

# Public Works Department

## WHO WE ARE

The Public Works Department within the Ministry for Transport, Infrastructure and Public Works, delivers projects to improve the environment for public well-being, at the local community level, while undertaking the planning, design, coordination and implementation of major capital projects, actions and measures at a regional or national scale, to meet current and emerging challenges of climate change and sustainable development goals.

## 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://publicworksdepartment.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 approximately 15 – 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:

- o Contact us as per details shown here: <https://publicworksdepartment.gov.mt/en/contact/>
- o Through servizz.gov by calling on 153, or 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 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 10 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 Project House, Francesco Buonamici Street, Floriana, FRN 1700, Malta
- o Monday to Friday: 07:00-13:00; Weekends, & Public Holidays: Closed
- o <https://publicworksdepartment.gov.mt/>
- o Contact us: [info.pwd@gov.mt](mailto:info.pwd@gov.mt) - +356 2292 2292
- o Through Social Media:

