public service

Quality Service Charter

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Servizzi Ewropej f'Malta
280, Republic Street
Valletta

SEM
Servizzi Ewropej f'Malta

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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

To serve as a gateway to EU funds in Malta and Gozo, making it easier for citizens and organisations to reap the benefits of EU membership through EU funds, while also promoting awareness, dialogue and stakeholder engagement on EU policies, initiatives, rights and obligations affecting Malta.

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. SERVIZZI EWROPEJ F'MALTA CUSTOMERS

Our clients are citizens, representatives of Government Ministries, Departments and Public entities various organisations, local councils, businesses, social partners and relevant stakeholders .

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 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	Replies to requests for appointments will be provided within 2 working days, with the appointment date being set within 3 to 5 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.
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 10 to 15 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 our: **Website**: https://sem.gov.mt/

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**
  280, Republic Street
  Valletta VLT 1112

- **Gozo**
  Gozo Volunteer Centre
  Il-Madonna tar-Rummiena Street
  Xewkija XWK 9082

B. Opening Hours

- **Malta**
  Winter: 08:30-16:30
  Summer: 08:30-14:30
  Fridays (all year) 08:30-14:30
  Office is closed between
  25th December and 1st January.

- **Gozo**
  By Appointment:
  Monday, Wednesday, Thursday & Friday 07.45-14:15 (all year)
  Office is closed on Tuesdays and between 25th December and 1st January.

C. By Telephone

Malta: +356 2779 7300
Gozo: +356 2779 7308

D. Email

info.sem@gov.mt

E. On our website

www.sem.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 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:

Servizzi Ewropej f'Malta

Personally:	280, Republic Street, Valletta Gozo Volunteer Centre, Il-Madonna tar-Rummiena Street, Xewkija
By Phone:	+356 2779 7300
By Post:	280, Republic Street, Valletta Gozo Volunteer Centre, Il-Madonna tar-Rummiena Street, Xewkija
By Email:	info.sem@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 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	Service Delivery Timeline
Information on EU-related Matters through Europe Direct Valletta	General Public, Civil society organisations, Local councils, Government Ministries, Departments and Entities, Businesses.	Commitment to serve as a contact point for all EU-related queries.	All requests for information received by email on any EU-related matters shall be replied to within 2 working days.
One-to-one meetings on EU funding and EU Policy	General Public, Civil society organisations, Local councils, Government Ministries, Departments and Entities, Businesses.	Commitment to provide timely follow-up after one-to-one meetings.	Replies to requests for appointments will be provided within 2 working days, with the appointment date being set within 3 to 5 working days from the date of request. A follow-up email shall be sent after one-to-one meetings within 2 working days. The communication shall sum up what would have been discussed during the meeting and shall outline a way forward.
Information on EU funds and EU Policy	General Public, Civil society organisations, Local councils, Government Ministries, Departments and Entities, Businesses.	Commitment to provide timely information on EU funding opportunities and other related queries.	All requests for information received on any EU-related funding matter or key EU policy matters shall be replied to within two working days.
Assistance in the preparation of EU Funding proposals	General Public, Civil Society organisations, Local Councils, Government Ministries, Departments and Entities.	Commitment to provide a high-quality personalised service to clients to submit competitive project proposals.	Requests for one-to-one meetings will be replied to within 1 working day. The date proposed for the one-to-one meeting shall be within 2 working days from when a request is lodged, and the meeting will be held within the next 3 to 5 working days. A complete reviewed application shall be submitted to the client by not later than 2 working days from the application deadline.

Assistance in the implementation of EU funded projects	Civil Society organisations, Local Councils	Commitment to provide a high-quality personalised service to clients for the successful implementation of EU-funded projects.	Requests for one-to-one meetings will be replied to within 1 working day. The date proposed for the one-to-one meeting shall be within 2 working days from when a request is lodged, and the date proposed for the meeting will be within 3 to 5 working days from the date of the request. A complete reviewed application shall be submitted to the client by not later than 2 working days from the application deadline.
Public Consultation on EU policy and legislative development	Government Ministries, Departments and Public Entities, General Public, Civil society organisations, Local councils, Businesses, social partners and other relevant stakeholders.	Commitment to facilitate stakeholder participation in public consultations on EU policies and legislative developments affecting Malta, where such consultations are issued. Stakeholders are encouraged to register their interest with SEM in order to be informed of relevant consultation opportunities and invited to participate, where applicable.	Public consultations are carried out on an ad hoc basis, depending on EU policy and legislative developments. SEM shall endeavour to inform registered stakeholders of relevant consultation opportunities as soon as these are identified or issued.
Information, awareness and policy discussions on EU policy developments	Government Ministries, Departments and Public Entities, General Public, Civil society organisations, Local councils, Businesses, social partners and other relevant stakeholders.	Commitment to promote awareness on EU policies, legislative developments, topical issues, rights, services and obligations affecting Malta, including through policy discussions, awareness initiatives, updates and simplified public communication.	Requests for information shall be acknowledged within 1 working day. A final reply shall be issued within 3 to 5 working days depending on the complexity. Where the request requires consultation with other departments, entities or stakeholders, SEM shall follow up accordingly and provide a reply or update within a reasonable timeframe, depending on the nature of the request.