
Quality Service Charter

Date created: 7th March 2022

Date amended: 19th April 2024

Version Number: 2

Department responsible for updating this document:
Aġenzija Identità- Passport Office

Table of Contents

1.	Purpose	3
2.	Who We Are & What We Do	3
3.	Guiding Principles	4
4.	Passport Office Customers	4
5.	Service Commitment	5
6.	How To Reach Us	6
7.	We Are At Your Service	7
8.	Feedback & Complaints	7
9.	Commitment To Continuous Improvement	8
10.	Appendix 1	10

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 Aġenzija 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. 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.

Item	Standard
Communication	<p>Specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English.</p> <p>Correspondence sent to us in Maltese will be answered in Maltese whilst all other correspondence will be answered in English.</p>
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 within the same timeframe.
Appointments	All applicants can book an appointment prior to visiting our office in person. Online bookings can be done via IMA 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	<p>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:</p> <p>https://www.identita.gov.mt/passport-office-main-page/ https://www.facebook.com/identitamalta https://www.instagram.com/identitamalta/</p>
Payment Methods	<p>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.</p> <p>For the latest applicable fees kindly refer to: https://identita.gov.mt/passport-office-sec-page-applicable-fees/</p>

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 MRS
9065

B. Opening Hours

Malta

Monday	07:30 – 14:00
Tuesday	07:30 – 14:00
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

Malta on (356 25904100):
during office hours

In case of an emergency only, call **+356
79473656**, after office hours.

D. Through e-mail

passports.identita@gov.mt

E. On our website

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

Agenzija Identita' – Passport Office

- In person: Passport Office, Identità, Onda Building, Aldo Moro Road, Marsa, MRS 9065
- By phone: +356 2590 4100
- By post: Passport Office, Identità, Onda Building, Aldo Moro Road, Marsa, MRS 9065
- By email: passports.identita@gov.mt
- Rate the Public Service app: 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](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 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 processes will be used as a basis for improving our service.



APPENDIX 1

APPENDIX 1

Service	Entity Responsible	Eligibility	Compliance Requirements	Application Options	Service Delivery Timeline
Adult e-Passport Applying for an adult passport	Identità – Passport Office	Maltese citizens 18 years of age and over. Fees* are as follows: <ul style="list-style-type: none"> Between September and March are €70. Between April and August are €80. 	Adults (over 18 years old) applying for the first time need to submit the following documents at Passport Office: <ul style="list-style-type: none"> EID Card; Form A: sections 1, 2, 5, 7 and 9 need to be filled in by a 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 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 four working hours against a fee* of €140.
Adult ePassport renewal Renewing an adult ePassport	Identità – Passport Office	Maltese citizens 18 years of age and over. Fees* are as follows: <ul style="list-style-type: none"> Between September and March are €70. Between April and August are €80 	Adults (over 18 years old) renewing their e-passport need to submit the following documents at Passport Office: <ul style="list-style-type: none"> e-ID 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/	Passports are issued within 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 four working hours at a fee* of €140.
Minors' e-Passport e-Passport issued to minors	Identità – Passport Office	Minors who are Maltese citizens. Fees* are as follows: <ul style="list-style-type: none"> Minor between 10 and 17 years – €40 Minor under 10 years of age – €16 	Children under the age of five (5) years need a recommender to fill in Form A, Sections 6 and 7. The recommender must also witness both parents' signatures in his/her presence. The parent/guardian would need to attach two (2) identical passport photos and one (1) of the photos must be signed and endorsed at the back by the same recommender. The infant is not required to visit the Passport Office. Minors aged between six (6) and thirteen (13) years need a recommender to fill in Form A, Sections 6 and 7. The recommender must also witness both parents' signatures in his/her presence. The parent/guardian would need to attach one (1) passport photo which should be signed at the back and endorsed by the same recommender. Minors have to call in person at the Passport Office to have their live facial biometrics captured. Both parents' original ID Cards have to be presented at the Passports Office. Children aged twelve (12) years and over will also have their fingerprints captured.	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 four working days and is to be collected personally by one of the parents/guardians against the presentation of an eID card. Urgent requests are processed within four working hours against a fee* of €60 (less than 10 years) €80 (10-15 years), €140 (16+ years)

			<p>Minors aged between fourteen (14) and fifteen (15) years need a recommender to fill in Form A Sections 6 and 7. The recommender must also witness both parents' signatures in his/her presence. Minors at that age do not need to bring with them a passport photo, but they do need to present their 14+ Maltese ID Card. Both parents' original ID Cards have to be presented at the Passport Office. Minors have to call in person at the Passport Office to have their facial biometrics, fingerprints and signature captured.</p> <p>Minors aged between sixteen (16) and seventeen (17) years need a recommender to fill in Form A Sections 6 and 7. The recommender must also witness both parents' signatures in his/her presence. Minors at that age do not need to bring with them a passport photo, but they do need to present their 16+ Maltese ID Card. Both parents' original ID Cards have to be presented at the Passports Office. Minors have to call in person at the Passport Office to have their facial biometrics, fingerprints and signature captured.</p>		
Administration of Oaths in case of a lost, stolen or destroyed e-Passport	Identità – Passport Office	Applicants who report a lost, stolen or destroyed e-Passport Applicable fee* is €11	Fill in Declaration of Oath (Form F) at the Passport Office. Form F can be downloaded from https://identita.gov.mt/passport-office-adults-lost-stolen-destroyed/content/uploads/2019/10/Form-F-2.pdf .	Declaration of Oaths is only accepted in person.	Immediately processed when applying for a new e-Passport.
Emergency Travelling document/Document of Identity Issue of one-way Travel Document to EU nationals and a Document of Identity to third-country nationals	Identità – Passport Office	Tourists, foreign students, and foreigners residing in Malta whose e-Passport was either lost, stolen, destroyed, or expired and need to return to the country of origin or fly out to an embassy in order to renew their documents. Applicable fee* is €9.	<p>Adults (over the age of 18) applying for an emergency travelling document need to submit the following documents at Passport Office:</p> <ul style="list-style-type: none"> - Form A needs to be filled and signed by a recommender; - A police report should be submitted in the case of a lost, stolen or destroyed passport; - 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; - Present the flight itinerary; - Any other means of identification document available (original or true copy). 	Applications are only accepted in person.	

			<p>Minors under the age of 17 years should be accompanied by both parents and need to submit the following documents to the Passport Office:</p> <ul style="list-style-type: none"> - Form A needs to be filled in and signed by parents as well as a recommender. - A police report should be submitted in the case of a lost, stolen or destroyed passport; - 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; - Present the minor's original birth certificate; - Both parents' original valid identity document; - Present flight itinerary. <p>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.</p>		
Convention Travel Documents (Refugee)s	Identità – Passport Office	<p>Individuals who have refugee status, both minors and adults.</p> <p>Applicable fee* is €60</p>	<p>Adults (over the age of 18) applying for a Refugee travelling document need to submit the following documents at Passport Office:</p> <ul style="list-style-type: none"> - Form A needs to be filled and signed by a Maltese recommender; - Present one passport photo taken against a white background. The passport photo must be signed at the back and endorsed by the same recommender; - Applicant's valid eResidence Card (- Valid Refcom card issued by the IPA and - The applicant's previous passport (if available). <p>Biometric data (facial and fingerprints) will be captured at the Passport Office.</p> <p>Minors should be accompanied by both parents and need to submit the following documents to the Passport Office:</p> <ul style="list-style-type: none"> - Form A needs to be filled in and signed by parents as well as a recommender. - 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). <p>Biometric data (facial image and fingerprints) will be captured at the Passport Office for minors over the age of 5 years.</p> <p>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.</p>	<p>Applications are only accepted in person.</p> <p>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/</p>	<p>Passports are issued within four working days. Applicant is to collect the passport personally and present an Identification Document.</p> <p>Urgent requests are processed within four working hours.</p>

Second Passport	Identità – Passport Office	Passport used only for work-related travels. Applicable fee* is €135.	Adults (over the age of 18) applying for a second passport need to submit the following documents at Passport Office: <ul style="list-style-type: none"> - e-ID 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 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.	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 working days. Applicant is to collect the passport personally and present the eID card. Urgent requests are processed within four working hours
Arabic Translation	Identità – Passport Office	Applicants who hold a Maltese passport and need the data page translated in Arabic. Applicable fee* is €7.	Current passport to be translated.	Maltese Passport needs to be submitted personally at the Passport Office	Requests are processed in four working days
Collective Passport	Identità – Passport Office	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: <ul style="list-style-type: none"> - 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 working days. It needs to be collected in person by the group leader.

* For the latest applicable fees kindly click on the following link: <https://identita.gov.mt/passport-office-sec-page-applicable-fees/>

