



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; and

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 Department of Information aims to provide the public with up-to-date, comprehensive, and meaningful information on Government policies, services, and activities, as well as on matters of public interest, and to promote a proper image of the Public Service and the country.

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. DEPARTMENT OF INFORMATION CUSTOMERS

Our customers come from all sectors of society and would generally need assistance, information, or referral for various types of customer-oriented 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.

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.
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Premises	Complete access for all abilities and regular safety certification of the premises by competent bodies.
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Request for information through website, email, telephone, social media, traditional mail	A final reply within 3 working days.
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Request for service	Kindly refer to Appendix 1 for list of services.
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Phone Calls	Shall be answered within 3 rings on working days.
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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.
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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.
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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.
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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:
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Website: <https://www.gov.mt/mt/Government/DOI/Pages/default.aspx>

Payment Methods	Cash / cheque
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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**
Department of Information
3 Castille Place
Valletta
VLT 1062
- **Gozo**
Culture Unit at Banca Guratale
St Francis Square
Victoria, Gozo
VCT 1020

C. By Telephone

+356 2200 1704/1796

B. Opening Hours

- **Malta**
Winter (1st October – 15th June)
Monday to Friday
07:45-17:15
Sales
08:00-16:30

Summer (16th June–30th September)
Monday to Friday
07:30-13:30
Sales
08:00-12:30
- **Gozo**
Monday to Friday
07:00-12:30

D. Email

Info.doi@gov.mt

E. On our website

<https://www.gov.mt/mt/Government/DOI/Pages/default.aspx>

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:

Department of Information

Personally: Sales and Information Point: 3 Castille Place, Valletta, VLT 1062
Culture Unit at Banca Giuratale, St Francis Square, Victoria Gozo, VCT 1020
By Phone: +356 2200 1704/1796
By Post: Sales and Information Point: 3 Castille Place, Valletta VLT 1062
By Email: Info.doi@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 'Information Request' here:- <https://www.servizz.gov.mt/en/InformationRequest>
- 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 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	Application Options	Service-Delivery Timeline
Requests and queries for assistance via telephone.	Clients requesting information or update on any scheme/information related to public goods.	Requests and queries for assistance via telephone: - +356 2200 1704/96	Any request for information/assistance shall be provided with a final reply no later than 3 working days.
Requests and queries for assistance via email/other forms.	Any clients requesting assistance via electronic means.	Via link:- https://www.gov.mt/en/Pages/ContactUs.aspx	Incoming queries for information/assistance are to be acknowledged within 24 hours and final reply be provided by not later than 3 working days.
Requests for Sales or other forms of assistance through walk-ins/other means.	Clients who may prefer 'face-to-face' interaction to obtain more information related to public goods.	Refer to 'HOW TO REACH US'.	Commitment to serve clients by providing them with information/product/referring them to service provider as applicable and to maintain reception area as an up-to-date information point with excellent customer care skills.
Requests and queries via social media.	Clients who feel best-placed to request information via social media /'on the go'.	Facebook: https://www.facebook.com/DOImalta Instagram: https://www.instagram.com/thedoimalta/ X (Twitter): https://twitter.com/doimalta	Commitment to reply within 2 hours from when query is received during office hours.
Access Cards.	Accredited media persons in need of Access Card to cover government/ministerial events.	Via link https://www.gov.mt/mt/Government/DOI/Media%20in%20Malta/Pages/DOI-Access-Card.aspx	All requests having to do with the provision of Access Cards shall be looked into and provided with a final reply not later than 2 working days.

Library Research.	Researchers and students.	Application through telephone/email to discuss request further and to request an appointment.	All requests regarding Library Research to be answered to within 2 working days from date of request.
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