



Quality Service Charter

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Office of the Public Service Commission

Office of the Public Service Commission

Palazzo Spinola
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Table of Contents

1.	Purpose	3
2.	Who we are & what we do	3
3.	Guiding Principles	3
4.	Office of the Public Service Commission's Customers	4
5.	Service Commitment	4
6.	How to Reach us	5
7.	We are at your service	6
8.	Feedback & Complaints	6
9.	Commitment to continuous improvement	7
10.	Appendix	9

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 ensure, through on going monitoring and scrutiny, the provision of excellent public services in a delegated environment through an efficient public appointment process which upholds the principles of merit and equity, and the exercise of just and efficient disciplinary procedures in the public service.

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 PUBLIC SERVICE COMMISSION

Public officers and members of the public, who undergo selection or disciplinary processes.

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. If a final reply cannot be provided within this timeframe, an interim reply will be issued
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 5 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://psc.gov.mt/>

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**
The Public Service Commission
Level 2, Palazzo Spinola Business Centre
46, St Christopher Street,
Valletta, VLT 1464

B. Opening Hours

- **Malta**
07:30-15:30

C. By Telephone

2122 2063/4 or 2247 8600

D. Email

psc@gov.mt

E. On our website

<https://psc.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:

Public Service Commission

Personally: Office of the Public Service Commission, Level 2, Palazzo Spinola Business Centre, 46, St Christopher Street, Valletta

By Phone: [2122 2063/4](tel:212220634) or [2247 8600](tel:22478600)

By Post: The Public Service Commission, Level 2, Palazzo Spinola Business Centre 46, St Christopher Street, Valletta, VLT 1464 Malta

By Email: psc@gov.mt

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

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 **Executive Secretary** 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 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 (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*
Representations	Applicants of calls for application within the Malta Public Service, who were found ineligible for the respective call for application.	The representation is to be submitted within 5 working days since the applicant is informed about his/her ineligibility to the call. <i>Note: Late applications are accepted only with valid justifications and are forwarded for the consideration of the Public Service Commission</i>	- Through e-form provided on: Public Service Commission – Representation - By sending an e-mail on psc@gov.mt - Physically at the Office of the Public Service Commission premises in Valletta	Acknowledgment of receipt within 1 working day On expiration of the representation period, an assessment is conducted by the OPSC within 15 working days If a rejoinder is received by the applicant, the representation is referred for the Commission's consideration within the following 5 working days.
Petitions	Candidates for calls for application within the Malta Public Service who who feel aggrieved by the result of the selection board	The Petition has to be submitted by the applicant within ten (10) working days from the publication of results. <i>Note: Late applications are accepted only with valid justifications and are forwarded for the consideration of the Public Service Commission</i>	- Through e-form provided on: Public Service Commission – Petition. - By sending an e-mail on psc@gov.mt - Physically at the Office of the Public Service Commission premises in Valletta	Acknowledgment of receipt within 1 working day On expiration of petition period, assessment is conducted by the OPSC within 20 working days. Upon completion of assessment, the petition is referred for the Commission's consideration within the following 5 working days.

Rulings	Members of the Public/ Ministries seeking rulings related to selection processes	Nil	• By sending an e-mail on psc@gov.mt • Physically at the Office of the Public Service Commission premises in Valletta	Acknowledgment of receipt within 1 working day Assessment is conducted by the OPSC within 3 working days. Upon completion of assessment, the ruling is referred for the Commission's consideration within the following 5 working days.
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*All timeframes are subject to the deliberations of the Public Service Commission.