

Public Authority	Customer Services
Description of the department/directorate/entity's structure	<p>The Department of Customer Services of the Ministry for Gozo is responsible for all the core government services that provide a service directly to the public. These include, Legal Services, Public Health, Social Services and Community Services.</p> <p>The Department of Customer Services through the Offices/Sections listed hereunder, except for the Gozo General Hospital and Education Division provides administrative support to the Minister for Gozo in matters falling under his portfolio.</p>
Description of the department/directorate/entity's functions and responsibilities	<p>The implementation of the Ministry's initiatives are coordinated by the Head Office of the Customer Services Directorate and implemented at Section level. For the purposes of the Freedom of Information Act the following are the sections/Offices that fall under the responsibility of the Customer Services Department:</p> <ul style="list-style-type: none"> ▪ Care for the Elderly Section ▪ Centre for Non Government Organisations ▪ <i>Centru Santa Marta</i> (Adult Training Centre) ▪ Crafts ▪ Education Office ▪ Examinations Office ▪ Gozo Courts and Tribunals ▪ Gozo Public Libraries ▪ Gozo Sports Complex & Public Sports Facilities in Gozo ▪ Government Schools in Gozo ▪ Head Office ▪ Health Centre ▪ Industrial and Employee Relations ▪ Institute for Tourism Studies ▪ Lands Office

	<ul style="list-style-type: none"> ▪ Licensing and Testing Office ▪ Passport Office ▪ Public Health Office ▪ Social Housing Office ▪ Social and Family Welfare Section ▪ Social Security Nadur Area Office ▪ Social Security Victoria Area Office ▪ Trade Section ▪ University Gozo Campus
<p>General description of the categories of documents the department/directorate/entity holds (including exempt documents)</p>	<p>Documentation and correspondence relating to administration.</p>
<p>Description of all manuals and similar types of documents which contain policies, principles, rules or guidelines in accordance with which decisions or recommendations are made in respect of members of the public (including bodies corporate and employees of the public authority in their personal capacity)</p>	<p>The Department of Customer Services holds documents falling under the following categories:</p> <ul style="list-style-type: none"> ▪ Studies and reports related to the Department ▪ Briefing Notes and speaking notes for use by Government Officials ▪ Documentation and correspondence relating to pertinent matters of international importance ▪ Documents related to the implementation of Ministry's initiatives ▪ Documents related to customer care queries ▪ Dossiers related to procurement (Request for Tender, Requests for Quotations and Requests for Information) ▪ Draft Legislation up to publication stage ▪ Home help beneficiaries case files ▪ Passport Application (Form A)

	<ul style="list-style-type: none"> ▪ Copy of I D Card and Subscriber Agreement in respect of Passport Office ▪ Release Form from Maternity Section - Certificate of Birth of Baby ▪ Certificate of Death and Cause Thereof received from Department of Health and Research, G'Mangia ▪ Student`s data following courses at the Institute for Tourism Studies ▪ Client's personal files, in respect of Social and Family Welfare ▪ Trading Licences, Import Licences, Export Licences, Trade Marks. Dealings with MFSA registrar of companies. All this documents are kept at the head office in Malta ▪ Documents related to tendering procedures ▪ Results of examinations regarding Education Division only ▪ Sports Complex Membership data ▪ Skolasport Application forms ▪ Civil and Criminal Court case file documents, which may include copies of contracts and wills, as well as medical and other confidential reports; ▪ Court Reports and related documentation; ▪ Copies of legislation and related working documents; ▪ Documentation and correspondence relating to administrative matters ▪ Laws of Malta ▪ Legal Notices ▪ Public Service Management Code ▪ Manuals issued by OPM/MPO ▪ Personal files of the employees of the Department
<p>Statement of the information that needs to be available to members of the public who wish to obtain access to official documents from the</p>	<p>The Freedom of Information Officer and the Alternate Freedom of Information Officer for this Directorate may be contacted on 22100100 or by email on foi-dcusts.mgoz@gov.mt</p>

<p>public authority, which statement shall include particulars of the officer or officers to whom requests for such access should be sent</p>	
<p>Details of Internal Complaints Procedure</p>	<p>An applicant whose request for information is refused, or who is otherwise not satisfied with the information provided, its format or the extension of the deadline for the submission of the notification indicating whether a request would be met or not, may address a complaint to the Office to the Commissioner for Voluntary Organisations.</p> <p>The complaint should be addressed to the FOI Officer, who shall bring the complaint to the attention of the officer responsible. The officer responsible shall reply to the applicant within 10 working days from the receipt of the complaint. The applicant shall also be informed that he or she may appeal the decision or otherwise address a complaint to the Information and Data Protection Commissioner in accordance with the Freedom of Information Act (Cap. 496 of the Laws of Malta).</p> <p>The officer responsible shall inform the applicant of the decision taken with respect to his or her complaint, and in the event of confirmation of a decision not to release the pertinent information, shall explain the reasons thereof. Whenever the applicant's complaint is related to the format of the information provided or to an extension of the deadline for the submission of the notification indicating whether a request would be met or not by the Ministry, and the original decision is upheld, the applicant shall be given an explanation as to why his or her complaint cannot be positively addressed.</p> <p>An applicant may also make use of the Internal Complaints Procedure to report failure to meet deadlines or to send notifications. In those cases where the request for information can be met, but has not been met within the deadlines specified by the</p>

	<p>Act, the officer responsible shall waive any applicable fees for the submission of information.</p> <p>Applicable Fees:</p> <p>Man Hours</p> <ul style="list-style-type: none"> ▪ Less than 2 man hours of processing - €5 ▪ Between 2-3 man hours of processing - €10 ▪ Between 3-4 man hours of processing - €20 <p>Material Cost</p> <ul style="list-style-type: none"> ▪ Photocopies and Faxes - €00.12 per page ▪ Digital Media - cost of the digital medium used (eg. disc) <p>Inspections</p> <ul style="list-style-type: none"> ▪ Up to 1 hour - €5 ▪ Up to 2 hours - €10 ▪ Up to 3 hours - €15 ▪ Exceeding 3 hours - €20 <p>In the event of multiple inspection sessions, the fee is set by counting the hours the applicant spent inspecting the document</p> <p>Request and Complaint Forms Request and Complaint Forms may be downloaded from the Freedom of Information Act website: www.foi.gov.mt</p> <p>Payments Payments in cash can be made at the Accounts Section – Ministry for Gozo, St. Francis Square, Victoria, Gozo</p>
Other Information	

Public Authority Contact Details	The Department for Customer Services Ministry for Gozo St. Francis Square Victoria, VCT 1335 Gozo
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