

Quality Service Charter

Date created: 7th March 2024
Date amended: 12th August 2026
Version Number: 5

Department responsible for updating this document: Identità – Identity Cards Unit

Identità – Identity Cards Unit

Gattard House,
National Road,
Blata l-Bajda HMR 9010

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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 that reach the levels expected by our customers.

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

Accountability: This is intrinsic to a service that 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 Identity Cards Unit's mission is to meet, within the parameters of Identità's Agreement, its legal, regulatory, policy, strategy and service responsibilities to the government, employers, and the general public with the highest level of accountability, integrity, efficiency, effectiveness, economy, and service 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. IDENTITY CARDS UNIT CUSTOMERS

Maltese citizens aged 14 years and over who would like to apply for an eID Card for the first time, and/or Maltese citizens who already hold an eID Card and would like to renew it, or change it for various reasons.

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 the request for information or application for service. This may be omitted if a service or follow-up query is provided/made within the same timeframe.
Appointments	Applicants may book an appointment by clicking here: https://eidbooking.identita.gov.mt/v2/ .
Queueing time	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 for clients who submitted their eID Card application online or whose application is already filled in will be approximately 10 to 20 minutes under normal circumstances. Waiting time for clients who booked an appointment will be approximately 5 minutes.
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://identita.gov.mt/identity-cards-unit https://www.facebook.com/identitamalta https://www.instagram.com/identitamalta/ https://www.linkedin.com/company/identita-malta/
Payment Methods	Where applicable, payments can be made in cash or by Debit/Credit Card.

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**
Identity Cards Unit
Gattard House
National Road Blata l-Bajda
HMR 9010

B. Opening Hours

- **Malta**
Monday to Friday 07:30-14:00
Wednesday 07:30-14:00
15:00-18:00
Saturday 07:30-11:00

C. By Telephone

+356 2590 4300

D. Email

Infoeid.identita@gov.mt

E. On our website

<https://identita.gov.mt/identity-cards-unit/>

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:

Identity Cards Unit

Personally: Identity Cards Unit, Gattard House, National Road, Blata I-Bajda

By Phone: +356 2590 4300

By Post: Identity Cards Unit, Gattard House, National Road, Blata I-Bajda

By Email: Infoeid.identita@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 qualityofservice-opm@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 a show 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
New electronic Identity Cards applications. Issue of an electronic identity card (eID card) for first-time applicants	Applicants need to be a citizen of Malta and 14 years or over.	Applicants need to produce the following: - Application Form ID10* (which must be filled in by the applicant and signed and stamped by a recommender), - passport-size photo signed at the back by the same recommender, - Citizen/Dual Citizen certificate issued by the Aġenzija Komunità Malta in the case of persons who have obtained Maltese Citizenship. - Proof of residential address, such as a contract of purchase of property, a contract of lease, plus any additional documents as needed. *Application Form ID10 can be collected from the Identity Cards Unit. Other relevant information can be accessed on Identità's website: https://identita.gov.mt/identity-cards-unit	In person: at Identity Cards Unit, Identità, Gattard House, Blata I-Bajda, during office hours. Online: Applications can be submitted online through Identità's website https://eforms.identita.gov.mt/applications/new When submitted, applicants will receive an autogenerated email whereby they are informed that they still need to visit the Identity Cards Unit to have their biometric data captured and to sign the relevant forms. e-Forms submitted online can be printed at the reception desk at the Identity Cards Unit. Applicants would need to provide their application reference number at the reception desk to print the forms.	At the approval stage, applicants will receive an autogenerated email and will be informed that their application is being processed. eID Cards collected from ID Cards Unit Blata I-Bajda: Applicant will receive an SMS notification within six (6) working days informing them that the eID Card is available for collection at the Identity Cards Unit, and that it must be collected within twelve months. Applicants would need to present Form ID9 – Temporary eID Card (the pink paper) issued to them at the application phase. A third party can also collect an eID card on behalf of an applicant. The third party would need to present the above-stated document together with his/her identification document. eID Cards collected from Servizz.gov hub: (closest hub to the residential address of the applicant, as indicated at the application stage). The eID Card may be collected within ten (10) working days. Applicant will receive an SMS notification, informing them that the eID Card is ready for collection from the hub and that it must be collected within ninety (90) days. Applicants need to present Form ID9 – Temporary eID Card (the pink paper) issued to them at the application phase. A third party can also collect an eID card on behalf of an applicant. The third party would need to present the above-stated document together with his/her identification document. For urgent requests, eID cards can be collected within three (3) working days or less, as necessary, from the eID Cards Unit in Blata I-Bajda. A €40 (forty Euro) urgent processing fee applies.

Lost eID Cards Replacement of lost eID cards.	Citizens of Malta who already hold a Maltese eID card.	Applicants need to produce the following: a. A Police report containing details on the lost eID card, such as when and where. b. Filled in Form ID10a.* (which must be filled in by the applicant) *Application Form ID10a can be collected from the Identity Cards Unit. Other relevant information can be accessed on Identità's website: https://identita.gov.mt/identity-cards-unit/ A fee of €22 applies.	Same as above.	Same as above.
Renewal of eID Cards, expired, 14+, 16+, 18+, 60+ and 75+ years Issuance of eID Cards in replacement of above.	Citizens of Malta who already hold a Maltese eID card.	Applicants need to produce the following: a. Customers to present their eID card. b. Filled in Form ID10a.* c. Proof of residential address in case there is a change in the applicant's residential address, such as contract of purchase of property, contract of lease plus any additional documents as needed. *Application Form ID10a can be collected from the Identity Cards Unit. Other relevant information can be accessed on Identità's website: https://identita.gov.mt/identity-cards-unit/	Same as above.	At the approval stage, applicants will receive an autogenerated email and will be informed that their application is being processed. eID Cards collected from ID Cards Unit Blata I-Bajda: Applicant will receive an SMS notification within six (6) working days informing that the eID Card is available for collection at the Identity Cards Unit, and that it must be collected within twelve months. A third party can also collect an eID card on behalf of an applicant. The third party would need to present the old ID Card of the applicant together with his/her identification document. eID Cards collected from Servizz.gov hub: (closest hub to the residential address of the applicant, as indicated at the application stage). The eID Card may be collected within ten (10) working days. Applicant will receive an SMS notification, informing them that the eID Card is ready for collection from the hub and that it must be collected within ninety (90) days. A third party can also collect an eID card on behalf of an applicant. The third party would need to present the old ID Card of the applicant together with his/her identification document. For urgent requests, eID cards can be collected within three (3) working days or less, as necessary, from the eID Cards Unit in Blata I-Bajda. A €40 (forty Euro) urgent processing fee applies.

Change of address Requests to change one's residential address on an eID card	Citizens of Malta who already hold a Maltese eID card.	Applicants need to produce the following: a. Customers to present their eID card. b. Filled in Form ID10a.* c. Proof of residential address, such as contract of purchase of property, contract of lease plus any additional documents as needed. *Application Form ID10a can be collected from the Identity Cards Unit. Other relevant information can be accessed on Identità's website: https://identita.gov.mt/identity-cards-unit/	Same as above.	Same as above.
Change in the holders' name or surname Request to change one's name or surname on the eID card.	Citizens of Malta who already hold a Maltese eID card.	NOTE: Name or surname needs to be changed by the Public Registry before applying for a new eID Card. Applicants need to produce the following: a. Customers to present their eID card. b. Filled in Form ID10a.* *Application Form ID10a can be collected from the Identity Cards Unit. Other relevant information can be accessed on Identità's website: https://identita.gov.mt/identity-cards-unit/.	Same as above.	Same as above.

Replacement of a damaged eID Card. Replacement of physically damaged eID Cards and eID Cards with a faulty chip.	Citizens of Malta who already hold a Maltese eID card.	Applicants need to produce the following: Customers to present their damaged eID card. a. Filled in Form ID10a.* In case of a damaged electronic Identity Card, a fee of €16.50 will apply. There is no payment in the case of a defective chip. *Application Form ID10a can be collected from the Identity Cards Unit. Other relevant information can be accessed on Identità's website: https://identita.gov.mt/identity-cards-unit/	Same as above.	At the approval stage, applicants will receive an autogenerated email and will be informed that their application is being processed. eID Cards collected from ID Cards Unit Blata I-Bajda: Applicant will receive an SMS notification within six (6) working days informing that the eID Card is available for collection at the Identity Cards Unit, and that it must be collected within twelve months. A third party can also collect an eID card on behalf of an applicant. The third party would need to present the old ID Card of the applicant together with his/her identification document. eID Cards collected from Servizz.gov hub: (closest hub to the residential address of the applicant, as indicated at the application stage). The eID Card may be collected within ten (10) working days. Applicant will receive an SMS notification, informing them that the eID Card is ready for collection from the hub and that it must be collected within ninety (90) days. A third party can also collect an eID card on behalf of an applicant. The third party would need to present the old ID Card of the applicant together with his/her identification document. For urgent requests, eID cards can be collected within three (3) working days or less, as necessary, from the eID Cards Unit in Blata I-Bajda. A €40 (forty Euro) urgent processing fee applies.
eID Housebound services Housebound visits to all those applicants who have mobility issues.	Citizens of Malta	All services mentioned above are offered to all housebound applicants. Refer to the above services for compliance requirements.	Applications can be submitted online through Identità's website https://eforms.identita.gov.mt/. When submitted, applicants will receive an autogenerated email informing them that the Identity Cards Unit will be contacting them to set an appointment. Applicants and third parties may also submit a request on behalf of the eID card holder at the Identity Cards Unit, via email at infoeid.identita@gov.mt or by calling on +356 2590 4300.	Appointments are issued on a first come first basis and will depend on the location of the applicant. Applicants will receive an SMS notification on their mobile within six (6) working days informing them that their eID Card is available for collection at the Identity Cards Unit and that it must be collected within twelve (12) months. A third party can collect the eID card on behalf of an applicant by presenting their identification document and form ID9 temporary ID Card (pink paper) if applicable. eID Cards collected from Servizz.gov hub: (closest hub to the residential address of the applicant, as indicated at the application stage). The eID Card may be collected within ten (10) working days. Applicant will receive an SMS notification informing them that the eID Card is ready for collection from that hub and that it must be collected within ninety (90) days

				A third party can collect the eID card on behalf of an applicant by presenting their identification document and form ID9 temporary ID Card (pink paper) if applicable. For urgent requests, eID cards can be collected within three (3) working days or less as necessary, from the ID Cards Unit in Blata I-Bajda by third parties. A €40 (forty Euro) urgent processing fee applies.
Support to clients by the Identity Cards Unit, and the Customer Support and Response Unit on eID accounts. Assist customers with queries related to eID cards. Assist customers with their virtual eID account. Assist customers in resetting their eID card PINs, how to activate two-factor authentication for their eID account, changing passwords, and updating email addresses or contact numbers.	Maltese residents who have a valid Maltese eID Card or a residence document / card.	Not applicable.	Customers may contact the Customer Support and Response Unit of the Identity Cards Unit on +356 25904300, send an email to infoeid.identity@gov.mt or visit our office at Gattard House, Blata I-Bajda. To reset the eID card Personal Identification Number (PIN), the customers would need to visit our office in person and present their eID card. To change an email address, the customers would need to visit our office in person and present their eID card.	Clients are assisted instantly over the phone. Calls are answered promptly during office hours. During weekdays, emails are replied to within 1 working day of receipt. An activation link for the eID account is sent by email. This link is provided instantly to clients who attend the Identity Cards Unit within 1 working day if the request is submitted by email, or within 3 working days if the applicant subscribes for an eID account in his/her ID card application.