

Planning Authority

WHO WE ARE

The Planning Authority (PA) is the national agency responsible for spatial planning and development control. Its core mandate is to regulate development in a manner that promotes sustainable growth, protects the environment, and respects Malta's rich cultural and architectural heritage. Through a comprehensive policy framework and a transparent planning process, the PA ensures that development proposals align with national strategies and local plans. It manages a wide range of functions, including the evaluation of planning applications, the enforcement of planning regulations, and the formulation of local plans and development guidelines. The Authority also conducts public consultation and stakeholder engagement to foster inclusive decision-making.

The PA plays a pivotal role in shaping Malta's built environment by balancing economic development with social and environmental priorities. It strives to support innovation and investment while maintaining a high standard of urban design and spatial quality. In doing so, the Authority contributes to the creation of resilient, efficient, and livable communities. As Malta continues to evolve, the Planning Authority remains committed to guiding development that reflects national priorities and long-term sustainability goals.

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, Standards 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://www.pa.org.mt>

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 approximately 5 - 20 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:

- Contact us as per details shown here: customercare@pa.org.mt
- 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

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 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

- Planning Authority, St Francis Ravelin, Floriana FRN 1230, Malta
- Monday to Friday: 08:00-12:00 and 13:00-14:30, Weekends, & Public Holidays: Closed
- <https://www.pa.org.mt>; <https://eapps.pa.org.mt>; <https://pamapserver.pa.org.mt>
- Contact us: customercare@pa.org.mt - +356 2290 0000
- Through Social Media:

