

Identità

WHO WE ARE

Identità is a Maltese Government agency that was established in September 2013 by means of Subsidiary Legislation 595.07, absorbing various departments providing identity-related and migration-related services in Malta. The agency provides specialised public services including the issuance of Maltese Passports, Identity Cards, Residence, and Work Documents, and the Registration of Public Deeds and Acts of Civil Status. Over the years Identità implemented a major customer service delivery transformation by digitalising its core services. This modernization has streamlined processes, improved efficiency, and enhanced the security of personal identification documents, ensuring a more seamless and secure experience for the public. Moreover, the agency established a Compliance Unit to ensure adherence to legal and regulatory frameworks, enhancing transparency, security, and operational integrity in identity management and migration processes. Through its functions, Identità ensures the efficient administration of identity-related matters while upholding national security and regulatory compliance.

OUR COMMITMENT TO CLIENTS

Level of service to expect when contacting or visiting our Offices:

- o We will treat you with respect and in a professional manner.
- o We guarantee confidentiality on any information exchange.
- o Our service standards are in line with Directive 4-2 Standard for Service of Excellence Offered by the Public Administration to the Public and Public Employees.
- o The list of services offered can be found in the following link <https://identita.gov.mt/>

WHAT TO EXPECT WHEN YOU CONTACT US

Specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. We commit to answer your query within 1 working day, or as per timeframes stipulated in Directive 4-2.

When you contact us by phone

We commit ourselves to answering the phone within 3 rings, in a clear and knowledgeable manner. Staff will identify themselves and treat you with courtesy and respect.

When you visit our Offices

Our Offices are safe, clean and enable accessibility to services for persons with disability. Waiting time will be of approximately 20 - 25 minutes under normal circumstances.

CLIENT RESPONSIBILITIES

Clients are expected to: Provide full and correct information. Treat staff with courtesy and respect. Adhere to timeframes and allocated appointments when applicable.

WE VALUE YOUR FEEDBACK

If you would like to submit feedback, suggestions, or complaints kindly:

- o Contact us as per details shown here: enquiries.identita@gov.mt
- o Through servizz.gov by calling on 153, or online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 2 working days

When you contact us by letter or email

We will send an acknowledgment within 1 working day from receipt of your letter or email

Appointments

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 5 working days from the date of request. However, appointments may be dependent on department waiting lists and urgent requests which may take priority.

HOW TO CONTACT US

- o Identità, Triq il-Wied, Msida MSD 9020 Malta
- o Monday to Friday Winter: 07:15-14:30; Weekends, & Public Holidays: Closed
- o <https://identita.gov.mt/>
- o Contact us: enquiries.identita@gov.mt +356 2590 4000
- o Through Social Media:

