

Treasury Department

WHO WE ARE

The Treasury Department has the responsibility to maintain effective methods and systems of accounting across the Government, effect payments to suppliers for goods and services rendered to Government Departments, monitor the Government's cash flow position, and raise the necessary financing (in accordance with the Government's borrowing strategies through Treasury Bills and Malta Government Stocks).

The Government Accounting Operations Directorate constantly monitors the adherence and compliance to the various accounting standards and regulations. It also liaises with the Government and other Accounting bodies regarding accounting methodologies. This Division is entrusted with the gathering, collating, and processing of all Government accounting transactions and the issue of financial statements.

The Public Debt Management Directorate issues Treasury Bills and Malta Government Stocks, as well as monitors disbursements of foreign loans. It also assists in initiating action on debt service payments on foreign loans by organizing and managing a loan database covering both domestic and external debt.

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://treasury.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 contact us by letter or email

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

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 15 minutes under normal circumstances.

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.

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://treasury.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 3 working days.

HOW TO CONTACT US

- o The Treasury, Development House Level 2-3 St Anne Street Floriana FRN 9010, Malta
- o Monday to Friday: 08:00-12:00; *Weekends, & Public Holidays: Closed*
- o <https://treasury.gov.mt/en/>
- o Contact us: treasury.malta@gov.mt - +356 2596 7100