

Commerce Department

WHO WE ARE

Our mission is to provide the essential infrastructure for securing, utilizing, and respecting intellectual property rights. We are committed to implementing national trade, import, and export licensing legislation while maintaining the National Crafts Register and serving as the national office of the EU SOVIT network.

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://commerce.gov.mt/en/services//>

WHAT TO EXPECT WHEN YOU CONTACT US

Provide information which is 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 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 10-15 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: commerce@gov.mt
- o Through servizz.gov by calling on 153, online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 5-10 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

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 3-5 working days from the date of request. However, appointments may be dependent on department waiting lists and urgent requests which may take priority.

HOW TO CONTACT US

- o Trademarks, Patents & Design
General Queries: Business 1st, Cobalt House, Mdina Road Mrieħel Malta
Opening Hours: <https://www.businessfirst.com.mt/opening-hours/>
Queries re applications: Industrial Property Registrations Directorate
Commerce Department, Lascaris Bastions, Dahlet is-Sultan, Valletta, Malta – by Appointment
By Phone: Tel No: 2569 0213/232 (Trademarks) / 2569 0109/230/224 (Patents & Design)
Monday to Friday Winter: 08:00-12:00 & 13:30-15:00; Summer: 08:00-12:00
- o Import & Export Licences, Trading Licences / Crafts Solvit
Commerce Department, Lascaris Bastions, Dahlet is-Sultan, Valletta, Malta
Trading Licences: 2569 0323, 2569 0293, 2569 0310, 2569 0313
Crafts Solvit: 2569 0329, 2569 0350, 2569 0238
Monday to Friday Winter: 08:00-12:00 & 13:30-15:00; Summer: 08:00-12:00
Import & Export Licences: 2569 0315, 2569 0302, 2569 0287, 2569 0111
Monday to Friday Winter: 08:00-12:00 & 13:30-15:00; Summer: 08:00-12:00
Saturday, Sundays & Public Holidays: Closed
- o <https://commerce.gov.mt>
- o Through Social Media:

