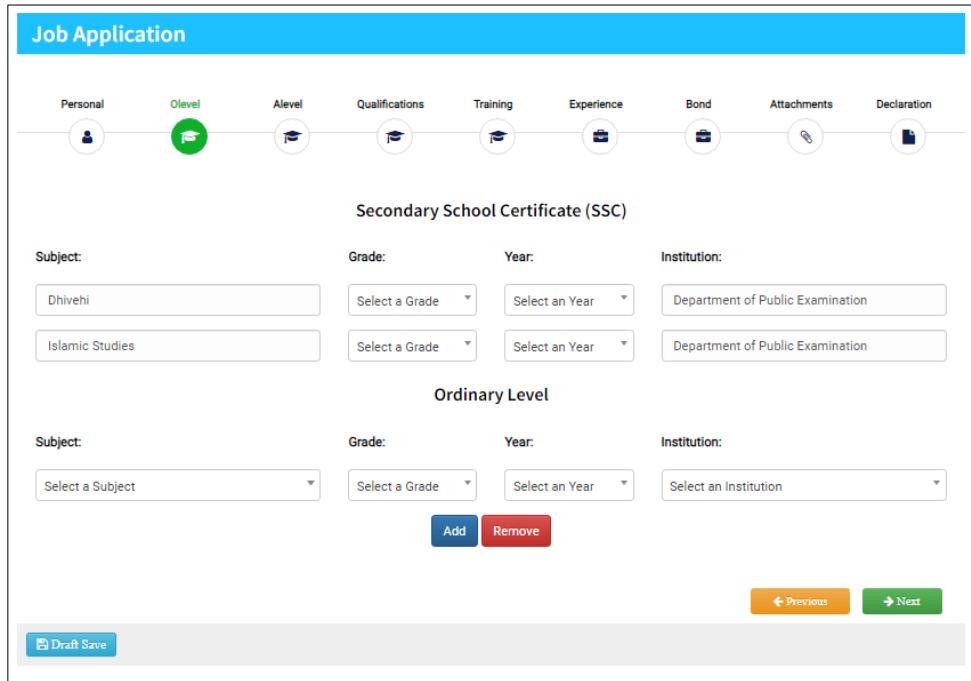
As you proceed you will notice

- NID,
- Full Name,
- Date of Birth,
- Gender,
- Permanent Address

already filled in the text box as information available from Department of National Registration.

2.3.   However, in order to proceed you have to add your Present Address, Island, email and Emergency contact.

2.4.   After filling the details press next button [→ Next]

2.5.   When you press next you will see O' Level part of the application. First you need to enter Secondary School Certificate (SSC) details.

Figure 8 Secondary School Certificate (SSC) and GCE O' Level

3. Secondary School Certificate (SSC) and GCE Ordinary Level (O' Level)

3.1.   For Secondary School Certificate (SSC), drop down menu will be shown where you can select the grade and year of examination for the subject. Keep in mind that you have to fill all the fields to proceed.

Figure 9 Insert grades for the subjects

Figure 10 Year of examination

3.2.   For O' level details, subjects can be selected from the drop down menu and other details such as grade, year of examination and institution can be selected from the respective drop down menus.

Figure 11 Select subject

Figure 12 Select institution

3.3. To add more subjects press Add button [Add], it will generate blank boxes where more subjects can be added. If you want to remove a subject, then press remove button [Remove], it will remove the most recent subject details that has been added.

Figure 13 Add new subjects

Figure 14 Missing and partially added text box show an error

3.4.   For the post of Assistant Customs Officer, SSC Dhivehi and O Level is mandatory. If you leave subject text boxes unfilled or some text boxes partially filled it will show an error highlighted in red. Please make sure to fill all the mandatory fields in this tab.

3.5.   However, for the post of Support Service Officer SSC qualification and O Level is not mandatory.

3.6.   After filling detail then press next button ![Next] to proceed to A 'Level tab.

4.   Higher Secondary School Certificate (HSC) and GCE Advance Level

Figure 15 Higher Secondary School Certificate (HSC) and GCE Advance Level

4.1.   In the A' Level tab, subjects can be added by the same process as O' Level tab.

4.2.   To add more subjects press add button [Add], it will generate blank boxes where more subjects can be added. If you want to remove a subject then press remove button [Remove], it will remove the most recent subject details that has been added.

4.3.   When all the details are entered press next button [Next] to proceed to Qualification tab.

5.   Qualification Tab

Figure 16 Qualification tab

Figure 17 Text boxes filled in qualification tab

5.1.   In qualification tab you need to add your qualification certificates. Enter the course name, level of the course, start date of the course, end date of the course and institution name.

5.2.   To add more qualifications press Add button [Add], it will generate blank boxes where more qualifications can be added. If you want to remove a qualification then press remove button [Remove], it will remove the most recent qualification details that has been added.

5.3.   When all the details are entered press next button [➜ Next] to proceed to Training tab.
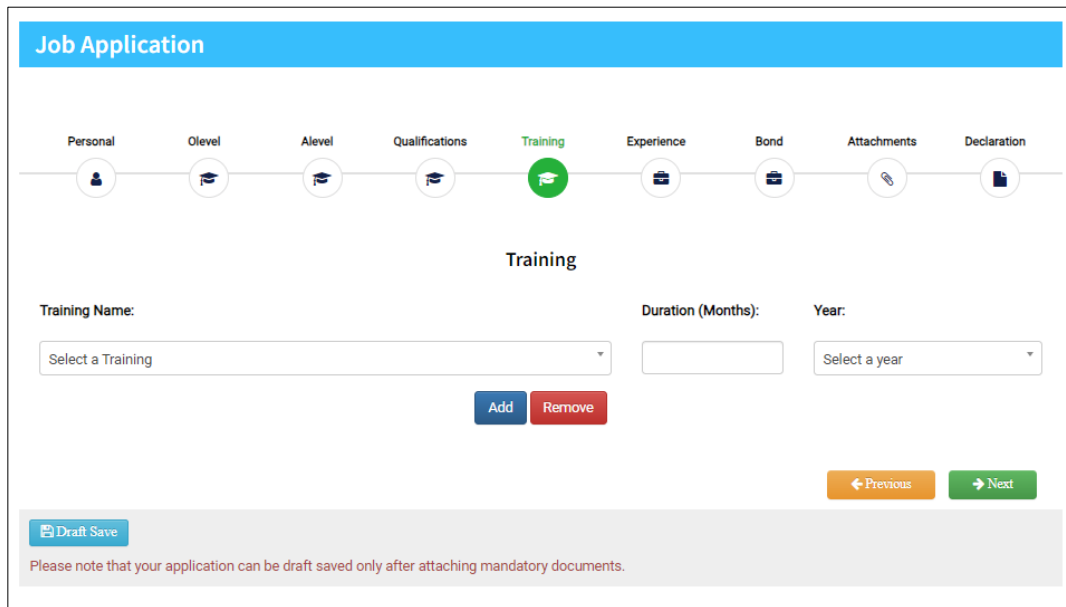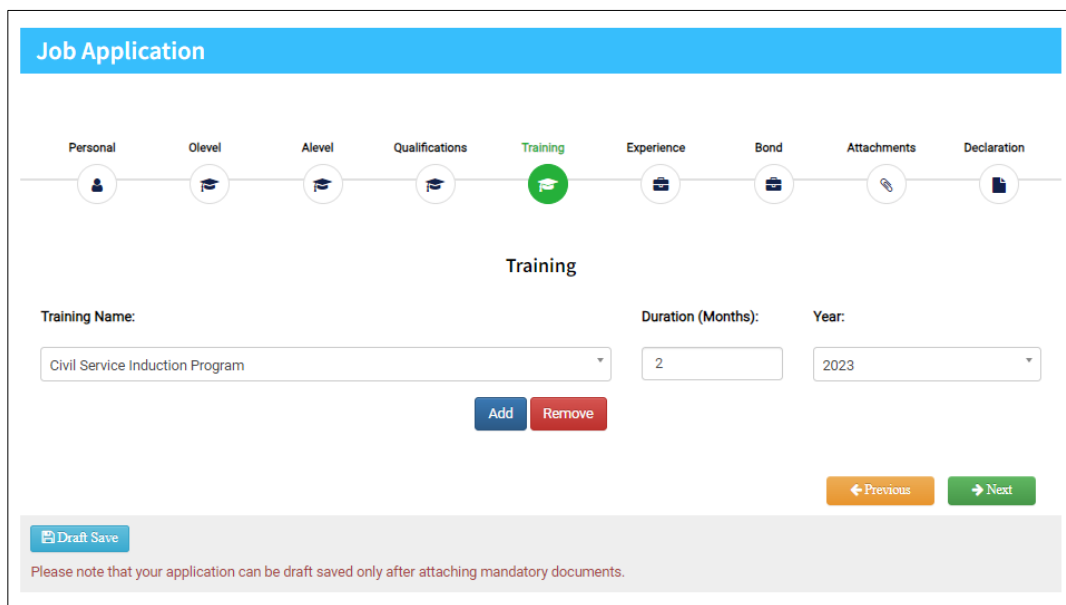
# 6.   Training Tab

Figure 18 Training tab

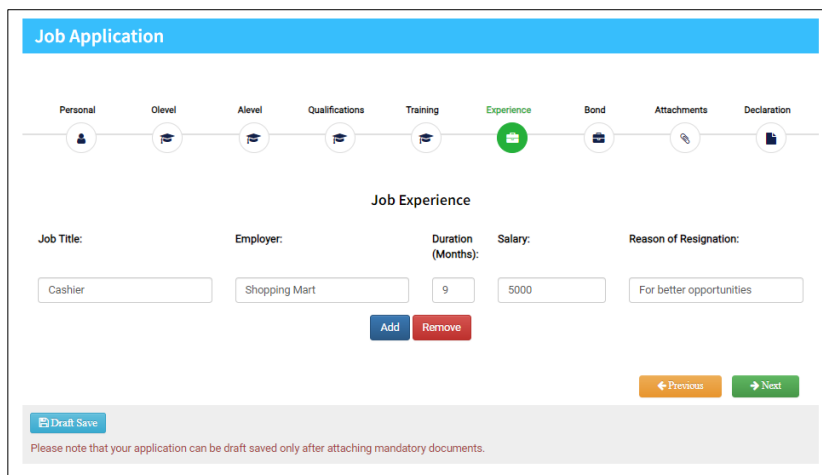*Figure 19 Text boxes filled in training tab*

6.1.   In Training tab, different trainings can be added with the training name, duration of the training and the year conducted.

6.2.   The minimum duration of a training can be a month only (30 days). Any duration less than a month can be entered but the duration should be entered as 0. Therefore, in the attachments tab please attach the supporting document which can verify the duration of training.

6.3.   To add more trainings press Add button [Add], it will generate blank boxes where more trainings can be added. If you want to remove a training then press remove button [Remove], it will remove the most recent training details that has been added.

6.4.   When all the details are entered press next button [→ Next] to proceed to Experience tab.
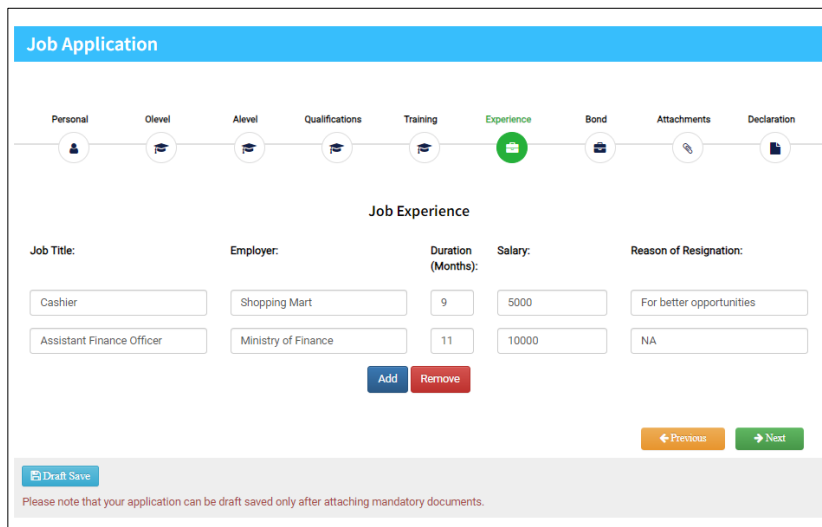
7.   Experience Tab

Figure 20 Text boxes filled in experience tab

Figure 21 Adding current job experience

7.1.   In Experience tab, job experiences can be added with the job title, employer name, duration of the job, salary and reason of resignation.

7.2.   If you are adding current job experience, duration should be entered in months till date and reason of resignation should be entered as "NA".

7.3.   To add more job experiences press Add button [Add] , it will generate blank boxes where more job experiences can be added. If you want to remove a job experience then press remove button [Remove] , it will remove the most recent job experience details that has been added.

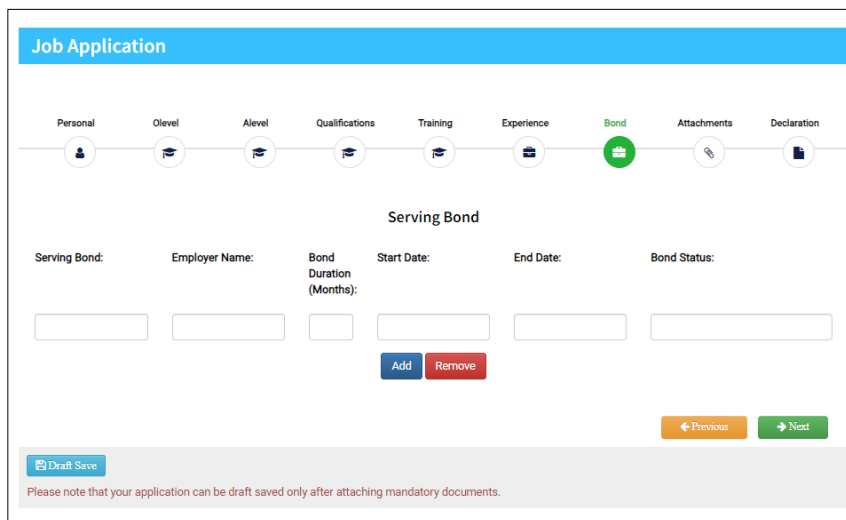7.4.   When all the details are entered press next button [➔ Next] to proceed to Bond tab.

8.   Bond Tab

Figure 22 Serving bond tab

8.1.   If you have a bond that needs to be served, add the bond details in this tab. Add bond details, employer name, bond duration, bond start date, bond end date and bond status.

8.2.   Enter your bond status as either **Completed** or **Pending.**

8.3.   To add more serving bonds press Add button [Add] , it will generate blank boxes where more serving bonds can be added. If you want to remove a serving bond then press remove button [Remove] , it will remove the most recent serving bond details that has been added.

8.4.   When all the details are entered press next button [➔ Next] to proceed to last step which is attachments tab.

8.5.   If you do not have any bond that needs to be served, leave this tab without filling any details and press next button [➔ Next] to proceed.

9.   Attachments

9.1.   In attachments tab you can attach all the required and relevant documents. Some of the documents in this tab are mandatory while others are optional.

9.2.   Should you have multiple qualification or training documents, merge all the documents into one single PDF file and upload it to the relevant fields in this tab.

Figure 23 Attachments tab

9.3.   For the post of Assistant Customs Officer, mandatory documents are passport photo, ID card, SSC Certificate and O' Level Certificates as mentioned in the job announcement. For the post of Support Service Officer, mandatory documents are passport photo and ID card only.
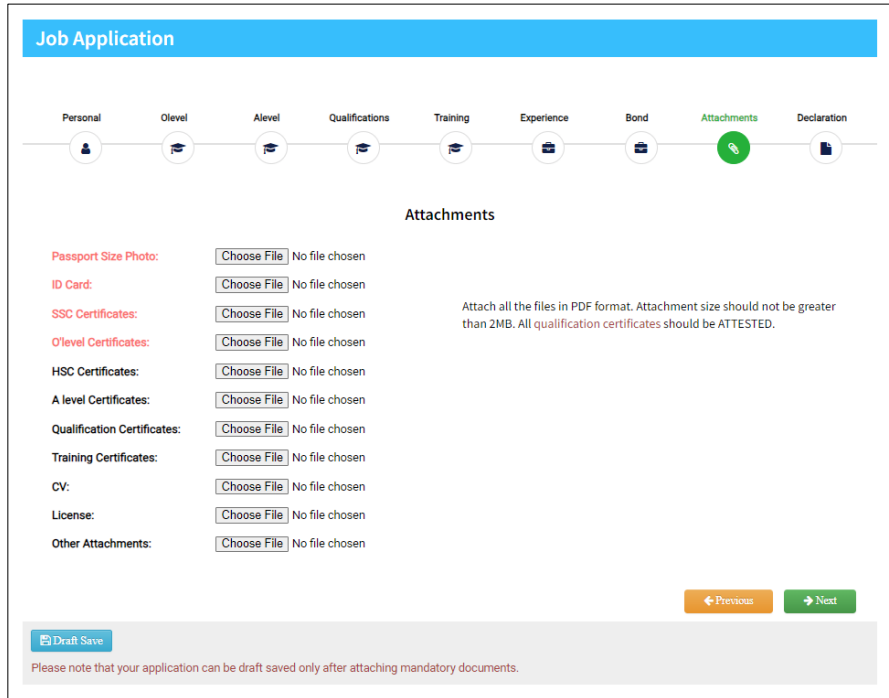

Figure 24 Required documents

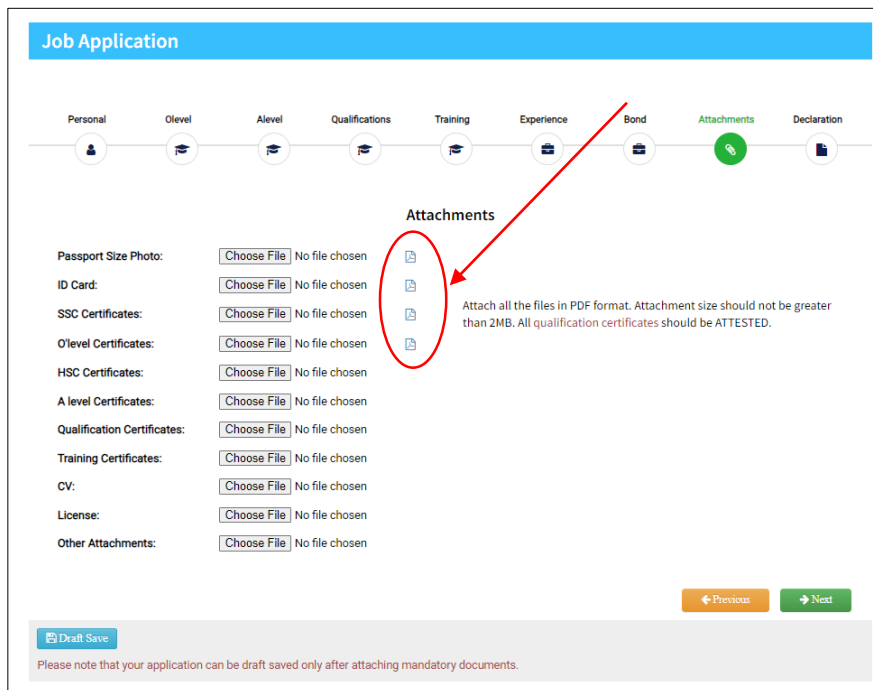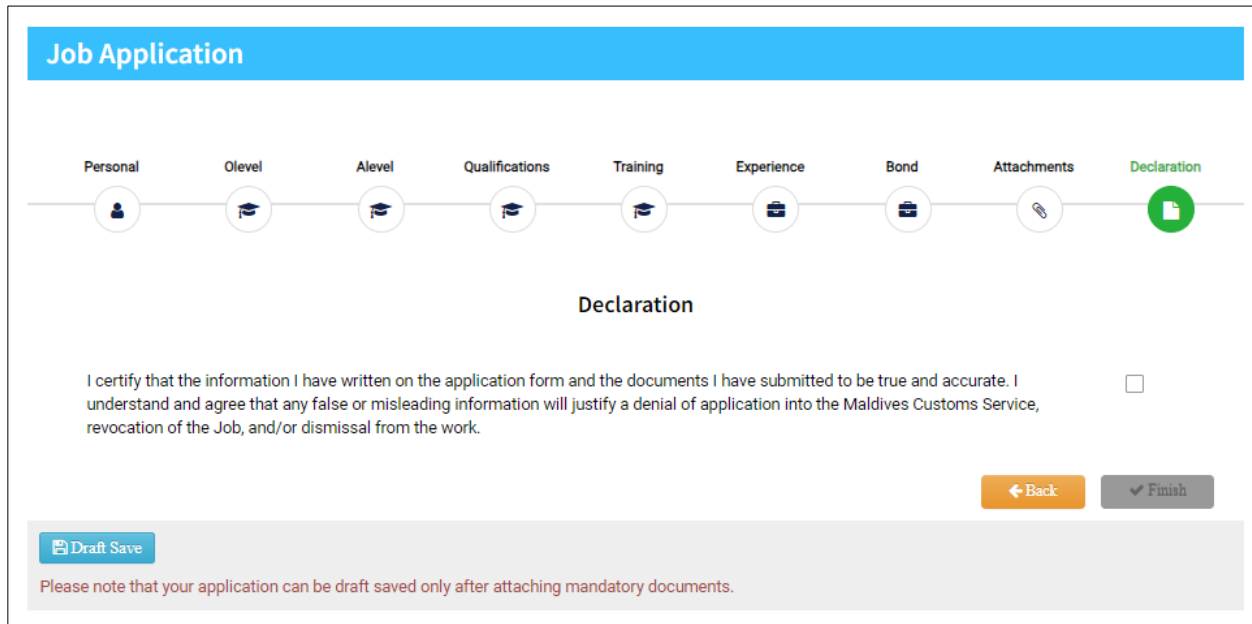9.4.   When documents are attached it will show an icon near the upload button.

Figure 25 Attachments uploaded

10. Declaration Tab

Figure 26 Declaration tab

10.1. In declaration tab you can only proceed if you tick the box. When the box is ticked, "Finish" button will be enabled ✔ Finish

10.2. Press "Finish" button to finalize the application process. Once you press "Finish" button you cannot amend the details in the form.