public service

Quality Service Charter

Date created:	7th March 2022
Date amended:	28th October 2026
Version Number:	4

Department responsible for updating this document:
Identità – Passport Office Malta

Identità – Passport Office Malta
Onda Building, Aldo Moro Road,
Marsa

identità

Table of Contents

1.	Purpose	3
2.	Who we are & what we do	3
3.	Guiding Principles	3
4.	Identità - Passport Office Customers	4
5.	Service Commitment	4
6.	How to Reach us	5
7.	We are at your service	6
8.	Feedback & Complaints	6
9.	Commitment to continuous improvement	7
10.	Appendix	9

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 Passports 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 – PASSPORT OFFICE CUSTOMERS

The Passport Office issues ePassports to Maltese citizens, irrespective of age, unless instructed otherwise by the Maltese Courts. It also issues other travel documents to foreign nationals subject to the authorisation of the applicant's national authority

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	All applicants can book an appointment prior to visiting our office in person. Online bookings can be done via Identità website https://passportbooking.identita.gov.mt
Queueing time (if applicable)	We will greet you on arrival and guide you to your requested service while being handed a ticket. Once the number on your ticket is shown on the ticketing system screens, you will be directed to the officer who will serve you. Waiting time will be of approximately 10 to 20 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://www.identita.gov.mt/passport-office-main-page/ https://www.facebook.com/identitamalta https://www.instagram.com/identitamalta/
Payment Methods	Payments can be made in cash or by debit/credit card. The Passport Office also accepts cheque payments of not less than €20. Cheques should be made payable to Aġenzija Identità. For the latest applicable fees kindly refer to: https://identita.gov.mt/passport-office-sec-page-applicable-fees/

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**

  Passport Office, Identità,
  Onda Building, Aldo Moro Road,
  Marsa

  Passport Office, Identità,
  Triq il-Karristi
  Marsa

B. Opening Hours

- **Malta**

Monday	07:30 – 14:00
Tuesday	07:30 – 14:00
Wednesday	07:30 – 14:00
	And
	15:00 – 18:00
Thursday	07:30 – 14:00
Friday	07:30 – 14:00
Saturday	07:30 – 11:00

C. By Telephone

+356 **25904100**
In case of emergency only call +356 **79473656**
(outside office hours)

D. Email

passports.identita@gov.mt

E. On our website

https://identita.gov.mt/passport-office-main-page/

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 – Passport Office

Personally:	Passport Office, Identità, Onda Building, Aldo Moro Road, Marsa, MRS 9065 Passport Office, Identità, Triq il-Karristi, Marsa
By Phone:	+356 2590 4100
By Post:	Passport Office, Identità, Onda Building, Aldo Moro Road, Marsa, MRS 9065 Passport Office, Identità, Triq il-Karristi, Marsa
By Email:	passports.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 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	Application Options	Service Delivery Timeline
Adult e-Passport Applying for an adult passport **Type 1**	Maltese citizens 18 years of age and over. Fees* are as follows: • Between September & March are €70. • Between April & August are €80.	**Adults (+ 18 years old) applying for the first time** need to submit the following documents at Passport Office: - Original and Valid eID card; - Form A: Sections 1, 2, 5, 7 and 9 need to be filled in by a recommender. - If applicant resides abroad and does not hold a Maltese eID, he/she must present a passport photo endorsed and signed by the same recommender.	Applications are only accepted in person. Applicants can book online prior to visiting our office in person. A notification will be received by email confirming the appointment. https://passportbooking.identita.gov.mt/v2/ **Note***: In case of a lost passport, a police report needs to be lodged and presented with the application. This service can be offered on premises at Passport Office, Identitá Malta*	Passports are issued within 4 (four) working days. Applicant is to collect the passport personally and present the eID card, or by the authorised person identified by the housebound applicant. Urgent requests are processed within 4 (four) working hours against a fee* of €160.
Adult ePassport renewal **Renewing an adult ePassport – Type 1**	Maltese citizens 18 years of age and over. Fees* are as follows: • Between September & March are €70. • Between April & August are €80.	**Adults (+ 18 years old) renewing their e-passport** need to submit the following documents at Passport Office: - Original and Valid eID card - Form A: Sections 1, 2, 5 and 9 need to be filled in. - current passport Biometric data (facial image and fingerprints) will be captured at the Passport Office. Form A can be downloaded from https://identita.gov.mt/passport-office-main-page/ or collected from our offices; police stations; local councils and travel agencies.	Applications are only accepted in person. Applicants can book online prior to visiting our office in person. A notification will be received by email confirming the appointment https://passportbooking.identita.gov.mt/v2/ **Note***: In case of a lost passport, a police report needs to be lodged and presented with the application. This service can be offered on premises at Passport Office, Identitá Malta*	Passports are issued within 4 (four) working days. Applicant is to collect the passport personally and present the eID card, or by the authorised person identified by the housebound applicant. Urgent requests are processed within 4 (four) working hours at a fee* of €160.

Minors' e-Passport **e-Passport issued to minors** **16-17 years – Type 1** **10-15 years -Type 2** **0-9 years -Type 3**	Minors who are Maltese citizens. Fees* are as follows: • Minor between 16 and 17 years - €70 (Sept – March) and - €80 (April - August) • Minor between 10 and 15 years €40 • Minor under 10 years of age – €16	0-5years - Form A: Sections 1, 2, 5, 6, and 7 to be filled in. - 2 signed photos by the same recommender who signs Sections 6 and 7 on the application Form A. - Both parents' to present original and valid eID Cards. - Minor not required at the office. - Previous passport (if applicable). - Application to be submitted by one of the parents. 6-13 years - Form A: Sections 1, 2, 5, 6, and 7 to be filled in. - 1 signed photo by the same recommender who signs Sections 6 and 7 on the application Form A. - Both parents' to present original and valid eID Cards. - Minor is required at the office - Previous passport (if applicable). - Application to be submitted by one of the parents 14-15 years - Form A: Sections 1, 2, 5, 6, and 7 to be filled in. - Both parents' to present original and valid eID Cards. - Minor's original and valid 14+ eID Card. - Minor is required at the office. - Previous passport (if applicable). - Application to be submitted by one of the parents. 16-17 years - Form A: Sections 1, 2, 5, 6, & 7 to be filled in. - Both parents' to present original and valid eID Cards.	Applications are only accepted in person. Applicants can book online prior to visiting our office in person. A notification will be received by email confirming the appointment – https://passportbooking.identita.gov.mt/v2/ **Note**: *In case of a lost passport, a police report needs to be lodged and presented with the application. This service can be offered on premises at Passport Office, Identitá Malta*	Passport is issued within 4 (four) working days and is to be collected personally by one of the parents/guardians against the presentation of an eID card. Applicants from 12 years of age and above are requested to be present upon collection. Urgent requests are processed within 4 (four) working hours against a fee* of €60 (less than 10 years) €80 (10-15 years), €160 (16+ years).

		- Minor's original and valid 16+ eID Card. - Minor is required at the office. - Previous passport (if applicable). Application to be submitted by one of the parents.		
Diplomatic Passport - Type 4	Maltese citizens both adults and minors.	Adults (+ the age of 18) applying for a Diplomatic passport need to submit the following documents at Passport Office: - Original and valid eID Card - Form A: Sections 1, 2, 5 and 9 need to be filled in. - Endorsed application by Permanent Secretary at MFT. - Diplomatic Voucher from MFT. Biometric data (facial and fingerprints) will be captured at the Passport Office. Form A can be downloaded from https://identita.gov.mt/passport-office-main-page , or collected from our offices; police stations; local councils and travel agencies. Minors As per the passport application, the minor's requirements. Diplomatic Passport for minors until the age of 9 years will be valid for two (2) years.	Applications are only accepted in person. Applicants can book online prior to visiting our office in person. A notification will be received by email confirming the appointment – https://passportbooking.identita.gov.mt/v2/ **Note***: In case of a lost passport, a police report needs to be lodged and presented with the application. This service can be offered on premises at Passport Office, Identitá Malta*	Passport is issued upon request and is to be collected personally from 18 years of age. From 17 years and under, the passport must be collected by one of the parents/guardians against the presentation of a valid eID card. Applicants between 14 and 17 years of age should present a valid eID card. Applicants from 12 years of age are requested to be present upon collection. A fee* of €40 (all ages).
Second Passport	Passport used only for work-related travels. Applicable fee* is €135.	Adults (+ the age of 18) applying for a second passport need to submit the following documents at Passport Office: - Original and valid eID card; - Form A: Sections 1, 2, 5 and 9 need to be filled in. - A recommendation letter signed by the company's director stating the reason	Applications are only accepted in person. Applicants can book online prior to visiting our office in person. A notification will be received by email confirming the appointment – https://passportbooking.identita.gov.mt/v2/	This passport is issued within 4 (four) working days. Applicant is to collect the passport personally and present the eID card. Urgent requests are processed within 4 (four) working hours. Urgent of Second Passport is 295Eur (135Eur + 160Eur).

11

		why the applicant is requesting a second passport. If the applicant is the director of the company, this letter has to be written and signed by either the company's notary, lawyer, accountant, or auditor; and - A photocopy of the person's eID card or ePassport signing the recommendation letter. Biometric data (facial and fingerprints) will be captured at the Passport Office. Form A can be downloaded from https://identita.gov.mt/passport-office-main-page , or collected from our offices; police stations; local councils and travel agencies.		
Alien's Passport	Non-Maltese citizens holding Temporary Humanitarian Protection Status, Subsidiary Protection, Refugee Status and any other status as may be defined by the United Nations High Commissioner for Refugees (UNHCR) or any other legislation, to apply for an Alien's passport or Convention Travel Document (Refugee Status 28 July 1951). The objective is to provide an ePassport/eTravel Document which International Civil Aviation Organization (ICAO) and EU-compliant to third country nationals. Applicable fee* is €80.	Adults (+ the age of 18) applying for an Alien Travel Document. Adults - Form H: Sections 1, 2, 3, and 5 to be filled in. - Previous passport if applicable. - Valid Residence Card (Subsidiary Protection remarks). - Protection Certificate from IPA. - 1 signed passport photo from the same recommender who signs Section 5 of Form H. Minors - 0-5years - Form H: Sections 1, 2, 3, 4 and 5 to be filled in. - Previous passport if applicable. - Minor's Residence Card (Subsidiary Protection remarks). - Minor's Protection Certificate from IPA. - 2 signed passport photos from same recommender who signs Section 5 of Form H.	Applications are only accepted in person. Applicants can book online prior to visiting our office in person at Hal Far office. A notification will be received by email confirming the appointment - https://passportbooking.identita.gov.mt/v2/	Passports are issued within 4 (four) working days. Applicant is to collect the passport personally and present an Identification Document. In case of applicants under 18 years of age, the passport must be collected by one of the parents/guardians against the presentation of a valid eID card. Applicants from 12 years of age are requested to be present upon collection. Urgent requests are processed within 4 (four) working hours at a fee of €160.

		- Both parent's to present valid Residence Cards (Subsidiary Protection remarks). - Both parent's Protection Certificates from IPA. - Minor is not required at the office. 6-17 years - Form H: Sections 1, 2, 3, 4 and 5 to be filled in. - Previous passport, if applicable. - Minor's Residence Card (Subsidiary Protection remarks). - Minor's Protection - Certificate from IPA - 1 signed passport photo from the same recommender who signs Section 5 of Form H. - Both parents' valid Residence Cards (Subsidiary Protection remarks) - Both parents' Protection Certificates from IPA. - Minor is required at the office. The applicant (if aged 18 years +) or the parents/tutors (if aged 0 -17 years) submit a request for an Alien's passport at DCEA Hal Far.		
Convention Travel Documents (Refugee)s	Individuals who have refugee status, both minors and adults. Applicable fee* is €80.	Adults (+ the age of 18) applying for a Refugee Travel document need to submit the following documents at the Passport Office: - Form A needs with Sections 1, 2, 5, and 7, to be filled and signed by a Maltese recommender (professional Maltese person). - Present one recent passport photo. The passport photo must be signed at the back and endorsed by the same recommender.	Applications are only accepted in person. Applicants can book online prior to visiting our office in person. A notification will be received by email confirming the appointment https://passportbooking.identita.gov.mt/v2/	Passports are issued within 4 (four) working days. Applicant is to collect the passport personally and present an Identification Document. In case of applicants under 18 years of age, the passport must be collected by one of the parents/guardians against the presentation of a valid eID card. Applicants from 12 years of age are requested to be presented upon collection.

		- Applicant's valid eResidence Card. - Valid Refcom card issued by the IPA. - The applicant's previous passport (if available). Biometric data (facial and fingerprints) will be captured at the Passport Office. Minors should be accompanied by both parents and need to submit the following documents to the Passport Office: - Form A with Sections 1, 2, 5, 6 and 7 filled and signed by parents as well as a recommender (professional Maltese person). - Present two passport photos taken against a white background. One of the passport photos must be signed at the back and endorsed by the same recommender; - Both parents' and minor's eResidence Card (or Travel Document); - Both parents and minor's Refcom cards issued by the IPA; and - The minor's previous passport (if available). Biometric data (facial image and fingerprints) will be captured at the Passport Office for minors over the age of 5 years. Form A can be downloaded from https://identita.gov.mt/passport-office-main-page , or collected from our offices; police stations; local councils and travel agencies.		Urgent requests are processed within four working hours at a fee of €160.
Convention Travel Documents (Refugee)s - Type 7	Individuals who have refugee status, both minors and adults. Applicable fee* is €80	Adults (+ the age of 18) applying for a Refugee travel document need to submit the following documents at Passport Office:	Applications are only accepted in person. Applicants can book online prior to visiting our office in person. A	Passports are issued within 4 (four) working days. Applicant is to collect the passport personally and present an Identification Document.

		Adults - Form A: Sections 1, 2, 5 and 7 filled in and signed by a recommender (professional Maltese person). - 1 signed passport photo from same recommende - Applicant's valid Residence Card (Refugee Status Remark). - Valid Refcom issued by IPA. - Previous passport if applicable. Minors - 0-5 years - Form A: Sections 1, 2, 5, 6 and 7 filled in - Previous passport if applicable - Minor's Residence Card (Refugee Status/ Parents refugee status remarks) - Minor's valid Refcom card - 2 signed passport photos from same recommender that signs Section 7 of Form A - Both parent's Residence Cards (at least one with Refugee Status remarks) - Both parent's valid Refcom card issued from IPA - Minor is not required at the office 6-17 years - Form A: Sections 1, 2, 5, 6 and 7 filled in - Previous passport if applicable - Minor's Residence Card (Refugee Status/ Parents refugee status remarks) - Minor's valid Refcom card - 1 signed passport photo from same recommender that signs Section 7 of Form A - Both parent's Residence Cards ((at least one with Refugee Status remarks) - Both parent's valid Refcom card issued from IPA - Minor is required at the office	notification will be received by email confirming the appointment – https://passportbooking.identita.gov.mt/v2/	Urgent requests are processed within four working hours.

		Biometric data (facial image and fingerprints) will be captured at the Passport Office for minors over the age of 5 years. Form A can be downloaded from https://identita.gov.mt/passport-office-main-page , or collected from our offices; police stations; local councils and travel agencies.		
Type 8 – Official Passport	Public employees travelling on official duty – Officers of Ministries, Departments and employees of Government agencies and entities who are; • -18 years and over; • Maltese citizen; • Employed within the Public Administration or a Government entity; • Formally authorised by the respective Permanent Secretary to travel abroad on official government business' and • Not eligible for a diplomatic passport, as per the Diplomatic Passport Policy	- Complete Form A, sections 1,2 and 9 - Valid applicant's ID Card - Paying voucher from the applicant's respective Ministry - Declaration on the use Form signed by the applicant - A declaration from the Permanent Secretary of the applicant's respective Ministry, explaining the reason the applicant requires an Official Passport and specifying the recommended period of validity. Based on this information, the Head of Passports will determine the appropriate validity period for the passport. - A declaration from the Permanent Secretary responsible for Identity Management confirming that the applicant meets the applicable eligibility criteria and is therefore eligible to be issued an Official Passport by the Passport Office. Biometric data (facial and fingerprints) will be captured at the Passport Office. Form A can be downloaded from https://identita.gov.mt/passport-office-main-page , or collected from our offices; police stations; local councils and travel agencies.	Applications are only accepted in person. Applicants can book online prior to visiting our office in person. A notification will be received by email confirming the appointment – https://passportbooking.identita.gov.mt/v2/	Passport is issued upon request and is to be collected personally from 18 years of age. A fee* of €40 (all ages).

Emergency Travel Document - ETD	EU Citizen who was in Malta and has had their passport or travelling document lost, stolen, destroyed or expired and have no representation in Malta and needs to travel urgently to their country of origin or nearest Embassy to issue a new travel document Fees* are as follows: • €10 • If lost €15 extra for the oath	Adults - EU ETD Application Form all filled in - 1 passport photograph - Original Valid ID Card or Expired Passport or Expired ID Card any other means of identification of the applicant - Flight details (number, date, time, destination) Minors - Birth certificate - Both parents to be present with their original national valid ID Card or passport - EU ETD Application Form all filled in - 1 passport photograph - Flight details (number, date, time, destination) If the travelling document (passport/id card) is lost or stolen, the below should be presented together with the above: - A police report - An oath/solemn declaration regarding the lost/stolen/destroyed passport must be made at the Passport Unit or Embassy/Consulate. - A copy of the lost document Biometric data (facial only) will be captured at the Passport Office.	Applications are only accepted in person. Applicants can book online prior to visiting our office in person. A notification will be received by email confirming the appointment – https://passportbooking.identita.gov.mt/v2/	Document will be issued on same day if all the necessary documentation is presented, together with the email confirming their citizenship from their respective country of origin.
Document of Identity (DOI)	Non-EU Citizen who was in Malta and has had their passport or travelling document lost, stolen, destroyed or expired and have no representation in Malta and needs to travel urgently to their country of origin or nearest Embassy to issue a new travel document	Adults: - Complete Form A, sections 1,2,7 and 9 - Section 7 must be signed by a recommender in wet signature only, if not application will stop, and a new application must be brought - Recommendation is only valid for 3 months from date written on Section 7 - 2 Passport photos of the applicant endorsed by the same recommender who signed section 7	Applications are only accepted in person. Applicants can book online prior to visiting our office in person. A notification will be received by email confirming the appointment – https://passportbooking.identita.gov.mt/v2/	Document will be issued on same day if all the necessary documentation is presented, together with the email confirming their citizenship from their respective country of origin.

	Fees* are as follows: - €10 - If lost €15 extra for the oath	- Photocopy of any identification document Minors: - Complete Form A, sections 1,2,6, 7 and 9 - Section 6 and 7 must be signed by both parents a recommender in wet signature only, if not application will stop, and a new application must be brought - Recommendation is only valid for 3 months from date written on Section 7 - 2 Passport photos of the minor endorsed by the same recommender who signed section 6 and 7 - If minor born abroad, a legalised birth certificate - Photocopy of any identification document - Photocopy of the flight details (flights number, date, time and destination) - Valid Lost/ stolen/ destroyed passport/document: Police report (in Maltese or English) must be submitted. Police report that is not in Maltese or English is not accepted, therefore a new report must be filed at a Maltese Police station. Form A can be downloaded from https://identita.gov.mt/passport-office-main-page , or collected from our offices; police stations; local councils and travel agencies.		

Arabic Translation	Applicants who hold a Maltese passport and need the data page translated in Arabic. Applicable fee* is €15.	Current passport to be translated.	Maltese Passport needs to be submitted personally at the Passport Office. Translation shall be affixed on passport last page.	Processed upon request.
Collective Passports	A collective passport is issued in favour of groups not less than five (5) persons and not more than fifty (50). Collective passports are issued to approved groups of minors and members of other recognised youth organisations (under 18 years) travelling with an adult group leader, who has a valid individual passport for groups. Applicable fee* is of €95.	All group members must be citizens of Malta and must be travelling and staying together throughout the whole duration. The group leader would need to submit the following documents: - An alphabetical list of the persons travelling, including surname, name, place of birth, date of birth and home address; - Birth certificate issued by the Public Registry; - Written consent of the legal guardians or parents of each person; - Two (2) recent passports size photos of all persons and one (1) of them should be endorsed and signed by a recommender; - The group leader's passport for verification.	Documents are to be submitted in person by the group leader.	This document is issued within 4 (four) working days. It needs to be collected in person by the group leader.
Passport Collection	The main function of the Passport Office is the issuance of Maltese passports to Maltese citizens. It provides an end-to-end passport issuance process for all types of passports and travel documents. The Office also supports Maltese Embassies/Consulates, High Commissions and the Passport Office in Gozo by	All applicants aged 12 years and over must visit the Passport Office in person, accompanied by one of the parents/guardians to collect the passport. Normal passports are ready for collection after four (4) working days (or 4 working hours for fast-track applications). - Applicants aged 18 years and over must visit the Passport Office in person to collect their Passport with their Maltese original and valid Identity Card - Applicants aged 12 – 17 years must visit the Passport Office in person,	Applications are only accepted in person. Applicants can book online prior to visiting our office in person. A notification will be received by email confirming the appointment https://passportbooking.identita.gov.mt/v2/	Passport is issued within 4 (four) working days and is to be collected personally or by one of the parents/guardians against the presentation of an eID card in case if minors. Urgent requests are processed within 4 (four) working hours against a fee* of €60 (less than 10 years) €80 (10-15 years), €160 (16+ years)

	processing passport applications submitted. The Passport Office also issues Alien's passport and Convention Travel Documents to Third Country nationals as regulated by the respective Passport Ordinance and Subsidiary legislation.	accompanied by one of the parents (unless advised otherwise by the Passport Office Officers), to collect passport. The parent/guardian and applicants from 14 years of age must present an original and valid eID card. - Minors aged 0 to 11 years are not requested to visit our office in person upon collection. Only the parent(s)/legal guardian(s)/tutor(s) or appointed representative (respectively) who are listed on the original application form are allowed to collect the applicant's passport, presenting an original and valid eID card. - Applicants that are severe disability / housebound do not need to come in person to collect their passport, as advised otherwise by the Passport Office Officers. Only the parent(s)/legal guardian(s)/tutor(s) or appointed representative (respectively) who are listed on the original application form are allowed to collect the applicant's passport.		

* The photo must be printed on good-quality photo paper with high resolution. The minor must be looking forward, eyes open and lips closed and no headwear (face clearly showing). The photo must be taken on a white background.
* For the latest applicable fees, kindly click on the following link: https://identita.gov.mt/passport-office-sec-page-applicable-fees/