

Public Authority	servizz.gov (servizz.gov Agency)
Description of the department/directorate/entity's structure	The head of servizz.gov is the Chief Executive Officer. The CEO is assisted by the Chief Operations Officer who oversees the operational aspect of the agency's work, together with 3 Heads of Departments, namely Head Quality & Training, Head Corporate Services, Head Data & ICT. A number of other staff is also employed with the agency at Head Office to support the administrative and operational services. Besides head office staff, a number of customer facing agents and call centre agents are also employed with the agency through a private contractor.
Description of the department/directorate/entity's functions and responsibilities	servizz.gov is the agency bringing all government services together. It is a bridge between the Public Service of Malta and the general public, making government services more accessible. servizz.gov was set up by LN 171/2016
General description of the categories of documents the department/directorate/entity holds (including exempt documents)	<ul style="list-style-type: none"> • General office administration documentation including those related to service provision, quality, human resources, finance and accounting, contract management and ICT/Data procedures and processes. • Basic information on the agents that are providing the service on behalf of servizz.gov, those at call centre and those at hubs • Basic information on the general public that require a customised individualistic service from the agency, with respect to particular government services.
Description of all manuals and similar types of documents which contain policies, principles, rules or guidelines in accordance with which decisions or recommendations are made in respect of members of the public (including bodies corporate and employees of the public authority in their	<ul style="list-style-type: none"> • Public Service Management Code • Financial and Procurement Regulations • Public Administration Act • Legal Notice 171/2016 • Internal SOPs (Standard Operating Procedures) • Service manuals in use by agents, for the provision of customer service

personal capacity)	
Statement of the information that needs to be available to members of the public who wish to obtain access to official documents from the public authority, which statement shall include particulars of the officer or officers to whom requests for such access should be sent	FOI officer servizz.gov c/o 55A, Transcontinental House, Zachary Street, Valletta
Details of Internal Complaints Procedure	<p>An applicant whose request for information is refused, or who is otherwise not satisfied with the information provided, its format or the extension of the deadline for the submission of the notification indicating whether a request would be met or not, may address a complaint (insert address) servizz.gov, 55A, Transcontinental House, Zachary Street, Valletta</p> <p>Complaints may be submitted to the Public Authority by e-mail, or through the FOI portal www.foi.gov.mt via the e-ID or through the online form</p> <p>The complaint should be addressed to the Public Authority's FOI Officer, who shall bring the complaint to the attention of the officer responsible. The officer responsible shall reply to the applicant within 10 working days from the receipt of the complaint. The applicant shall also be informed that he or she may appeal the decision or otherwise address a complaint to the Information and Data Protection Commissioner in accordance with the Freedom of Information Act (Cap. 496 of the Laws of Malta).</p> <p>The officer responsible shall inform the applicant of the decision taken with respect to his or her complaint, and in the event of confirmation of a decision not to release the pertinent information, shall explain the reasons thereof. Whenever the applicant's complaint is related to the format of the information provided or to an extension of the</p>

	<p>deadline for the submission of the notification indicating whether a request would be met or not by the Public Authority and the original decision is upheld, the applicant shall be given an explanation as to why his or her complaint cannot be positively addressed.</p> <p>An applicant may also make use of the Internal Complaints Procedure to report failure to meet deadlines or to send notifications. In those cases where the request for information can be met, but has not been met within the deadlines specified by the Act, the officer responsible shall waive any applicable fees for the submission of information.</p>
Other Information	
Public Authority Contact Details	<p>Address: 55A, Transcontinental House, Zachary Street, Valletta</p> <p>Website: servizz.gov.mt</p>