

Annual Report

2025



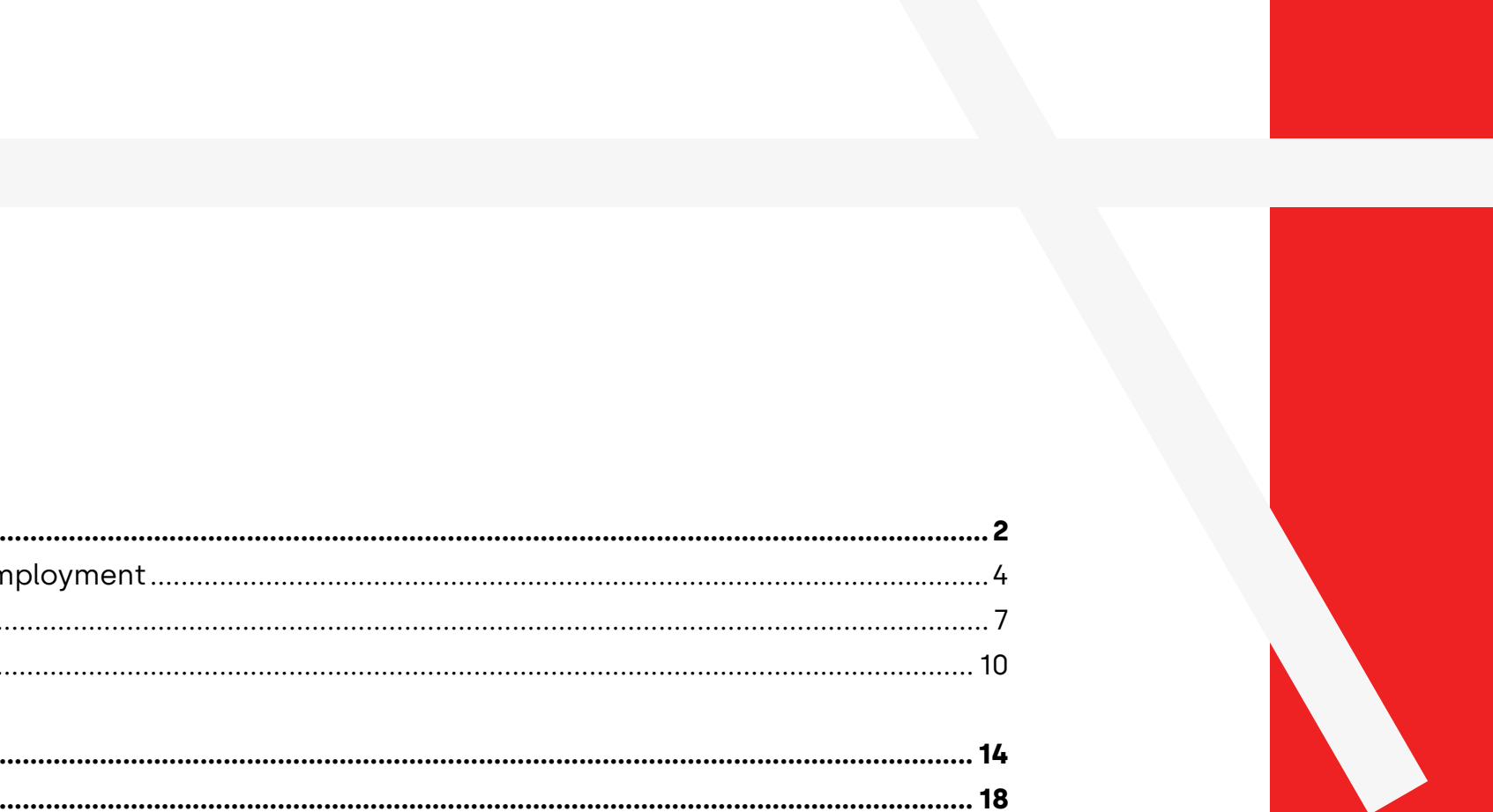
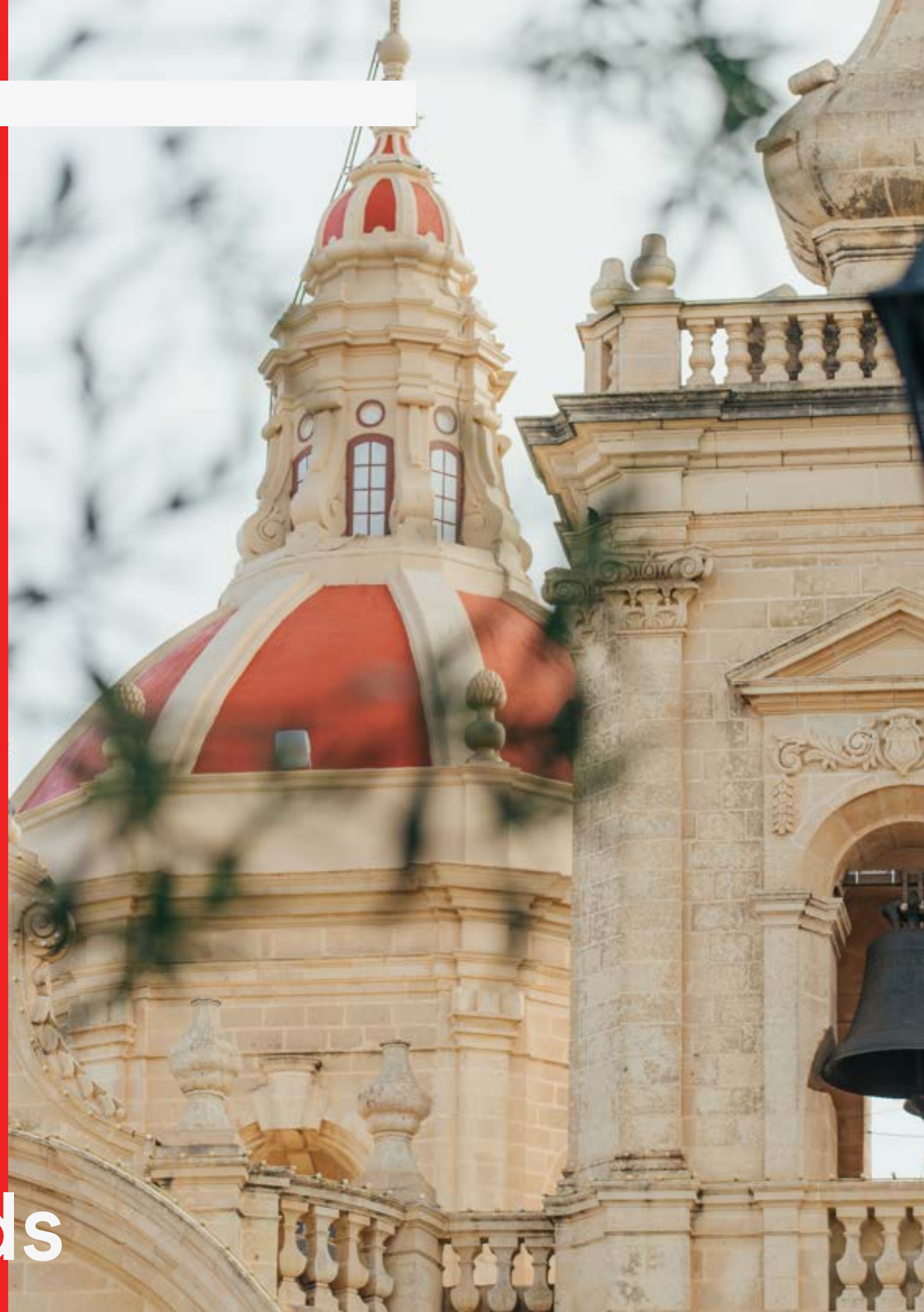


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Forewords



Message from the **Minister for Infrastructure, Planning and Employment**

The year 2025 was one of significant progress for Identità. It was a year in which the organisation not only delivered unprecedented levels of service to the public but also continued to modernise its operations, strengthen governance, and place citizens at the centre of everything it does.

Whether through the issuing of a passport, the registration of a birth, the renewal of an identity card or access to secure digital services, Identità provides essential services that accompany people throughout every stage of life. The figures presented in this report reflect both the scale of that responsibility and the dedication with which it is carried out. During 2025, 103,237 Maltese eID Cards and 53,690 passports were issued, while over 14.4 million secure digital transactions were completed through the national eID platform. These achievements demonstrate an organisation that continues to respond effectively to growing demand while maintaining a strong focus on service quality.

This year also marked an important leadership transition with the appointment of Colonel (Ret.) Dr Edric Zahra as Chief Executive Officer. I extend my appreciation to him, the Board of Directors led by Chairperson Mrs Marlene Mizzi, and the entire management team for their dedication and commitment in guiding the organisation through a period of continued transformation, growth, and strategic development.

One of the defining priorities of Government remains the delivery of public services that are more accessible, efficient and user-focused. Identità made tangible progress towards this objective by expanding identity card services through Local Councils, introducing ID card collection services through Servizz.gov offices and strengthening its housebound service, ensuring that essential services reach those who need them most. The successful completion of the new one-stop shop in Gozo further demonstrates our commitment to providing residents with seamless access to multiple services under one roof.

Digital transformation continued to shape the organisation's future. The implementation of the new Emergency Travel Document solution in line with European Union requirements, the continued rollout of remote signing technology and the modernisation of cloud infrastructure all reinforce Malta's ambition to provide secure and resilient digital public services. The achievement of ISO 27001 recertification is equally important, reflecting Identità's unwavering commitment to safeguarding information and strengthening cybersecurity.

I am particularly pleased to see the Public Registry recognised with the Public Service Quality Award. Achieving three Quality Awards within two years is no coincidence; it is the result of a culture that values professionalism, continuous improvement and excellence in service delivery.

Beyond operational performance, 2025 also saw continued implementation of Malta's Labour Migration Policy. Through stronger governance, greater transparency and closer collaboration with employers and stakeholders, Identità has played a central role in supporting a labour migration framework that responds to the country's economic needs while upholding fairness and accountability.

None of these achievements would have been possible without the dedication of Identità's workforce of over 400 employees. Their professionalism, resilience, and unwavering commitment to public service continue to be the foundation of the organisation's success, and I extend my sincere gratitude to all of them for their invaluable contribution throughout the year.

As we look ahead, the challenges of a rapidly evolving digital and social landscape will continue to demand innovation, resilience and collaboration. I am confident that Identità is well placed to meet these challenges and to continue delivering modern, secure and citizen-focused services that strengthen trust in Malta's public administration.



Message from
Madam Chair

The year 2025 was one of consolidation and continued progress for Identità. The Agency continued to build on the foundations laid in previous years, while strengthening its role as Malta's identity management service provider and adapting to the increasing demands placed upon it.

A significant development during the year was the appointment, in July, of Colonel (Ret.) Dr Edric Zahra as Chief Executive Officer, succeeding Mr Steve Agius. On behalf of the Board of Directors, I would like to express my sincere appreciation to Mr Agius for his contribution to Identità and to wish Dr Zahra every success in his new role. His extensive experience and leadership will undoubtedly be valuable as the Agency continues to develop and look towards the future.

I am particularly proud that Identità's commitment to providing a high-quality, customer-centred service was once again recognised through the Public Registry receiving its third Public Service Quality Award. This follows similar recognition for the Identity Cards Unit and the Passport Office in previous years. These awards are a reflection not only of the quality of the services we provide, but, above all, of the dedication and professionalism of our staff and the confidence placed in the Agency by the public.

The figures for 2025 are equally significant. During the year, 103,237 new Identity Cards were issued, while more than 14.4 million eID transactions were recorded. These figures demonstrate the extent to which the public increasingly relies on Identità's services and digital infrastructure, as well as the Agency's ability to respond to this growing demand.

In Gozo, the relocation of the Public Registry to Identità's premises in the heart of Victoria further strengthened our one-stop-shop approach. Bringing the various identity management services together under one roof provides a more convenient and efficient service to Gozitan residents, as well as to Maltese and foreign residents who require these services.

No organisation can deliver quality services without investing in its people. For Identità, our employees remain our most important asset. During 2025, the Agency introduced a new Performance Management System and a Learning Management System, while providing 475 training opportunities, with an impressive attendance rate of 95.8%. These are important investments, because a well-trained, motivated and engaged workforce is essential to delivering the professional and efficient public service that our citizens and residents rightly expect.

Another important area of Identità's work concerns foreign nationals living and working in Malta. During 2025, the Agency continued to strengthen its engagement with the various stakeholders involved in this process. For the first time, the Diplomatic Corps in Malta was invited to a dedicated information session organised specifically for them. This was particularly important given the role that diplomatic missions often play as a first point of reference for their nationals coming to Malta, whether for employment or for other purposes.

Identità also continued to strengthen its dialogue with social partners on labour migration, organising information sessions in collaboration with Jobsplus, ITS and DIER. Such engagement is essential if we are to ensure that Malta's labour migration framework continues to respond effectively to the needs of our economy, while remaining properly regulated and in line with the Labour Migration Policy.

In this regard, I would particularly highlight the important role played by Identità during the implementation of this policy. Through the Expatriates and Central Visa Unit, the Agency continues to support Malta's economy and those employers who genuinely require foreign workers to sustain and grow their businesses, while ensuring that the relevant procedures and safeguards are respected.

Looking ahead, the Board remains committed to building on the progress achieved during 2025. Our objective remains clear: to ensure that Identità continues to provide services which are secure, trusted, accessible and centred on customers' needs, while strengthening the Agency's role in safeguarding the integrity of Malta's identity systems and contributing to the security and resilience of our country.

I would like to conclude by expressing, on behalf of the Board, my sincere appreciation to the management and all the employees of Identità for their continued commitment, professionalism and hard work. The achievements of the Agency are ultimately the result of the people behind it.

I look forward with confidence to another year of progress, improvement and excellence for Identità.



Message from the Chief Executive Officer

This 2025 Annual Report marks my first opportunity to reflect on the work of Identità since assuming the role of Chief Executive Officer in July of this year. Although my tenure has been relatively brief, it has provided more than enough time to witness *prima facie* the unwavering dedication, exceptional professionalism and remarkable resilience of the employees who make this Agency what it is. Above all, it has reinforced my appreciation of the indispensable role Identità plays in the lives of every Maltese citizen and every foreign national who chooses Malta as their home, whether permanently or temporarily.

Identità is far more than a public service provider. It is a cornerstone of the Maltese State, underpinning the country's social fabric, economic prosperity, and national security through the essential services it delivers. Our work accompanies individuals throughout some of life's most defining moments. For Maltese citizens, that journey begins at birth. For foreign nationals, it begins with the decision to make Malta a place to live, work, or study.

The significance of our work extends well beyond the applications we process and the identity documents and permits we issue. Every decision we take strengthens the integrity of our national identity system, safeguards public trust, and contributes to a secure, resilient and well-functioning society. At the same time, we facilitate the engagement of foreign workers whose expertise is fundamental to Malta's continued development, including healthcare professionals, carers, and countless others whose contribution supports hospitals, care homes, businesses, and communities across our islands. In doing so, we contribute directly to the wellbeing, competitiveness, and prosperity of our nation.

In one way or another, Identità touches the life of every person who calls these islands home. Our role is not merely administrative; it is the foundation that enables individuals to establish their legal identity, exercise their rights, travel freely, access essential public services, participate fully in society, and build their future with confidence. It is a responsibility of profound national importance: one that we embrace with integrity, professionalism, and an unwavering sense of duty.

Since assuming this role, I have centred my leadership on three strategic priorities: enhancing the efficiency

and accessibility of our services; strengthening the integrity and security of the documents entrusted to us; and investing in the people whose commitment, expertise, and dedication remain the driving force behind every success achieved by this Agency. I am proud to say that 2025 has been a year characterised by meaningful progress across each of these priorities.

Among our most significant achievements has been the strategic collaboration established with Local Councils across Malta and Servizz.gov to facilitate the nationwide Identity Card renewal and collection process. By bringing our services closer to the communities we serve, directly within the heart of our towns and villages, we have made essential public services more accessible, more efficient, and more responsive to citizens' needs. This initiative exemplifies our Vision of a modern public administration that places people firmly at the centre of everything it does.

Another significant milestone was the Public Registry's attainment of the Quality Award, becoming the third Quality Award achieved by Identità. This prestigious recognition is a testament to our unwavering commitment to excellence, continuous improvement, and the delivery of public services that consistently meet the highest standards of quality, professionalism, and customer care.

Our commitment to accessibility is further reflected in our continued investment in infrastructure, technology, and innovation. A landmark achievement during the year was the inauguration of our new premises in the heart of Victoria, Gozo, where, for the first time, all Agency services have been brought together under one roof. Previously operating from separate locations, our Gozo operations are now housed in a modern, centrally located, and easily accessible office that offers clients a more seamless and efficient service experience. Complementing this investment, we strengthened our Gozo workforce through targeted recruitment and continued investing in advanced identity management technologies that further enhance operational efficiency while reinforcing the sophisticated security features embedded within the identity documents we issue.

Equally important has been our commitment to fostering a more open, transparent, and collaborative Agency. Since taking office, I have placed significant emphasis on strengthening engagement with our stakeholders through dedicated information sessions and regular dialogue. These initiatives have not only increased awareness and understanding of our services and processes but have also created valuable opportunities to listen, learn, and continually improve the way we serve the public.

This vision extended well beyond our offices. During the year, Identità proudly hosted its first dedicated information sessions for members of the Diplomatic Corps accredited to Malta, as well as for the

Gozitan business community and employers. These engagements strengthened strategic partnerships, encouraged constructive dialogue, and reaffirmed our determination to deliver services that continue to evolve in line with the expectations and needs of those we serve.

Throughout the year, we also strengthened our presence within the community by participating in major national events, including Freshers' Week at the University of Malta, MCAST, and SiGMA Europe. These occasions enabled our employees to engage directly with prospective applicants, employers and stakeholders, promote the Agency's services, and provide authoritative guidance, while further reinforcing Identità's visibility as a trusted, approachable, and service-oriented public institution. Every achievement outlined in this report is, above all, a testament to the remarkable people who make Identità what it is. From our front-line employees, who serve clients with professionalism and empathy each day, to the technical specialists and administrative teams working tirelessly behind the scenes. Every member of the Agency has contributed to building an organisation that is stronger, more innovative, and better equipped to serve our country. Their commitment remains our greatest strength, and I extend to each and every one of them my deepest appreciation.

As we look towards the future, our direction is clear and our ambition remains resolute. Identità will continue to invest in its people, modernise its systems, strengthen its processes and embrace innovation in pursuit of ever higher standards of service delivery. Yet while we continue to evolve, one principle will remain unwavering: our steadfast commitment to safeguarding the security of our nation and ensuring that every document entrusted to our care upholds the highest standards of integrity, authenticity, and international trust.

The years ahead will undoubtedly present new challenges, but they will also create new opportunities to innovate, grow, and serve our country even better. I look forward with confidence to working alongside our exceptional employees as we continue building an Agency that the people of Malta can trust with pride.

On behalf of Identità, I extend my sincere gratitude to our stakeholders, our partners and, above all, the people of Malta for the confidence they continue to place in our work. Together, we will continue strengthening the foundations of identity, security, and public service for generations to come.



Vision and Mission

Vision

"Consolidating Identità's position as a key contributor to Maltese society and its economic progress, in being a dynamic and innovative organisation, delivering reliable identity management solutions within a robust framework of corporate governance and performance excellence."

Mission

"Our Mission is to strengthen the Agency's service delivery and maximise its value to stakeholders in perfect alignment with our Vision. This will be accomplished by adopting highly secure, customer-centric, and efficient practices across all the Agency's functions. Our workforce will be empowered and upskilled to embody the highest standards of economic, social, and good governance practices, all of which will be underpinned by dependable systems and policies."



Board of Directors



Board of Directors

The Board of Directors upholds the principles of good governance and oversees the Agency's strategic direction.

The Board of Directors is appointed by the Minister for Infrastructure, Planning and Employment.

Non-Executive Chairman

Ms Marlene Mizzi

Members

Architect Alistair Avallone

Mr Andrew Agius Muscat

Mr Clint Bajada

Mr George Arrigo

Secretary

Mr Neil Portelli



Key Figures



Key Figures

402
Identità employees

206,555
Emails answered

76,357
Certificates of birth, death and marriage were issued, of which 58.2% were purchased online.

4,028
Local births registered

3,838
Local deaths registered

213,161
Number of Appointments

53,690
Passports issued

474
Emergency Travel Documents

103,237
eID cards issued

31,657
New virtual eID accounts activated

14,459,404
Citizen transactions on eID accounts

222,525
Search orders

82,796
Notes processed

Year in Review





Appointment of Edric Zahra as Chief Executive Officer

Colonel (ret.) Dr Edric Zahra was appointed Chief Executive Officer of Identità with effect from 14 July 2025, succeeding Mr Steve Agius, who had led the Agency for the preceding one year and five months.

Born on 15 March 1978, Colonel Zahra was educated at St Aloysius College, Birkirkara. He holds a Master of Advocacy, a Master in Maltese Studies, a Bachelor of Arts in Geography and Anthropology, and a Diploma in Sports and Leisure.

Dr Zahra joined the Armed Forces of Malta in 1999 and during his military career, he undertook extensive training both locally and internationally, completing a number of specialised courses in peacekeeping, counter-terrorism, and maritime law enforcement. During his career, he served overseas in Libya and acted as National Contingent Commander in a FRONTEX Mission in Athens. Prior to his appointment at Identità, he served as Deputy Commander of the Armed Forces of Malta.



Identità Received Third Quality Award for Excellence

Malta's Public Registry has been awarded the Public Service Quality Award in recognition of the excellent standard of services it provides. This prestigious award is presented to public and Government entities that demonstrate outstanding service delivery, efficiency, and a strong commitment to quality standards and good governance. It is granted following a rigorous evaluation process, during which departments are assessed on both the quality and efficiency of their services.

This marks the third Quality Award received by Identità within the span of two years. In 2023, both the Identity Cards Unit and the Passport Office were also recognised with the same award. Ongoing Mystery Shopper exercises have further confirmed that these departments continue to maintain their high standards of service.



Gozo Operations: Consolidation of Services and Public Registry Relocation

During 2025, Identità completed the relocation of the Gozo Public Registry to its new premises at The Tower, Sir Fortunato Mizzi Street, Victoria, Gozo. This relocation represented a significant operational milestone, enabling the consolidation of multiple Identità services within the same premises and further strengthening the role of Identità's Gozo office as a one-stop shop for residents and professionals. The new setup enhanced service accessibility, operational efficiency, and inter-unit coordination.

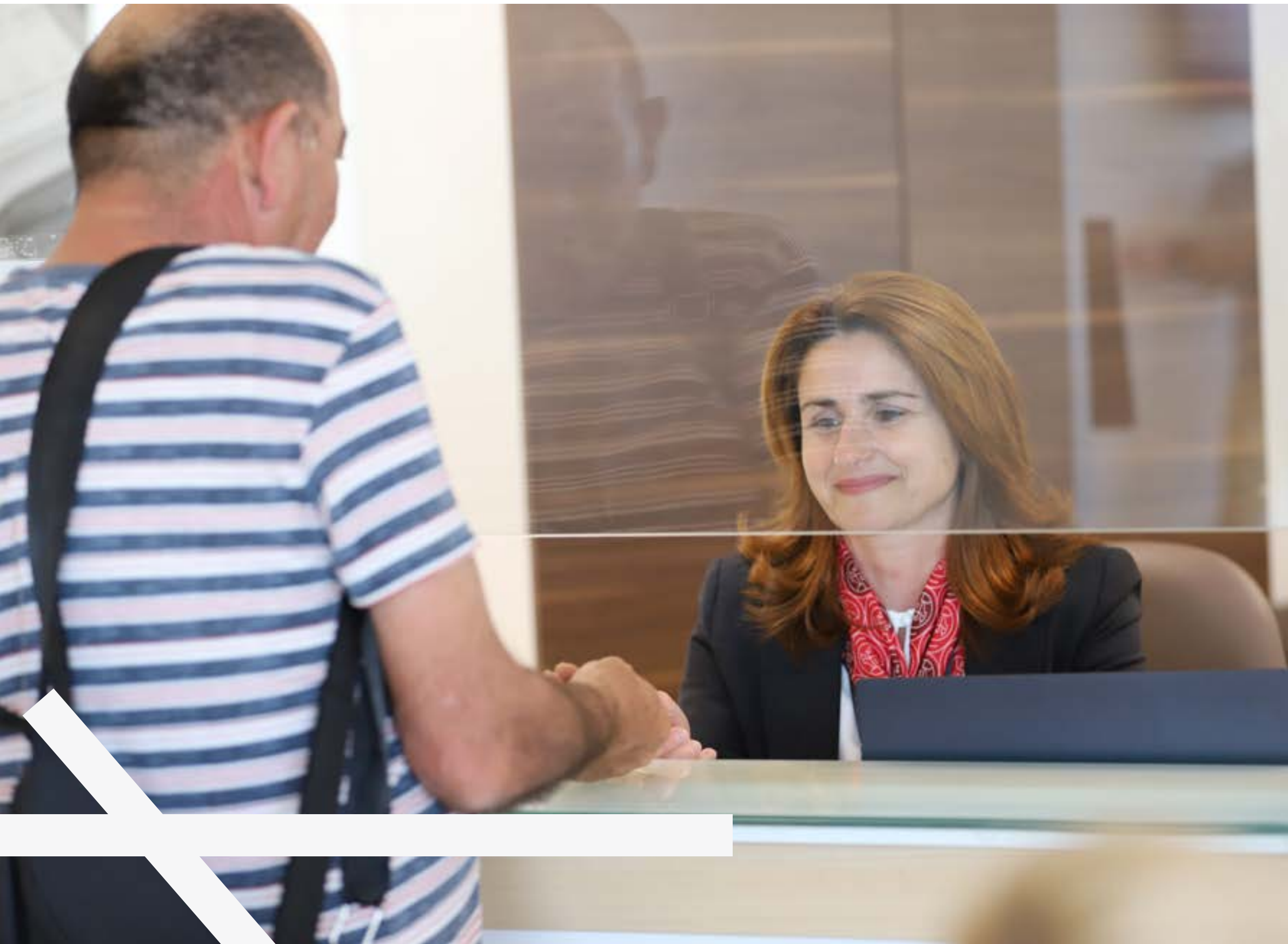
The relocation was executed while ensuring full continuity of service delivery, following structured coordination with internal directorates, ICT, building management, and relevant stakeholders to safeguard system integrity, security of records, and operational readiness.

Throughout the reporting period, this office continued to deliver front-line services under an integrated service delivery model, ensuring uninterrupted access to core statutory and administrative services.



Key outcomes included:

- **Public Registry:** Continued registration and issuance of civil status acts and certificates, with same-day service maintained for selected services for Gozo-based applicants.
- **Searches Unit:** Uninterrupted registration of notarial notes and processing of related search requests, in line with statutory and legal obligations.
- **Marriage Registry:** Ongoing administrative support and guidance on marriage-related procedures, ensuring compliance with legislative and policy requirements.
- **Passport Office:** Facilitation and support of passport-related services for Gozo residents through coordination with the Passport Unit in Malta.
- **Identity Cards Unit:** Processing and assistance with identity card applications and renewals, ensuring accessibility of services in Gozo.



- **Expatriates Unit:** Provision of front-line assistance on residency- and expatriate-related matters, including the intake and review of various types of applications by designated officers, as well as coordination with relevant internal units, supporting both applicants and employers.
- **Customer Care Functions:** Delivery of integrated front-office services under a one-stop shop model, ensuring efficient handling of queries across all Identità services.

Governance, Compliance and Quality Assurance

- Continued application and review of standard operating procedures in accordance with legislative requirements and Identità policies.
- Monitoring and follow-up of external service quality assessments, including Mystery Shopper exercises, with corrective actions implemented where necessary.
- Ongoing coordination with ICT and Marketing Departments to ensure accuracy and consistency of public-facing information across digital platforms.

Identità's Gozo office's activities during 2025 were characterised by a strong focus on service integration, operational resilience, and governance, ensuring the continued provision of accessible, compliant, and high-quality public services to Gozo residents, visitors, and other service users.

Bridging Dialogue on Labour Migration

During the months of November and December, Identità organised three information sessions focusing on labour migration and the processes related to employment of third-country nationals in Malta. These sessions were delivered in collaboration with Jobsplus, ITS, and DIER. The sessions were aimed at providing key stakeholders with a clearer understanding of the procedures in place, while also offering an open platform for discussion and the exchange of insights.

Two of these sessions were held in Malta, while a third session took place in Gozo to ensure that employers, HR managers and business owners operating on the island also had the opportunity to participate and engage directly with the relevant authorities.

One of the Malta-based sessions brought together members of the diplomatic community, including ambassadors and representatives from various embassies and consulates in Malta. The session served to provide further clarity on the labour migration framework and the procedures involved, enabling diplomatic representatives to better assist their respective nationals seeking employment opportunities in Malta.

Another session held in Malta was specifically organised for representatives of social partners, bringing together representatives of employers and businesses from across the Maltese Islands. The session focused on fostering constructive dialogue, sharing experiences, and addressing key developments and challenges impacting the sector.

Collaboration with the Institute of Tourism Studies, Jobsplus, and the Department of Industrial and Employment Relations was key to the success of these information sessions.

The CEO of the Institute of Tourism Studies, Pierre Fenech, the CEO of Jobsplus, Celia Falzon, and the Director General of the Department of Industrial and Employment Relations, Diane Vella Muscat, together with Identità's Chief Executive Officer, Edric Zahra, shared insights on their respective entities.

They highlighted key issues, provided clarifications, and addressed questions raised by attendees, contributing to a more informed and engaging discussion.

Participants were encouraged to actively engage during the sessions, contributing to discussions and raising questions related to labour migration procedures and employment practices in Malta.

Understanding Labour Migration in Malta



A record of 103,237 Identity Cards issued in 2025

Throughout 2025, the Identity Cards Unit continued the implementation of a phased mass rollout exercise aimed at renewing identity cards originally issued approximately a decade earlier. This national initiative addressed the expiration of a substantial volume of eID cards and ensured continued legal compliance for Maltese citizens whose documents were due to expire.

The scale of the exercise remained significant, with approximately 190,000 identity cards identified for renewal. Despite the operational and logistical complexities associated with such a large-scale campaign, the rollout in 2025 continued to achieve strong results, supported by sustained public cooperation and engagement.

During the year, the Identity Cards Unit reached a record level of performance, issuing a total of 103,237 eID cards. A substantial number of these - 76,614 - were renewals, directly reflecting the continued impact and success of the mass rollout exercise.

The Unit also registered 31,657 new eID (virtual) account activations in 2025, while citizen transactions on eID accounts reached 14,459,404, further confirming the increasing reliance on secure digital identity services. In line with its commitment to inclusivity, the Unit significantly strengthened its housebound service, conducting 8,164 visits throughout the year, ensuring that individuals with limited mobility were not excluded from accessing essential services.

As part of its outreach efforts, the Identity Cards Unit actively engaged with the public through national events. During EXPO 2025, the Unit operated within a live service environment, successfully processing 851 eID card renewals, handling 5 housebound service requests, and activating 10 eID accounts. The strong demand experienced during the event reflected the continued momentum of the mass rollout exercise.

The Unit also extended its services during Notte Bianca, offering eID card renewal services in a dynamic and accessible setting. During this initiative, 12 renewal applications were processed, further demonstrating the Unit's commitment to flexibility and public accessibility.

While a large proportion of the targeted renewals were successfully completed, a number of identity cards remained expired. In response, the Marketing and PR Department continued to implement targeted initiatives aimed at reaching remaining individuals and ensuring that all eligible citizens are well informed of their legal duty to hold a valid Maltese Identity Card.

The Identity Cards Unit remains the national authority responsible for issuing identity cards to Maltese citizens and managing the registration of eID virtual accounts. The data collected through these processes is also transmitted to the Electoral Office, supporting the compilation and publication of the Electoral Register and the issuance of voting documentation, reinforcing the Unit's central role within Malta's democratic framework.



Bringing Identity services closer to local communities

The provision of identity documents services in our local communities has become increasingly vital, ensuring that citizens have convenient access to essential documentation and support. By streamlining procedures and offering flexible appointment options, the Identity Cards Unit has made it easier for individuals to obtain and renew their identity cards without unnecessary delays.

During 2025, the Identity Cards Unit continued to strengthen its community-based approach by extending its services through Local Councils across Malta, bringing essential identity services closer to citizens.

This initiative played a key role in supporting the ongoing mass rollout exercise, allowing individuals to access eID services within their own localities rather than travelling to centralised offices.

By decentralising service delivery, the Unit enhanced both efficiency and accessibility, particularly during a period of high demand.

The presence of Identity Cards Unit services within Local Councils proved especially beneficial for elderly individuals and vulnerable persons, who may face challenges in accessing central offices. By offering services closer to home, the Unit reduced barriers to access and ensured a more inclusive approach to service delivery.

This model also contributed to shorter waiting times and a more streamlined process, improving the overall citizen experience. At the same time, it strengthened engagement at a local level, increasing awareness of the importance of maintaining valid identity documentation.

Introducing Identity Card collection through Servizz.gov offices

During the same year, Identità entered into an important collaboration with Servizz.gov with the aim of providing a more accessible service within

communities for the collection of new identity cards. This strategic partnership enabled citizens to collect their newly issued Maltese identity cards from a broader network of locations, bringing services closer to their communities and reducing the need to visit central offices. The expanded availability of collection points contributed to a more convenient and user-friendly experience.

The introduction and strengthening of this system resulted in reduced waiting times and a more efficient flow of service delivery. Citizens were able to benefit from quicker and more accessible collection options, while the distribution of demand across multiple locations helped ease pressure on primary Identity Cards Unit offices.

Servizz.gov offices, supported by trained personnel, ensured that the same high standards of service were maintained across all locations, providing consistent and reliable assistance to the public.

This collaboration reflects Identità's ongoing commitment to modernising public service delivery and prioritising citizen convenience.



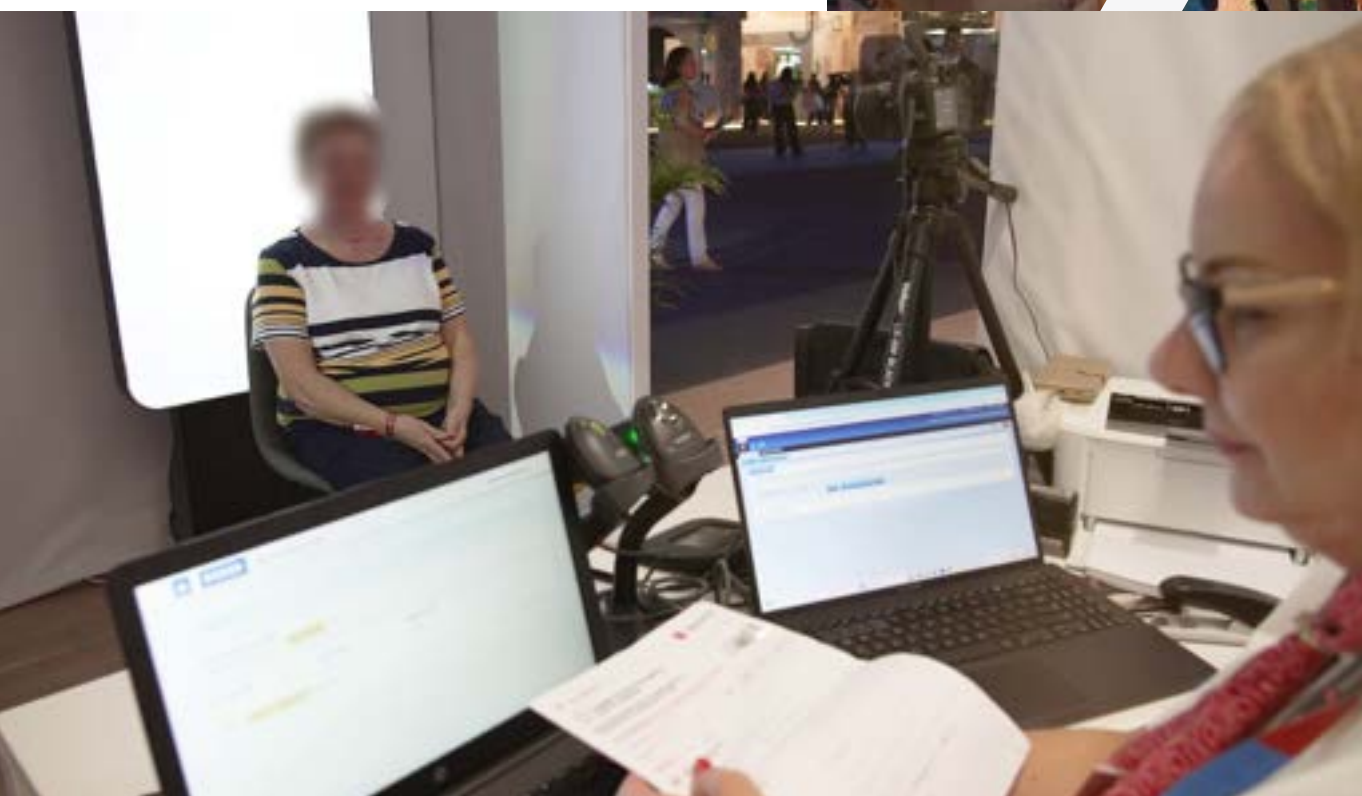
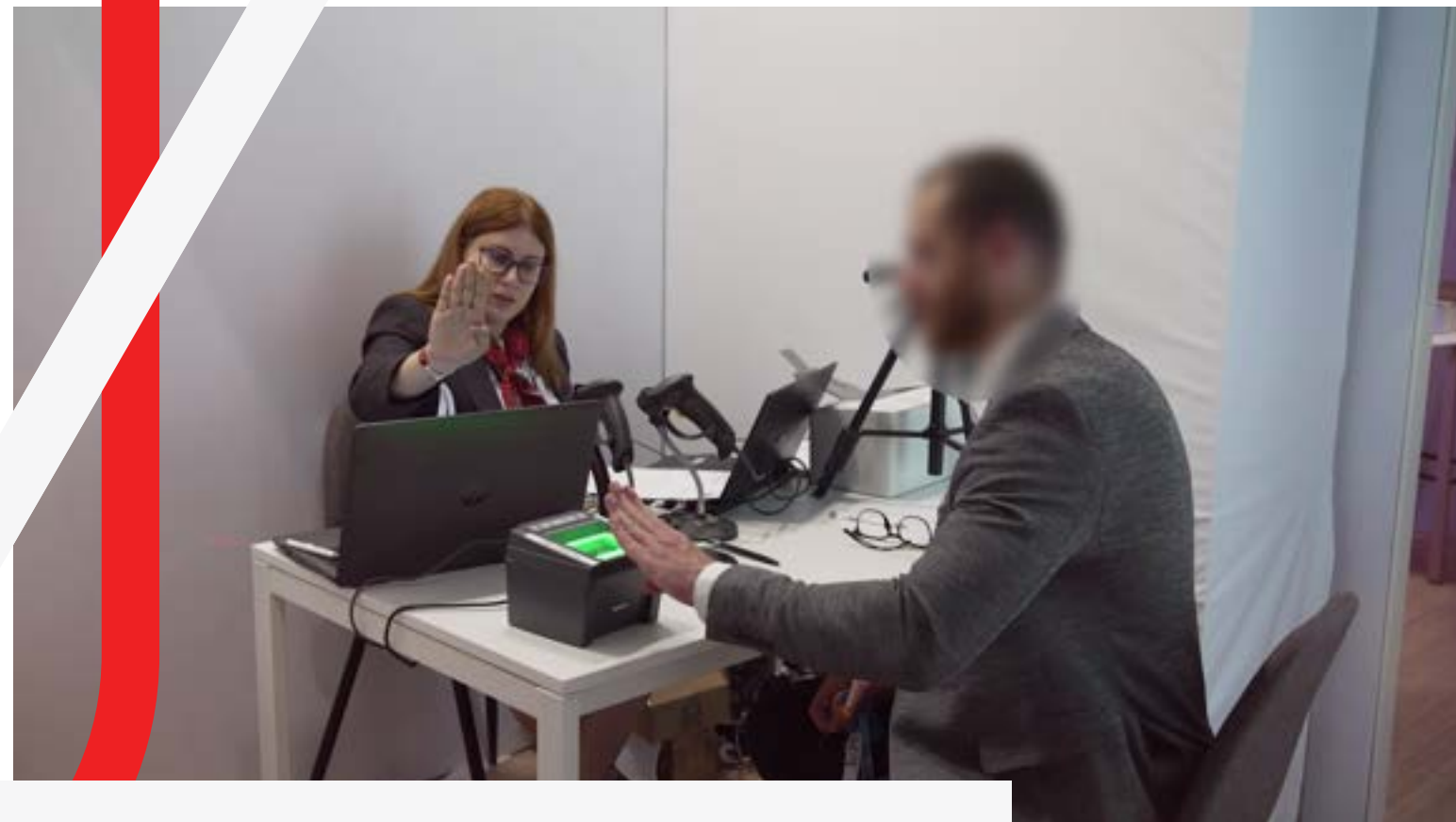
860 ID Card applications at the Public Service Expo

Identità actively participated in the Public Service Expo Village 2025, and was represented by its Identity Cards Unit. Held at the Malta Fairs and Conventions Centre in Ta' Qali, this event brought together a wide range of public service entities under one roof, providing a dynamic platform for engagement between government services and the community.

Throughout the five-day event, Identità provided the Maltese Identity Card renewal service and this service attracted a steady flow of applicants. During this event, a record number of 860 applications for new ID cards were submitted. This translates into a 60% increase in applications submitted in the Public Service Expo 2024 edition. 851 of these applications were for ID card renewal, whilst the other nine applications were for the issuing of a new ID Card.

During the Public Service Expo, applications for Identità's Housebound Service and e-ID assistance were also available.

Overall, Identità's participation in the Public Service Expo Village 2025 reinforced its role as a key player within Malta's public administration, showcasing its continuous efforts to enhance service delivery and maintain high standards across all its operations.





Since taking up his role as Chief Executive Officer of Identità in July 2025, Col. (ret.) Dr. Edric Zahra has continued to strengthen the Agency's engagement with stakeholders, fostering open dialogue as an important element in the continuous improvement of its services.

Over the past year, the CEO has held a wide range of meetings and welcomed numerous visitors to Identità, including representatives of local businesses and employers, members of the diplomatic community, senior Government officials, representatives of public institutions and other stakeholders whose work or communities interact with the Agency's services.

Strengthening Identità Through Dialogue and Engagement

These meetings provide an important opportunity for stakeholders to discuss their experiences, raise concerns and highlight practical difficulties they or the people they represent may encounter when accessing Identità's services. They also enable the Agency to explain its processes, responsibilities and operational requirements, while identifying areas where procedures or the customer experience may be further improved.

A significant institutional engagement was the visit by the Parliamentary Ombudsman, Chief Justice Emeritus Joseph Zammit McKeon, following an invitation by the CEO. During the visit, the Ombudsman was given an overview of Identità's operational structure and had the opportunity to observe how services are delivered to the public.

The visit included an overview of the work carried out by the Agency's main operational units, including the Identity Cards Unit, Passport Office, Public Registry, Searches Unit, Central Visa Unit and Expatriates Unit. The Ombudsman also toured sections of Identità's Head Office, engaged with employees and observed operational procedures and interaction with members of the public first-hand.

Such engagement is particularly valuable in strengthening transparency and accountability, while allowing institutions to develop a better understanding of each other's responsibilities and operational realities. It can also contribute towards identifying practical solutions to issues and improving administrative processes before matters need to be escalated.

Identità acknowledges its unique position within Malta's public administration. Throughout different stages of life, practically every person living in Malta and Gozo will interact with the Agency in one way or another. This wide remit means that Identità serves people from different backgrounds and circumstances, with different requirements and expectations. The Agency must therefore ensure that its services remain secure and compliant with the applicable legal and regulatory frameworks, while, above all, retaining a human approach.



Identità Departments



Investing in People, Strengthening Services: Human Resources Review 2025

During 2025, the Human Resources Department's role was essential to strengthening organisational capacity and supporting operational delivery across the Agency. Key efforts focused on workforce planning, including the establishment of an exercise to identify critical staffing needs, as well as ongoing recruitment and internal mobility to maintain service continuity. HR also led the rollout of a new performance management system aimed at enhancing accountability and supporting employee development, while continuing to drive career progression through a significant number of promotions across various levels.

In parallel, substantial progress was achieved in training and development through the implementation of a structured training plan and the introduction of a Learning Management System, which improved access to learning and ensured high compliance with mandatory requirements. The Human Resources Department also actively supported employee well-being through targeted initiatives and strengthened support mechanisms. Throughout the year, the function maintained a strong focus on monitoring workforce trends, addressing absenteeism, and identifying key risks, positioning the Agency to respond more effectively to both current operational demands and future strategic priorities.

Workforce overview

As at December 2025, the Agency employed a total of 402 full-time employees, excluding students, retired public officers, and employees engaged through expressions of interest.

The workforce remains distributed across multiple operational and support units, with the largest concentrations of employees in the Expatriates Unit, Public Registry, Searches Unit, and the Identity Cards Unit. These departments continue to carry the highest operational demand, requiring sustained staffing support and resource allocation.

During 2025, an establishment exercise was conducted to determine the minimum staffing levels required to ensure uninterrupted service delivery. This exercise considered operational requirements alongside routine absences such as leave, sickness, and training commitments.

The findings identified the need for additional resources across various positions and units within the Agency. These roles represent the minimum additional capacity required to maintain operational stability and avoid bottlenecks.

The exercise also emphasised the importance of role flexibility and cross-functional capability. Moving forward, staff are expected to develop broader competencies, enabling them to operate effectively across both front-office and back-office functions. The introduction of specialist career pathways is intended to support this approach by allowing experienced employees to retain operational responsibilities while taking on increased decision-making roles.

Recruitment and Workforce Movement

Recruitment activity during 2025 was primarily focused on replacing employees who left the Agency. A total of 17 internal calls were issued, resulting in the engagement of 50 employees, alongside 60 internal promotions within Identità. The newly engaged employees were all replacements for resignations or terminations.



Additionally, 31 students were engaged throughout the year, providing temporary support across various departments, while 48 supporting officers contributed to operational capacity, particularly within high-demand units such as the Expatriates Unit and the Identity Cards Unit. However, with the completion of the mass rollout, the supporting officers have been deployed in other areas within the Agency where required.

Fourteen internal transfers were carried out to improve workforce distribution and address operational needs. Furthermore, 17 employees were detailed into the Agency from the Ministry for Gozo, although some of these arrangements were later revoked and replaced by clerical staff.

While these measures have supported continuity, they also highlight the need for more structured workforce planning and sustainable staffing models.

Promotions and Career Progression

A total of 60 employees were promoted during 2025 across various units and grades. These promotions reflect the Agency's commitment to internal mobility and career development.

Progression pathways included advancements from clerical roles to administrative positions, as well as promotions within management and specialist tracks. This upward mobility has contributed to



improved retention at entry level and enhanced employee motivation.

The introduction of a revised performance management system and structured career progression pathways is expected to further support employee development and succession planning in the coming years.

Performance Management

A new performance management system was introduced during 2025, focusing on structured performance discussions, clear objective setting, and accountability.

This system aims to enhance transparency, support employee development, and provide managers with tools to address underperformance effectively. Training sessions for management are scheduled to ensure consistent implementation across the Agency.

The transition to this system represents a significant step towards a more structured and performance-driven organisational culture.

Training and Development

Training and development remained a key priority throughout 2025. A comprehensive training programme was implemented, delivering 20 group-based initiatives and supporting 16 individual development programmes.

A total of 475 training opportunities were created, with an attendance rate of 95.8%, demonstrating strong employee engagement. The introduction of the Learning Management System (LMS) further enhanced training accessibility and compliance, with 355 employees onboarded by year-end.

Investment in training amounted to €86,945.99, reflecting efficient utilisation of the allocated budget. The training portfolio included organisation-

wide programmes, specialised technical training, leadership development, and mandatory compliance modules.

These initiatives have strengthened organisational capability, supported career progression, and contributed to succession planning efforts.

Employee Engagement and Well-being

Employee well-being initiatives continued to play an important role in supporting staff morale and engagement. Activities organised during the year included monthly events, family-oriented initiatives, and awareness sessions on mental health and well-being.

The Agency also strengthened its support structures by training HR representatives in Mental Health First Aid and promoting access to confidential support services.

These efforts contribute to a more supportive workplace environment and help address the challenges associated with high workload and operational pressure.

Strategic Priorities

Looking ahead, the Human Resources function will continue to focus on strengthening workforce capacity and ensuring that each unit is adequately resourced to meet operational demands. This includes refining headcount planning and aligning staffing levels with service requirements.

A key priority will be the implementation of structured career progression pathways, supported by targeted development initiatives that enable employees to maximise their potential and contribute effectively to organisational objectives. This will be complemented by continued investment in upskilling, particularly in areas directly linked to the Agency's operational functions.

Efforts will also be directed towards stabilising absenteeism patterns through targeted interventions and improved monitoring. At the same time, the Agency will continue to develop and formalise policies that promote good governance, accountability, and professional discipline across all levels.

ICT Department

Driving Secure Digital Transformation and Service Excellence

During 2025, the ICT Department continued to play a central role in supporting the Agency's operations and advancing its digital transformation agenda. Operating within a dynamic and highly regulated environment, the department focused on maintaining secure, reliable, and efficient systems that underpin identity, visa, and registry services.

Throughout the year, the ICT Department delivered key system enhancements, strengthened cybersecurity frameworks, and expanded digital capabilities to support evidence-based decision-making. These efforts contributed to improved service delivery, greater operational resilience, and enhanced alignment with national and European obligations.



Renewal of the Malta eID, eRP, Passport, and D-Visa System Support Contract

During 2025, Identità renewed the support agreement covering Malta's eID Card, eResidence Permit, Passport and D-Visa systems for a further five-year period, extending the contractual framework until 1 July 2030.

The agreement provides for the continued provision of specialised hardware, software, maintenance and technical support for critical national identity infrastructure, including the National Identity Management System (NIDMS). These systems underpin a range of essential identity-related services, including identity management, biometric capture and the production of secure identity and travel documents.

NIDMS also supports functions used across a number of public authorities and government entities, making the continued reliability, security and availability of the system important beyond Identità's own operations. The renewal was considered essential to ensure continuity in the operation and support of this highly specialised infrastructure. Key considerations included the proprietary nature of elements of the existing technology, the specialised technical and institutional knowledge required to maintain the systems, and the importance of ensuring that national identity operations continue to meet the necessary security and regulatory requirements. Continuity of the existing technical framework also avoids the significant operational and financial implications associated with major infrastructure modifications, bespoke software redevelopment, hardware replacement and the potential need to operate parallel systems during a transition period. Such changes could introduce additional complexity and risks to service continuity.

NIDMS, e-Passports technology upgrade, Emergency Travel Documents and support to competent authorities

During 2025, the ICT Department implemented several enhancements to the National Identity Management System (NIDMS) to align system functionality with emerging business and legal requirements, including provisions under the new Migration Policy. These enhancements improved data consistency, workflow efficiency, and interoperability with related government systems, ensuring that NIDMS continues to serve as a robust and centralised platform for national identity management.

In parallel, a comprehensive passport technology upgrade and solution refresh was completed, modernising the ePassport module within NIDMS, enhancing resilience, and ensuring compliance with international standards. As part of this effort, Malta successfully deployed the new Emergency Travel Document (ETD) solution, meeting the EU-mandated deadline of 9th December 2025.

The ETD solution aligns with EU requirements designed to ensure secure, standardised, and interoperable travel documents for urgent travel situations.

The implementation of the ETD brings significant benefits, including the rapid issuance of travel documents for citizens and residents facing emergencies; enhanced security features that ensure documents are tamper-resistant and compliant with EU security standards; streamlined verification and cross-border acceptance, supporting travel within EU Member States; and improved operational efficiency, enabling competent authorities to process ETD requests quickly while maintaining robust audit trails.

Furthermore, the ICT Department continued to provide comprehensive support to competent authorities, including the Malta Police Force, Jobsplus and the Ministry for Foreign Affairs and Tourism, by managing secure system access on NIDMS, enabling a more efficient vetting in residence permit processes and also processing of passports and emergency travel documents within the Maltese embassies abroad. The technical support to these entities and other stakeholders has been provisioned through a structured ticketing system, ensuring traceability, accountability, and continuity of operations. This approach ensures statutory functions are carried out securely, reliably, and efficiently.



Global Secure Connectivity Footprint

High-level view of international endpoint locations securely connected to Malta



D-Visa Programme: National Implementation and Global Rollout of the D-Visa System

Following the delineation of responsibilities in March 2024, whereby the Ministry for Foreign and European Affairs and Trade retained responsibility for short-stay C-Visas and Identità assumed exclusive responsibility for long-stay D-Visas, the ICT Department, in collaboration with its outsourced partner, fully developed, implemented, and operated a dedicated D-Visa processing system. The system was designed to support end-to-end D-Visa application processing, including the integration of biometric identifiers and supporting documentation, secure vetting and decision-making workflows, and issuance processes. It was also built to be scalable in order to meet increasing global demand, while ensuring full compliance with national and European legislative requirements.

By 2025, the D-Visa system reached full national operational readiness, supporting live processing. In parallel, the ICT Department provided technical support for the global rollout of additional VFS Global Visa Application Centres, achieving 86% completion of the overall programme.

The rollout delivered several key benefits, including improved accessibility for applicants by reducing the need for long-distance travel, an enhanced customer experience, increased processing capacity and geographic coverage, and the standardisation of processes supported by secure and reliable data transmission. It also enabled scalable global operations while maintaining high standards of information security and system availability.

Remote Signer Implementation

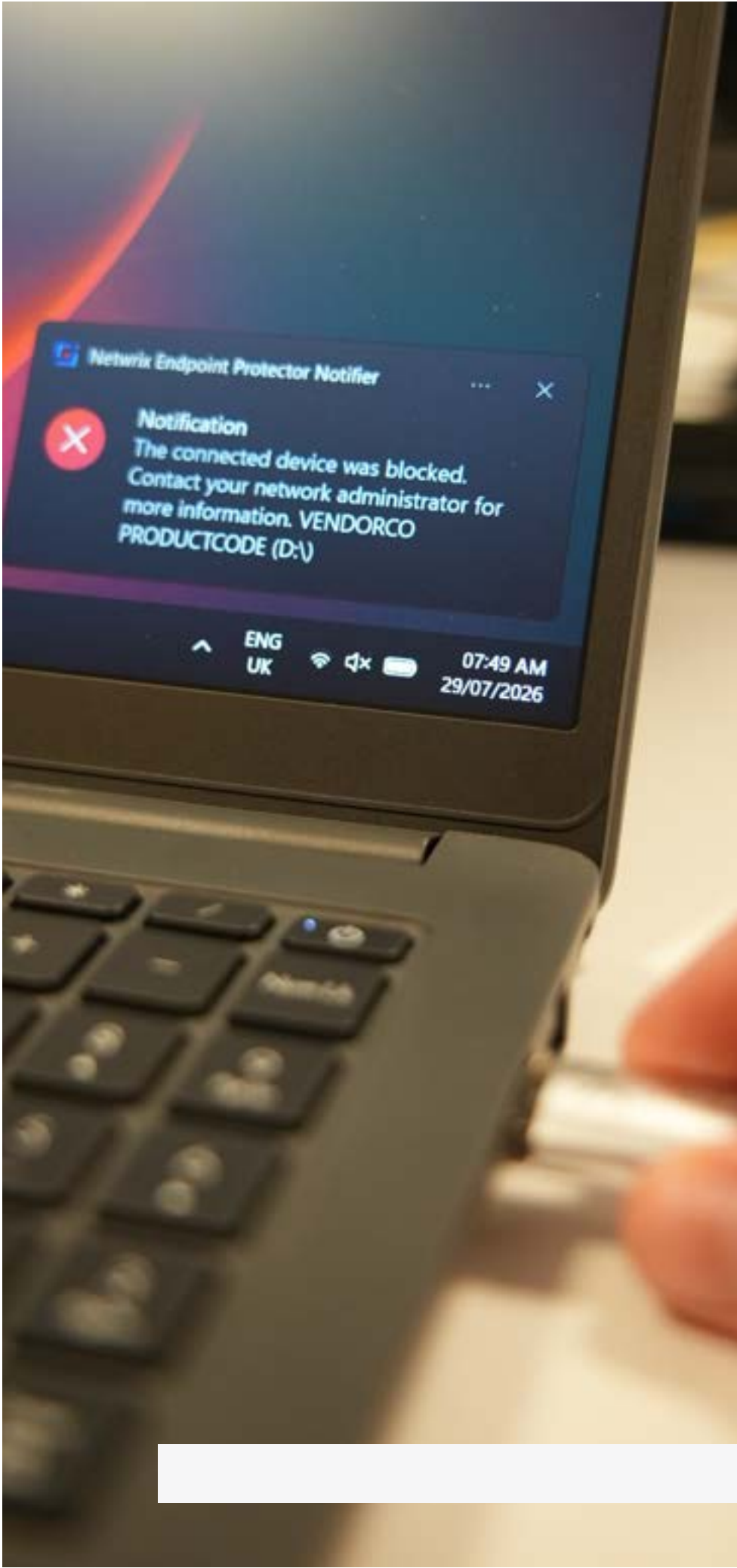
In 2025, the ICT Department reached the final stages of implementing the remote signer solution, providing a secure mechanism for applying Qualified Electronic Signatures (QES) in compliance with the eIDAS framework. The solution ensures legal equivalence to handwritten signatures, eliminates the need for physical signature cards or card readers, and enables secure remote signing for e-ID card and residence card holders. It is fully aligned with eIDAS regulatory requirements, ensuring legal validity, integrity, and non-repudiation.

The solution is currently undergoing final testing, with full deployment and structured marketing planned for 2026 to drive adoption across additional business processes, supporting Identità's digital-first service strategy.

Data Security and Advanced Access Controls

During 2025, the ICT Department achieved ISO 27001 recertification, reaffirming its compliance with international information security standards and its robust approach to managing risks, ensuring the confidentiality, integrity, and availability of sensitive data across all ICT systems. In parallel, Data Loss Prevention (DLP) solutions were implemented across critical operational areas, including Passports, ID Cards, ICT, Expatriates, and Gozo operations, strengthening safeguards against unauthorised access, transmission, or disclosure of confidential information.

The Unit also continued its collaboration with MITA to enhance security and access management through the deployment of geolocation-based access controls and multi-factor authentication (MFA), ensuring secure operations, mitigating risks, and reinforcing trust in the integrity of national digital identity systems.



Infrastructure and Cloud Strategy

During 2025, the ICT Department continued its strategic transition towards cloud-based environments, strengthening the scalability, resilience, and disaster recovery capabilities of Identità's IT infrastructure.

By leveraging cloud technologies, systems can now dynamically adjust to varying workloads, ensuring uninterrupted service during periods of high demand and supporting the rapid deployment of new applications and digital initiatives. These enhancements enable improved service continuity, greater operational efficiency, and futureproofing of critical IT systems, ensuring that identity, visa, and registry services remain reliable and responsive to evolving needs.

As part of the infrastructure upgrade, a PABX migration was successfully completed, modernising telephony services and introducing advanced features such as call routing, voicemail-to-email integration, and remote access for staff.

This initiative improved communication efficiency and enhanced overall user experience for both internal staff and external users. Combined with the cloud transition, these measures have strengthened Identità's resilience, scalability, and disaster recovery capabilities, enabling the ICT Department to deliver secure, flexible, and reliable digital services aligned with the Agency's strategic objectives.



Outlook for 2026

Looking ahead to 2026, the ICT Department will continue to drive digital transformation and service excellence across Identità's operations. Strategic priorities include: enhancing IT systems to manage increasing application volumes, improve processing efficiency, and ensure compliance with evolving national and EU regulations; expanding interoperability across government platforms to enable seamless data exchange, reduce duplication, and support the Once Only Principle; strengthening cybersecurity and data governance by maintaining ISO 27001 standards, implementing advanced security controls, and monitoring emerging risks; further developing analytics capabilities to provide actionable insights for evidence-based decision-making, operational planning, and policy formulation; and supporting emerging policy and legislative requirements through resilient, secure, and scalable digital solutions that ensure continuity and reliability of the Agency's services.

The ICT Department's performance during 2025 demonstrates its critical role in enabling Identità's Mission. Through the successful delivery of complex national systems, implementation of robust governance and security frameworks, and sustained operational support, the Unit has continued to provide secure, efficient, and citizen-centric digital services. Building on these achievements, the ICT Department remains a strategic enabler of Identità, combining innovation, operational excellence, and strong governance. Its ongoing efforts in system enhancement, interoperability, cybersecurity, and data-driven insights will ensure that Identità continues to provide efficient, reliable, and trustworthy services, meeting the evolving needs of citizens, residents, and stakeholders both nationally and internationally.

Strengthening visibility and engagement

Throughout 2025, Identità's Marketing and PR Department continued to strengthen its strategic role in enhancing public awareness, stakeholder engagement, and the Agency's overall visibility. Through a combination of targeted campaigns, outreach initiatives, media presence, and collaborative efforts, the Department ensured that the Agency's services and national role remained both accessible and well understood by the public.

The year started with a strong focus on national identity through the launch of the 12-month campaign "Insawru l-Identità Tagħna". This initiative highlighted individuals who actively contribute to preserving and shaping Maltese identity. Through a series of interviews, the campaign featured personalities such as Immanuel Grima and Joe Grima, who continue the tradition of olive harvesting, Josephine Xuereb, who carries forward her family's legacy in salt production, and Rita Farrugia, who has dedicated over four decades to sustaining the craft of lace-making. This campaign served not only as a cultural showcase but also reinforced the Agency's connection with national heritage and identity.

The Department expanded its outreach through a series of scheduled radio segments across the year, aimed at educating the public about the wide range of services offered by Identità. These efforts ensured consistent engagement with audiences and provided accessible, informative content on matters relating to various services.

A key milestone in the Department's annual calendar was participation in the Public Service Expo 2025, held between 21st and 25th May. During this event, the Agency actively supported the ongoing Identity Card renewal rollout by offering on-site renewal services, bringing services closer to the public and improving accessibility. This initiative complemented broader communication efforts promoting the mass rollout, including Local Council outreach services and collaboration with Servizz.gov offices.

As part of its stakeholder engagement strategy, the Department also coordinated a series of information sessions throughout the year in collaboration with the Institute of Tourism Studies, the Department of Industrial and Employment Relations, and Jobsplus.



These sessions were instrumental in providing clarity on migration processes and policy updates, particularly in light of the phased implementation of Malta's Labour Migration Policy. Through these initiatives, the Department ensured that employers, stakeholders, and partners remained well-informed and aligned with new regulatory frameworks.

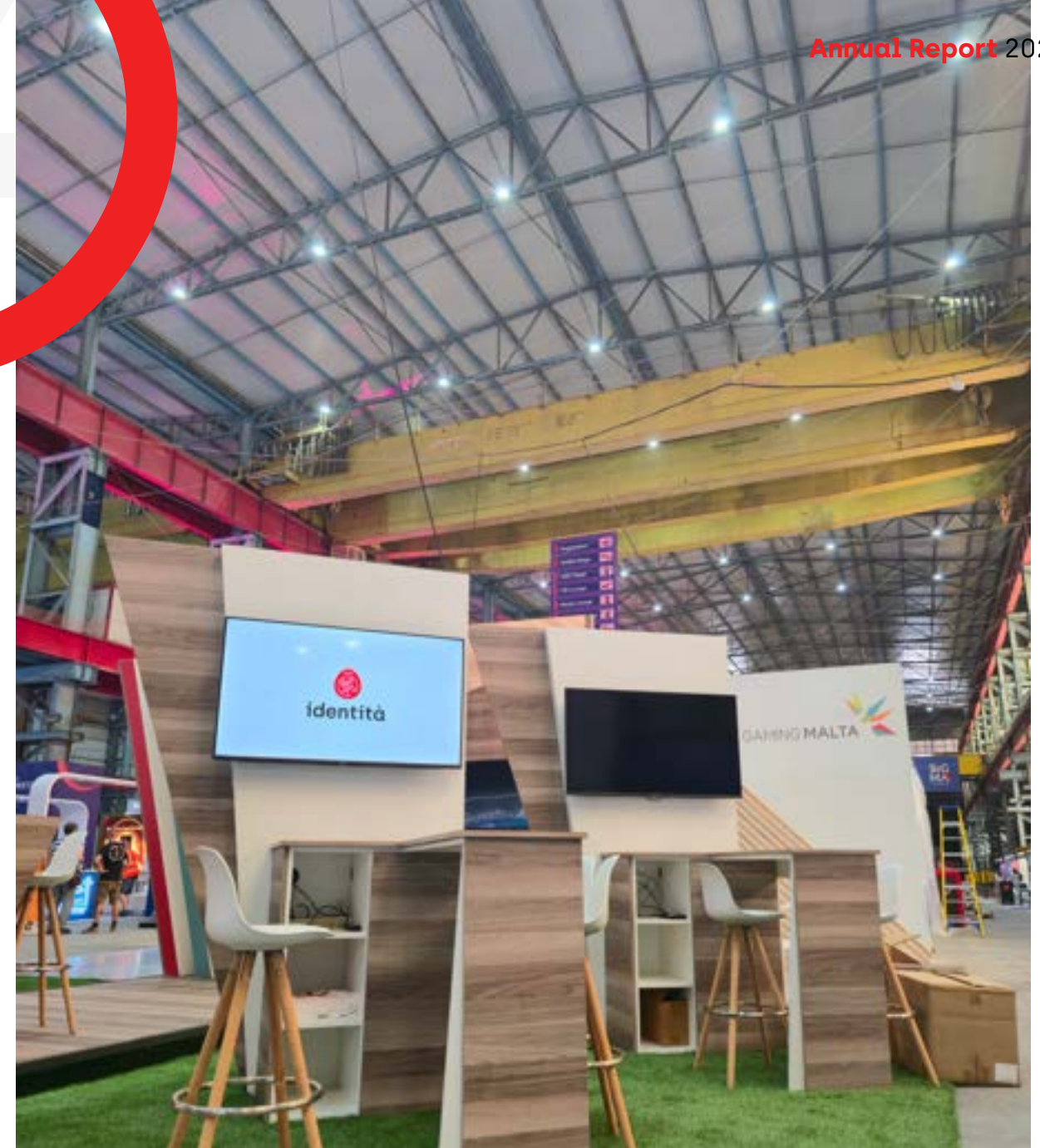
The Department further strengthened the Agency's presence on an international level through participation in SiGMA Euro-Med 2025, held in Malta between 1st and 4th September, and SiGMA Central Europe 2025, held in Rome between 3rd and 6th November. In collaboration with GamingMalta, Identità engaged with key players in the global gaming industry, promoting its services and supporting industry growth through direct engagement with stakeholders.

Audio-visual production remained a central pillar of the Department's work. Among the key productions was "Miegħek f'Kull Pass ta' Hajtek", a narrative-driven feature highlighting how the Agency supports individuals throughout every stage of life, from birth registration to end-of-life documentation. Additionally, a festive campaign was launched focusing on social realities during the holiday season, delivering a deeply emotional and thought-provoking message that resonated strongly with audiences while subtly highlighting the Agency's services.

Identità promotes Malta's identity services at SiGMA Events in Malta and Rome

Identità participated in two major international industry events organised by SiGMA, the SiGMA Euro-Med 2025 and SiGMA Central Europe 2025, further strengthening its outreach with stakeholders in the global gaming and technology sectors.

The first event, SiGMA Euro-Med 2025, was held in Malta between the 1st and 3rd of September. During this event, Identità joined forces with GamingMalta to host a shared stand aimed at promoting Malta's services related to identity management, residency, and migration processes. The event brought together international operators, investors, and service providers within the gaming industry, offering Identità the opportunity to engage directly with industry stakeholders and provide information on procedures relevant to professionals and companies operating in Malta.



Identità continued this engagement at SiGMA Central Europe 2025, held in Rome between the 3rd and 6th of November. Once again collaborating with GamingMalta, Identità used the platform to highlight the agency's role in supporting Malta's economic sectors through efficient identity and migration services. The event attracted participants from across Europe and beyond, enabling meaningful discussions with businesses interested in Malta's regulatory and operational landscape.

Through its participation in these two international events, Identità reinforced its commitment to accessibility, stakeholder engagement, and the promotion of Malta as a competitive and well-regulated hub for international business.

Passport Office

The Passport Office facilitates the issuance and renewal of ePassports for Maltese citizens, ensuring their ability to travel internationally. It also issues other travel documents, while ensuring that all applications are processed in line with established national and international security standards.

Enhancing Passport Services in 2025

In 2025, the Passport Office remained firmly committed to delivering efficient, reliable, and high-quality services to Maltese citizens, both locally and through Malta's diplomatic missions abroad.

SMS Notification Initiative

In January 2025, the Passport Office launched a proactive SMS notification campaign targeting Maltese passport holders whose documents were due to expire by September 2025. This initiative aimed to mitigate a potential surge in renewal and new passport applications, thereby ensuring a more streamlined and efficient process for travellers.

Subsequently, SMS reminders were extended to all eligible individuals, notifying them of their passport's impending expiration.

To further enhance efficiency and reduce waiting times, applicants were encouraged to book appointments online prior to visiting the Passport Office to submit their applications.



Statistics

	2020	2021	2022	2023	2024	2025
Passports Issued	18,834	36,917	66,980	48,386	53,234	53,690
Urgent Passports Issued	568	1,241	2,488	2,355	2,984	3,562
Emergency Travel Documents Issued	133	267	308	171	147	474



Commitment to Quality

Maintaining high service standards remained a key priority throughout the year. The Passport Office continued its collaboration with the Management Efficiency Unit (MEU) and the Office of the Prime Minister (OPM) in relation to the Quality Award. Strategic actions were consistently implemented, supported by monthly coordination meetings with the Directorate for Service Quality aimed at strengthening internal processes and structures.

The year 2025 recorded a marked improvement in overall performance. This progress reflects the sustained dedication and professionalism of all Passport Office staff. Assessment results confirmed that the Office consistently delivered a highly satisfactory level of service, with overall performance scores exceeding 82 out of 100.

Service delivery was continuously monitored through mystery shopper exercises and customer satisfaction surveys, ensuring that performance remained aligned with established quality benchmarks.

In addition, a significant internal improvement was achieved through the transition of collection reconciliations from a manual process to an automated reporting system, enhancing both accuracy and operational efficiency.

Public Registry

The Public Registry plays a central role in recording the civil status of Maltese citizens. It maintains and records Acts of Birth, Marriage, Civil Union, Death, Cohabitation, and Adoption, ensuring that every milestone in the life of a citizen is documented. Beyond the registration of these Acts, the Registry is entrusted with recording annotations on all Acts of Civil Status and with publishing Marriage Banns for marriages celebrated in Malta.

Public Registry Services

Throughout 2025, demand for Public Registry services remained constant. During this year, the Public Registry processed 4,028 local birth registrations and 3,838 local death registrations.

The Identità Agency office at Mater Dei Hospital continued to serve as the most convenient hub for the notification of births and deaths. Over 90.0% of local birth notifications and 50.0% of local death notifications were submitted at this location, underscoring its accessibility.

The Registry also registered 5,665 foreign Acts of Civil Status concerning Maltese citizens abroad. These registrations were submitted through the Malta and Gozo Public Registries, as well as Maltese overseas missions.

Requests for birth, marriage, and death certificates continued to be substantial. The Registry's online portal, certifikati.identita.gov.mt, remained the most popular channel for ordering certificates, with 44,460 certificates, or 58.2% of the total 76,357 certificates supplied in 2025 being purchased digitally.

The Marriage Registry Section processed 2,079 applications for the publication of Marriage Banns and officiated 1,175 ceremonies across the year, reinforcing its role in supporting couples at one of the most important stages of their lives.

Strengthening National and International Links

The Public Registry remains committed to strengthening collaboration with other public sector entities engaged in the preservation and maintenance of records. Between January and May 2025, familiarisation visits were organised for all Registry staff to the Biblijoteka Nazzjonali ta' Malta in Valletta. These visits provided staff members with valuable exposure to the handling, restoration, and storage of historical documents, thereby enhancing their understanding of archival practices and reinforcing the Registry's role in safeguarding the nation's documentary heritage.

The Public Registry actively pursued international collaboration in 2025, seeking to strengthen its linkages with leading registries across the European Union. These initiatives were designed to identify best

practices and adapt them to the Maltese context, thereby enhancing service delivery locally.

In January 2025, a Maltese delegation visited the Digital and Population Data Services Agency in Helsinki. The visit provided an opportunity to compare operational approaches and to examine Finnish service delivery practices that could be adapted to Malta. The exchange generated sufficient interest to prompt a reciprocal visit by Finnish officials to the Public Registry in Marsa, in November 2025.

Further collaboration took place in March 2025, when Registry officers visited the Population and Civil Registry in Brussels. Belgian officials shared insights into their long-term reforms, which focused on improving data exchange, consolidating services in single locations, and expanding online access. These reforms provided valuable lessons for Malta, particularly in decentralising processes and enhancing efficiency.

International cooperation also extended to Malta's diplomatic network. Meetings with High Commissions and Embassies facilitated stronger ties with overseas missions. In June 2025, Registry officials visited the Malta High Commission in London to strengthen collaboration and accelerate the processing of applications from the United Kingdom. This initiative reinforced the Registry's commitment to supporting Maltese citizens abroad and foreign nationals residing in Malta, while expanding its knowledge base and capabilities.



Commitment to Service Excellence

The Malta Public Registry was awarded the Public Service Quality Label in recognition of its dedication to excellence. This distinction affirms the Registry's adherence to the highest standards of reliability, responsiveness, empathy, assurance, and tangible service outcomes, as outlined in the SERVQUAL model and Directive 4-2.

The Registry has pledged to sustain and improve these standards through continuous monitoring and evaluation.

Promoting Public Registry Services

The Public Registry continued to promote its services actively in 2025, ensuring greater public awareness and accessibility. Staff participated in television and radio programmes to explain the Public Registry's role and guide citizens on how to access services more efficiently.

Working alongside Servizz Għożża within the Ministry for Education, Sport, Youth, Research and Innovation, the Registry engaged directly with pregnant minors and their parents and/or guardians through a series of informational sessions. This outreach effort reinforced the Registry's ongoing commitment to supporting vulnerable communities by ensuring they have clear, accessible knowledge of the services designed to assist them.

	2020	2021	2022	2023	2024	2025
Local Births Registered	4,206	4,164	3,978	4,204	4,107	4,028
Local Deaths Registered	3,570	3,699	3,783	3,915	3,764	3,838
Number of Foreign Notifications	3,642	3,703	3,275	4,390	5,358	6,238
Applications for the Publication of Marriage Banns	1,652	2,206	2,271	2,077	2,052	2,079
Registered Civil Marriages celebrated in same year	714	992	1,217	1,198	1,255	1,316
Registered Religious Marriages celebrated in same year	315	1,006	1,032	836	739	680
Number of Annotations and Adjustments	2,174	3,704	4,800	3,924	3,410	3,002
Total Birth, Marriage and Death Certificates issued	56,200	68,388	69,042	58,987	73,765	76,357
Birth, Marriage and Death Certificates issued online	29,319 (52%)	40,069 (58.5%)	40,960 (59.3%)	39,217 (56.8%)	42,425 (57.5%)	44,460 (58.2%)



Identity Cards Unit

The Identity Cards Unit is the authority responsible for issuing Electronic Identity Cards to Maltese citizens and the registration of eID Virtual accounts.

The information captured for the eID Cards is transmitted to the Electoral Office and used for electoral purposes, including the compilation and publication of the Electoral Register, as well as the printing of voting documents.

Quality Label

The Quality Label was awarded to the Identity Cards Unit in May 2023. During 2025, the Unit continued to collaborate closely with the Management Efficiency Unit (MEU) within the Office of the Prime Minister (OPM) in relation to the Quality Award framework.

The Unit maintained its focus on Identità’s Strategic Actions through regular monthly reporting and ongoing meetings with the Quality of Service Directorate to review and strengthen internal mechanisms and service delivery frameworks.

Service quality continued to be monitored through mystery shopper exercises and customer satisfaction surveys. The overall result for the 2025 mystery shopping exercise reflected a positive outcome, with an overall score of 78.5%.



EXPO And Notte Bianca

The Identity Cards Unit participated once again in the national EXPO as part of the Mass Rollout Project. Operating within a live service environment, the Unit successfully processed eID card applications and eID account services for the public. The event recorded strong demand, consistent with expectations during a mass rollout exercise.

During EXPO, the following services were delivered:

- 851 eID card renewals
- 5 housebound service requests
- 10 eID account activations

The Unit also participated in Notte Bianca, during which eID card renewal services were provided.

Strategic Priorities for 2026

In 2026, the Identity Cards Unit will continue to focus on completing the renewal exercise, ensuring that remaining expired and expiring cards are addressed through outreach and improved locality-based support. Service accessibility will continue to be strengthened through enhanced collaboration with Local Councils, Servizz.gov hubs, and expanded housebound services, ensuring that vulnerable and mobility-restricted individuals are fully supported.



The Unit will continue to strengthen coordination with the Marketing and PR Department to ensure seamless service delivery and effective public awareness.

Maintaining and enhancing service quality will be central to the Unit's agenda, with continued monitoring through mystery shopper assessments, customer satisfaction surveys, and adherence to Quality Label standards.

A strong emphasis will be placed on data integrity, compliance, and governance to ensure the secure handling of identity information and alignment with all regulatory requirements.

Finally, the Unit will pursue ongoing innovation and continuous improvement, identifying new technologies and practices that enhance accuracy, speed, and the overall citizen experience.

Statistics

	2020	2021	2022	2023	2024	2025
eID Cards Issued	34,157	41,826	42,021	40,415	83,433	103,237
New eID Cards applications	5,506	5,317	5,340	4,830	4,756	4,017
eID Cards Renewals	28,651	36,509	36,681	35,585	43,781	76,614
New eID (Virtual) account activation	76,754	70,388	41,210	26,643	31,353	31,657
Citizen Transaction on eID accounts	7,452,596	11,650,153	11,841,175	12,998,900	13,430,167	14,459,404
Housebound visits	390	1,522	1,172	1,493	3,817	8,164

Searches Unit

The Searches Unit of the Public Registry functions as the repository for a comprehensive database containing enrolment records, encompassing public contracts and wills. This specialised unit is responsible for processing search orders related to both individuals and entities. These search orders are crucial in the context of enrolling notes associated with the transfer of immovable property, whether through inter vivos transactions or causa mortis scenarios. Additionally, the unit oversees the registration of hypothec notes and privileges, serving as a safeguard for obligations such as loans and the payment of ground rents.

Furthermore, the Searches Unit plays a pivotal role in scrutinising deeds linked to Public Wills. This scrutiny is essential in determining whether a will has been officially enrolled with the Public Registry, ensuring transparency and accessibility to crucial testamentary documentation.

Through its meticulous record-keeping and search facilitation, the unit contributes significantly to the efficiency and reliability of the Public Registry's functions related to property transactions and legal obligations.

The Searches Unit within Identità executes a two-fold function, which can be categorised as Input and Output:

- **Input** refers to the registration of causes of preference among creditors for the enrolment of acts requiring registration to have effect in regard to third parties, and for all other registrations required by law (commonly referred to as notes)
- **Output** is the carrying out of official searches against individuals and entities from the notes registered

Statistics

Searches Processed and Notes Registered (Global Amount)

	2020	2021	2022	2023	2024	2025
Searches	168,788	205,023	206,721	202,051	211,957	222,525
Notes	65,223	87,568	84,733	77,893	80,334	82,796

Searches (divided into Categories)

	2020	2021	2022	2023	2024	2025
Will Orders	11,740	14,087	14,055	14,280	15,033	14,935
Reference Update	617	529	420	512	312	118
Priority Orders	14,035	18,403	19,962	19,644	16,938	20,498
Normal Orders	88,786	104,763	102,077	101,136	108,886	110,255
Updates on Orders	53,610	67,241	70,207	66,479	70,788	76,719



A comparison between the 4-year period reveals a steady increase both in the number of searches processed and the number of notes registered (the only exception being the difference in notes registered in 2023 and 2024). When comparing 2025 with the preceding year, the number of searches processed increased by approximately 5%, while the number of notes registered rose by approximately 2.3%.

Another crucial point is the nature of the searches submitted and the content of the notes registered. An unprecedented increase in the complexity of searches was observed by the unit, specifically, the record number of searches limited to a property in a specific locality.

The notes brought for registration are also proving to be lengthy and more complex, especially since they reflect the country's shifting demographics with names and surnames of individuals which cannot be deciphered as easily as the more commonplace ones. The current lack of uniformity in the presentation of enrollment notes is another issue impacting the processing of notes negatively.

A breakdown of the global values into the different categories of searches throughout the years further reinforces the phenomenon observed in the annual shifts in the generic amounts. The total number of searches submitted within practically all categories except Wills and Reference Updates (with these 2 registering a marginal decrease) in 2025 surpassed those of 2024 by a considerable margin.

New System for Increased Digitisation in the Processing and Issuing of Searches

Further testing on the PubReg Searches system platform continued steadily, with the Unit's management working closely with staff to ensure that all improvement proposals were captured and effectively communicated to the system developer from an operational perspective.

At the same time, Update and Testamentary searches continued to be issued through the live system, with performance closely monitored and any issues—however minor—promptly reported through official channels to enable immediate resolution and the implementation of preventive measures to minimise recurrence.

Focus also remained on upcoming project milestones, particularly the full digital processing and issuance of Priority and Normal searches. Ongoing testing is aimed at ensuring full replication of existing processes while introducing enhancements to improve efficiency and reduce processing time ahead of implementation.

To support this progress, the Agency engaged an external IT expert to ensure that the Unit's requirements related to system implementation and



transition are met without unnecessary delays. The Unit continues to explore and refine digital tools in line with operational needs, while maintaining a high standard of service delivery.

Moreover, since the beginning of the previous year, the efforts of the Searches team have been complemented by ongoing work from the Unit's Administration team, the Agency's Management, and the system developer to finalise a new agreement governing the digital infrastructure, paving the way for a full transition to the new system.

New Archiving Project/Implementation of New Internal Procedures

The Searches Unit maintains a collection of volumes containing notes (extracts of deeds involving property transfers) dating back to 1859. These books are consulted daily by employees, with necessary repairs carried out by a dedicated in-house team responsible for their upkeep.

To ensure careful handling, a staff member has been assigned to supervise the archive room during use, supported by the introduction of registers and ledgers to track the movement of volumes and strengthen control measures.



In parallel, the Unit is contributing to an Agency-wide initiative to assess the current state of archival records in collaboration with a professional archivist, with the aim of identifying and addressing any shortcomings. A feasibility study is also underway to explore the relocation of the Agency's documents, including those of the Unit, to larger and more suitable premises.

Registration Dates of Notes Registered Prior to 2018

This internal project, initiated in 2024, continued throughout 2025, with a dedicated member of the Searches team, supported by students assigned to the Unit, reviewing volumes containing copies of notes registered prior to 2018. Particular attention is given to recording registration dates and key document details, which are captured in a standardised Excel template.

In parallel, management is engaging with the system developer and ICT department to design the necessary digital tools to enable the upload of this data into the system. The aim is to ensure that all notes are assigned a visible registration date within the index—currently only available for notes registered from 2018 onwards.

The completion of this project and the integration of the collected data into the system will contribute to more efficient and less time-consuming search processes.



Binding Section

The Head of the Binding Section retired in December and was succeeded by an experienced binder with extensive knowledge in the field. The section also expanded from four full-time employees to a total of seven staff members, following the addition of one full-time and three part-time employees. These changes have strengthened the section's stability and enabled a more balanced distribution of daily tasks, reflecting increased workloads across other sections of the Unit.

At the same time, the transfer of knowledge from senior staff to newer employees remains essential to sustain this specialised and legally mandated function, as notes registered daily must continue to be bound in accordance with national law. Skilled binders also play a key role in preserving national heritage by repairing damaged volumes and safeguarding historically significant documents for future generations.

Legal Amendments

Legal amendments are being proposed as part of a simplification process for clients of the Searches Unit, to be incorporated into upcoming revisions to the Public Registry Act (Chapter 56 of the Laws of Malta). These proposals aim to strengthen cohesion between the Malta and Gozo Public Registries, address existing gaps relating to notes requiring registration in both jurisdictions, revise current searches and note tariffs, and amend the current Prezentata closing dates from Wednesday and Thursday of Holy Week to 24 and 26 December.

Expatriates Unit

The Expatriates Unit plays a vital role in supporting Malta's economy by facilitating legal migration and processing applications for residence documentation in accordance with national legislation and European Union regulations.

Every application undergoes a robust due diligence process involving a number of competent authorities, each carrying out assessments and checks within its respective area of responsibility. The Expatriates Unit coordinates this process, working closely with its stakeholders to ensure that applications are assessed thoroughly before any residence documentation is issued. This collaborative approach helps safeguard the integrity of Malta's legal migration system while ensuring that only eligible applicants are granted the appropriate residence permits.

By bringing together the various entities involved in the legal migration process, the Unit provides a coordinated and efficient service for third-country nationals seeking to live, work or reside in Malta. This integrated approach streamlines the application process while maintaining high standards of security, compliance and governance.

Increased demand for Residence Permit renewals

The Expatriates Unit continued to register strong activity throughout 2025, particularly in relation to renewal applications. The increase in registered and approved renewal applications reflects the growing number of third-country nationals who continue to live and work in Malta. This indicates greater job stability and a longer-term contribution to Malta's labour market.

This trend also reflects the continued development of Malta's labour migration system, which supports the retention of experienced workers while addressing the country's economic needs. This helps ensure workforce continuity and sustainable employment, contributing to a more stable labour market.

Following the structural integration of the Expatriates Unit and the Central Visa Unit under the Immigration Affairs Section in 2024, efforts during 2025 focused on consolidating and optimising the unified structure. These efforts were directed towards improving operational efficiency, reducing processing times and enhancing the overall experience for all those involved in this process, mainly our applicants and local employers.

The integrated model continued to support a more coordinated approach to visa applications, residence permits and employment-related processes. This strengthened framework contributed to improved governance, greater transparency and more effective service delivery across Malta's immigration system.



	2020	2021	2022	2023	2024	2025
First permits issued	11,107	14,358	37,851	41,927	29,433	32,693
All valid permits as at end of year	46,377	61,885	89,000	112,892	117,611	132,067



Specialised service for Blue Card, KEI and SEI applicants

During 2025, Identità introduced a specialised service area within the Expatriates Unit for applicants under the Blue Card, Key Employment Initiative (KEI) and Specialist Employee Initiative (SEI).

Designed specifically for highly qualified professionals, the service enables applicants to submit their documentation and complete biometric enrolment during a single appointment. This has simplified the application process, reduced the need for multiple visits and provided a smoother experience from application to enrolment.

To support this initiative, the Agency invested in modern biometric equipment, ensuring the secure and accurate capture of applicants' biometric data in line with the high standards required for identity management and document security.

Beyond improving convenience for applicants, the specialised service has strengthened operational efficiency by bringing key stages of the application process together, while maintaining the rigorous due diligence and security checks that underpin every residence permit issued by the Agency.

Key Developments in Immigration Processes

The implementation of Malta's new Labour Migration Policy marked one of the most significant developments for the Expatriates Unit during 2025. The policy represents an important step towards a more structured and sustainable migration framework, designed to better align labour migration with the country's economic needs while strengthening governance and protecting workers' rights.

Building on the legislative reforms introduced in 2024, including the regulation of recruitment agencies, the introduction of the Skills Pass and strengthened health insurance requirements, the Expatriates Unit's priority during 2025 was to start implementing this policy in staggered phases.

The policy is guided by four key objectives:

- strengthening workforce retention and employment stability;
- protecting workers' rights;
- aligning labour migration with the needs of the labour market; and
- promoting a more skills-based approach to migration.



Implementation of the Labour Migration Policy

The first phase of the Labour Migration Policy came into effect on 1 August 2025, introducing a number of important changes to Malta's employment and residence framework for third-country nationals (TCNs). A second phase of measures followed on 1 October 2025, further strengthening the regulatory framework.

The principal measures introduced during the first phase included stronger labour market testing, requiring employers to advertise vacancies for a specified period before submitting Single Permit applications and thereby giving priority to Maltese and European workers.

Recruitment rules were also revised to introduce additional safeguards for applications from individuals already residing in Malta on non-work visas, as well as for employers with high termination rates or recent redundancies.

Other measures included updated salary thresholds and application fees for schemes such as the Key Employment Initiative (KEI) and Specialist Employee Initiative (SEI), longer grace periods for workers whose employment had been terminated to find alternative work, and enhanced skills-based requirements, including mandatory training, Skills Pass certification and new pre-departure obligations.

The second phase, implemented on 1 October 2025, introduced further measures to strengthen transparency, accountability and worker protection within Malta's labour migration system. These included mandatory electronic salary payments through licensed financial institutions to improve financial transparency and reduce informal payment practices, clearer procedures for the submission and processing of applications by visa-exempt nationals, including the issuing of interim permits in specific circumstances, and additional safeguards for vulnerable workers.

These safeguards included extended residence rights and fee exemptions for victims of exploitation and human trafficking.

The Expatriates Unit played a central role in operationalising these changes, working closely with stakeholders to ensure smooth implementation and compliance across all sectors. These developments position Malta's migration system on a more sustainable and transparent footing, setting the stage for further reforms in the years ahead.

Central Visa Unit

The Central Visa Unit (CVU) is the government's central authority responsible for the implementation of national visa policies and the provisions outlined in the Schengen acquis. The responsibility of issuing a visa is shared with Malta's Diplomatic Missions abroad.

Modernisation of the Visa Application Process

Prior to April 2025, visa applications were processed through the MFET system. In April 2025, the Central Visa Unit initiated the transition to the NIDMS D-Visa system, currently managed by Identità, for applicants attending the front office. This initial phase enabled the Unit to test, organise, and optimise the system within a controlled environment, facilitating the early identification and resolution of potential issues before extending application input to the VFS platform.

Following this preparatory stage, the system was gradually rolled out across Visa Application Centres (VACs), beginning with centres handling lower volumes of applications and progressively extending to those with higher daily intake. While implementation is still ongoing in certain VACs, full adoption is anticipated by January 2026. This phased approach has ensured that challenges are addressed in a timely manner, minimising operational disruption and supporting a smooth transition as the system continues to expand.

A key benefit of the new system is the increased accessibility for applicants. Individuals who previously lacked access to a VAC in their country and were required to travel to neighbouring jurisdictions can now benefit from Identità's support in establishing VAC services locally. This enhancement significantly reduces travel requirements and improves overall service delivery.

The introduction of the new system has also centralised the enrolment of employees within Identità and third-party stakeholders, with all new registrations now managed exclusively through Identità's platform. Direct communication channels between Identità and service providers have further improved responsiveness in addressing technical and operational matters. In parallel, workflow restructuring has strengthened operational efficiency across the Unit. Enhanced communication between Identità, employers, and educational institutions has resulted in improved coordination, reduced processing times, and more effective management of the consistently high volume of applications.

Overall, the adoption of the NIDMS D-Visa system represents a significant milestone for the Central Visa Unit, marking substantial progress in the modernisation of processes, the strengthening of governance frameworks, the expansion of applicant accessibility, and the enhancement of the overall service experience.

Launch of the National Long-Stay Visa for Sportspersons

In 2025, a National Long-Stay Visa aimed at regulating the entry and temporary stay of third-country national (TCN) sportspersons invited to Malta for trials with locally registered sports clubs, was launched. This initiative provides a structured legal framework to facilitate short-term sporting engagements while safeguarding the integrity of the labour market and immigration system.

The policy responds to a long-standing practice within the sports sector, whereby athletes are invited for trial periods prior to being offered formal contracts. This need was identified during consultations on the Malta Labour Migration Policy and has since been addressed through the introduction of this targeted visa scheme.

Eligibility is restricted to sportspersons invited by sports clubs that are duly registered and authorised by SportMalta or another relevant sports regulator.



The sponsoring club is required to provide formal documentation, including proof of registration, a letter of invitation outlining the duration and nature of the trial, and a declaration confirming that a successful trial may result in a full-time contract. Applicants must also present valid health insurance covering the entire duration of their stay, as well as proof of sufficient financial means to cover living and repatriation expenses.

The visa is issued for a maximum period of 100 days and is non-renewable. During this period, beneficiaries are permitted to engage solely in activities related to their sporting trial and are not allowed to undertake

any other form of employment. Where a club intends to retain a sportsperson beyond the trial period, an application for the relevant permits must be submitted at least 20 days prior to the visa's expiry. Individuals who do not transition to a longer-term arrangement are required to leave the country before the visa expires.

This measure reflects the Government's broader commitment to strengthening governance in labour migration, reducing administrative burdens through clearer procedures, and supporting the development of the sports sector while safeguarding regulatory compliance.

Compliance Unit

The Compliance Unit assists with the the Agency's due diligence procedures, including the processing of residence permits for third-country nationals (mainly for employment and study reasons) and the issuance of visas. The Unit has the statutory authority to carry out checks to verify whether Third-Country Nationals are abiding by the conditions set out in their authorisation to remain in Malta.

The Compliance Unit is divided into two sections: the Reporting Section and the Internal Controls Section.

Reporting Section

The Reporting Section within the Compliance Unit plays a central role in supporting the Agency's due diligence framework. Its remit spans the entire residence and visa lifecycle, particularly in relation to Third-Country Nationals (TCNs) applying for residence permits predominantly for employment and study purposes, as well as the issuance of visas.

In line with its statutory mandate, the Section is empowered to carry out verifications and compliance checks to ensure that TCNs are adhering to the conditions attached to their authorisation to reside in Malta. These checks form an essential safeguard in maintaining the integrity of the residence and visa systems.

Operational Activity and Trends

Between 2020 and 2025, the workload and operational scope of the Reporting Section increased significantly, reflecting both heightened compliance requirements and a rise in applications and enforcement actions.

	2020	2021	2022	2023	2024	2025
Total Number of FOM Interviews Scheduled	636	638	676	761	516	728
Cases opened for investigation	112	221	163	197	446	625
Cases resolved	92	194	198	130	308	466
Total number of Field Inspections carried out	2	20	40	176	215	262



Investigations and Enforcement

The data illustrates a steady escalation in enforcement and monitoring activities, particularly from 2023 onwards. Field inspections increased sharply from 40 in 2022 to 262 in 2025 (an increase of 22% over the last year), reflecting a strategic shift towards proactive, on-the-ground verification. Throughout 2025, the Reporting Section worked closely with law enforcement agencies and other regulatory bodies to conduct coordinated inspections, road checks, and investigations. This collaboration proved essential in facilitating effective enforcement actions and ensuring timely information exchange.

- During 2025:
- A total of 625 investigations were opened
 - 466 investigations were concluded
 - 167 individuals were taken into police custody following confirmed breaches and illicit activities

These outcomes highlight the effectiveness of joint operations and the value of structured cooperation with external stakeholders.

Inter-Agency Assistance and Information Requests

In addition to its core enforcement duties, the Reporting Section continued to support other entities in their investigative functions.

During 2025, the Section responded to 328 formal requests for information, many of which required extensive data collation and cross-checking across internal systems. This excludes other assistance that this Unit provides internally to the other Units.

This support function remains a key contribution to broader national compliance and enforcement efforts.

Address Deregistration Requests

The Section also processed a substantial volume of address deregistration requests submitted by landlords. These requests are critical in maintaining accurate residency records and preventing the misuse of addresses.

- 6,142 deregistration forms were received during 2025.
- 5,563 cases were successfully processed and completed.

The collective efforts of the Reporting Section in close coordination with internal departments and external stakeholders, have been instrumental in identifying non-compliance, addressing illicit activity and strengthening regulatory oversight. These results underscore the importance of inter-departmental cooperation, operational vigilance and sustained enforcement in safeguarding the integrity of Malta's residence and visa frameworks, while ensuring accountability across the system.



Internal Controls Section

The Internal Controls Section within Identità's Compliance Unit plays an important role in supporting good corporate governance. Its main function is to help ensure that governance practices are followed and that the integrity of internal processes is maintained.

By promoting compliance with relevant laws, regulations and internal policies, the Section helps strengthen accountability and transparency across the Agency. It also encourages ethical behaviour and a sense of responsibility, contributing to a culture of integrity. Through regular internal evaluations and fact verification, the Section supports operational efficiency, helps ensure compliance and identifies areas for improvement.

In 2025, the Internal Controls Section carried out a number of initiatives focused on compliance, governance and accountability. A total of 18 verifications of reported internal issues were conducted, along with 6 internal evaluations and system reviews. These efforts led to 48 recommendations being submitted to the CEO, aimed at addressing identified gaps and improving internal processes and controls. Overall, the Section's work helped highlight key areas for improvement while providing practical recommendations to strengthen internal governance.





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