



DHAALU ATOLL SCHOOL

Ministry of Education, Higher Education and Skills Development

D. Meedhoo, Republic of Maldives

SERVICE CHARTER

English Translation

Service Charter

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Note: This document is an English translation of the Dhivehi Service Charter. Names, contact details, service codes and timeframes are retained from the source document.

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1. Introduction

This Service Charter has been prepared by Dhaalu Atoll School (Ministry of Education school code GS31) in accordance with the service-charter guidelines of the Civil Service Commission and the Ministry of Education. It sets out the procedures to be followed when providing services, the expected standards of service, and the principles to be observed when serving people who seek services from the school.

2. Purpose of the Service Charter

The purpose of this Service Charter is to ensure that everyone who receives or requests a service from the school is served conveniently, fairly and consistently, according to the same standards.

3. School Vision

To be a school that offers lifelong learning.

4. School Aim

Dhaalu Atoll School strives to inspire and empower each student to reach their full potential, fostering respect, responsibility, and a spirit of healthy competition, while preparing them to become thoughtful, active, and compassionate citizens of the world.

5. School Values

- Equality
- Responsibility
- Teamwork
- Respect

6. School Mandate

The school carries out the mandate of the Ministry of Education, Higher Education and Skills Development:
<https://presidency.gov.mv/Pages/dv/118>

7. Accessing School Services

Item	Details
7.1 Opening / service hours	Sunday to Thursday (official working days), 06:40 - 14:00
7.2 Telephone	+960 7952915
7.3 Email	admin@dhatollschool.edu.mv
7.4 Address	Dhaalu Atoll School, Fareedhee Magu, Dh. Meedhoo 13010, Republic of Maldives
7.5 Website / service portal	dhatollschool.edugulhun.com
7.6 Service application forms	Forms are available from the school office during service hours and can be requested by email (admin@dhatollschool.edu.mv). Completed forms may be handed in at the office counter or emailed.

7.7 Accessibility	Arrangements are to be made to provide convenient service to persons requiring special assistance and to senior citizens.
7.8 Information Officer	Shahnaz Ismail - Senior School Administrative Assistant - 9754209

8. Our Commitment to Quality Service

- We will welcome visitors seeking services with a smile and a courteous greeting.
- Telephone calls received by the school will be answered within five rings. The staff member answering will identify themselves and their section.
- We aim to answer letters, emails and service applications the same day where possible, and otherwise within three official working days. Where advice or information has to be obtained from another office, we will respond within seven official working days. If more time is required, the applicant will be informed of the reason and given a contact number for further information.
- We will assist service users, treat them respectfully and deal with them courteously.
- We will provide clear information and explain the next steps required to obtain the requested service.

9. What You Can Expect from Us

- A respectful, caring and courteous welcome in person and by telephone.
- Careful attention to your needs and prompt, fair and high-quality service.
- Services delivered with integrity and sincerity.
- Services that are satisfactory and acceptable to the people who use them.

10. Responsibilities of Service Users

- Provide accurate information.
- Be truthful and trustworthy.
- Give timely attention to requests and requirements.
- Interact politely and respectfully.
- Complete and submit the required documents.

11. Services Provided by the School

11.1 Answering office telephone calls

Procedure / service	Answer official-hour calls within five rings and return missed calls where appropriate.
Documents / information required	No additional documents specified.
Service timeframe	During official hours.
Remarks	Subject to the applicable Ministry/school procedures and completeness of submitted information.

11.2 Renting school buildings / facilities / equipment

Procedure / service	Process rental requests in accordance with Ministry of Education procedures and applicable rules; complete the required rental forms and receive payment.
Documents / information required	Rental application form; applicant/service-user information; payment receipt.
Service timeframe	A written reply on whether the building, facility or equipment can be provided, within 3 official working days of receiving the request letter.
Remarks	Subject to the applicable Ministry/school procedures and completeness of submitted information.

11.3 Announcing bid-based works and services

Procedure / service	Process bid-related work and service announcements and associated documentation.
Documents / information required	Documents required by the bid; bid evaluation sheet; work/service agreement.
Service timeframe	Approximately 7–12 days, excluding official holidays.
Remarks	Subject to the applicable Ministry/school procedures and completeness of submitted information.

11.4 Admission for a new academic year

Procedure / service	Process admissions to Foundation Stage, Grade 1 and other grades in accordance with Ministry admission procedures. Applications are submitted online using the Ministry's government-school admission form when admissions open.
Documents / information required	For Maldivian students: student ID card copy; parent/guardian ID card copy; vaccination card for new entrants; growth/measurement form where required for LKG. For foreign students: valid passport copy; valid visa copies for student and guardian; vaccination card for new entrants; LKG growth/measurement form where applicable; guardian's valid passport copy; valid work permit; and proof of residence.
Service timeframe	Response within one month from the date the form is submitted. If additional time is required, the reason

	for delay will be communicated.
Remarks	Subject to the applicable Ministry/school procedures and completeness of submitted information.

11.5 Student transfer between schools

Procedure / service	Process requests to transfer a student from the current school to a school on another island, or between schools as applicable, using the relevant student-transfer form. Once all documents are complete, the transfer is made through MEMIS; students leaving the Maldives are reported to the Ministry of Education.
Documents / information required	Relevant transfer form (including ST-01 / other applicable transfer forms); student ID card copy; residence/tenancy agreement where required.
Service timeframe	Response within 3–5 days, excluding official holidays. If more time is required, the reason will be communicated.
Remarks	Subject to the applicable Ministry/school procedures and completeness of submitted information.

11.6 Letters from government and state institutions

Procedure / service	Receive and process official letters sent by government and state institutions, including through email or the designated government correspondence system.
Documents / information required	Official letter or email.
Service timeframe	Response within 3–5 days, excluding official holidays.
Remarks	Subject to the applicable Ministry/school procedures and completeness of submitted information.

11.7 Emails and letters from private parties

Procedure / service	Receive and process letters and emails submitted by members of the public/private parties through the designated email or school reception.
Documents / information required	Letter or email and any supporting information relevant to the request.
Service timeframe	Response within 3–5 days, excluding official holidays.
Remarks	Subject to the applicable Ministry/school procedures and completeness of submitted information.

11.8 Meeting with a senior official

Procedure / service	Arrange meetings requested through letter/email, telephone or by visiting reception.
Documents / information required	Meeting request and relevant contact/details.
Service timeframe	Response to the meeting request within 3–5 days,

	excluding official holidays.
Remarks	Subject to the applicable Ministry/school procedures and completeness of submitted information.

11.9 Payments to the school (student fees and charges)

Procedure / service	Receive payments for student badges, sashes, leaving certificates and examination fees, and for tablets or other school assets lost or damaged through negligence.
Documents / information required	Student name and class; the item or fee being paid for.
Service timeframe	At the school office on official working days, 08:00 - 12:00, or at any time through the government payment portal (bandeyripay.finance.gov.mv).
Remarks	Subject to the applicable Ministry/school procedures and completeness of submitted information.

12. How to Submit a Complaint

If you have a complaint, concern or suggestion regarding services provided by the school, you may submit it through the available channels.

- Reception counter at the school office (06:40 - 14:00, official working days)
- Email: admin@dhatollschool.edu.mv, or a letter to the school
- Telephone: 7952915 (the school office's general number)
- Complaint channels made available by the Civil Service Commission

13. How Complaints Will Be Handled

- When a complaint is received, the administration will provide information on how the matter will be handled.
- As a service standard, within three working days (excluding government holidays) of receiving a complaint, the school should communicate the intended action and the expected time required to address the matter.

14. Important Links

Important links available through the school website/service portal include:

- dhatollschool.edugulhun.com

Translation note: Where the source contains placeholders, template ministry contact details, or a link without a visible URL, this English version retains the meaning without inventing missing information.