



## Guideline for facility registration and operating license for currently operational resorts.

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## CHAPTER 1: INTRODUCTION

This guideline is developed to provide guidance on registering and obtaining operating license for existing facilities that provide utility service, which is required as per the regulations published under the Energy Act (18/2021) and Water Act (8/2020) for facility registration and operating licensing (2023/R-78 and 2023/R-105).

The guideline covers filling the application form, the outline of the process flow and requirements to registration and licensing of operators for facilities that provide utility services in the resorts (tourism sector).

## CHAPTER 2: APPLICATION FORM

- The application form required to apply for the service is GEN03: "Application for Utility Service Facility Registration and Operating License for Resorts", which is available from the Authority's website as both pdf and fillable (docx) versions.
- General information is covered under **General Information Section** of the application form.
- There are 2 services available from the same form which are:
  - Application for registration of facilities
  - Application for Operating License for facilities
- All facilities currently established on the resort can be submitted under the same application as multiple facilities established on the same island can be covered under the same application.

### Chapter 2.1: SERVICE 1: APPLICATION FOR FACILITY REGISTRATION

Section 1: Application Type		1. ވަނަ ބައި: ދާއިރާ ދިނުން
Choose only one option from the following.		පහත ދިނުންތަކުގެ ތެރެއިން ތෝޅިއެއް ދިނުމަށް ފަދަ ވަނަ ބައި.
New Registration	<input type="checkbox"/>	ނުވަނަ ފަހަރަށް ރަޖިސްޓްރޭޝަން ދިނުން
Change of detail	<input type="checkbox"/>	ފަދަ ބަޔާން ބަދަލުކުރުމުގެ ދަށުން ރަޖިސްޓްރޭޝަން ދިނުން
Termination of registration	<input type="checkbox"/>	ރަޖިސްޓްރޭޝަން ދިނުން ހުއްދަ ދިނުން
Re-issue (Lost or damaged)	<input type="checkbox"/>	ފަދަ ބަޔާން ބަދަލުކުރުމުގެ ދަށުން ރަޖިސްޓްރޭޝަން ދިނުން ހުއްދަ ދިނުން
Registration No. (if not new):	Click or tap here to enter text. ރަޖިސްޓްރޭޝަން ނަންބަރު (ނުވަނަ ފަހަރަށް ހުއްދަ ދިނުން):	

The type of application can be chosen in this section.

- New registration: If a facility is being registered for the first time
- Change of detail: If there is a change to the details of an already registered facility.
- Termination of registration: If a facility is decommissioned and no longer in service and the registration of the facility needs to be terminated
- Re-issue: If for any reason the owner of the facility would like a copy of the registration to be reissued.
- Registration No. (if not new): This is the reference number of the registration certificate for registered facilities.



Section 4: Focal point Details		4 ވަނަ ބައި: ފોકަލް ޕޮއިންޓްގެ ފަޞްލާތުގެ ފަޞްލާތު
Complete all of the following.		
Name:	Click or tap here to enter text.	ނަންމު:
ID card Number:	Click or tap here to enter text.	އި.ޖީ. ނުވަތަ ސަރުކާރުގެ ފޮޓޯ:
Designation:	Click or tap here to enter text.	މަގާމު:
Email Address:	Click or tap here to enter text.	އިމެއިލްގެ ބަންދުގެ ބަންދު:
Contact Number:	Click or tap here to enter text.	މުޢާމަލާތުގެ ނަންބަރު:

This section refers to the details of the focal point on behalf of the owner regarding the facility.

Section 5: Declaration		5 ވަނަ ބައި: ބަޔާންކުރުން
<p>I hereby certify that the information provided above is complete, true and correct to the best of my knowledge and shall produce proof of such information if I am called upon to do so. I agree to facilitate any site inspections required by the Authority. I am aware that the Utility Regulatory Authority reserves the right to reject this application, if found that the information provided is false. Additionally, I agree to the terms and conditions of any approval that results from this application.</p>		
Name	Signature	Stamp (if business)
Click or tap here to enter text.		ޖަވާބުދާރީގެ ބަންދު (ނުވަތަ ސަރުކާރުގެ ބަންދު)
Designation		
Click or tap here to enter text.		
Date		
Click or tap to enter a date.		

This section is the declaration by the owner. And should be signed by the owner or a person who has the capacity to sign on behalf of the owner.

Annex 1: Documents to be submitted along with the form		1 ވަނަ ބައި: ފޮރމުގެ ފަޞްލާތުގެ ފަޞްލާތުގެ ފަޞްލާތުގެ ފަޞްލާތު
Choose all appropriate.		
Resort Operating License	<input type="checkbox"/>	ރިސޯޓްގެ ބަންދުގެ ބަންދުގެ ބަންދުގެ ބަންދު
Copy of Focal Point ID/Registration	<input type="checkbox"/>	ފޮކަލް ޕޮއިންޓްގެ ފޮޓޯ/ރިޖިސްޓްރޭޝަންގެ ފޮޓޯ
Notarized power of attorney document (for focal point)	<input type="checkbox"/>	ނޯޓަރައިޒްކުރި ފޮކަލް ޕޮއިންޓްގެ ފޮޓޯ (ފޮކަލް ޕޮއިންޓް)

This section refers to the documents that need to be submitted for facility registration.

- Resort operating license: This is the license issued by the Ministry of Tourism
- Copy of Focal Point ID/Registration: This is the identification document for the focal point. For locals this is their national identity card. For foreigners this can be official documents such as passport or work permit.
- Power of attorney document (for focal point): This is a letter/document issued by the company (owner) stating the focal point that has been assigned.







- Copy of Focal Point ID/Registration: This is the identification document for the focal point. For locals this is their national identity card. For foreigners this can be official documents such as passport or work permit.
- Power of attorney document (for focal point): This is a letter/document issued by the company (owner) stating the focal point that has been assigned.
- Network coverage: this is a map showing the network coverage of the system (eg: power distribution network coverage, water distribution network coverage, sewer network coverage etc.). This document is required only for resorts that do not have an as-built document approved.
- Commissioning report: This is the end product document during the commissioning phase of a facility. This document is required only for newly developed resorts and not required for currently operational resorts.

Annex 3	3 ޖަލްދުވާ
Part 1: Documents to be submitted for Temporary license and New Applications	1 ވަނަ ބައި: ވަގުތީ ލައިސަންސް ލިބިދޭންޖެހޭ ފައިލުތަކުގެ ފަންޑު
Operators (Name, ID No, Designation, qualification) – minimum 4 operators with minimum C3 certification.	އޮޕަރޭޓަރުން (ނަންމު، އި.ޖ.އ. ނަންބަރު، ދަރަޖަ، ސަރުކާރުގެ ވަސީލަތް) - ސަބަބު 4 ޖަލްދުވާ ލިބިދޭންޖެހޭ ސަބަބު C3 ސެޓިފިކޭޝަން ލިބިދޭންޖެހޭ ފައިލުތަކުގެ ފަންޑު
List of Safety Equipment	ސަފުޓީ ޖަހަންޖެހޭ ޖަހަންޖެހޭ ފައިލުތަކުގެ ފަންޑު
Part 2A: Documents for Power systems:	2 ވަނަ ބައި A: ރިހަވާރުގެ ސަފުޓީ ޖަހަންޖެހޭ ފައިލުތަކުގެ ފަންޑު
Power testing and maintenance equipment list	ސަފުޓީ ޖަހަންޖެހޭ ފައިލުތަކުގެ ފަންޑު
Part 2B: Documents for Water and Sewerage systems	2 ވަނަ ބައި B: ފެން ފެންނަންޖެހޭ ސަފުޓީ ޖަހަންޖެހޭ ފައިލުތަކުގެ ފަންޑު
Water Quality test reports	ފެން ފެންނަންޖެހޭ ސަފުޓީ ޖަހަންޖެހޭ ފައިލުތަކުގެ ފަންޑު
Wastewater quality test reports	ސަފުޓީ ޖަހަންޖެހޭ ސަފުޓީ ޖަހަންޖެހޭ ފައިލުތަކުގެ ފަންޑު
Please refer to Annex 5 for above mentioned testing parameters	ފެން ފެންނަންޖެހޭ ސަފުޓީ ޖަހަންޖެހޭ ފައިލުތަކުގެ ފަންޑު 5 ވަނަ ބައި ލިބިދޭންޖެހޭ ފައިލުތަކުގެ ފަންޑު
Water and sewerage laboratory equipment list	ފެން ފެންނަންޖެހޭ ސަފުޓީ ޖަހަންޖެހޭ ފައިލުތަކުގެ ފަންޑު
Equipment should cover testing requirement stated in Annex 5	ފެން ފެންނަންޖެހޭ ސަފުޓީ ޖަހަންޖެހޭ ފައިލުތަކުގެ ފަންޑު 5 ވަނަ ބައި ލިބިދޭންޖެހޭ ފައިލުތަކުގެ ފަންޑު
If laboratory is not established, commitment to carry out the required tests (by other means) should be provided in the form of a letter	ފެން ފެންނަންޖެހޭ ސަފުޓީ ޖަހަންޖެހޭ ފައިލުތަކުގެ ފަންޑު 5 ވަނަ ބައި ލިބިދޭންޖެހޭ ފައިލުތަކުގެ ފަންޑު

Parts 1 and 2 of Annex 3 covers documents to be submitted for a temporary license application.

- For all temporary license applications, the following documents are required.
  1. Operators: A minimum of 4 operators are required for a temporary license with a minimum qualification of C3 certification. This list can include engineers and other technical staff in the operating company.
  2. List of safety equipment: this is a list of work safety equipment that the facility have for their staff such as personal protection equipment, harness, etc.
- Part 2A covers documents required for a temporary license application to operate a power system
  1. Power testing and maintenance equipment list: this a list of measuring devices and devices used for maintenance such as multimeter, ammeter, equipment used for distribution box installation etc.
- Part 2B covers documents required for a temporary license application to operate a water and/or sewerage system





Annex 4A and 4B – these sections include the Commissioning report template for both water and sewerage systems. This document is required for newly developed resorts and is not required for currently operational resorts. If applicable the applicant can use their own format as long as the identified fields in the template are shown.

Annex 5 covers the water and wastewater testing parameters and their allowed ranges.

Annex 6 covers the fees for facility registration. The fees stated in the annex are for each facility being registered.

Annex 7 covers the fees for operating license. The fees are stated per year and is to be multiplied with the number of years the operating license is applied to be obtained.

## CHAPTER 3: SUBMISSION OF APPLICATIONS

- All applications can be submitted over the counter during official hours or online by emailing to [secretariat@ura.gov.mv](mailto:secretariat@ura.gov.mv). The applications submitted online after official hours each day will be entered the next working day.
  - For online application cases where files cannot be attached due to its size, the file(s) can be uploaded to a cloud service (Eg: Google Drive, One Drive, etc.) and link shared with the email.
  - For applications where links are provided, the link(s) shall be valid for at least 30 days. And must have guest access for the duration.
  - For over-the-counter submissions a digital copy of the application shall be provided on a storage device along with the application.
- A notification of acknowledgement will be sent to each application.

## CHAPTER 4: PROCESS OF REGISTRATION OF FACILITIES.

- Once the application is processed and if the application meets the criteria for a facility registration an email will be sent to the applicant with the following details to complete the payment
  - Application type:
  - Reference No.
  - Amount due (fees for the facility registration are also mentioned of the application form)
- The applicant can make the payment through Bandeyri Portal and email the receipt to the Authority.
- Once the payment is made, facility registration document will be issued by email to the Applicant.

Note: an inspection is not mandatory for facility registration applications. If all documents are submitted, Authority can issue a facility registration document once the fees are paid.

## CHAPTER 5: PROCESS OF LICENSING

### CHAPTER 5.1: General information:

- There are two types of Utility Operating License for each sector (Energy, Water and Sewerage)

- Temporary Operating License (TOL)
- Permanent Operating License (POL)

#### CHAPTER 5.2: Criteria for TOL:

- TOL is issued if the application is for a temporary operating license **OR** if the facility does not comply with the requirements for Permanent Operating License.
- The required documents for TOL are listed on the application forms “Application for Utility Service Facility Registration and Operating License for Resorts” (GEN03).
- Maximum License period is 1 (one) year.
- If the Licensee is unable to comply with the requirements for Permanent Operating License within the 1-year of the TOL period, then the Licensee can apply for an extension of the TOL.
- Any TOL issued can be extended multiple times if required. An application form must be submitted for each extension and each extension will be granted a maximum of 1 (one) year. The annual fee stated in the regulation and the application form will be charged for each temporary license extension.

#### CHAPTER 5.3: Criteria for POL:

- POL is issued when the facility fully complies with all the pre-requisites for Permanent Operating License.
- Minimum License period is 5 years
- Maximum License period is 10 years

#### CHAPTER 5.4: Processing TOL applications.

- Once the application is processed and if the application meets the criteria for a TOL an email will be sent to the applicant with the following details to complete the payment
  - Application type
  - Reference No.
  - Amount due (fees for the TOL are also mentioned of the application form)
- The applicant can make the payment through Bandeyri Portal and email the receipt to the Authority.
- Once the payment is made, a TOL will be issued by email to the Applicant.
- The terms and conditions for the license will be attached with the license issued to the applicant.
- Note: An inspection is not mandatory for TOL applications. If all documents are submitted, Authority can issue a TOL once the licensing fees are paid.

#### CHAPTER 5.5: Processing POL applications.

- If the application is complete then URA will inform the Applicant an Inspection date within 5 days of POL submission.
- Inspection of the facility is mandatory for all POL applications.
- Before the POL Inspection visit by URA the Applicant should ensure that all the necessary requirements (mentioned in section 3 and 4) are ready onsite.
- Refer to Annex XX-XX for onsite requirements of each type of facility.
- Refer to Annex XX-XX for pre-requisite checklists for the applicant’s convenience.
- Ensure all items on the checklist are available during inspection for a more streamlined inspection.

- Note: if it was found during the inspection that the pre-requisites for POL are not met, a TOL will be issued to the facility instead.
- Once the inspection is completed and if the application meets the criteria for a POL or TOL an email will be sent to the applicant with the following details to complete the payment
  - Application type
  - License type
  - License duration
  - Reference No.
  - Amount due (fees for the POL are also mentioned of the application form)
- The applicant can make the payment through Bandeyri Portal and email the receipt to the Authority.
- Once the payment made is confirmed, the license will be issued by email to the Applicant.
- The terms and conditions for the license will be attached with the license issued to the applicant.

## ANNEX 1 – ONSITE REQUIREMENTS

This annex covers the onsite requirements for when the inspection takes place under a POL application for each type of facility.

1. Onsite requirements for a POL of a Water Supply System
  - i. As-built drawings (updated)
  - ii. Network Pressure test (minimum from 3 locations)
  - iii. Designated Sampling Point (DSP) locations.
  - iv. 6 Operators with certification (should have 1 be certified lab technician among the 6 operator)
  - v. Health and Safety Manual
  - vi. Operation and Maintenance manual
  - vii. Emergency Response Plan
  - viii. Safety equipment
  - ix. Spare parts list
  - x. Chemical storage space
  - xi. Customer service office
  - xii. Complain Handling Mechanism (CHM)
  - xiii. Water testing Laboratory setup (if applicable where the resort opted for inhouse testing facility)
  - xiv. Water test reports (should comply with the supply water standard)
  - xv. Outfall inspection (visual inspection)
  - xvi. Daily/monthly data log sheets
  - xvii. Fire safety inspection letter
2. Onsite requirements for a POL of a Sewerage System
  - i. As-built drawings (updated)
  - ii. Sewer pump specifications (brand and capacity)
  - iii. Ground water sampling point for Pumping stations
  - iv. Boundary walls for pump stations

- v. 6 Operators with certification (should have 1 be certified lab technician among the 6 operator)
  - vi. Health and Safety Manual
  - vii. Operation and Maintenance manual
  - viii. Emergency Response Plan
  - ix. Safety equipment
  - x. Spare parts list
  - xi. Customer service office
  - xii. Complain Handling Mechanism (CHM)
  - xiii. Wastewater testing Laboratory setup
  - xiv. Wastewater test reports (should comply with the wastewater discharge standard)
  - xv. Outfall inspection (visual inspection)
  - xvi. Daily/monthly data log sheets
  - xvii. Fire safety inspection letter
3. Onsite requirements for POL of a Power System
- i. As-built drawings (updated)
  - ii. 6 Operators with certification
  - iii. Health and Safety Manual
  - iv. Operation and Maintenance manual
  - v. Emergency Response Plan
  - vi. Safety equipment list
  - vii. Spare parts list
  - viii. Maintenance log sheets
  - ix. Daily/monthly data log sheets
  - x. Customer service office
  - xi. Complain Handling Mechanism (CHM)
  - xii. Fire safety inspection letter

## ANNEX 2- PRE-REQUISITE CHECKLIST FOR WATER SYSTEM PERMANENT OPERATING LICENSE

No	Check	Description
1	<input type="checkbox"/>	As-built drawings (updated)
2	<input type="checkbox"/>	Network Pressure test (minimum from 3 locations)
3	<input type="checkbox"/>	Designated Sampling Point (DSP) locations.
4	<input type="checkbox"/>	6 Operators with certification (should have 1 be certified lab technician among the
5	<input type="checkbox"/>	Health and Safety Manual
6	<input type="checkbox"/>	Operation and Maintenance manual
7	<input type="checkbox"/>	Emergency Response Plan
8	<input type="checkbox"/>	Safety equipment
9	<input type="checkbox"/>	Spare parts list
10	<input type="checkbox"/>	Chemical storage space
11	<input type="checkbox"/>	Customer service office
12	<input type="checkbox"/>	Complain Handling Mechanism (CHM)
13	<input type="checkbox"/>	Water testing Laboratory setup
14	<input type="checkbox"/>	Water test reports (should comply with the supply water standard)
15	<input type="checkbox"/>	Outfall inspection (visual)
16	<input type="checkbox"/>	Fire safety inspection letter



## ANNEX 3- Pre-requisite checklist for Sewer system Permanent Operating License

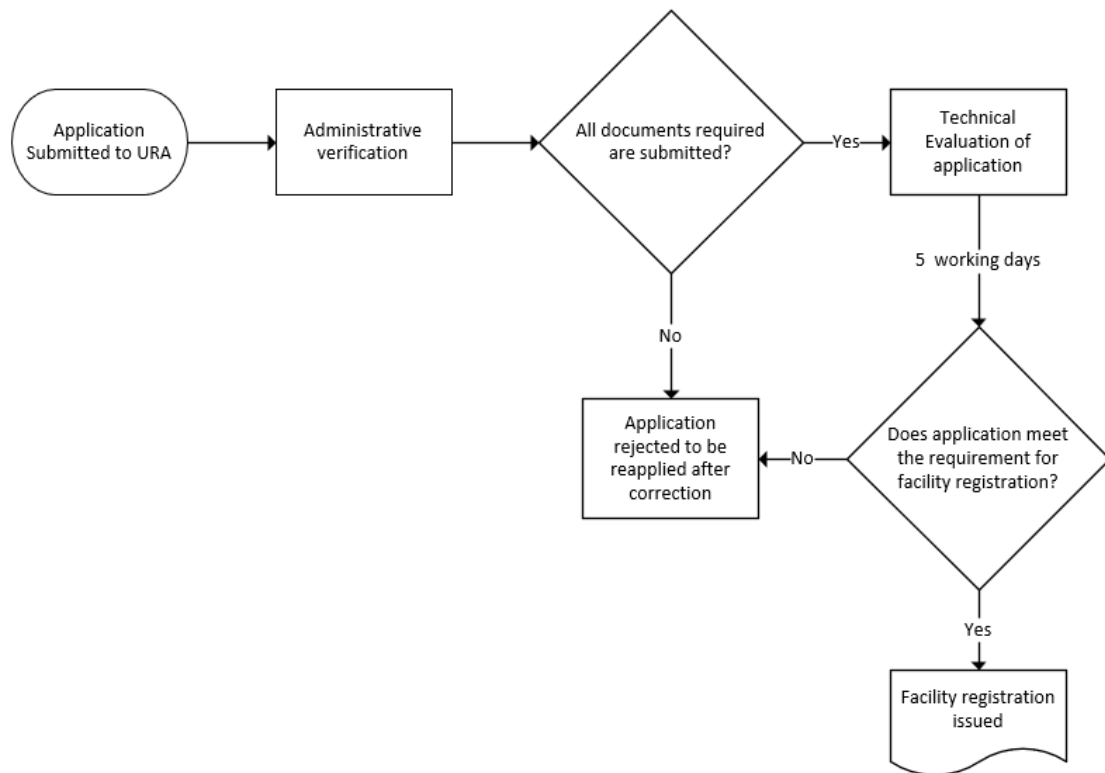
No	Check	Description
1	<input type="checkbox"/>	As-built drawings (updated)
2	<input type="checkbox"/>	Sewer pump specs (brand and capacity)
3	<input type="checkbox"/>	Ground water sampling point for Pumping stations
5	<input type="checkbox"/>	Boundary walls for pump stations
6	<input type="checkbox"/>	6 Operators with certification (should have 1 be certified lab technician among the 6 operator)
7	<input type="checkbox"/>	Health and Safety Manual
8	<input type="checkbox"/>	Operation and Maintenance manual
9	<input type="checkbox"/>	Emergency Response Plan
10	<input type="checkbox"/>	Safety equipment
11	<input type="checkbox"/>	Spare parts list
12	<input type="checkbox"/>	Customer service office
13	<input type="checkbox"/>	Complain Handling Mechanism (CHM)
14	<input type="checkbox"/>	Wastewater testing Laboratory setup
15	<input type="checkbox"/>	Wastewater test reports (should comply with the supply water standard)
16	<input type="checkbox"/>	Outfall inspection
17	<input type="checkbox"/>	Fire safety inspection letter

## ANNEX 4- Pre-requisite checklist for Power system Permanent Operating License

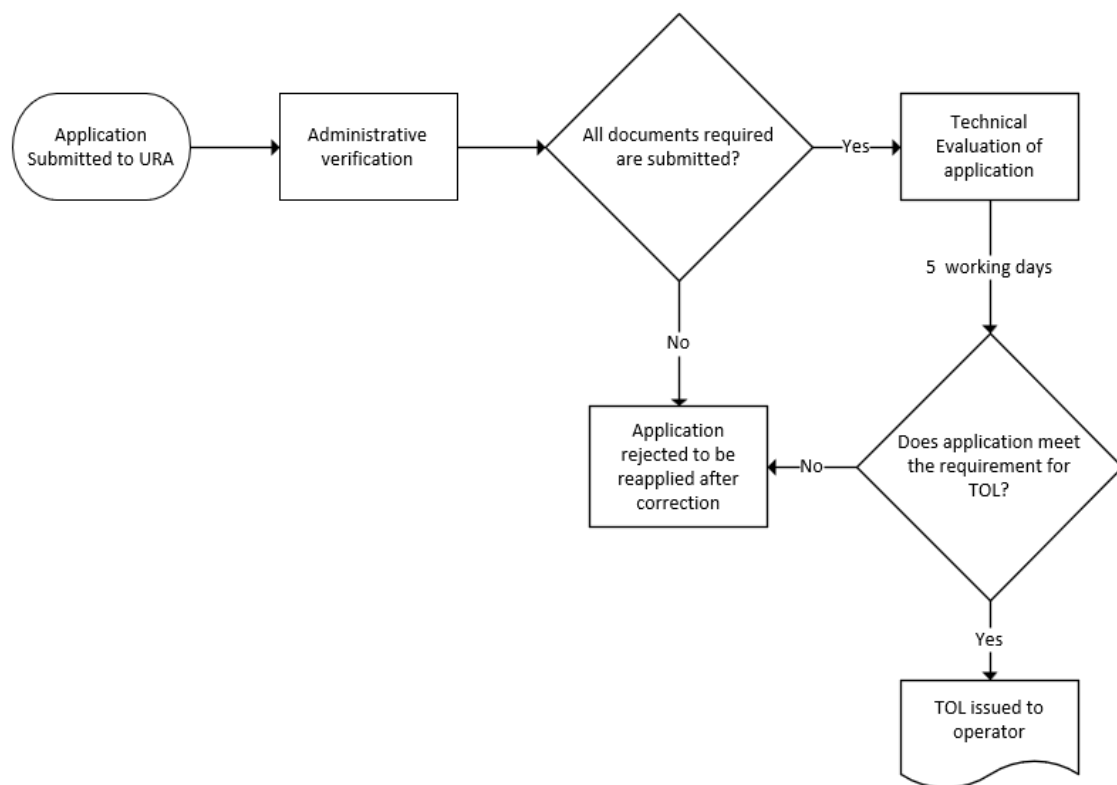
No	Check	Description
1	<input type="checkbox"/>	As-built drawings (updated)
2	<input type="checkbox"/>	6 Operators with certification
3	<input type="checkbox"/>	Health and Safety Manual
4	<input type="checkbox"/>	Operation and Maintenance manual
5	<input type="checkbox"/>	Emergency Response Plan
6	<input type="checkbox"/>	Safety equipment list
7	<input type="checkbox"/>	Spare parts list
8	<input type="checkbox"/>	Maintenance log sheets
9	<input type="checkbox"/>	Daily/monthly data log sheets
10	<input type="checkbox"/>	Customer service office
11	<input type="checkbox"/>	Complain Handling Mechanism (CHM)
12	<input type="checkbox"/>	Fire safety inspection letter

## ANNEX 5- PROCESS FLOW FOR UTILITY SERVICES FACILITY REGISTRATION AND OPERATING LICENSE APPLICATIONS

### Annex 5.1 – Facility Registration



## Annex 5.2 – TOL Application



## Annex 5.3 – POL Application

