
Quality Service Charter

Date created: 7th March 2022
Date updated: 9th April 2026
Version Number: 3

Department responsible for updating this document: Office of the Notary to Government



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1. PURPOSE

The services we provide are governed by a Quality Service Charter that serves to inform our customers of the level of service that they should expect to receive. This reflects our commitment, and that of the Malta Public Service, to the delivery of a Service of Excellence by embracing the 4 Pillars of the Quality Model upon which the Public Service is based:

Voice: We listen to the customers' voice and are open to their criticism regarding the service we offer and to their ideas as to how we can improve our service to them. We consider the ideas received from our customers, and strengthen the scheme of ideas forwarded by our employees;

Design: We develop policies and processes which reach the levels expected by our customers;

Delivery: We deliver a service which is timely, of a high standard, easily accessible, and which can reach the customer with ease;

Accountability: This is intrinsic to a service which guarantees honesty towards the customer. Accountability also means loyalty towards the customer making use of our services, which translates into, and is manifested in these same basic principles we want to uphold.

2. WHO WE ARE & WHAT WE DO

Our Mission

The Office of the Notary to Government fulfils notarial functions for the Government of Malta. Our mission is to assist in the publication and signing of contracts and agreements to which the Government is a party, in accordance with the Notarial Profession and Notarial Archives Act. The Office of the Notary to Government also incorporates within it the Principal Notarial Archive, which gathers and preserves the original contracts published by notaries whilst ensuring that such contracts are also accessible to the public in digital format in order to provide a service of excellence.

3. GUIDING PRINCIPLES

All our actions are guided and bound by **5 Criteria** of Service Quality as follows:

Reliability: We are committed to ensure that the services we provide are in line to what is promised. We will provide accurate information which the customer may request to be in writing. Our services are consistent and committed to the customers' needs.

Empathy: We are committed to provide services which are tailored to our customers' needs and offered with care and individualised attention. We will strive to communicate in a language which is free from technical jargon, and will ensure that our services are accessible to everyone.

Assurance: Our staff is knowledgeable and courteous. We are committed to provide a professional service which the customers can trust.

Responsiveness: We provide our services in a timely manner and without any unnecessary delays. We are committed to respond to customers' requests, problems, or complaints.

Tangibles: Our offices offer a clean and safe environment where our services can be sought conveniently and safely.

4. OFFICE OF THE NOTARY TO GOVERNMENT

Our clients can be divided into 2 groups.

- I. Public notaries and their assistants who make use of the Main Notarial Archive for their notarial research particularly relating to public deeds and wills.
- II. The general public, including clients seeking to revoke power of attorney.

5. SERVICE COMMITMENT

We will ensure that all timeframes that are in our control will be strictly adhered to. When the service requested is dependent on other departments or entities, we are committed to follow up on it ourselves so that you will receive the final reply in time.

Communication Specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. Correspondence sent to us in Maltese will be answered in Maltese whilst all other correspondence will be answered in English.

Premises Complete access for all abilities and regular safety certification of the premises by competent bodies.

Request for information through website, email, telephone, social media, traditional mail A final reply within 3 working days.

Request for service Kindly refer to **Appendix 1** for list of services.

Phone Calls Shall be answered within 3 rings on working days.

Acknowledgements 1 working day from receipt of request for information or application for service. This may be omitted if service or follow-up query is provided/made with the same timeframe.

Appointments Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 3 working days from date of request. When attending your appointment, you should not expect waiting time. We will respect the time allotted to you.

If you arrive late, we reserve the right to reschedule your appointment.

Queueing time (if applicable) We will greet you on arrival and guide you to your requested service. You will be directed to the officer who will serve you. Waiting time will be of approximately 15 minutes under normal circumstances.

Online Information

The information on our communication channels will be kept up-to-date. If you have access to the internet, you can find relevant information on our:

Website: <https://ntg.gov.mt/en/>

Payment Methods

Online payment for online orders of copies of deeds and wills.

Card, cheques, or cash, for walk-ins at front-office of the Office of the Notary to Government.

In addition, the service-specific turnaround time (this is the time taken to process an application), eligibility criteria, and application requirements as described in Section 10 of this document shall apply.

6. HOW TO REACH US

Once an application or enquiry is lodged with us, we will be responsible to assess, follow it up and keep you updated so as to make sure that you receive a definite reply..

Our assistance may be sought through any of the following channels at the specified time:

A. Our Offices

- **Malta**
2/3, Mikiel Anton Vassalli Street,
Valletta

B. Opening Hours

- **Malta**
Monday to Friday
07:30-15:00
(excl. Public Holidays)

C. By Telephone

+356 2247 9800

D. Email

notarial.archives@gov.mt

E. On our website

<https://ntg.gov.mt>

7. WE ARE AT YOUR SERVICE

Our commitment is to assist you in providing all the necessary information and documents to be given the related service.

We will ensure you:

- Give us information on time, that is both complete and accurate. When an incomplete application is received, we will inform you of what is further required and assist you to obtain all the required documents and complete it correctly;
- Take the time to read applications carefully so that you can help us give you the service on time;
- Provide feedback to us to improve our service. Our service is provided by a dedicated team of professionals. This does not mean that we do not accept your feedback so that we can better our service. You can do this by using the channels indicated in Section 8 below.
- Communicate with us clearly and concisely in either Maltese or English;
- Treat our staff with the courtesy and respect as they are obliged to treat you.

Our website features all required applications and lists the documents needed with each application.

8. FEEDBACK & COMPLAINTS

We are committed to a Service of Excellence and strive to bring about a continuous improvement of our Service to you. We guarantee your anonymity, and your feedback will help us to improve our Services.

If you believe that we have made an error and/ or that our staff have acted improperly, or without the due level of care and attention, please contact us.

Feedback and complaints may be submitted through the following channels:

Notary to Government

Personally: Office of the Notary to Government, 2/3, Mikiel Antona Vassalli Street, Valletta

By Phone: +356 2247 9800

By Post: Office of the Notary to Government, 2/3, Mikiel Antona Vassalli Street, Valletta

By Email: notarial.archives@gov.mt

Rate the Public Service, downloadable through maltapps directory or web-based on <https://qualityofservice.gov.mt/en/pages/rtps>

Servizz.gov

- Online: by accessing the Servizz.gov site and clicking on the 'File a Complaint' here:- <https://servizz.gov.mt/en/pages/file-a-complaint/default.aspx>
- By Phone: **153**

When making a complaint you should:

- Quote any reference number that you may have been given in relation to the transaction that you are complaining about;
- Specify what the problem/case is; and
- Provide any additional information that may help us resolve your complaint.

When addressing complaints, we will:

- Guarantee your confidentiality;
- Refer your case to the **Customer Care** and send you an acknowledgement within 1 working day;
- Provide you with a unique reference number so that you can check the status of your complaints at any time.

As a normal procedure, all acknowledgements will be given to the beneficiaries on the same day of the request for information or application of Service.

- Carry out an investigation on the problem/case and conclude this as speedily as possible but by not later than:
 - 5 working days (in cases where we can conclude the case ourselves) or
 - 10 working days (in cases where we would need to obtain feedback from other departments or entities) from receipt of the complaints and all requested relevant information.
- Inform you in writing about the outcome of our investigation into our complaints by not later than 2 working days from the conclusion of the investigation.

Following closure of your complaint, we commit ourselves to take any remedial action where applicable and planned corrective action to avoid repetition where necessary so that you will not encounter the same or similar experience.

QUALITY OF SERVICE DIRECTORATE WITHIN P&SD

In the circumstance where the expected level of support was not given through the above channels, you may report to the Quality of Service Directorate within the People & Standards Division by sending an email on qualityofservices-oopm@gov.mt.

9. COMMITMENT TO CONTINUOUS IMPORVEMENT

With the aim of a Service of Excellence and continuous improvement in mind, this Quality Service Charter will be reviewed as necessary, but in any case, at least once every 12 months to measure our performance in terms of the standards set out in this Charter as well as how we meet your expectations.

The review process will be based on:

- Government policy
- Operational data (e.g. services offered, service delivery, etc.)
- Benchmarking
- Feedback
- Complaints
- Surveys
- Quality Service Assessments
- Mystery Shopper Exercises

Quality of Service standards relative to the Services provided will be monitored and measured. The results of the internal review and the monitoring process will be used as a basis for improving our Service.



APPENDIX 1

10. APPENDIX 1

We will ensure that all timeframes that are in our control will be strictly adhered to. When the service requested is dependent on other departments or entities, we are committed to follow up on it ourselves so that you will receive the final reply on time.

Service	Eligibility	Compliance Requirements	Application Options	Service Delivery Timeline
Orders of copies of deeds	Notaries and the general public	Name of notary and date of deed	Ordering of copies of deeds can be carried out via: i) online portal (www.notarialacts.gov.mt); or ii) physically (walk-in) at the Office of the Notary to Government	If available on online portal: with immediate effect Walk-in or electronically through the online system: 3 working days
Orders of copies of wills	Notaries and the general public	Name of deceased testator/s. Copy of special power of attorney in case when testator is still alive and delegates someone else to pick up a copy of the will.	Ordering of copies of will can be carried out via: i) online portal (www.notarialacts.gov.mt), or ii) physically (walk-in) at the Office of the Notary to Government	If available on online portal: with immediate effect Walk-in or electronically through the online system: 3 working days
Revocation of mandates – prokuri	Notaries and the general public	Duly filled-in form and presentation of official identification document, and a copy of the special power of attorney where applicable.	Applications can be downloaded from the following addresses: https://eforms.gov.mt/pdfforms.aspx?fid=pjd064e ; or https://eforms.gov.mt/pdfforms.aspx?fid=pjd066e	The service is immediate. The Office of the Notary to Government uploads the revocation of mandates on a daily basis at 3pm

Notarial deeds and notarial services where government is a party	Government entities and relevant third parties in contracts where government is a party	Submission of all documents needed for the deed publication; and confirmation that one of the parties represents Government.	Requests by e-mail on notarial.archives@gov.mt or by traditional mail	Action to be taken within 3 working days to start the process. Publication depends on the immediacy of the parties in providing the relevant documentation.
Research in the Main Notarial Archives by appointment	General public	None	Request for an appointment by email on notarial.archives@gov.mt	Appointment will be set within 3 working days from request.