



MALDIVES
CUSTOMS
SERVICE



JOB APPLICATION MANUAL

Human Resource Management
2024

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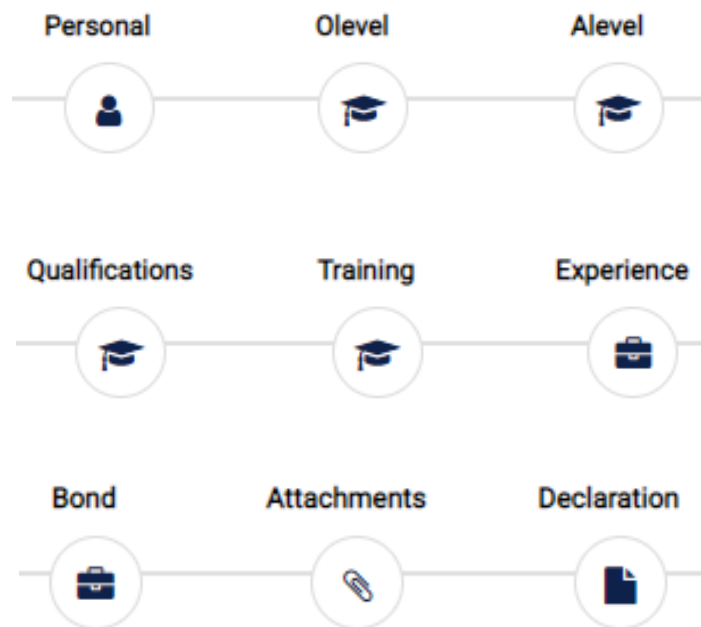
Getting Started

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.



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

Recruitment Portal

Candidate Verification

Please select the post you are applying for, and enter a valid National ID, Full Name and Phone Number to get an OTP. Kindly note that, your phone given here will be registered in the system as your valid Mobile No.

Applying For	National ID#	Full Name	Mobile No
<input style="width: 95%;" type="text" value="Assistant Customs Officer"/>	<input style="width: 95%;" type="text" value="A000000"/>	<input style="width: 95%;" type="text" value="Name as in NID.."/>	<input style="width: 95%;" type="text" value="Mobile No.."/>
<input style="background-color: #0056b3; color: white; padding: 5px 10px;" type="button" value="GET OTP"/> <input style="background-color: #4CAF50; color: white; padding: 5px 10px; margin-left: 10px;" type="button" value="VERIFY"/>			

NOTE: You can change the draft of your application before finalizing it. Use your National ID Number and contact number to login and make any required changes. If an error occurs, e-mail the screenshot of error message to jobs@customs.gov.mv or inform us on 3003499

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.

Recruitment Portal


Candidate Verification

Please select the post you are applying for, and enter a valid National ID, Full Name and Phone Number to get an OTP. Kindly note that, your phone given here will be registered in the system as your valid Mobile No.

Applying For	National ID#	Full Name	Mobile No
<input style="width: 95%;" type="text" value="Assistant Customs Officer"/>	<input style="width: 95%;" type="text" value="A000000"/>	<input style="width: 95%;" type="text" value="Khadeeja Hussain"/>	<input style="width: 95%;" type="text" value="9999999"/>
<input style="background-color: #0056b3; color: white; padding: 5px 10px;" type="button" value="GET OTP"/> <input style="background-color: #4CAF50; color: white; padding: 5px 10px; margin-left: 10px;" type="button" value="VERIFY"/>			

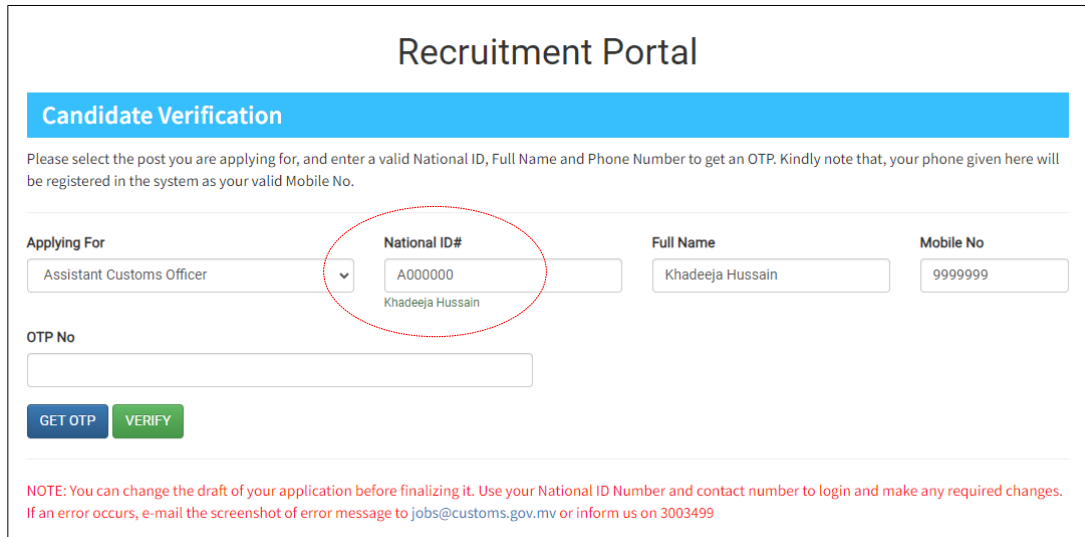
NOTE: You can change the draft of your application before finalizing it. Use your National ID Number and contact number to login and make any required changes. If an error occurs, e-mail the screenshot of error message to jobs@customs.gov.mv or inform us on 3003499

Figure 4 Add your own phone number

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

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  to verify the OTP entered.



Recruitment Portal

Candidate Verification

Please select the post you are applying for, and enter a valid National ID, Full Name and Phone Number to get an OTP. Kindly note that, your phone given here will be registered in the system as your valid Mobile No.

Applying For	National ID#	Full Name	Mobile No
Assistant Customs Officer	A000000 <small>Khadeeja Hussain</small>	Khadeeja Hussain	9999999

OTP No

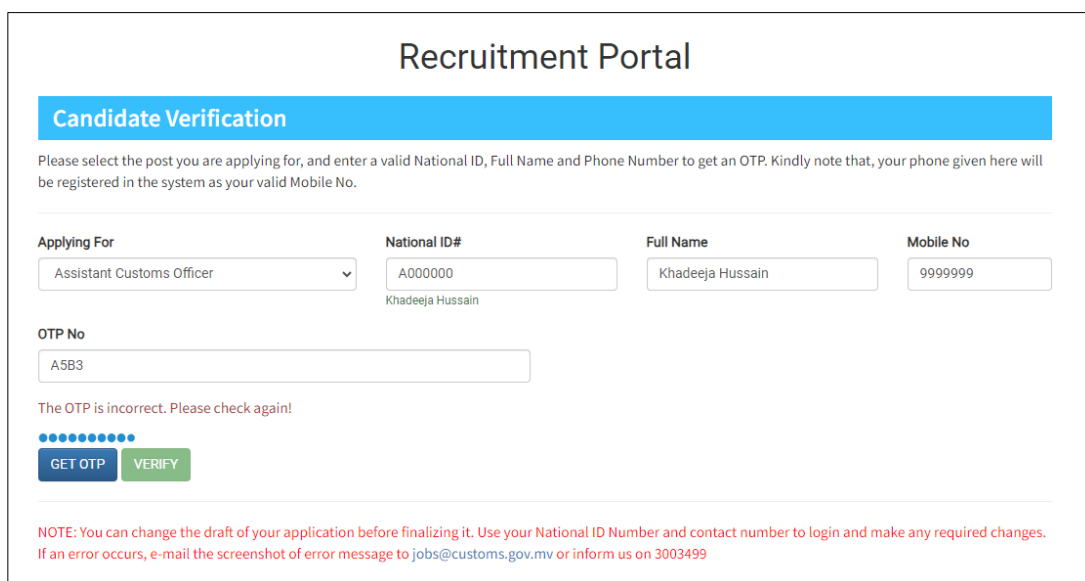
GET OTP
VERIFY

NOTE: You can change the draft of your application before finalizing it. Use your National ID Number and contact number to login and make any required changes. If an error occurs, e-mail the screenshot of error message to jobs@customs.gov.mv or inform us on 3003499

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 Identification Number.

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



Recruitment Portal

Candidate Verification

Please select the post you are applying for, and enter a valid National ID, Full Name and Phone Number to get an OTP. Kindly note that, your phone given here will be registered in the system as your valid Mobile No.

Applying For	National ID#	Full Name	Mobile No
Assistant Customs Officer	A000000 <small>Khadeeja Hussain</small>	Khadeeja Hussain	9999999

OTP No

A5B3

The OTP is incorrect. Please check again!

GET OTP
VERIFY

NOTE: You can change the draft of your application before finalizing it. Use your National ID Number and contact number to login and make any required changes. If an error occurs, e-mail the screenshot of error message to jobs@customs.gov.mv or inform us on 3003499

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.

Job Application

Personal Olevel Alevel Qualifications Training Experience Bond Attachments Declaration

NID:A000000 Designation: Assistant Customs Officer Mobile: 9999999

Personal Information

National ID No: A000000 Full Name: Khadeeja Hussain

Date of Birth: 14-04-2000 Gender: F

Address

Permanent Address: GN, Fuvahmulah / White House

Present Address: Present Address Island: Select Island

Contact

E-mail: mail@gmail.com Emergency Contact: Mobile

→ Next

Draft Save

Registered NID, Designation and Mobile number

NID, Full Name, Date of Birth, Gender and Permanent Address will be added automatically

You need to enter Present Address, Island, E-mail and Emergency contact

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

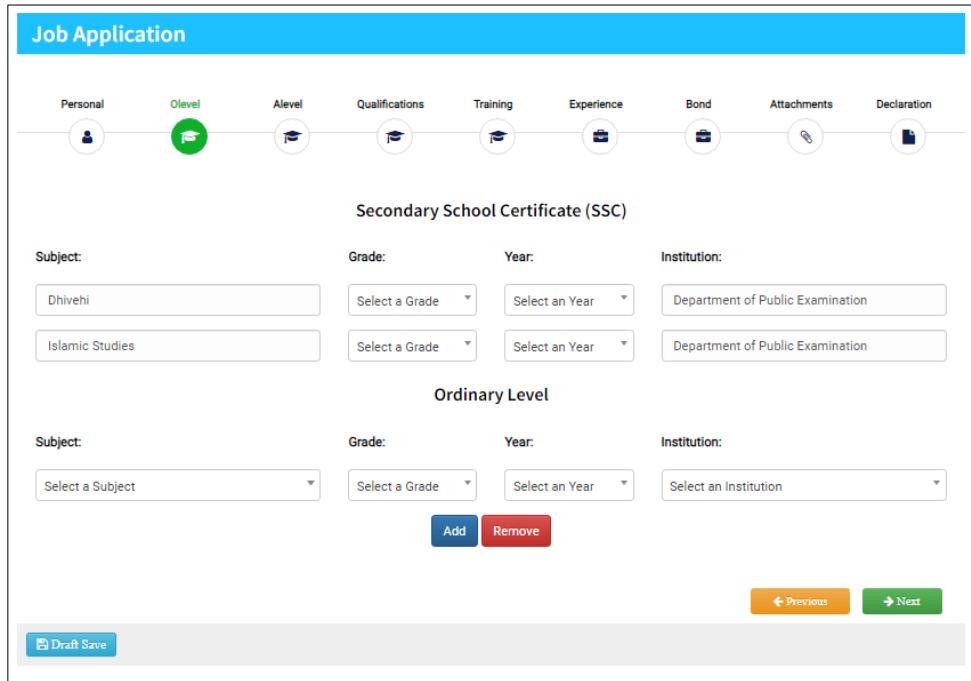
- NID,
- Full Name,
- Date of Birth,
- Gender,
- Permanent Address

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 

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.



The screenshot shows a 'Job Application' form with a progress bar at the top containing steps: Personal, Olevel (highlighted), Alevel, Qualifications, Training, Experience, Bond, Attachments, and Declaration. Below the progress bar, the 'Secondary School Certificate (SSC)' section has two rows of input fields for Subject, Grade, Year, and Institution. The first row shows 'Dhivehi', 'Select a Grade', 'Select an Year', and 'Department of Public Examination'. The second row shows 'Islamic Studies', 'Select a Grade', 'Select an Year', and 'Department of Public Examination'. Below this is the 'Ordinary Level' section with a single row of input fields for Subject, Grade, Year, and Institution, all showing 'Select a Subject', 'Select a Grade', 'Select an Year', and 'Select an Institution' respectively. At the bottom of the form are 'Add' and 'Remove' buttons, and a 'Draft Save' button. Navigation buttons for 'Previous' and 'Next' are also visible.

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.

The screenshot shows the 'Job Application' form with the 'Olevel' step selected. The 'Secondary School Certificate (SSC)' section has two rows of input fields. The first row has 'Subject' (Dhivehi, Islamic Studies), 'Grade' (dropdown), 'Year' (dropdown), and 'Institution' (Department of Public Examination). The second row has 'Subject' (dropdown), 'Grade' (dropdown), 'Year' (dropdown), and 'Institution' (dropdown). The 'Grade' dropdown is open, showing 'A', 'B', and 'C'. Below the dropdown are 'Add' and 'Remove' buttons. At the bottom, there are 'Previous' and 'Next' buttons, and a 'Draft Save' button with a note: 'Please note that your application can be draft saved only after attaching mandatory documents.'

Figure 9 Insert grades for the subjects

The screenshot shows the 'Job Application' form with the 'Olevel' step selected. The 'Secondary School Certificate (SSC)' section has two rows of input fields. The first row has 'Subject' (Dhivehi, Islamic Studies), 'Grade' (dropdown), 'Year' (dropdown), and 'Institution' (Department of Public Examination). The second row has 'Subject' (dropdown), 'Grade' (dropdown), 'Year' (dropdown), and 'Institution' (dropdown). The 'Year' dropdown is open, showing years from 2015 to 2020. Below the dropdown are 'Add' and 'Remove' buttons. At the bottom, there are 'Previous' and 'Next' buttons, and a 'Draft Save' button with a note: 'Please note that your application can be draft saved only after attaching mandatory documents.'

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.

Job Application

Personal **Olevel** Alevel Qualifications Training Experience Bond Attachments Declaration

Secondary School Certificate (SSC)

Grade: A Year: 2016 Institution: Department of Public Examination

Grade: B Year: 2016 Institution: Department of Public Examination

Ordinary Level

Grade: Select a Grade Year: Select a year Institution: Select an Institution

Add Remove

← Previous → Next

Draft Save

Please note that your application can be draft saved only after attaching mandatory documents.

Figure 11 Select subject

Job Application

Personal **Olevel** Alevel Qualifications Training Experience Bond Attachments Declaration

Secondary School Certificate (SSC)

Subject: Dhivehi Grade: A Year: 2016 Institution: Universiti Teknologi Malaysia

Subject: Islamic Studies Grade: B Year: 2016 Institution: University of Australia

Ordinary Level

Subject: English Grade: A Year: 2016 Institution: University of Cambridge

Add Remove

← Previous → Next

Draft Save

Please note that your application can be draft saved only after attaching mandatory documents.

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.

Job Application

Personal **Olevel** Alevel Qualifications Training Experience Bond Attachments Declaration

Secondary School Certificate (SSC)

Subject:	Grade:	Year:	Institution:
Dhivehi	A	2016	Department of Public Examination
Islamic Studies	B	2016	Department of Public Examination

Ordinary Level

Subject:	Grade:	Year:	Institution:
English	A	2016	University of Cambridge
Select a Subject	Select a Grade	Select a year	Select an Institution

Add Remove

← Previous → Next

Draft Save

Please note that your application can be draft saved only after attaching mandatory documents.

Figure 13 Add new subjects

Job Application

Personal **Olevel** Alevel Qualifications Training Experience Bond Attachments Declaration

Secondary School Certificate (SSC)

Subject:	Grade:	Year:	Institution:
Dhivehi	Select a Grade	Select a year	Department of Public Examination
Islamic Studies	A	2016	Department of Public Examination

Ordinary Level

Subject:	Grade:	Year:	Institution:
Select a Subject	Select a Grade	Select a year	Select an Institution

Add Remove

← Previous → Next


Draft Save

Please note that your application can be draft saved only after attaching mandatory documents.

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  to proceed to A 'Level tab.

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

The screenshot shows a 'Job Application' form with a progress bar at the top containing tabs: Personal, Olevel, Alevel (highlighted), Qualifications, Training, Experience, Bond, Attachments, and Declaration. Below the progress bar, the 'Higher Secondary Certificate (HSC)' section has four dropdown menus: Subject (Select a Subject), Grade (Select a Grade), Year (Select a year), and Institution (Select an Institution). Below these are 'Add' and 'Remove' buttons. The 'Advanced Level' section has identical dropdown menus and 'Add' and 'Remove' buttons. At the bottom right are 'Previous' and 'Next' buttons. At the bottom left is a 'Draft Save' button. A note at the bottom states: 'Please note that your application can be draft saved only after attaching mandatory documents.'

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 , it will generate blank boxes where more subjects can be added. If you want to remove a subject then press remove button , it will remove the most recent subject details that has been added.
- 4.3. When all the details are entered press next button  to proceed to Qualification tab.

5. Qualification Tab



The screenshot shows the 'Qualifications' tab in a job application system. At the top, a blue header reads 'Job Application'. Below it is a progress bar with nine steps: Personal, Olevel, Alevel, Qualifications (highlighted in green), Training, Experience, Bond, Attachments, and Declaration. The 'Qualifications' section contains five form fields: 'Course Name' (dropdown menu), 'Level' (dropdown menu), 'Start Date' (text input), 'End Date' (text input), and 'Institution' (dropdown menu). Below these fields are 'Add' and 'Remove' buttons. At the bottom right are 'Previous' and 'Next' navigation buttons. A 'Draft Save' button is located at the bottom left. A note at the bottom states: 'Please note that your application can be draft saved only after attaching mandatory documents.'


Figure 16 Qualification tab

This screenshot is identical to Figure 16 but with the form fields populated. The 'Course Name' dropdown is set to 'Bachelor of Information Tech...', 'Level' is 'Bachelor's Degr...', 'Start Date' is '2019-03-01', 'End Date' is '2022-04-01', and 'Institution' is 'National Institute of Informati...'. The 'Add' and 'Remove' buttons are still present, along with the 'Previous' and 'Next' navigation buttons and the 'Draft Save' button at the bottom left. The note at the bottom remains the same.

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

5.3. When all the details are entered press next button  to proceed to Training tab.

6. Training Tab

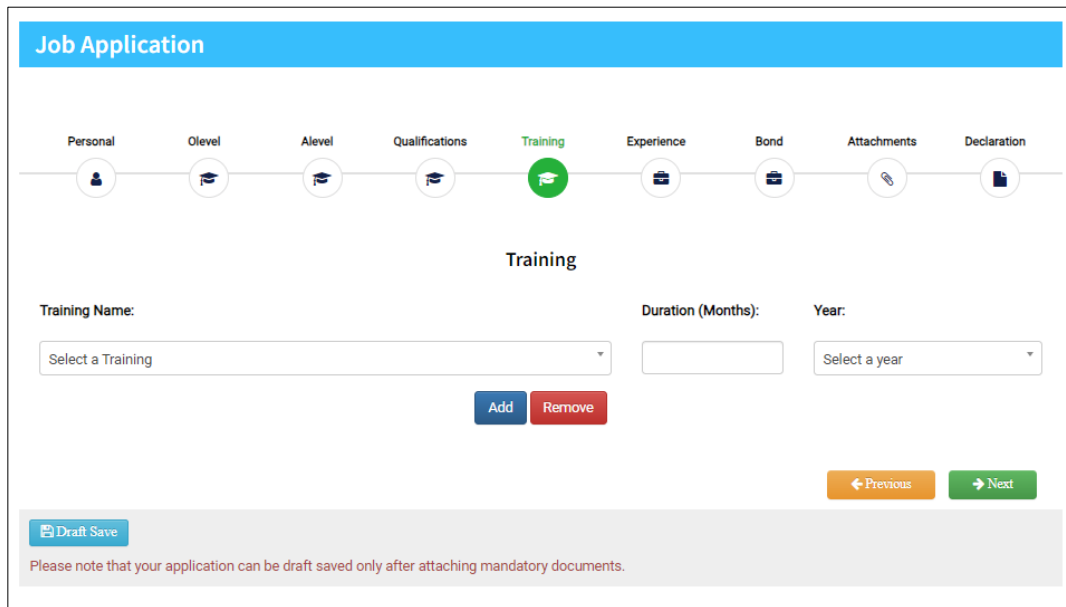


Figure 18 Training tab

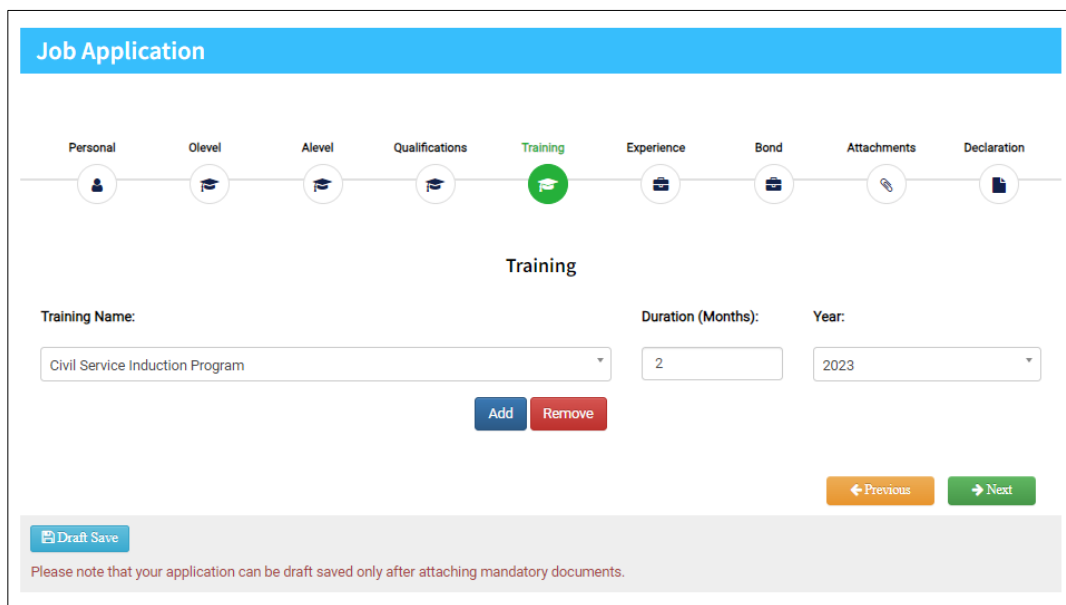





Figure 19 Text boxes filled in training tab

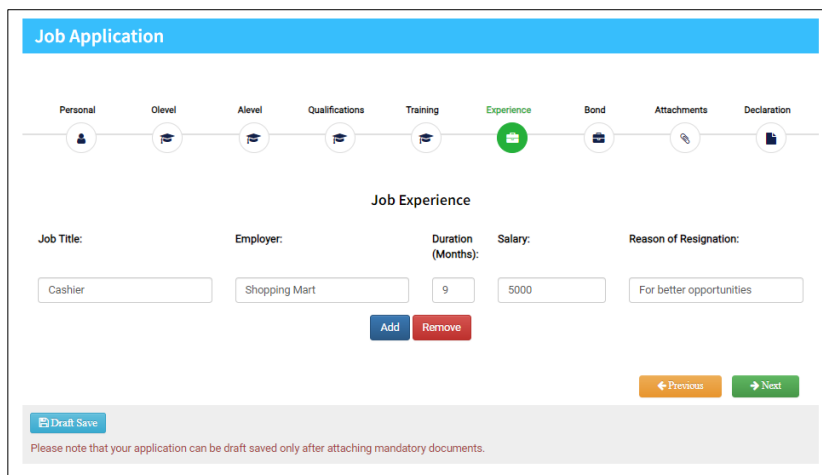
6.1. In Training tab, different trainings can be added with the training name, duration of the training and the year conducted.

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

6.4. When all the details are entered press next button  to proceed to Experience tab.

7. Experience Tab

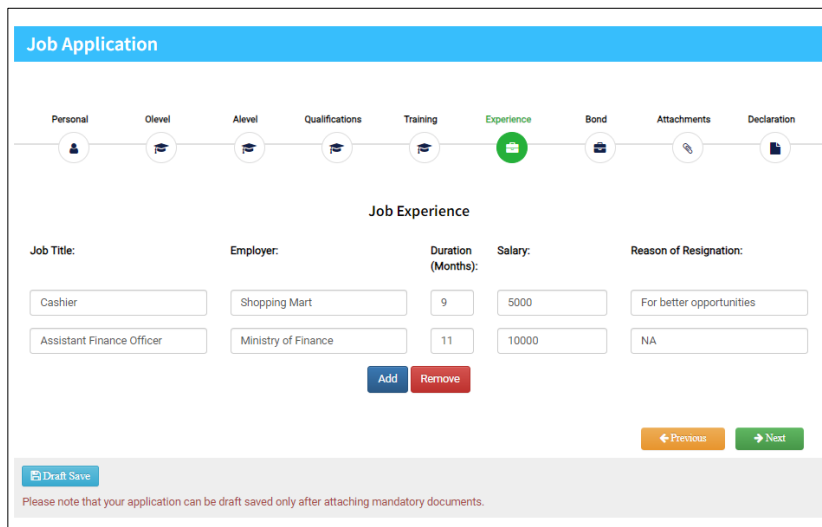


The screenshot shows the 'Job Application' interface with the 'Experience' tab selected. The progress bar at the top indicates the current step. The 'Job Experience' section contains the following fields:

Job Title:	Employer:	Duration (Months):	Salary:	Reason of Resignation:
Cashier	Shopping Mart	9	5000	For better opportunities

Below the table are 'Add' and 'Remove' buttons. At the bottom right are 'Previous' and 'Next' navigation buttons. A 'Draft Save' button and a note are also visible.

Figure 20 Text boxes filled in experience tab



The screenshot shows the 'Job Application' interface with the 'Experience' tab selected. The 'Job Experience' section contains two entries:



Job Title:	Employer:	Duration (Months):	Salary:	Reason of Resignation:
Cashier	Shopping Mart	9	5000	For better opportunities
Assistant Finance Officer	Ministry of Finance	11	10000	NA


Below the table are 'Add' and 'Remove' buttons. At the bottom right are 'Previous' and 'Next' navigation buttons. A 'Draft Save' button and a note are also visible.

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

7.4. When all the details are entered press next button  to proceed to Bond tab.

8. Bond Tab

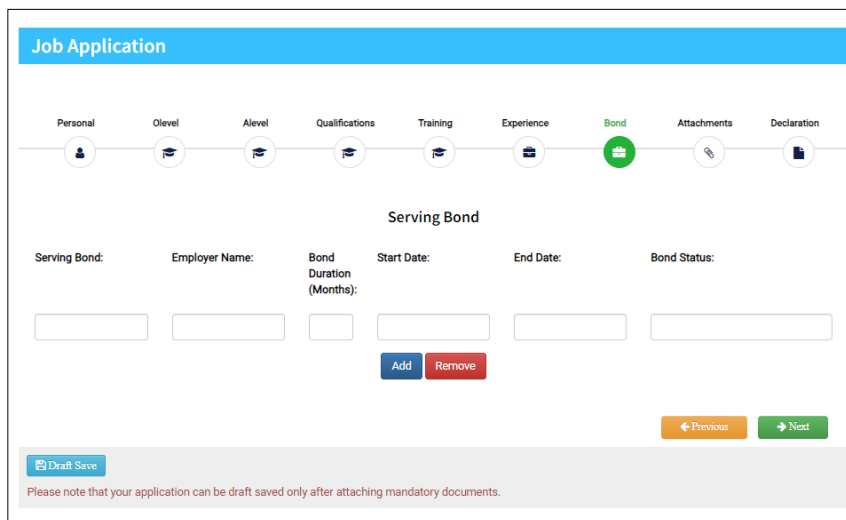






Figure 22 Serving bond tab

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

8.4. When all the details are entered press next button  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  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.

Job Application

Personal Olevel Alevel Qualifications Training Experience Bond **Attachments** Declaration

Attachments

Passport Size Photo: No file chosen

ID Card: No file chosen

SSC Certificates: No file chosen

O'level Certificates: No file chosen

HSC Certificates: No file chosen

A level Certificates: No file chosen

Qualification Certificates: No file chosen

Training Certificates: No file chosen

CV: No file chosen

License: No file chosen

Other Attachments: No file chosen

Attach all the files in PDF format. Attachment size should not be greater than 2MB. All qualification certificates should be ATTESTED.

Please note that your application can be draft saved only after attaching mandatory documents.

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.

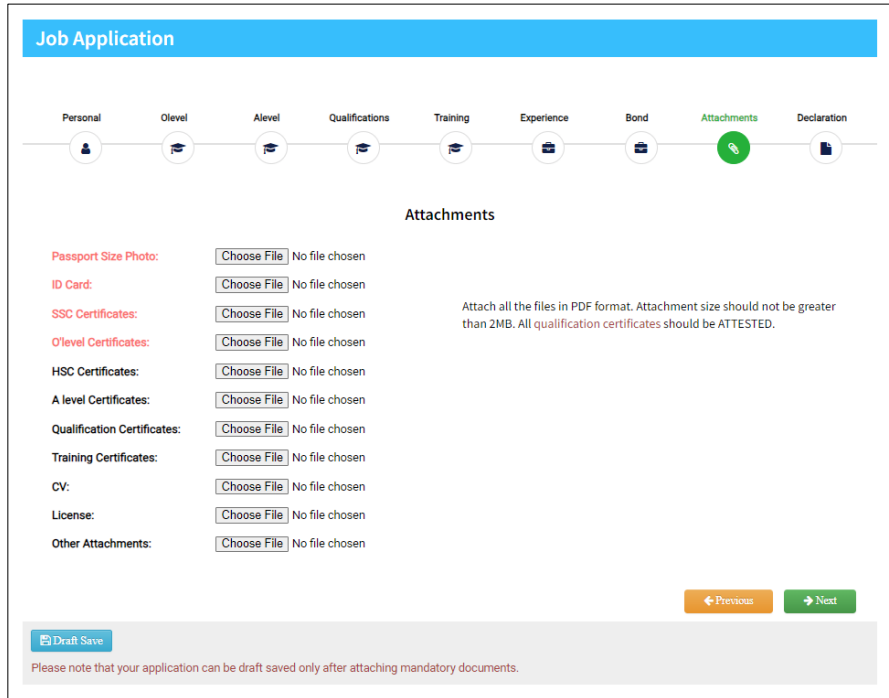


Figure 24 Required documents

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

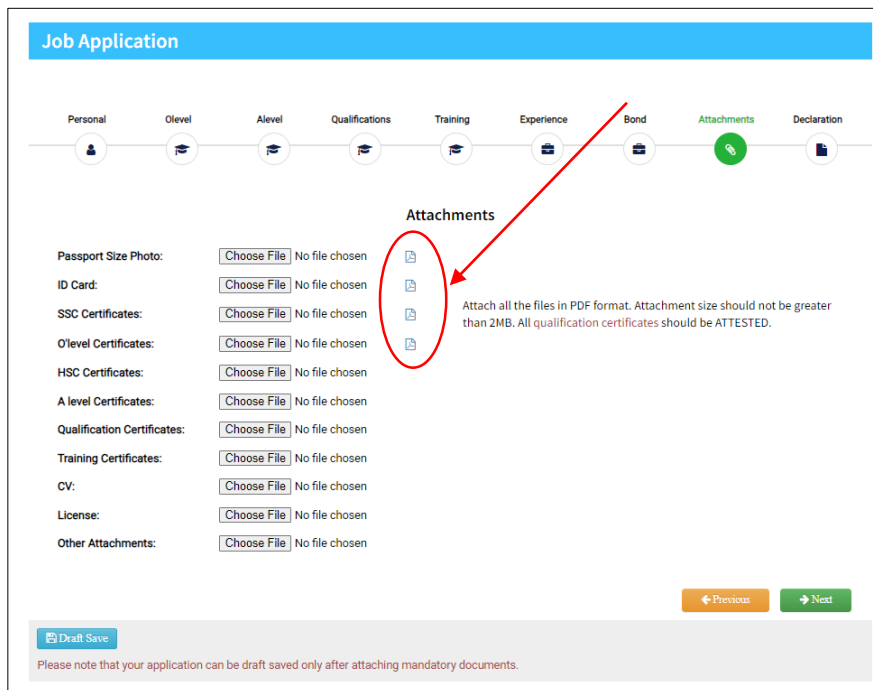
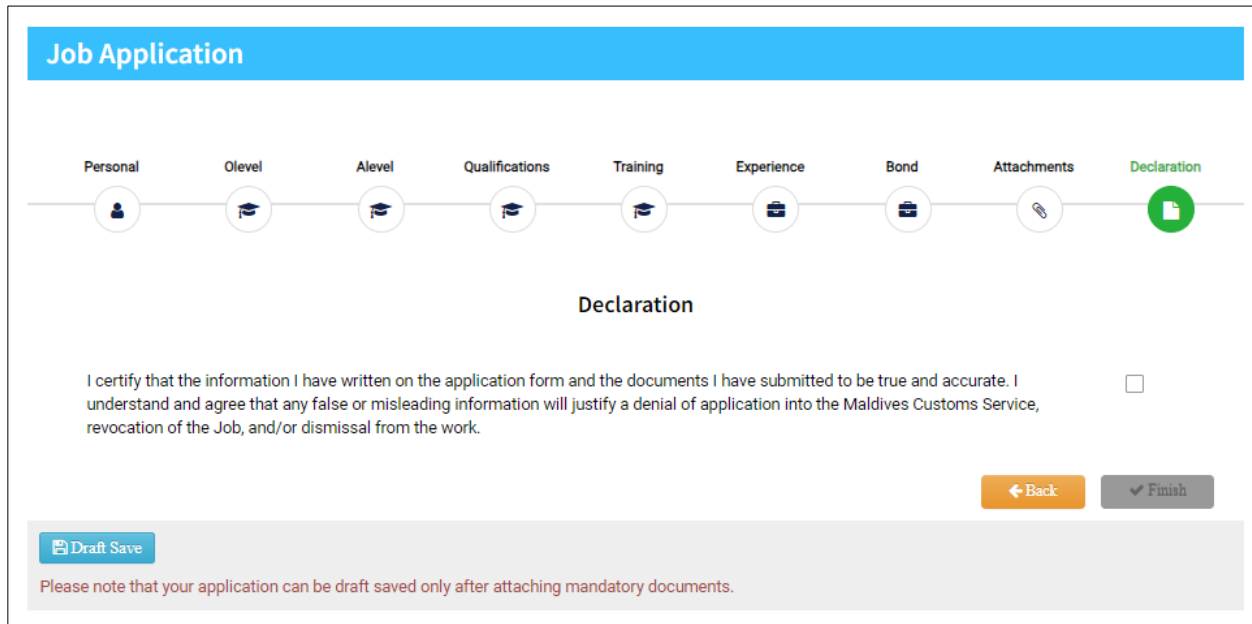


Figure 25 Attachments uploaded

10. Declaration Tab



Job Application

Personal Olevel Alevel Qualifications Training Experience Bond Attachments **Declaration**

Declaration


I certify that the information I have written on the application form and the documents I have submitted to be true and accurate. I understand and agree that any false or misleading information will justify a denial of application into the Maldives Customs Service, revocation of the Job, and/or dismissal from the work.

[← Back](#) [✔ Finish](#)

[Draft Save](#)

Please note that your application can be draft saved only after attaching mandatory documents.

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 

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