

ARMS Ltd

WHO WE ARE

ARMS Ltd is a private limited liability company, set up as a joint venture between the Enemalta Corporation (EMC) and the Water Services Corporation (WSC). In February 2009, ARMS Ltd was contracted by EMC and WSC to manage a 5-year transformation programme involving the implementation of Smart Metering Technology around the Island, as well as the implementation of new IT systems as part of a business process reengineering exercise within both Corporations.

During 2010, several services, which were being handled by the individual corporations, were consolidated and transferred under the managerial responsibility of ARMS Ltd. Both Corporations will gain significant benefits by consolidating and outsourcing their meter-to-cash processes and customer contact services to ARMS Ltd.

OUR COMMITMENT TO CLIENTS

Level of service to expect when contacting or visiting our Offices:

- o We will treat you with respect and in a professional manner.
- o We guarantee confidentiality on any information exchange.
- o Our service standards are in line with Directive 4-2, Standards for Service of Excellence offered by the Public Administration to the Public and Public Employees.
- o The list of services offered can be found in the following link <https://arms.com.mt/en>

WHAT TO EXPECT WHEN YOU CONTACT US

Specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. We commit to answer your query within 1 working day, or as per the timeframes stipulated in Directive 4-2.

When you contact us by phone

We commit ourselves to answering the phone within 3 rings, in a clear and knowledgeable manner. Staff will identify themselves and treat you with courtesy and respect.

When you visit our Offices

Our Offices are safe, clean and enable accessibility to services for persons with disability. Waiting time will be of approximately 25 - 35 minutes under normal circumstances.

CLIENT RESPONSIBILITIES

Clients are expected to: Provide full and correct information. Treat staff with courtesy and respect. Adhere to timeframes and allocated appointments when applicable.

WE VALUE YOUR FEEDBACK

If you would like to submit feedback, suggestions, or complaints kindly:

- o Contact us as per details shown here: feedback.arms@arms.com.mt
- o Through servizz.gov by calling on 153, or online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 2 working days.

When you contact us by letter or email

We will send an acknowledgment within 1 working day from receipt of your letter or email.

Appointments

Appointment services are not offered.

HOW TO CONTACT US

- o ARMS Offices, Gattard House, National Road Blata I-Bajda, Malta
- o ARMS Offices, Old Bakery Street, Valletta, Malta
- o ARMS Offices, Capuchins Street, Victoria, Gozo
- o Monday to Friday Winter: 08:00-13:30; Summer: 07:30-12:00 Weekends, & Public Holidays: Closed
- o <https://arms.com.mt/en>
- o Contact us: feedback.arms@arms.com.mt; applications.arms@arms.com.mt; temporaryservice@arms.com.mt - +356 8007 2222
- o Through Social Media:

