

Public Authority	Directorate General - Operations
Description of the department/directorate/entity's structure	The Office of the Director General incorporates within its folds the Back Office Unit as well as the Gozo offices of the Land Registry, Public Registry and Notary to Government.
Description of the department/directorate/entity's functions and responsibilities	<ul style="list-style-type: none"> <li>▪ to participate actively in the development and implementation of the Ministry's strategic, operational and resource plans and co-operate with senior staff towards the achievement of the Ministry's goals by sharing resources, providing support and assistance, disseminating information of mutual interest, etc;</li> <li>▪ to provide direction to Heads of Directorates, including the Chief Information Officer within the Office of the Permanent Secretary, in the preparation of operational plans to support the Ministry in the implementation of policy directives;</li> <li>▪ in liaison with the respective Heads of Directorates, to plan, develop and ensure the implementation of work standards within the Office of the Permanent Secretary to ensure quality, timeliness and cost-effective results;</li> <li>▪ to establish and maintain effective channels of communication with client groups, and with other ministries, departments and agencies to enhance the exchange of information and ideas on matters of common interest and to ensure that services and programmes are appropriate to the needs of clients, as well as being compatible and complementary to other service initiatives;</li> <li>▪ to co-ordinate the operations and activities of the line departments of the Ministry;</li> </ul>

General description of the categories of documents the department/directorate/entity holds (including exempt documents)

The Directorate General - Operations holds documents falling under the following categories:

- Annual reports related to Directorate General (Operations)
- Personal files of employees of the Directorate
- Inventory Documentation

**Land Registry**

- Copies of Certificate of Title;
- Copies of Plans;
- Testamentary Certificates;
- Searches of Property;
- Copies of the Quality Service Charter;
- Administrative and Official Files;
- Application Forms;
- Electronic/Paper based Correspondence;
- Electronic database containing information on Property and Property ownership;
- Electronic copies of documents relating to Property and Property ownership;
- Electronic Documents relating to buyer/seller information relating to Property;
- Registry containing Property description;
- Documents relating to the registration of immovable property;
- Documents relating to the registration of Condominia, Condominia Administrators and Condominia Rules.

**Public Registry**

- Land Valuation Office Notices;
- Indices of Land Valuation Office Notices;
- Decontrol Property Indices;
- Documentation relating to Decontrolled Property;

- Registrable Public Deeds;
- Register of Registrable Public Deeds;
- Notes of Enrolment;
- Notes of Hypothec and /or Privilege;
- Legal Hypothecs;
- Judicial Hypothecs;
- Renewal of Hypothecs /Privileges;
- Notes of Reference;
- Correctory Notes;
- Schedules of Deposit;
- Decrees of Sale by Judicial Auction;
- Warrants of Prohibitory Injunction;
- Money Laundering Prohibition Orders;
- Notices in writing regarding Dangerous Drugs;
- Company Notices;
- Register of Registered Legal Persons;
- Register of Registered Legal Organisations;
- Register of original Acts of Birth;
- Register of original Acts of Death;
- Register of original Acts of Marriage;
- Indices of Registered Acts;
- Authenticated Copies of Original Acts;
- Foreign Marriage Certificates;
- Letters of proof of Marriage from Embassies;
- Copies of Local and Foreign Identification Documents;
- Authenticated Copies of Constitutive Instruments/deeds/Statutes;
- Declarations by the administrators / liquidators;
- Statements of Accounts of assets and liabilities termination of registration;
- Certificate of enrolment issued by the Commissioner for Voluntary Organisations;

- Decisions with grounds for refusal to register an Organisation;
- Records of Disqualification/Removal Orders issued by the Court;
- Rehabilitation Orders in accordance with Regulations made by the Minister responsible for Justice;
- Court Orders in regard to Organisations;
- Requests by the Malta Financial Services Authority in regard to an Organisation;
- Orders of the winding up of an Organisation by the MFSA (in the case of Private Foundations);
- Requests by members of the public regarding the winding up of a purpose foundation which makes public collections;
- Cancellations of the registration of Organisations;
- Information on legitimation by Subsequent Marriage/ by deed;
- Register of Court Applications;
- Court Applications (Rikorsi);
- Replies to Court Applications (Rikorsi);
- A register on Annulments / Divorces;
- Register for Court Cases;
- Statistical Register;
- Electronic Index of Court Sentences;
- Electronic Index of Court Applications;
- Statistical data of Registered Separations, Annulments, Divorces/Adoptions and Corrections;
- Marriage Banns;
- Documentation relating to the application for marriage.
- Electronic Data Base containing Personal Data;
- Electronic Data Base containing information on Registered Births, Marriages and Deaths registered in Malta;
- Application Forms;
- Administrative and Official Files;

	<ul style="list-style-type: none"> <li>○ Log Books;</li> <li>○ Copies of Quality Service Charters;</li> <li>○ Electronic/Paper Based Correspondence;</li> <li>○ Cash Books;</li> <li>○ Cash Receipt Books;</li> <li>○ Staff Lists.</li> </ul>
<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>	<ul style="list-style-type: none"> <li>▪ Nil</li> </ul>
<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 public authority, which statement shall include particulars of the officer or officers to whom requests for such access should be sent</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 <a href="mailto:foi-dgop.mgoz@gov.mt">foi-dgop.mgoz@gov.mt</a></p>

Details of Internal Complaints Procedure

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.

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).

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.

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 Act, the officer responsible shall waive any applicable fees for the submission of information.

**Applicable Fees:**  
**Man Hours**

	<ul style="list-style-type: none"> <li>▪ Less than 2 man hours of processing - €5</li> <li>▪ Between 2-3 man hours of processing - €10</li> <li>▪ Between 3-4 man hours of processing - €20</li> </ul> <p><b>Material Cost</b></p> <ul style="list-style-type: none"> <li>▪ Photocopies and Faxes - €00.12 per page</li> <li>▪ Digital Media - cost of the digital medium used (eg. disc)</li> </ul> <p><b>Inspections</b></p> <ul style="list-style-type: none"> <li>▪ Up to 1 hour - €5</li> <li>▪ Up to 2 hours - €10</li> <li>▪ Up to 3 hours - €15</li> <li>▪ Exceeding 3 hours - €20</li> </ul> <p>In the event of multiple inspection sessions, the fee is set by counting the hours the applicant spent inspecting the document</p> <p><b>Request and Complaint Forms</b> Request and Complaint Forms may be downloaded from the Freedom of Information Act website: <a href="http://www.foi.gov.mt">www.foi.gov.mt</a></p> <p><b>Payments</b> 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	Directorate General – Operations Ministry for Gozo St. Francis Square Victoria, VCT 1335 Gozo

