
Quality Service Charter

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TABLE OF CONTENTS

1. Purpose _____	4
2. Who we are & what we do _____	4
3. Guiding Principles _____	5
4. Taxpayer Service servizz.gov customers _____	6
5. Service Commitment _____	6
6. How to reach us _____	8
7. We are at your service _____	8
8. Feedback & Complaints _____	9
9. Commitment to Continuous Improvement _____	10
10. Appendix 1 _____	12

1. PURPOSE

The services we provide are governed by a Quality Service Charter that serves to inform our customers of the level of service that they should expect to receive. This reflects our commitment, and that of the Malta Public Service, to the delivery of a Service of Excellence by embracing the 4 Pillars of the Quality Model upon which the Public Service is based:

VOICE: We listen to the customers' voice and are open to their criticism regarding the service we offer and to their ideas as to how we can improve our service for them. We consider the ideas received from our customers, and strengthen the scheme of ideas forwarded by our employees;

DESIGN: We develop policies and processes which reach the levels expected by our customers;

DELIVERY: We deliver a service which is timely, of a high standard, easily accessible and which can reach the customer with ease;

ACCOUNTABILITY: This is intrinsic to a service which guarantees honesty towards the customer. Accountability also means loyalty towards the customer making use of our services, which translates into and is manifested in these same basic principles we want to uphold.

2. WHO WE ARE & WHAT WE DO

OUR MISSION

To support and guide the citizen on matters related to tax and to support voluntary compliance. A generic service on other government services is also provided.

3. GUIDING PRINCIPLES

All our actions are guided and bound by the 10 Determinants of Service Quality:

RELIABILITY: Information provided by us can be relied upon and is guaranteed to be accurate at the time it was given. You have the right to request that any information given by us be confirmed in writing.

RESPONSIVENESS: We aim to respect the Once-Only Principle by providing a service which is accurate and timely, whilst providing objective and knowledgeable advice on matters within our competence. We shall ensure that the customer is supported throughout to receive the service required.

COMPETENCE: Our staff has the necessary skills to deliver services to you knowledgeably, courteously, and impartially.

ACCESS: Our services are easily accessible through convenient opening hours, effective telephone service, and personalised expedient online services. Our public offices are physically accessible to persons with disabilities.

COURTESY: We ensure that our services are offered in a respectful and polite manner, with full consideration for the customer's property.

COMMUNICATION: We aim to keep the customers informed in a language which is free from technical terminology, by listening to them, and explaining the service itself including any fees, if and where applicable.

CREDIBILITY: We ensure that our decisions are based on procedures and pre-defined criteria which shall be clearly explained to you. Our staff are bound to act in an ethical manner.

SECURITY: Care is taken to ensure that our public offices are in line with standard physical safety requirements. They are set up with your privacy in mind and any personal information that you provide will only be used for the purpose that it was collected for and processed in line with the relevant legislation.

UNDERSTANDING/KNOWING THE CUSTOMER: Our processes are designed to understand and support the needs of the customers and create the minimum inconvenience possible to customers, without discriminating on grounds of gender, status, age, ability, nationality, religious or political beliefs.

TANGIBLES: Our offices offer a clean and safe environment where our services can be sought conveniently and safely.

4. TAXPAYER SERVICE SERVIZZ.GOV CUSTOMERS

The customers are the members of the public who would like to obtain information and support on Income Tax related matters and other governmental services.

5. SERVICE COMMITMENT

We will ensure that all timeframes that are in our control will be strictly adhered to. When the service requested is dependent on other departments or entities, we are committed to follow up on it ourselves so that you will receive the final reply in time.

COMMUNICATION: Specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English.

Correspondence sent to us in Maltese will be answered in Maltese whilst all other correspondence will be answered in English.

PREMISES: Complete access for all abilities and regular safety certification by competent bodies of the premises.

REQUEST FOR INFORMATION THROUGH WEBSITE/EMAIL/TELEPHONE/SOCIAL MEDIA/TRADITIONAL MAIL: A final reply within 3 working days. However, if the case refers to legal, technical, or complex issues, it will have to be referred to other Divisions within the CfR. The customer will always be kept informed on the status of his/her application.

REQUEST FOR SERVICE: Please see Section 10 Appendix 1 for specific turnaround times.

PHONE CALLS: Calls to our call centre on Freephone 153 will be addressed within 2 minutes.

ACKNOWLEDGEMENTS: 1 working day from receipt of request for information or application for service. This may be omitted if service or follow up query is provided/made within the same timeframe.

APPOINTMENTS: Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 3 working days from date of request. When attending your meeting you should expect no waiting time. We will respect the time allotted to you.

If your appointment is requested via Freephone 153 or in person at any hub, the appointment is scheduled immediately.

If you arrive late, we reserve the right to reschedule your appointment.

QUEUEING TIME (IF APPLICABLE): We will greet you on arrival and provide you with a number. You will be asked to wait at the Reception and the wall mounted monitor will show the number and the corresponding officer who will be seeing to your enquiry.

Waiting time will be of approximately 15 minutes under normal circumstances, which may increase to approximately 30 minutes during the month of June. We urge you to book an appointment.

ONLINE INFORMATION: The information on our communication channels will be kept up-to-date. If you have access to internet, you can find relevant information on our websites:

www.servizz.gov.mt
www.cfr.gov.mt

PAYMENT METHODS: Payment is either affected online, cheque together with documentation left at hub in a closed/sealed box, cheque sent by post, or personally at any MaltaPost branch (cheque or cash).

In addition, the service specific turnaround time (this is the time taken to process an application), eligibility criteria and application requirements as described in Section 10 of this document shall apply.

6. HOW TO REACH US

Once an application or enquiry is lodged with us, we will be responsible to assess, follow it up and keep you updated so as to make sure that you receive a definite reply.

Our assistance may be sought through any of the following channels at the specified time:

1. Our offices

Taxpayer Service servizz.gov,
Block 4, Vincenzo Dimech
Street, Floriana FRN1900.

2. Opening Hours

Monday to Saturday:
08:00 - 13:00

Wednesday:
16:30 - 19:00

3. By telephone

On Number: 153

Monday to Friday:
08:00 - 16:00
(excluding Public Holidays)

Wednesday: 16:30 - 19:00

4. Through e-mail

servizz@gov.mt

5. On our website

www.servizz.gov.mt and
www.cfr.gov.mt

7. WE ARE AT YOUR SERVICE

Our commitment is to assist you in providing all the necessary information and documents to be given the related service.

We will ensure you:

- Give us information in time, that is both complete and accurate. When an incomplete application is received, we will inform you of what is further required and assist you to obtain all the required documents and complete it correctly.
- Take the time to read applications carefully so that you can help us give you the service on time.
- Provide feedback to us to improve our service. Our service is provided by a dedicated team of professionals. This does not mean that we do not accept your feedback so that we can better our service. You can do this by using the channels indicated in Section 8 below.
- Communicate with us clearly and concisely in either Maltese or English.
- Treat our staff with the courtesy and respect as they are obliged to treat you.

Our website features all required applications and lists the documents needed with each application.

8. FEEDBACK & COMPLAINTS

We are committed to a Service of Excellence and strive to bring about a continuous improvement of our service to you. We guarantee your anonymity, and your feedback will help us to improve our services.

If you believe that we have made an error and/or that our staff have acted improperly, or without the due level of care and attention, please contact us.

Feedback and complaints may be submitted through the following channels:

Taxpayer Service servizz.gov

- In person: Taxpayer Service servizz.gov, Block 4, Vincenzo Dimech Street, Floriana FRN1900.
- By phone: 153
- By post: servizz.gov Head Office, The Victoria Centre, Level 2, Valletta Road, Mosta.

servizz.gov

- Online: by accessing the servizz.gov site and clicking on 'File a Complaint' here: <https://servizz.gov.mt/en/pages/file-a-complaint/default.aspx>
- By phone: 153
- By email: servizz@gov.mt

When making a complaint you should:

- Quote any reference number that you may have been given in relation to the transaction that you are complaining about;
- Specify what the problem/case is; and
- Provide any additional information that may help us resolve your complaint.

When addressing complaints, we will:

- Guarantee your confidentiality;
- Refer your case to servizz.gov and send you an acknowledgement within 1 working day;
- Provide you with a unique reference number so that you can check the status of your complaint at any time.

As a normal procedure, all acknowledgements will be given to the beneficiaries on the same day of the request for information or application for service.

- Carry out an investigation on the problem/case and conclude this as speedily as possible but by not later than
 - 5 working days (in cases where we can conclude the case ourselves) or
 - 10 working days (in cases where we would need to obtain feedback from other departments or entities),

from receipt of the complaint and all requested relevant information.

- Inform you in writing, about the outcome of our investigation into your complaint by no later than 2 working days from the conclusion of the investigation.

Following closure of your complaint we commit ourselves to take any remedial action where applicable; and planned corrective action to avoid repetition where necessary so that you will not encounter the same, or similar, experience.

QUALITY OF SERVICE DIRECTORATE WITHIN THE PEOPLE & STANDARDS DIVISION

In a circumstance where the support expected was not given by the above channels, you may report to the Quality of Service Directorate within the People & Standards Division by sending an email on qualityofservice-opm@gov.mt.

9. COMMITMENT TO CONTINUOUS IMPROVEMENT

With the aim of a Service of Excellence and continuous improvement in mind, this Quality Service Charter will be reviewed as necessary, but in any case at least once every 12 months to measure our performance in terms of the standards set out in this Charter as well as how we meet your expectations.

The review process will be based on:

- Government policy
- Operational data (e.g. services offered, service delivery, etc.)
- Benchmarking
- Feedback
- Complaints
- Surveys
- Quality Service Assessments
- Mystery Shopper Exercises

Quality of service standards relative to the services provided will be monitored and measured. The results of the internal review and the monitoring processes will be used as a basis for improving our service.



APPENDIX

10. APPENDIX 1

We will ensure that all timeframes that are in our control will be strictly adhered to. When the service requested is dependent on other departments or entities, we are committed to follow up on it ourselves so that you will receive the final reply on time.

Service	Entity Responsible	Eligibility	Compliance Requirements	Application option	Service delivery timeline
Registration for tax purposes.	CfR	Individual Taxpayers who are chargeable to income tax in Malta.	For Resident taxpayers - identity card for Maltese nationals or residence card for EU, EEA, Swiss and 3rd country nationals. For non-resident taxpayers - identification document.	Online facility available for Expatriates servizz.gov.mt or cfr.gov.mt . Service is also provided when attending Taxpayer Service (TPS) hub. If the CfR receives information of any source of income a person may be registered automatically.	Receiving Request - immediate action. Back office work to be affected within 3 working days.
Processing requests for amendments to personal details such as change of tax status, marital status, address etc.	CfR	Individual Taxpayers who are chargeable to income tax in Malta.	Documents substantiating the requested change.	Request made by email and attendance at hub.	Receiving Request at hub - immediate action. If received by email to be affected within 3 working days.
Issuing of Missing Tax Returns, Adjustment Forms (AF), Adjustment Forms (AF1).	CfR	Individual Taxpayers who are chargeable to income tax in Malta.	Identification document.	Request made by email and attendance at hub.	Immediate action.
Assistance in completing tax returns and tax return attachments	CfR	Individual Taxpayers who are chargeable to income tax in Malta.	Identification document and any relative documents required for determining the tax balance.	Online facility available for submission of income tax return www.cfr.gov.mt	Processing Request - immediate action. Statements will be issued according to applicable statutory dates, that is, by 6 months if submitted on time which can be extended up to 1 year if submitted late.
Assistance in completing correction forms (AF) and Adjustment Forms (AF1).	CfR	Individual Taxpayers who are chargeable to income tax in Malta.	Identification document and any relative documents required for determining the tax balance.	Submitted in person, or by post.	Processing Request - immediate action. Statements will be issued according to applicable statutory dates, that is, by 6 months if submitted on time, which can be extended up to 1 year if submitted late.

Service	Entity Responsible	Eligibility
Assistance in completing of the PT Reduction forms.	CfR	Individual Taxpayers who are chargeable to income tax in Malta.
Assistance in completing and submitting Rental Income Form (TA 24), Part-Time Employment Form (TA 23), Part-Time Self Employment Form (TA 22).	CfR	Individual Taxpayers who are chargeable to income tax in Malta.
Dealing with queries regarding tax balances and checking of tax statements.	CfR	Individual Taxpayers who are chargeable to income tax in Malta.
Drawing up of Direct Agreements with the individual taxpayers to the agreed amount issued by the CfR on Year by Year tax statements.	CfR	Individual Taxpayers who are chargeable to income tax in Malta.
Accepting requests for replacements of tax refunds (cheque or SEPA payments).	CfR	Individual Taxpayers who are chargeable to income tax in Malta.

Compliance Requirements	Application option	Service delivery timeline
Identification document and any relative documents required for determining the tax balance.	Online facility available for submission of form. Form can be submitted in person at hub, or by post.	If form is submitted online, the system is updated immediately. If submitted in person or by post, the system is updated within 10 working days. An acknowledgment is sent immediately once received.
Identification document	Online facilities available for submission of forms and payment of tax www.cfr.gov.mt and attendance at hub, by post, or at any Maltapost branch.	Processing Request - immediate action. Receipt of payable amount is immediate.
Identification document.	Attendance at hub.	Processing Request - immediate action.
Identification document.	Attendance at hub.	Processing Request - immediate action.
Identification document, original cheque if available, a declaration by the taxpayer if the cheque is lost, copy of will or a notary's declaration of the heirs in the case of a deceased person.	Attendance at hub.	Processing Request - immediate action.

Service	Entity Responsible	Eligibility
Receiving requests for tax residency certificate.	CfR	Individual Taxpayers who are chargeable to income tax in Malta.
Receiving requests for compliance certificates.	CfR	Individual Taxpayers who are chargeable to income tax in Malta.
Deactivation/Reactivation of tax accounts.	CfR	Individual Taxpayers who are chargeable to income tax in Malta.
Requests for Tax Clearances for Expatriates.	CfR	Foreign taxpayers who are chargeable to tax in Malta.

Compliance Requirements	Application option	Service delivery timeline
No documents required.	Application is available from hub.	Compliant and valid application processed within 5 working days.
No documents required.	Application is available from hub or through a request via email.	Compliant and valid application processed within 5 working days.
Identification document.	Service available at hub.	Receiving Request - immediate action.
Identification document.	Service available at hub.	Reply to be submitted within 5 working days for compliant taxpayers.



