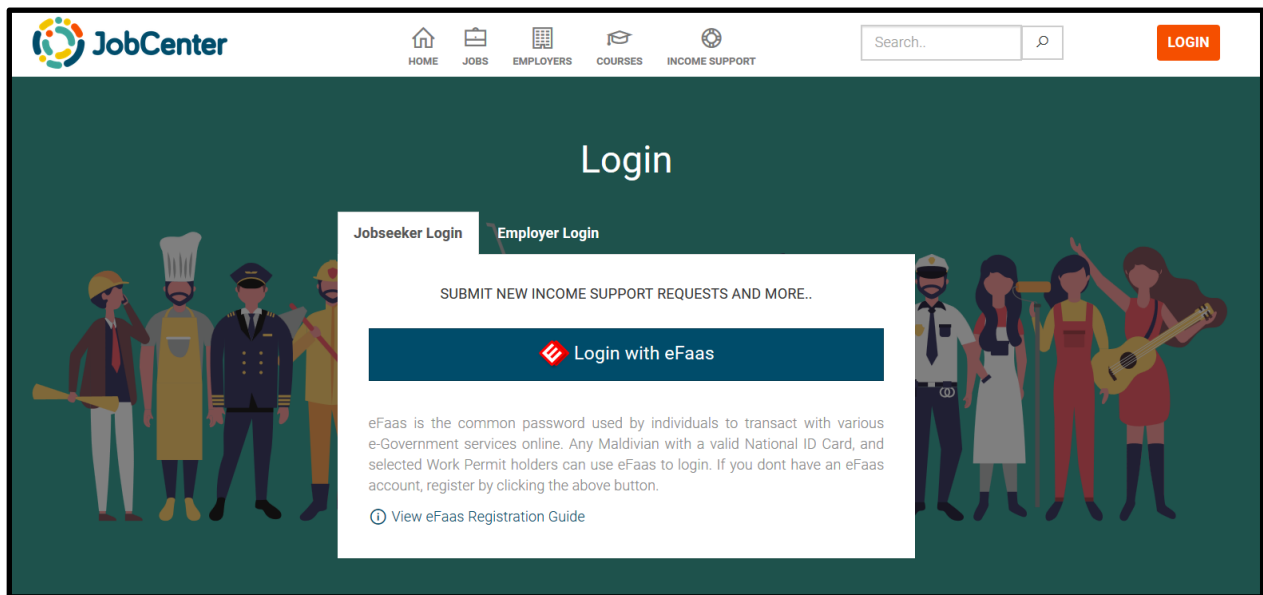


APPLYING FOR INCOME SUPPORT

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→ 1. How to login to JobCenter with your eFaas account to submit an Income Support Application

- To submit your application, go to <https://jobcenter.mv/login>
- Click Login with eFaas



Steps to submit an application in the Job Center portal.

i. Step 1: Employment Details- Boxes marked with an asterisk (*) are mandatory fields

Employed Applicants

- If your employment was affected (such as terminated, no pay-leave), please tick the box “Employed” and fill the details.
 - **Employment start date**
 - **Employer**
 - **Designation**
 - **Industry**
 - **Business/Work type**
- Example:
 - **Employer:** Sample Company A
 - **Designation:** Supervisor
 - **Industry:** Wholesale and Retail Trade Services
 - **Business/Worktype:** Fresh fruits supplier

The screenshot shows a form titled "Employment Details". At the top, it asks to "Select your Employment Type *". There are two radio buttons: "Employed" (checked) and "Self Employed". Below this is the "Employment Start From *" field with a date picker set to "2019-10-13". The form is divided into two columns. The left column contains "Employer *" (text input: "Sample Company A") and "Industry *" (dropdown menu: "Wholesale Retail Trade and Services"). The right column contains "Designation *" (text input: "Admin") and "Business/Work Type *" (text input: "Fresh fruits supplier").

Self Employed Applicants

- If you are a self-employed person, please tick the box “Self-Employed” and fill the details.
 - Period from which applicant has been self-employed (if you are not sure, please give an estimated date).
 - Industry
 - Business/Work type

Employment Details

Select your Employment Type *

Employed Self Employed

Employment Start From *

2019-10-13

Industry *

Entertainment and Arts x

Business/Work Type *

Musician

- Applicants who have selected self-employment as their work type is required to inform the Job Center if they were employed in another job during the allowance month. If employed, please provide details of:
 - Employer
 - Employer type (click pulldown menu for options)
 - Position or designation of job
 - Income earned for the application month.

You have requested for Income Support under the self-employment category. Were you **employed in another job** during July 2020?* If yes, please fill below.

Yes No

Employer *

Employer Type *

What is the position or designation of the job? *

How much did you earn from this job during JULY ?

[✓ SAVE & CONTINUE](#)

ii. Step 2:

Employment Status- Boxes *marked with an asterisk (*)* are mandatory fields

- For the employed category: Please provide current status such as terminated, no pay leave or salary deducted.
- Provide additional information where available.

Employment Status

Current Employment Status *

Details of Employment Impact

- For the self-employed, please provide your current employment status, i.e. indicate if you have been able to work or not?

Employment Status

Have you been able to work in November *

 Yes No

Details of Employment Impact

Employment Status: Gross Income received

- Applicant is required to report the gross income received for the month Income Support has been applied for.
- For the employment category, please include gross income inclusive of basic salary and other allowances (such as service charge); and other income you may have received during July.
- Other personal incomes such as rental income should be also declared.
- Please do not include Income Support received along with your gross income.

Gross income received for **NOVEMBER**

MVR	0.00
-----	------

- You have selected **Employed** category as your employment type. Please provide gross-income received during November
- You are **required** to declare any additional income received for the month applied.
- For the employment category, please include gross income inclusive of basic salary and other allowances (such as service charge); and other income you may have received during November.
- Please **do not include** Income Support Allowance received in your gross income.

Employment Status: Average monthly Income received

Average monthly income received **before** COVID-19 *

MVR	0.00
-----	------

- You have selected **Employed** category as your employment type.
- Please provide the average monthly income you received before the COVID-19 crisis (average monthly income received prior to 1st March 2020)

- Provide the average monthly income received prior to the COVID-19 crisis.

iii. Step 3: Complete Banking Details -Boxes marked with an asterisk (*) are mandatory fields.

- If you own a MVR Bank Account to deposit your Income Support Application, please select **YES** and provide the details of the account. Please make sure to provide the correct:
 - **Bank Name**
 - **Account Name**
 - **Account Number**

MVR Bank account details to deposit Income allowance

Do you own a Maldivian Rufiyaa bank account? *

Yes No

Please complete the details of the Third party bank account (MVR account only)

Bank *	Account Name*	Account Number*
Maldives Islamic Bank x ▾	Sample Person	12345678901234567

If you want to deposit your Income Support Allowance to someone else account, please complete the following Third-party account declaration form. You will be required to upload the signed third-party account declaration form (in step 5) along with the ID card copy of the third-party.

[Download Third-Party Account Declaration Form](#)

Please submit a document (step 5) to verify the account name and account number of the Bank account you want to deposit your Income Support Allowance. This can include:

- An account statement (or)
- Bank deposit slip (or)
- Screenshot of the Bank's Internet Banking Portal or Mobile app (showing account name and account number for verification).

- If you do not have a Bank Account, please select **NO** and proceed to add details of the third party to deposit your Income Support Benefit.
- To deposit your allowance to another person's account, please upload:
 - Completed and signed third-party account declaration form (to be uploaded in Step 5)
 - ID card copy of the third party.
- If you have selected a non-BML bank to deposit your Income Support, please provide a document to verify account name and account number. This can include:

- An account statement (or)
- Bank deposit slip (or)
- Screenshot of the Bank's Internet Banking Portal or Mobile app (showing account name and account number for verification).

iv. Step 4: Dependent information-

- If you wish to add details of dependents click **YES**.
- If you don't have dependents click **NO** and click **SAVE & CONTINUE**.

The screenshot shows a mobile application interface for 'Dependants Information'. At the top, there is a progress indicator with six steps, where step 4 is highlighted in orange. The main content area contains the title 'Dependants Information' and a question: 'Do you have dependants? *'. Below the question are two radio button options: 'Yes' (unselected) and 'No' (selected). At the bottom of the form, there are two buttons: a yellow '← BACK' button and an orange '✓ SAVE & CONTINUE' button.

v. Step 5: [i] Proof of Employment Documents

- Please submit documents that can provide proof of your employment. These documents can include (but not limited to) the following:
 - **For employment category:**
 - Employment contract
 - Salary slips
 - Notice of Impact on Employment
 - Bank Account Statement of salary or income depositing account (from July 2020 till date)
 - Other documents to verify employment
 - **For self-employment category:**
 - Permits or work contracts
 - Reference Letters from Ministries, Local Councils or **registered** business entities
 - Payment or transaction invoices of your work type. This can include Invoices, bank transfer slips indicating work details
 - Bank Account Statement of salary or income depositing account (from July 2020 till date)
 - Other documents that can verify your self-employment
- **How to upload?** From the drop down menu select the name of the document that you wish to attach and select the file from your drive.
- If the document is not in the given list, please select **“other”** in the dropdown list and provide a description of the document and upload accordingly.
- **To add more documents, select “Add Document”**

Proof of Employment Documents

Please submit the following documents that can provide proof of your employment. These documents can include (but not limited to) the following:

- Permits or work contracts
- Reference Letters from Ministries, Local Councils or registered business entities
- Payment or transaction invoices of your worktype. This can include Invoices, bank transfer slips indicating work details
- Bank Account Statement of salary or income depositing account (from July 2020 till date)
- Other documents that can verify your self-employment

Document	Uploaded Date	File
<p>Document Name *</p> <input type="text" value="Select Document"/>	<input type="button" value="Select File"/>	<input type="button" value="Delete"/>
<input type="button" value="Add Document"/>		

v. Step 5:[ii] Banking Documents

- Provide banking information for the account to which income or salary is deposited. If a statement is unavailable, check Bank statement unavailable.
- If Income Support is to be deposited to a third-party, completed third-party declaration and ID card copy.

Banking Documents

Document	Uploaded Date	File
Bank Account Statement (Salary depositing account) Please provide Bank Account Statement for the past 3 months. This account should be the account to which your income is deposited. <input type="checkbox"/> Bank Statement Unavailable		Select File
Signed Third party account declaration * Download Third-Party Account Declaration Form		Select File
ID card copy of third-party *		Select File

v. Step 5:[iii] Document to verify account name and account number

- For non-BML accounts to deposit Income Support, please submit a document to verify the account name and account number of the Bank account you want to submit your Income Support Allowance. This can include:
 - An account statement (or)
 - Bank deposit slip (or)
 - Screenshot of the Bank's Internet Banking Portal or Mobile app (showing account name and account number for verification).

vi. Step 6: Declaration

- Please read the declaration, click agree and submit the application to finish the application.
- Applicants will receive a confirmation SMS with a link to track status of the application.

Income Support Application for July 2020

* indicates mandatory fields

1

2

3

4

5

6

Declaration

Declaration for the Income Support Provided to Individuals whose employment status has been changed/impacted in connection with Covid-19

I hereby declare that the information provided in the Application Form to seek Income Support is true and accurate and the supporting documents submitted with this application are genuine and contain true and accurate information. If it is found that any information I have provided is not true or correct or a document is found to be falsified, I understand that I would be subject to the following actions; and I would have to reimburse any money that has been disbursed to me, and in the case where I fail to return the allowance, it would be regarded as a debt to the Government of Maldives, and the matter will be investigated and necessary legal action will be taken.

1. Cancel the application; or
2. If income support allowance is being provided, the allowance is halted, and the amounts given up to that point to be returned back;
3. For providing false information to a government institution, the case will be treated as a criminal offense stated in the penal code section 520 and or 521, and the case will be lodged with the Maldives Police Service for investigation and prosecution.

I understand that in an event where Income Support is overpaid, I would have to reimburse any money that has been disbursed to me, and in the case where I fail to return the allowance, it would be regarded as a debt to the Government of Maldives, and the matter will be investigated and necessary legal action will be taken.

I agree to the declaration

← BACK

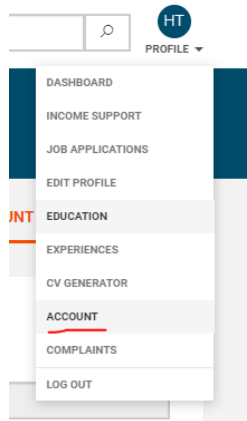
✓ SUBMIT APPLICATION

2. How to track status and submit queries regarding your application

NOTE: Please ensure your email or mobile numbers are up-to-date to receive notifications from Job Center. It is advisable to include your personal email and mobile contact number.

Steps on how to update contact information

- Go to **PROFILE** on the top-right corner and select “ACCOUNT”

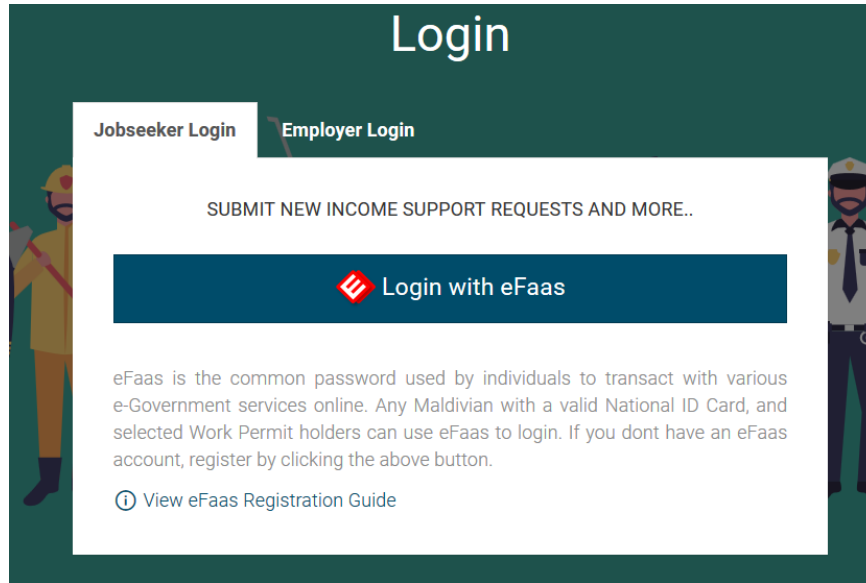


- Update email ID or Mobile number accordingly.

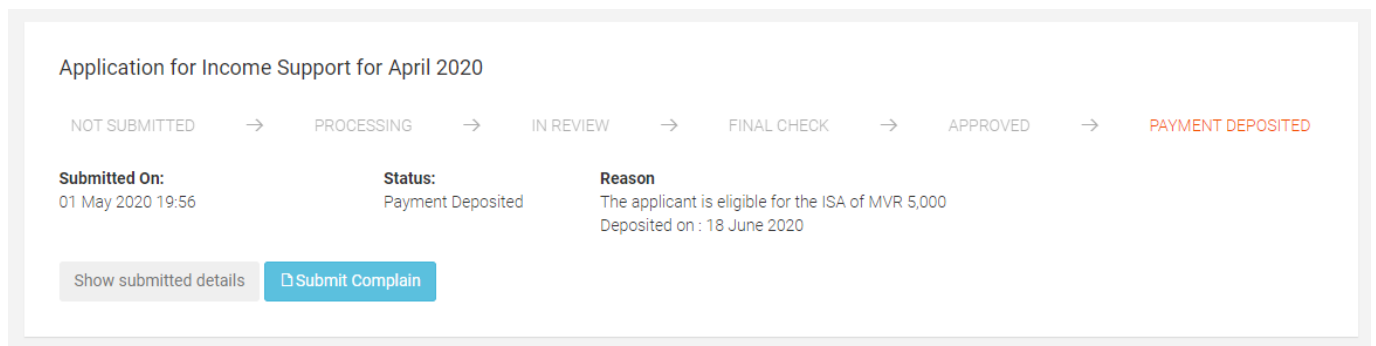
A screenshot of the 'Account Details' form. It contains three input fields: 'National ID. *' with a dropdown menu showing 'A', 'Mobile Number *' with a dropdown menu showing '+960' and a 'Change' button, and 'Email' with a text input field. At the bottom of the form is an orange button with a checkmark and the text 'UPDATE DETAILS'.

Option 1: Using eFaas to sign in to Job Center

- Applicants can submit queries and complaints through the JobCenter portal.
- Go to Job Center <https://jobcenter.mv/>
- Navigate to Income Support Tab Link: <https://jobcenter.mv/jobseeker/cases>



- The applicant will be able to view current and past applications, including the stages before the final status.



- Click Submit Complaint to follow up on an issue. The applicant can submit grievances about
 - Dissatisfaction with allowance amount
 - Dissatisfaction with the final status of the application
 - Dissatisfied with the process of the Income Support Project
 - Inquiry about the status of the application
 - Complaint about employer not paying salary as per Economic Relief Program
- Applicants can also use the module to:
 - Submit supporting documentation
 - Withdraw application

Grievance Type *

Type

🔍 |

- Dissatisfied with final decision of the application (for eg. to clarify why the final decision of application is rejected, incomplete or withdrawn)
- Dissatisfied with the process (to report regarding the general and overall process of the income support allowance programme)
- Inquiry about the status of the application
- Complaint regarding Employer not paying salary as per Economic Relief Program conditions
- Submit supporting documentation

Attachment any documents needed (optional)

Select file

+ Add More Files

You can select multiple files if needed.

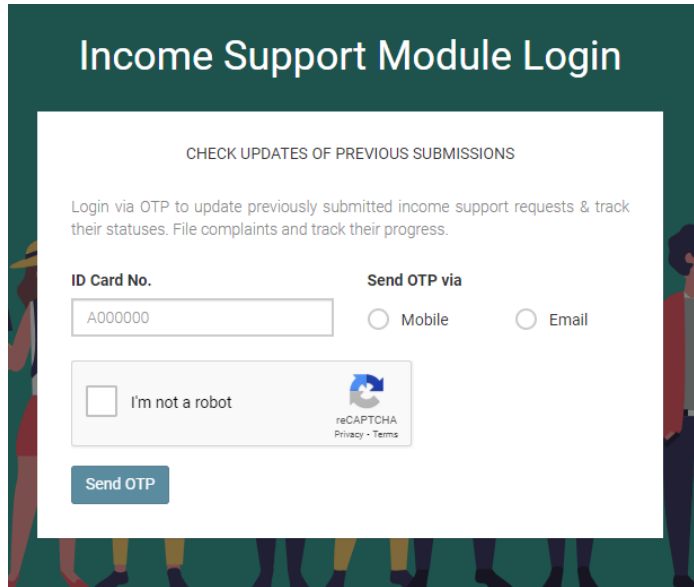
Max. 15MB allowed

✓ SUBMIT GRIEVANCE

- When the grievance or complaint has been addressed by the Job Center team, an SMS will be sent to the applicant with a link to sign in directly.

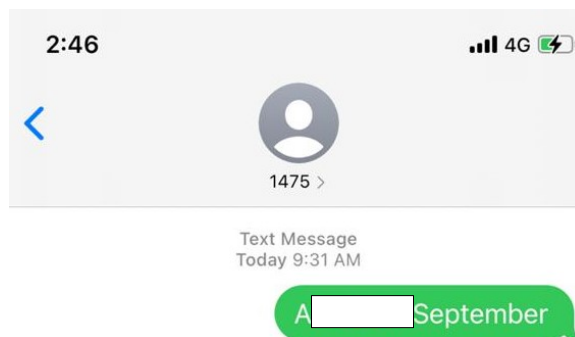
Option 2: Using OTP to log-in to Job Center

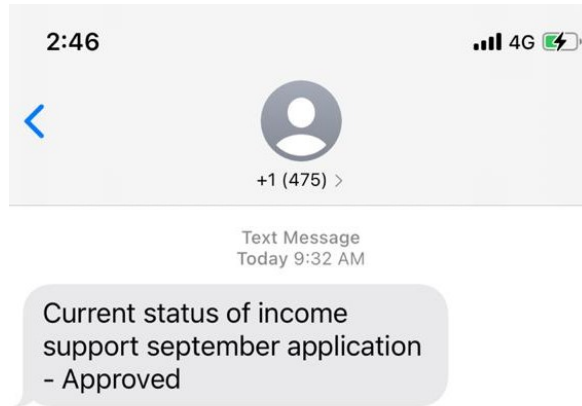
- Once you have submitted your application, you can track the status or submit complaint using an OTP verification (in addition to using efaas directly)
- Go to <https://jobcenter.mv/income-support/login>
- Send the OTP to the Mobile number given in your registration or the email address.
- If you have issues signing in, please send an email to support@jobcenter.mv



Option 3: Check status of application by sending an SMS

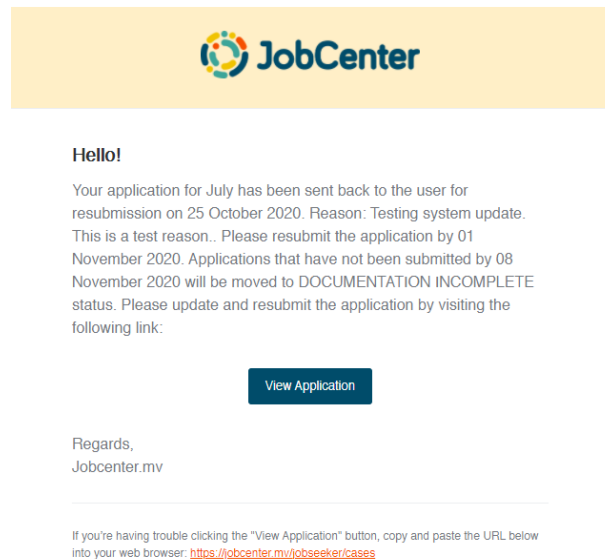
- Applicants can check the status of the application by sending an SMS to 1475
- SMS format should be as follows
- ID card number Month
 - For example: A123456 November





3. How to resubmit application once returned by the Job Center

- An application for Income Support may be returned back to the applicant if the Job Center requires additional documentation or additional details.
- Once an application has been returned to applicant for resubmission, applicant will receive an SMS and email indicating the return of the form.
- Applicants are required to resubmit application within 7 days. Applications that are not resubmitted within 7 days will be cancelled.
- Please go to <https://jobcenter.mv/jobseeker/cases>, edit details or upload files and resubmit.



4. How to reach Job Center

- Hotline: 1475
 - If you want to contact our staff regarding Income Support Applications, call our hotline: 1475 (8:30am - 5pm, Sun-Thursday, excluding public holidays).

- For technical support, email: support@jobcenter.mv