public service

Social Security (Victoria & Nadur)

WHO WE ARE

The Social Security Offices of Victoria and Nadur Gozo provide services related to Contributory and Non-Contributory Benefits and Pensions, as administered and operated within the Social Security Department, also responsible for the administration of the Social Security law Chapter 318 of the Laws of Malta. Through the computerized systems of SABS, WebSABS, Infoshare and the Department's website 'Social Security' public officers give their services to our clients by mainly the following:

- Submitting online applications for Pensions and Benefits.
- Following up and reviewing pending/current cases of Pensions and Benefits.
- Provide information to clients, in relation to the various assistance/benefits/pensions offered by the Department.

In line with the main Department's mission, both offices strive 'to provide correct financial assistance and other benefits to an eligible person in time.'

OUR COMMITMENT TO CLIENTS

Level of service to expect when contacting or visiting our Offices:

- We will treat you with respect and in a professional manner.
- We guarantee confidentiality on any information exchange.
- Our service standards are in line with Directive 4-2 Standard for Service of Excellence Offered by the Public Administration to the Public and Public Employees.
- The list of services offered can be found in the following link *https://socialsecurity.gov.mt/en/information-and-applications-for-benefits-and-services/*

WHAT TO EXPECT WHEN YOU CONTACT US

Provide information which is specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. We commit to answer your query within 1 working day, or as per timeframes stipulated in Directive 4-2.

When you contact us by phone

We commit ourselves to answering the phone within 3 rings, in a clear and knowledgeable manner. Staff will identify themselves and treat you with courtesy and respect.

When you visit our Offices

Our Offices are safe, clean and enable accessibility to services for persons with disability. Waiting time will be of approximately 15 - 20 minutes under normal circumstances.

When you contact us by letter or email

We will send an acknowledgement within 1 working day from receipt of your letter or email

Appointments

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 3-5 working days from the date of request. However, appointments may be dependent on department waiting lists and urgent requests which may take priority.

CLIENT RESPONSIBILITIES

Clients are expected to: Provide full and correct information. Treat staff with courtesy and respect. Adhere to timeframes and allocated appointments when applicable.

WE VALUE YOUR FEEDBACK

If you would like to submit feedback, suggestions, or complaints kindly:

- Contact us as per details shown here: *victoriadistrictoffice.mfcs@gov.mt; nadurdistrictoffice.mgp@gov.mt*
- Through servizz.gov by calling on 153, or online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 1-2 working days

HOW TO CONTACT US

- Social Security Victoria Office, St Francis Square, Victoria VCT 1335 Gozo
- Social Security Nadur Office, Parish Priest Street, Nadur NDR 1053 Gozo
- Monday to Friday: 08:00-14:00; Weekends, & Public Holidays: Closed
- *https://gozo.gov.mt/public-bodies/social-security-offices-victoria-and-nadur*
- Contact us: *victoriadistrictoffice.mfcs@gov.mt*; *nadurdistrictoffice.mgp@gov.mt* +356 7979 2497
- Through Social Media: