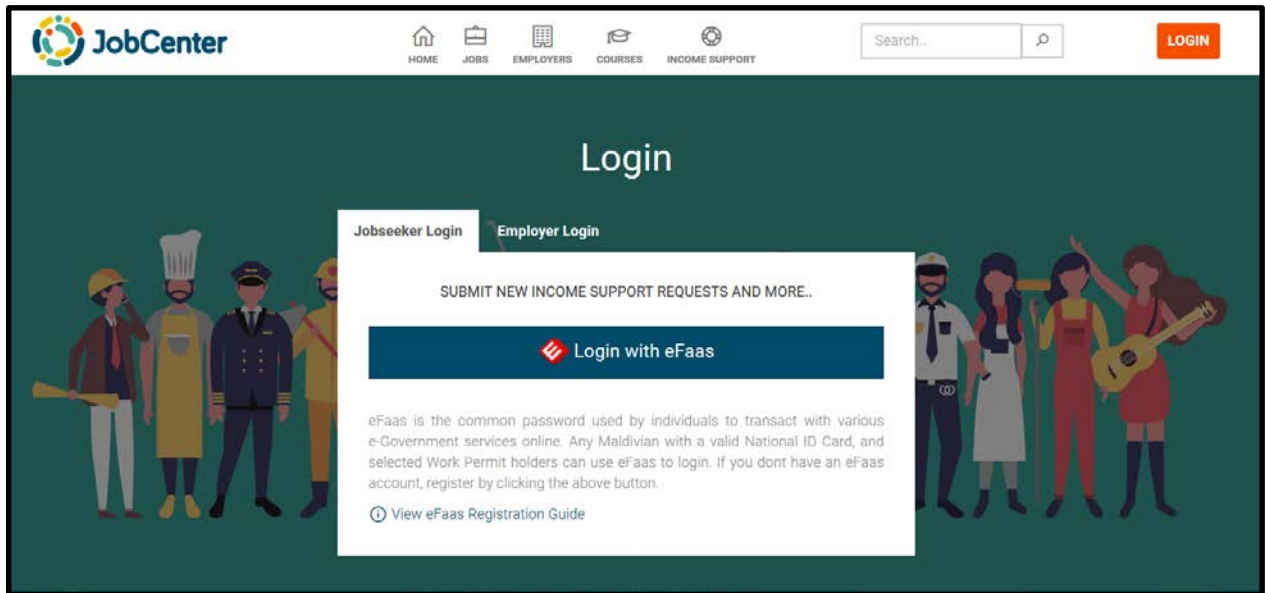


APPLYING FOR INCOME SUPPORT

1. How to login to JobCenter with your eFaas account to submit an Income Support Application	1
2. How to track status and submit queries regarding your application	9
3. How to contact Job Center	11

→ 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.
 - **Employer**
 - **Designation**
 - **Industry**
 - **Business/Worktype**
- Example:
 - **Employer:** Sample Company A
 - **Designation:** Supervisor
 - **Industry:** Wholesale and Retail Trade Services
 - **Business/Worktype:** Fresh fruits supplier

1 2 3 4 5 6

Employment Details

Select your Employment Type *

Employed Self Employed

Employer *

Designation *

Industry *

Business/Work Type *

✓ SAVE & CONTINUE

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/Worktype

* Indicates mandatory fields

1 2 3 4 5 6

Employment Details

Select your Employment Type *

Employed Self Employed

Employment Start From *

01 / 01 / 2020

Industry * Business/Work Type *

Financial Services x Ahmed Shakir

✓ 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 income received for the month that allowance is being submitted.
- Provide your average monthly income before the COVID-19 crisis
- Provide additional information where available.

1 2 3 4 5 6

Employment Status

Current Employment Status *

Salary Deducted x

Gross Income received in May * Average Income received before COVID-19 *

MVR 0.00 MVR 0.00

Details of Employment Impact

Salary change details, time period for suspension, reasons etc

← BACK ✓ SAVE & CONTINUE

- For the self employed, please provide information on your current status.
- Provide the income you received for the allowance month.
- Provide average monthly income before the COVID-19 crisis

1 2 3 4 5 6

Employment Status

Have you been able to work in May *

Yes No

Gross Income received in May * Average Income received before COVID-19 *

MVR 0.00 MVR 0.00

Details of Employment Impact

Salary change details, time period for suspension, reasons etc

← BACK ✓ SAVE & CONTINUE

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**

1 2 **3** 4 5 6

MVR Bank account details to deposit Income allowance

Do you own a Maldivian Rufiyaa bank account? *

Yes No

Please provide details of your own MVR account to which the income allowance is to be deposited.

Bank * Account Name* Account Number*

Bank of Maldives x Ali Mahudee 1234567891234

← BACK ✓ SAVE & CONTINUE

- 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.

1 2 **3** 4 5 6

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*

Bank of Maldives x Ali Mahudee 1234567891234

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](#)

← BACK ✓ SAVE & CONTINUE

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**.

1 2 3 4 5 6

Dependants Information

Do you have dependants? *

Yes No

← BACK ✓ SAVE & CONTINUE

v. Step 5: Proof of Employment Documents

- Please submit documents that can provide proof of your employment. These documents can include (but not limited to) the following:
 - Job Contract/Letter
 - Payslips
 - Notice of Impact on Employment
 - Bank Account Statement of salary depositing account
 - Other
- **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”**

1 2 3 4 5 6

Proof of Employment Documents

Please any document that can proof your employment. These documents can include (but not limited to) the following:

- Job Contract/Letter
- Payslips
- Notice of Impact on Employment
- Bank Account Statement of salary depositing account
- Other

Document	File
<p>Document Name *</p> <p>Select Document</p> <p>○</p> <p>Job Contract/Letter</p> <p>Payslips</p> <p>Notice of Impact on Employment</p> <p>Bank Account Statement of salary depositing account</p> <p>Other</p>	<p>Select File</p> <p>Delete</p>

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.

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.

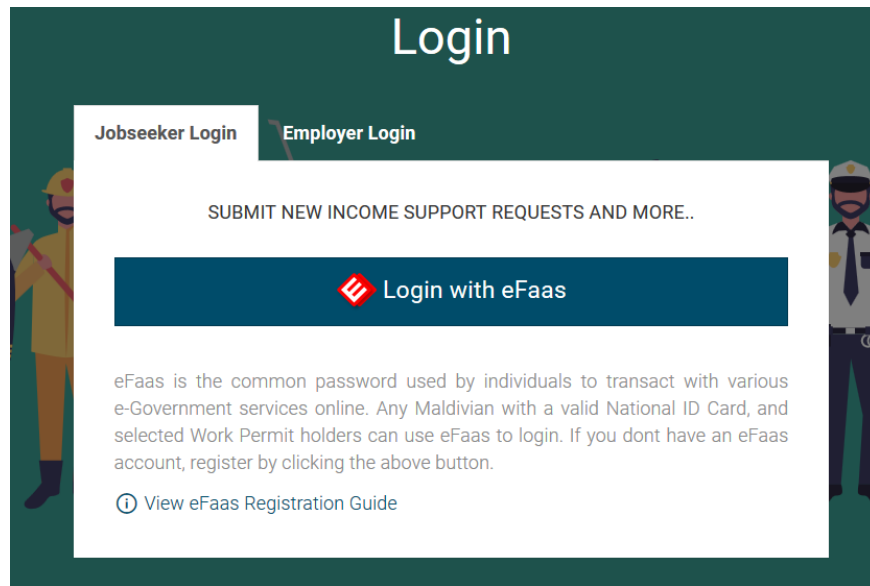
I agree to the declaration

[< BACK](#) [✓ SUBMIT APPLICATION](#)

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

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 status.

Application for Income Support for April 2020

Submitted On: 01 May 2020 19:56	Status: Payment Deposited	Reason: The applicant is eligible for the ISA of MVR 5,000 Deposited on : 18 June 2020
---	-------------------------------------	---

Show submitted details

Submit Complain

Application for Income Support for May 2020

Submitted On: 07 June 2020 11:31	Last Complaint Status: Closed	Status: Payment Deposited	Reason: The applicant is eligible for the ISA of MVR 5,000 Deposited on : 15 July 2020
--	---	-------------------------------------	---

Show submitted details

Submit Complain

- Click Submit Complaint to follow up on an issue. The applicant can inquire about
 - Allowance amount deposited
 - Decision on the final status of the application
 - Other complaints.

Grievance Type *

Type ▲

🔍 |

Clarification regarding allowance amount deposited

Clarification regarding final status of application

Other

Attachment any documents needed (optional)

Select file

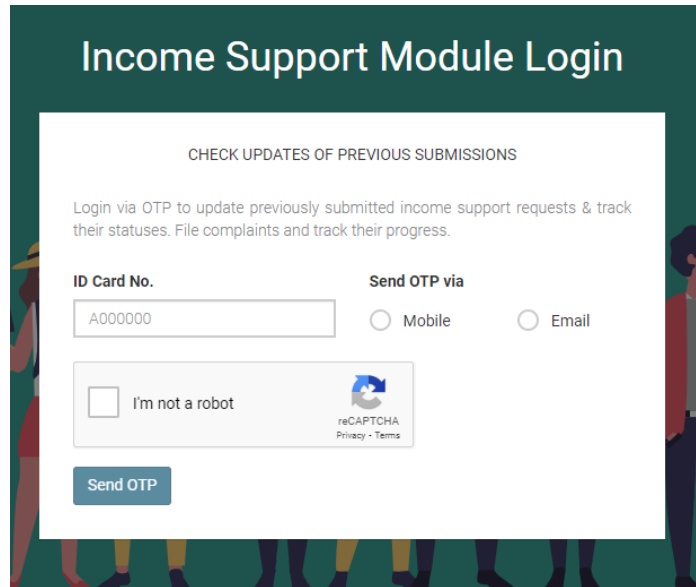
+ Add More Files

You can select multiple files if needed.

- 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



Income Support Module Login

CHECK UPDATES OF PREVIOUS SUBMISSIONS

Login via OTP to update previously submitted income support requests & track their statuses. File complaints and track their progress.

ID Card No.

Send OTP via

Mobile Email

I'm not a robot

reCAPTCHA
Privacy - Terms

Send OTP

3. How to reach Job Center

- Hotline: 1475
 - If you want to contact our staff regarding Income Support Applications, call our hotline: 1475 (10am - 5pm, Sun-Thursday, excluding public holidays).
- For technical support, email: support@jobcenter.mv