



Quality Service Charter

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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

To support and guide the citizen on matters related to tax and to support voluntary compliance. A generic service on other government services is also provided.

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

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. servizz.gov TAXPAYER SERVICE CUSTOMERS

The customers are the members of the public who would like to obtain information and support on Income Tax related matters and other generic governmental services.

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.

Item	Standard
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/ TraditionalMail	A final reply within 3 working days. However, if the case refers to legal, technical, or complex issues, it will have to be referred to other Divisions within the Malta Tax and Customs Administration. The customer will always be kept informed on the status of his/her application.
Request For Service	Kindly refer to Appendix 1 for the list of services.
Phone Calls	Calls to our call centre on Freephone 153 will be addressed within 2 minutes.
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 within 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 meeting you should expect no waiting time. We will respect the time allotted to you. If your appointment is requested via Freephone 153 or in person at any hub, the appointment is scheduled immediately. If you arrive late, we reserve the right to reschedule your appointment.

Queuing Time (If Applicable)

We will greet you on arrival and provide you with a number. You will be asked to wait at the Reception and the wall mounted monitor will show the number and the corresponding officer who will be seeing to your enquiry. Waiting time will be of approximately 15 minutes under normal circumstances, which may increase to approximately 30 minutes during the month of June or any other peak months. We urge you to book an appointment.

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:

www.servizz.gov.mt

www.cfr.gov.mt

Payment Methods

Payment is either affected online, cheque together with documentation left at hub in a closed/sealed box, cheque sent by post, or personally at any MaltaPost branch (cheque or cash).

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**
Servizz.gov Taxpayer Service,
Block 4, Vincenzo Dimech Street,
Floriana FRN1900.

B. Opening Hours:

- **Malta**
Monday to Saturday: 08:00 - 13:00
Wednesday: 16:30 - 19:00

C. By telephone

On Number: Freephone 153
Monday to Friday: 08:00 - 16:00
(excluding Public Holidays)
Wednesday extended hours till 19:00

D. Through e-mail:

servizz@gov.mt

E. On our website:

www.servizz.gov.mt and
www.cfr.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 improve 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; and
- 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:

Servizz.gov Taxpayer Service

- In person: servizz.gov Taxpayer Service, Block 4, Vincenzo Dimech Street, Floriana.
- phone: Freephone 153
- By post: servizz.gov Taxpayer Service, Block 4, Vincenzo Dimech Street, Floriana.
- By email: www.servizz.gov.mt
- Rate the Public Service – Downloadable through maltapps directory or web-based on <https://publicservice.gov.mt/en/rtps/Pages/Home.aspx>

servizz.gov

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

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 Unit 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 complaint 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 for 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 complaint and all requested relevant information.
- Inform you in writing, about the outcome of our investigation into your complaint 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 qualityofservice-opm@gov.mt

9. COMMITMENT TO CONTINUOUS IMPROVEMENT

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 (for example 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 processes will be used as a basis for improving our service.

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
Registration for tax purposes.	Individual Taxpayers who are chargeable to income tax in Malta.	For Resident taxpayers - identity card for Maltese nationals or residence card for EU, EEA, Swiss and 3rd country nationals. For non-resident taxpayers - identification document.	Online facility available for Expatriates servizz.gov.mt or cfr.gov.mt . Service is also provided when attending the Taxpayer Service (TPS) hub. If the MTCA receives information of any source of income a person may be registered automatically.	Receiving Request- immediate action. Back office work to be affected within 3 working days.
Processing requests for amendments to personal details such as change of tax status, marital status, address etc.	Individual Taxpayers who are chargeable to income tax in Malta.	Documents substantiating the requested change.	Request made by email and attendance at hub.	Receiving Request at hub - immediate action. If received by email to be affected within 3 working days.
Issuing of Missing Tax Returns, Adjustment Forms (AF), Adjustment Forms (AF1).	Individual Taxpayers who are chargeable to income tax in Malta.	Identification document.	Request made by email and attendance at hub.	Immediate action.

Assistance in completing tax returns and tax return attachments.	Individual Taxpayers who are chargeable to income tax in Malta.	Identification document and any relative documents required for determining the tax balance.	Online facility available for submission of income tax return www.cfr.gov.mt	Processing Request - immediate action. Statements will be issued according to applicable statutory dates, that is, by 6 months if submitted on time which can be extended up to 1 year if submitted late.
Assistance in completing correction forms (AF) and Adjustment Forms (AF1).	Individual Taxpayers who are chargeable to income tax in Malta.	Identification document and any relative documents required for determining the tax balance.	Submitted in person, or by post.	Processing Request - immediate action. Statements will be issued according to applicable statutory dates, that is, by 6 months if submitted on time, which can be extended up to 1 year if submitted late.
Assistance in completing of the PT Reduction forms.	Individual Taxpayers who are chargeable to income tax in Malta.	Identification document and any relative documents required for determining the tax balance.	Online facility available for submission of form. Form can be submitted in person at hub, or by post.	If form is submitted online, the system is updated immediately. If submitted in person or by post, the system is updated within 10 working days. An acknowledgment is sent immediately once received.
Assistance in completing and submitting Rental Income Form (TA 24), Part-Time Employment Form (TA 23), Part-Time Self Employment Form (TA 22).	Individual Taxpayers who are chargeable to income tax in Malta.	Identification document	Online facilities available for submission of forms and payment of tax www.cfr.gov.mt and attendance at hub, by post, or at any Maltapost branch.	Processing Request - immediate action. Receipt of payable amount is immediate.

Dealing with queries regarding tax balances and checking of tax statements.	Individual Taxpayers who are chargeable to income tax in Malta.	Identification document.	Attendance at hub.	Processing Request - immediate action.
Drawing up of Direct Agreements with the individual taxpayers to the agreed amount issued by the MTCA on Year by Year tax statements.	Individual Taxpayers who are chargeable to income tax in Malta.	Identification document.	Attendance at hub.	Processing Request - immediate action.
Accepting requests for replacements of tax refunds (cheque or SEPA payments).	Individual Taxpayers who are chargeable to income tax in Malta.	Identification document, original cheque if available, a declaration by the taxpayer if the cheque is lost, copy of will or a notary's declaration of the heirs in the case of a deceased person.	Attendance at hub.	Processing Request - immediate action.
Receiving requests for compliance certificates.	Individual Taxpayers who are chargeable to income tax in Malta.	No documents required.	Application is available from hub or through a request via email.	Compliant and valid application processed within 5 working days.
Deactivation /Reactivation of tax accounts.	Individual Taxpayers who are chargeable to income tax in Malta.	Identification document.	Service available at hub.	Receiving Request - immediate action.
Requests for Tax Clearances for Expatriates.	Foreign taxpayers who are chargeable to tax in Malta.	Identification document.	Service available at hub.	Reply to be submitted within 5 working days for compliant taxpayers.

