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# Quality Service Charter

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# TABLE OF CONTENTS

1. Purpose	2
2. Who we are & what we do	2
3. Guiding principles	3
4. Identity Cards Unit Customers	3
5. Service commitment	4
6. How To Reach Us	5
7. We are at your service	6
8. Feedback & complaints	8
9. Commitment to continuous improvement	9
10. Appendix 1	11

## 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 Identity Cards Unit's mission is to meet, within the parameters of Identity Malta Agency'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. IDENTITY CARDS UNIT CUSTOMERS

Maltese citizens aged 14 years and over who would like to apply for an eID Card for the first time, and/or Maltese citizens who already hold an eID Card and would like to renew it, or change it for various reasons.

## 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.

Item	Standard
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 <b>Appendix 1</b> for the 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 within the same timeframe.
Appointments	Applicants may book an appointment by clicking here: <a href="https://eidbooking.identita.gov.mt/v2/">https://eidbooking.identita.gov.mt/v2/</a>

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Queuing Time (If Applicable)	We will greet you on arrival and guide you to your requested service. You will be directed to the officer to be served. Waiting time for clients who submitted their eID Card application already filled in, will be 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:  <a href="https://identita.gov.mt/identity-cards-unit">https://identita.gov.mt/identity-cards-unit</a> <a href="https://www.facebook.com/identitamalta">https://www.facebook.com/identitamalta</a> <a href="https://www.instagram.com/identitamalta/">https://www.instagram.com/identitamalta/</a>
Payment Methods	Where applicable, payments can be made in cash or by Debit/credit card.

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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**

Identity Cards Unit, Identità,  
Gattard House,  
National Road, Blata l-Bajda.  
HMR 9010

### B. Opening Hours:

- **Malta**

Monday	07:30 - 1400
Tuesday	07:30 - 1400
Wednesday	07:30 - 14:00 & 15:00 - 18:00
Thursday	07:30 - 14:00
Friday	07:30 - 14:00
Saturday	07:30 - 11:00

### C. By telephone:

+356 2590 4300  
During office hours

### D. Through e-mail:

[infoeid.identita@gov.mt](mailto:infoeid.identita@gov.mt)

### E. On our website:

<https://identita.gov.mt/identity-cards-unit/>

## 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 improve 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; and
- 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:

### Identity Cards Unit

- In person: Identity Cards Unit, Identità, Gattard House, National Road, Blata I-Bajda.
- By phone: +356 2590 4300
- By post: Identity Cards Unit, Identità, Gattard House, National Road, Blata I-Bajda.
- By email: [infoeid.identita@gov.mt](mailto:infoeid.identita@gov.mt)
- Rate the Public Service – Downloadable through maltapps directory or web-based on <https://publicservice.gov.mt/en/rtps/Pages/Home.aspx>

### servizz.gov

- Online: by accessing the servizz.gov 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 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](mailto: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 (for example 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.



## 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	Entity Responsible	Eligibility	Compliance Requirements	Application Options	Service Delivery Timeline
<p>New electronic Identity Cards applications.</p> <p>Issue of an electronic identity card (eID card) for first-time applicants.</p>	Identità – Identity Cards Unit.	Applicants need to be a Citizen of Malta and 14 years or over.	<p>Applicants need to produce the following:</p> <ol style="list-style-type: none"> <li>Application Form ID10* (which must be filled in by the applicant and signed and stamped by a recommender),</li> <li>passport size photo signed at the back by the same recommender,</li> <li>Citizen/Dual Citizen certificate issued by the Aġenzija Komunità Malta in the case of persons who have obtained Maltese Citizenship.</li> </ol> <p>*Application Form ID10 can be collected from the Identity Cards Unit. Other relevant information can be accessed on Identità's website: <a href="https://identita.gov.mt/identity-cards-unit">https://identita.gov.mt/identity-cards-unit</a></p>	<p>In person: at Identity Cards Unit, Identità Gattard House, Blata I-Bajda, during office hours.</p> <p>Online: Applications can be submitted online through Identità's website <a href="https://eforms.identita.gov.mt/applications/new">https://eforms.identita.gov.mt/applications/new</a>.</p> <p>When submitted, applicants will receive an autogenerated email whereby they are informed that they still need to visit the Identity Cards Unit in order to have their biometrics data captured and to sign the relative forms.</p> <p>e-Forms submitted online can be printed at the reception desk at the Identity Cards Unit. Applicants would need to provide their application reference number at the reception desk in order to print the forms.</p>	<p>At the approval stage, applicants will receive an autogenerated email and will be informed that their application is being processed.</p> <p>eID cards can be collected from the Identity Cards Unit after six working days. Applicants would need to present Form ID9 – Temporary eID Card (the pink paper) issued to them at the application phase.</p> <p>A third party can also collect an eID card on behalf of an applicant. The third party would need to present the above-stated documentation together with his/her identification document.</p> <p>Applicants who choose to receive their eID card by registered mail will receive it within seven to 10 days, depending on the postal service. The person receiving the eID card should be at home at the time of receipt and needs to present Form ID9 – Temporary eID Card (the pink paper) to the Maltapost officer.</p> <p>For urgent requests, eID cards can be picked up within three working days or less as necessity requires.</p>
<p>Lost eID Cards</p> <p>Replacement of lost eID cards.</p>	Identità – Identity Cards Unit.	Citizens of Malta who already hold a Maltese eID card.	<p>Applicants need to produce the following:</p> <ol style="list-style-type: none"> <li>A Police report containing details on the lost eID card, such as when and where.</li> <li>Filled in Form ID10a.* (which must be filled in by the applicant)</li> </ol> <p>*Application Form ID10a can be collected from the Identity Cards Unit. Other relevant information can be accessed on Identità's website: <a href="https://identita.gov.mt/identity-cards-unit/">https://identita.gov.mt/identity-cards-unit/</a></p> <p>A fee of €22.00 applies.</p>	Same as above.	Same as above.

<p>Renewal of eID Cards, expired, 14+, 16+, 18+, 60+ and 75+ years</p> <p>Issuance of eID Cards in replacement of above</p>	<p>Identità – Identity Cards Unit</p>	<p>Citizens of Malta who already hold a Maltese eID card.</p>	<p>Applicants need to produce the following:</p> <ul style="list-style-type: none"> <li>a. Customers to present their eID card.</li> <li>b. Filled in Form ID10a.*</li> </ul> <p>*Application Form ID10a can be collected from the Identity Cards Unit. Other relevant information can be accessed on Identità’s website:  <a href="https://identita.gov.mt/identity-cards-unit/">https://identita.gov.mt/identity-cards-unit/</a></p>	<p>Same as above.</p>	<p>At the approval stage, applicants will receive an autogenerated email and will be informed that their application is being processed according to the requested changes.</p> <p>eID cards can be collected from the Identity Cards Unit after six working days. Applicants would need to present their previous eID card and provide satisfactory evidence in support of the new address, which could include a utility bill, bank statement, and contract of lease/purchase of the property.</p> <p>A third party can also collect an eID card on behalf of an applicant. The third party would need to present the above-stated documents, together with his/her identification document.</p> <p>Applicants who choose to receive their eID card by registered mail will receive it within seven to 10 days, depending on the postal service. The person receiving the eID card should be at home at the time of receipt and needs to present the previous eID card.</p> <p>For urgent requests, eID cards can be picked up within three working days or less as necessity requires.</p>
<p>Change of address</p> <p>Requests to change one’s residential address on an eID card</p>	<p>Identità – Identity Cards Unit</p>	<p>Citizens of Malta who already hold a Maltese eID card.</p>	<p>Applicants need to produce the following:</p> <ul style="list-style-type: none"> <li>c. Customers to present their eID card.</li> <li>d. Filled in Form ID10a.*</li> </ul> <p>*Application Form ID10a can be collected from the Identity Cards Unit. Other relevant information can be accessed on Identità’s website:  <a href="https://identita.gov.mt/identity-cards-unit/">https://identita.gov.mt/identity-cards-unit/</a></p>	<p>Same as above.</p>	<p>At the approval stage, applicants will receive an autogenerated email and will be informed that their application is being processed according to the requested changes.</p> <p>eID cards can be collected from the Identity Cards Unit after six working days. Applicants would need to present their previous eID card and provide satisfactory evidence in support of the new address, which could include a utility bill, bank statement, and contract of lease/purchase of the property.</p> <p>A third party can also collect an eID card on behalf of an applicant. The third party would need to present the above-stated documents, together with his/her identification document.</p> <p>Applicants who choose to receive their eID card by registered mail will receive it within seven to 10 days, depending on the postal service. The person receiving the eID card should be at home at the time of receipt and needs to present the previous eID card.</p> <p>For urgent requests, eID cards can be picked up within three working days or less as necessity requires.</p>

<p>Change in holders' name or surname</p> <p>Request to change one's name or surname on the eID card.</p>	<p>Identità – Public Registry Office and the Identity Cards Unit</p>	<p>Citizens of Malta who already hold a Maltese eID card.</p>	<p>NOTE: Name or surname needs to be changed by the Public Registry before applying for a new eID Card.</p> <p>Applicants need to produce the following:</p> <ul style="list-style-type: none"> <li>a. Customers to present their eID card.</li> <li>b. Filled in Form ID10a.*</li> </ul> <p>*Application Form ID10a can be collected from the Identity Cards Unit. Other relevant information can be accessed on Identità's website:  <a href="https://identita.gov.mt/identity-cards-unit/">https://identita.gov.mt/identity-cards-unit/</a>.</p>	<p>Same as above.</p>	<p>At the approval stage, applicants will receive an autogenerated email and will be informed that their application is being processed according to the requested changes.</p> <p>eID cards can be collected from the Identity Cards Unit after six working days. Applicants would need to present their previous eID card.</p> <p>A third party can also collect an eID card on behalf of an applicant. The third party would need to present the applicant's previous eID card together with his/her identification document.</p> <p>Applicants who choose to receive their eID card by registered mail will receive it within seven to 10 days, depending on the postal service. The person receiving the eID card should be at home at the time of receipt and needs to present the previous eID card.</p> <p>For urgent requests, eID cards can be picked up within three working days or less as necessity requires.</p>
<p>Replacement of a damaged eID Card.</p> <p>Replacement of physically damaged eID Cards and eID Cards with a faulty chip.</p>	<p>Identità – Identity Cards Unit</p>	<p>Citizens of Malta who already hold a Maltese eID card.</p>	<p>Applicants need to produce the following:</p> <ul style="list-style-type: none"> <li>e. Customers to present their eID card.</li> <li>f. Filled in Form ID10a.*</li> </ul> <p>*Application Form ID10a can be collected from the Identity Cards Unit. Other relevant information can be accessed on Identità's website:  <a href="https://identita.gov.mt/identity-cards-unit/">https://identita.gov.mt/identity-cards-unit/</a></p>	<p>Same as above.</p>	<p>Same as above.</p>

<p>eID Housebound services</p> <p>Housebound visits to all those applicants who have mobility issues.</p>	<p>Identità – Identity Cards Unit</p>	<p>Citizens of Malta</p>	<p>All services mentioned above are offered to all housebound applicants. Refer to the above services for compliance requirements.</p>	<p>Applications can be submitted online through Identity Malta’s website <a href="https://eforms.identita.gov.mt/">https://eforms.identita.gov.mt/</a>.</p> <p>When submitted, applicants will receive an autogenerated email informing them that the Identity Cards Unit will be contacting them to set an appointment.</p> <p>Applicants and third parties may also submit a request on behalf of the eID card holder at the Identity Cards Unit, via email at <a href="mailto:infoeid.identita@gov.mt">infoeid.identita@gov.mt</a> or by calling on +356 2590 4300.</p>	<p>A request for an appointment will be provided within one working day. Appointments are issued on a first come first basis and will depend on the location of the applicant.</p> <p>The eID card is received by post within seven to 10 days, depending on the postal service. The person receiving the eID card should be at home at the time of receipt and needs to present his/her previous eID card.</p> <p>For urgent requests, eID cards can be picked up by third parties, within three working days or less as necessity requires. Refer to the services mentioned above for the required documentation.</p>
<p>Support to clients by the Identity Cards Unit, and the Customer Support and Response Unit on eID accounts.</p> <p>Assist customers with queries related to eID cards.</p> <p>Assist customers with their virtual eID account.</p> <p>Assist customers in resetting their eID card PINs, how to activate two-factor authentication for their eID account, changing password, and updating email addresses or contact numbers.</p>	<p>Identità – Identity Cards Unit and Customer Support and Response Unit</p>	<p>Maltese residents who have a valid Maltese eID Card or a residence document/card.</p>	<p>Not applicable</p>	<p>Customers may contact the Customer Support and Response Unit of the Identity Cards Unit on +356 25904300, send an email to <a href="mailto:infoeid.identita@gov.mt">infoeid.identita@gov.mt</a> or visit our office at Gattard House, Blata I-Bajda.</p> <p>To reset the eID card Personal Identification Number (PIN), the customers would need to visit our office in person and present their eID card.</p> <p>To change an email address, the customers would need to visit our office in person and present their eID card.</p>	<p>Clients are assisted instantly over the phone. Calls are answered promptly during office hours. During weekdays, emails are replied to within 1 working day of receipt.</p> <p>An activation link for the eID account is sent by email. This link is provided instantly to clients who attend the Identity Cards Unit within 1 working day if the request is submitted by email; or within 3 working days if the applicant subscribes for an eID account in his/her ID card application.</p>
<p>Sale of card readers</p>	<p>Identità – Identity Cards Unit</p>	<p>Maltese residents who have a valid Maltese eID card or a residence document/card.</p>	<p>A card reader costs €20.00.</p>	<p>Card readers can be purchased from the Identity Cards Unit in Blata I-Bajda</p>	<p>Card readers are available at the Identity Cards Unit and are distributed on request.</p>

