public service

Quality Service Charter

Date created:	22nd September 2025
Date amended:	23rd October 2026
Version Number:	3

Department responsible for updating this document:
Identità – Public Registry

Identità – Public Registry
Onda Building, Aldo Moro Road
Marsa

identità

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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;

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 Public Registry Office'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. IDENTITA – PUBLIC REGISTRY CUSTOMERS

The Public Registry provides services to all individuals with life events that occurred in Malta. Additionally, it assists Maltese citizens in registering life events that occurred outside the country. The Public Registry also facilitates the issuance of certificates for registered life events upon request and supports the public in handling annotations and adjustments to record as required by court rulings.

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 received in Maltese will be answered in Maltese, while any 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 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	Applicants wishing to register a life event are encouraged to book an appointment prior to visiting our office in Marsa in person. Appointments can be scheduled online via the following link: https://pubregbooking.identita.gov.mt/v2/#book/count/1/provider/any/ If you arrive late, we reserve the right to reschedule your appointment. Additionally, all services are available through a walk-in ticketing system for those without prior bookings. Mater Dei offices accept only walk-ins.
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 to 20 minutes (walk-ins) 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://identita.gov.mt/public-registry-main-page/ https://www.facebook.com/identitamalta https://www.instagram.com/identitamalta/
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**
  Malta Public Registry
  Onda Building,
  Aldo Moro Road,
  Marsa, MRS 9065

  Mater Dei Hospital
  Tal-Qroqq, Msida

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 4200

D. Email
publicregistry.identita@gov.mt

E. On our website
https://identita.gov.mt/contact-us/

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:

Identità – Public Registry

Personally:	Identità, Public Registry Unit, Onda Building, Aldo Moro Road, Marsa
By Phone:	+356 2590 4200
By Post:	Identità, Public Registry Unit, Onda Building, Aldo Moro Road, Marsa
By Email:	publicregistry.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 '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 infromation 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 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
Registration of a foreign birth, death or marriage	Maltese citizens who were born, married, or died abroad.	To register these acts, the following requirements must be met: Original certificate of the birth, marriage, or death, issued by the Competent Authority of the issuing state. A **Maltese citizenship certificate** must be presented to confirm citizenship. Certificates issued by foreign authorities outside the EU must be **apostilled or legalized** to ensure authenticity. Any documents not in English or Maltese must be translated by recognized translators: Translators approved by Identità Translators-List-Online-22-Aug-2025.pdf or Translators identified in the EU portal. This requirement also applies to documents from EU countries.	**In Person:** Public Registry Front Office in Marsa. **Persons living abroad:** Maltese citizens residing abroad may submit applications via an accredited Maltese Mission.	Life events are registered within 21 working days from the start of processing of complete and correct documents. Once registration is complete, applicants will receive an automated email or SMS notification. At that point, they may proceed to order a certificate through one of the available channels.
Registration of a local birth or death	All births and deaths occurring in Malta must be registered with the Public Registry as per Public Registry Act (Chapter 16). According to the law, births need to be registered within 15 days, whereas no legal timeline is imposed on the registration of a death.	Registration of Birth: - Birth Notification - ID card of the Notifier - Other documents, depending on the status of the parents Registration of Death: - ID Card of the deceased - Copy of the Death certificate and Cause Thereof (DH35) or Burial permit - ID card of the Notifier	**In Person:** Public Registry Office at Mater Dei Hospital, or Public Registry Unit, Front Office in Marsa. **Online**: https://pubreg.identita.gov.mt **Special Cases:** Notifications of deaths from St. Vincent De Paule are submitted in batches by a representative of the residence.	**Births**: within 7 working days since the receipt of correct and complete documents **Deaths**: within 7 working days since the receipt of correct and complete documents, including the original death certificate from Mater Dei. Once registration is complete applicants will receive an automated email or SMS notification. At that point, they may proceed to order a certificate through one of the available channels.

Registration of marriage in Malta	Couples who would like to get married in Malta, whether Maltese citizens or not, should apply for marriage as established by law.	Application for a marriage has to be made at least within 3 months but not later than 6 weeks before the marriage date, as per the Marriage Act (Chapter 255). An appointment is to be set with Public Registry Officers within this period. Maltese Citizens need to present their ID Cards and a copy of the ID card of the witnesses. In case of foreign nationals, the documents required differ depending on nationality. Couples are to call at the Public Registry to check about the required documents on a case by case basis.	**In Person:** Visit the Public Registry, Marriage Registry Section, Marsa.	Civil Marriages will be registered within 9 working days from the date of marriage. Church Marriages will be registered within 9 working days from the receipt of the Act of Marriage from the Church representative where the marriage was held.
Purchase of certificates	General Public	Applicants must provide basic information about the certificate they wish to obtain, such as: - Names and surnames - Dates and places of birth, marriage or death as the case may be.	**In Person:** Visit the Public Registry Unit, Front Office. **Online**: Submit an application via our website: https://certifikati.identita.gov.mt/en/Home	Certificates requested in person will be provided instantly Certificates requested on-line will be processed as follows: - Normal Certificates - processed and sent through traditional mail within 2 working days - Apostilled Certificates – processed and sent through traditional mail within 3 working days. Upon submission, applicants will receive an autogenerated email or SMS confirming receipt of their application. A subsequent email or SMS will be sent once the application is processed and completed.
Adjustments and Annotations	General Public	Eligibility will depend on the changes requested in the existing Acts. Change in name spelling or fonts, **Form V**: Form V Change in surname of spouse and children of applicant who made use of **Form UU** – Form UU	**In Person:** Public Registry, Front Office Marsa	Adjustment and Annotations to the Acts are processed within 2 working days from the receipt of correct and complete documentation.

		Change in surname of spouse and children of applicant who made use of **Form XX** – Form XX More information about adjustments and annotations, over and above mentioned above, can be found on https://identita.gov.mt/public-registry-sec-page-forms/#el-b9586010		