



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 they should expect to receive. This reflects our commitment 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

Residency Malta is the Government agency responsible for managing a number of temporary and permanent residency programmes for non-EU nationals. It's flagship programme – the Malta Permanent Residence Programme; operates under a rigorous multi-tier due diligence process, ensuring that only fit-and-proper individuals and families are granted residence in Malta. The Mission of Residency Malta is to act as a catalyst for suitable individuals wishing to make Malta their place of residence.

3. GUIDING PRINCIPLES

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

Reliability: we are committed to ensuring 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 providing services 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 providing a professional service which 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. RESIDENCY MALTA AGENCY CUSTOMERS

Residency Malta Agency customers are non-EU nationals and families seeking residency, investment and business opportunities in Malta, via the Malta Permanent Residence Programme (MPRP), the Nomad Residence Permit and the Malta Startup Residence Programme. With regards to the MPRP, application submissions and communication is done via Licensed Agents, who double up as customers of the Agency.

5. SERVICE COMMITMENT

We will ensure that all timeframes 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 will be provided within 3 working days. In case of more complex issues where the information needs to be collated from other departments, a final reply will be provided within 10 working days.

Request for service

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 within the same timeframe.

Appointments

Biometric capture for MPRP: Online bookings can be done via booking system available to all licensed Agents.

Biometric capture for Nomad Residency Permit: an appointment will be provided within 2 working days, with the appointment date being set within 8 working days from the date of request, depending on the availability of the applicant (including visa requirements and travel plans).

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 not exceed 10 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:

Website: www.residencymalta.gov.mt

Payment Methods

Application fees are accepted via bank transfer.
Residency card fees are accepted either via bank transfer or via Epos Machine in person at our offices.

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

- Residency Malta Agency,
Zentrum Business Centre, Level 2,
Mdina Road, Qormi, QRM 1090

B. Opening Hours

- **Malta**
08:00 – 16:30

C. By Telephone

+ 356 2203 4000
during the above hours

D. Through e-mail:

clientrelations@residencymalta.gov.mt

E. On our website

www.residencymalta.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 for 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:

Residency Malta

Personally:	Residency Malta Agency, Zentrum Business Centre, Level 2, Mdina Road, Qormi, QRM 1090
By phone:	+356 2203 4000
By post:	Residency Malta Agency, Zentrum Business Centre, Level 2, Mdina Road, Qormi, QRM 1090
By email:	clientrelations@residencymalta.gov.mt

Rate the Public Service – Downloadable through maltapps directory or web-based on
<https://publicservice.gov.mt/en/rtps/Pages/Home.aspx>

When making a complaint you should:

- Quote application and / or passport number in relation to the application 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 **Client Relations and Compliance Department** and send you an acknowledgement within 1 working day.

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 complaint and all requested relevant information;
- Inform you in writing about the outcome of our investigation into your 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
The granting of a permanent residency permit via the Malta Permanent Residence Programme	• Be non-EU, non-EEA, non-Swiss; • not hail from sanctioned countries, as announced from time to time by the Agency; • not benefit under other pertinent regulations and schemes; • be in receipt of stable and regular financial resources, sufficient to maintain themselves and dependants without recourse to Malta's social assistance system; • show capital assets of minimum €500,000, out of which a minimum of €150,000 must be financial assets; or show minimum capital assets of €650,000, of which €75,000 must be financial assets; and • be fit-and-proper individuals and have a clean criminal record; not pose any potential threat to national security, public policy, public health or public interest.	• Submit an application via a Licensed Agent; • pay a non-refundable administrative fee of €60,000; • rent a property for a minimum of €14,000 in Malta or Gozo; or • purchase a property for a minimum value of €375,000 in Malta or Gozo; • pay a Government contribution of €37,000; • pay €7,500 for each adult dependant on the Main Applicant (except spouse); • hold the qualifying property for a minimum period of 5 years after which a residential address is required; • make a donation of €2,000 to a local philanthropic, cultural, scientific, artistic, sport or animal welfare NGO registered with the Commissioner of Voluntary Organisations; • be in possession of a valid travel document; • take out a health insurance policy to cover all risks in Malta and other European countries. • Pass a background verification check.	Applications must be submitted via a Licensed Agents, which list of agents may be found on our website https://residencymalta.gov.mt/list-of-agents-residencymalta/	4-5 months

The granting of a temporary residency permit via the Nomad Residence Permit	• Prove applicant can work remotely, using telecoms; • be non-EU, non-EEA, non-Swiss. • work for an employer registered in a foreign country and have a contract of work; or • conduct business activities for a company registered in a foreign country and of which applicant is partner/shareholder; or • offer freelance or consulting services, to clients whose permanent establishments are in a foreign country, and with whom the applicant has contracts; Note: <i>persons contracted by a foreign company and giving services to the company's Maltese subsidiary are not eligible</i> • have a minimum gross yearly income of €42,000; and • hold a valid travel document.	• Have health insurance covering risks in Malta and European countries; • hold a valid property rental or purchase agreement; • provide a police conduct certificate; • pass a background verification check; and • standard rules and procedures for obtaining visas and similar permits apply, in addition to the proof of eligibility.	Applications should be submitted online on our dedicated portal at https://portal.residencymalta.gov.mt/landing	30 working days
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