

WHO WE ARE

The Malta Digital Innovation Authority (MDIA) was established in 2018 to serve as the national advisor and enablement body for policies on innovative technology at a national and European level. The MDIA's mission is to regulate and enable secure digital innovation through a proactive, trustworthy and strategically guided approach. The MDIA is ISO 9001:2015 certified and is committed to provide services that satisfy the responsibilities falling under its remit by virtue of relevant legislation. This is carried out by establishing, implementing and maintaining updated processes that are efficient and effective, whilst ensuring service conformity and enhanced customer satisfaction. To uphold quality, the MDIA strives to satisfy the applicable requirements of its interested parties and the ever-increasing expectations of society through a process of continual improvement in the services and support it provides, as well as in its quality management system.

OUR COMMITMENT TO CLIENTS

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

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

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 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 20 minutes under normal circumstances.

CLIENT RESPONSABILITIES

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:

- Contact us as per details shown here: <https://mdia.gov.mt/about/contact-us/>
- Through servizz.gov by calling on 153, online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 5 working days

When you contact us by letter or email

We will send an acknowledgement 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 10 working days from the date of request.

HOW TO CONTACT US

- Malta Digital Innovation Authority, Twenty20 Business Centre, Triq l-Intornjatur, Zone 3 Central Business District, Birkirkara, CBD 3050, Malta
- MDIA: Monday to Friday: 08:00-12:00 & 13:00-16:00 excluding Public Holidays
- DiHubMT: Monday to Friday: 08:00-20:00, excluding Public Holidays
- <https://mdia.gov.mt/about/>
- Contact us: info@mdia.gov.mt - +356 2182 8800
- Through Social Media:

