

بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِیْمِ



MINISTRY OF TOURISM  
REPUBLIC OF MALDIVES

## TIMS Registration Procedure

For the purpose of compiling reports on tourism statistics in the Maldives, it is a mandatory requirement under the “**Regulation on Collection of Data for the Compilation of Tourism Statistics**” (*Regulation No. 2011/R-19 dated 29 May 2011*) for all tourist accommodating establishments in the Maldives to submit weekly and monthly reports to the Ministry of Tourism (MoT).

The reports should be submitted via the online portal, **Tourism Information Management System (TIMS)** of Ministry of Tourism. Each establishment must register at least one user account at TIMS.

### Follow the Steps Below to Register Your TIMS Account

1. Create an **eFaas** account at <https://citizen.egov.mv/efaas> If you already have an existing **eFaas** account, proceed from Step 3. (*eFaas Registration Guide for Locals and Expatriates can be downloaded from the link [www.tourism.gov.mv/tims](http://www.tourism.gov.mv/tims)*)
2. A verification code will be sent to your mobile and email. Verify your account through SMS code and email link.
3. Visit <https://citizen.egov.mv/tourism> and log into TIMS using the **eFaas Username** and **Password**. This step will link your **eFaas** account to TIMS.
4. To complete the registration process, fill the “**User Registration Authorization Form**” and submit to the Ministry of Tourism by email to [it@tourism.gov.mv](mailto:it@tourism.gov.mv) copied to [stat@tourism.gov.mv](mailto:stat@tourism.gov.mv).

### Note:

- **eFaas** account is a citizen account maintained by the **National Center for Information Technology (NCIT)**. It should not be shared or used by anyone other than the account holder.
- Each facility must have one Administrator, who is authorized and endorsed by the management to access TIMS. The Administrator can add and remove users for the facility.
- If an authorized TIMS Administrator resigns or is terminated from the establishment, the Ministry of Tourism should be notified immediately, in writing, to terminate his/her TIMS access for the facility and request for administrative access to a new user.

### For eFaas Related Issues

#### CONTACT NCIT

**3345050**

[helpdesk@ncit.gov.mv](mailto:helpdesk@ncit.gov.mv)

- In case of any issues while registering **eFaas** account
- Expatriates' Work Permit (WP) number issues/clarifications
- Change **eFaas** user information or reset password

### For TIMS Related Issues

#### CONTACT MoT

**IT Section**

**3022230**

[it@tourism.gov.mv](mailto:it@tourism.gov.mv)

OR

**Statistics Section**

**3022216**

[stat@tourism.gov.mv](mailto:stat@tourism.gov.mv)