
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 for 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 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 the 10 Determinants of Service Quality:

RELIABILITY: Information provided by us can be relied upon and is guaranteed to be accurate at the time it was given. You have the right to request that any information given by us be confirmed in writing.

RESPONSIVENESS: We aim to respect the Once-Only Principle by providing a service which is accurate and timely, whilst providing objective and knowledgeable advice on matters within our competence. We shall ensure that the customer is supported throughout to receive the service required.

COMPETENCE: Our staff has the necessary skills to deliver services to you knowledgeably, courteously and impartially.

ACCESS: Our services are easily accessible through convenient opening hours, effective telephone service, and personalised expedient online services. Our public offices are physically accessible to persons with disabilities

COURTESY: We ensure that our services are offered in a respectful and polite manner, with full consideration for the customer's property.

COMMUNICATION: We aim to keep the customers informed in a language which is free from technical terminology, by listening to them, and explaining the service itself including any fees, if and where applicable.

CREDIBILITY: We ensure that our decisions are based on procedures and pre-defined criteria which shall be clearly explained to you. Our staff are bound to act in an ethical manner.

SECURITY: Care is taken to ensure that our public offices are in line with standard physical safety requirements. They are set up with your privacy in mind and any personal information that you provide will only be used for the purpose that it was collected for and processed in line with the relevant legislation.

UNDERSTANDING/KNOWING THE CUSTOMER: Our processes are designed to understand and support the needs of the customers and create the minimum inconvenience possible to customers, without discriminating on grounds of gender, status, age, ability, nationality, religious or political beliefs.

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.

PREMISES: Complete access for all abilities and regular safety certification by competent bodies of the premises.

**REQUEST FOR INFORMATION THROUGH WEBSITE/EMAIL/TELEPHONE/
SOCIAL MEDIA/TRADITIONAL MAIL:**
A final reply within 3 working days.

REQUEST FOR SERVICE: 3 working days from receipt of complete application.

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 within the same timeframe.

APPOINTMENTS: Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 2 working days from date of request.

When attending your meeting you should expect no 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 on 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.

ONLINE INFORMATION: The information on our communication channels will be kept up-to-date. If you have access to internet, you can find relevant information on our website:

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

PAYMENT METHODS: Cash/cheque

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:

1. Our offices

Malta

Department of Information
3 Castille Place
Valletta VLT1062

Gozo:

Culture Unit at Banca
Giuratale main entrance
at St Francis Square
Victoria, Gozo VCT1020

2. Opening Hours

Malta

Winter
(1st October – 15th June)
Monday to Friday
07:45 – 17:15

Monday to Friday
08:00 – 16:30 (Sales)

Summer
(16th June – 30th
September)

Monday to Friday
07:30 – 13:30
Monday – Friday
08:00 – 12:30 (Sales)

Gozo

Monday to Friday
08:00 – 15:00

3. By telephone

2200 1704/96

4. Through e-mail

info.doi@gov.mt

5. On our website

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

6. Mobile Apps:

Rate the Public Service

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 in 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

- In person: Sales and Information Point: 3, Castille Place, Valletta VLT1062
Culture Unit at Banca Giuratale, main entrance at St Francis Square,
Victoria, Gozo VCT1020
- By phone: 2200 1704/96
- By post: Sales and Information Point: 3, Castille Place, Valletta VLT1062
- By email: info.doi@gov.mt
- Mobile app: Rate the Public Service (downloadable through maltapps directory)

servizz.gov

- Online: by accessing the [servizz.gov](https://servizz.gov.mt/en/pages/file-a-complaint/default.aspx) site and clicking on 'File a Complaint' here:
<https://servizz.gov.mt/en/pages/file-a-complaint/default.aspx>
- 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 Unit 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 complaint 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 for 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 complaint and all requested relevant information.
- Inform you in writing about the outcome of our investigation into your complaint 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 THE PEOPLE & STANDARDS DIVISION

In a circumstance where the support expected was not given by 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 processes will be used as a basis for improving our service.



APPENDIX

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.	2200 1704/96	All requests for information/assistance shall be provided with a final reply not 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 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 Cards 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 appointment.	All requests regarding Library Research to be answered to within 2 working days from date of request.



