

Public Authority	Permanent Secretariat
Description of the department/directorate/entity's structure	The Permanent Secretariat of the Ministry for Gozo encompasses the Office of the Chief Information Officer (OCIO) as well as the EU Affairs Department .
Description of the department/directorate/entity's functions and responsibilities	<p>The Permanent Secretariat of the Ministry for Gozo encompasses the Office of the Chief Information Officer and the EU Affairs Department.</p> <p><u>Office of the Permanent Secretary</u> Supports and advises the Minister for Gozo in policy formulation and the setting of objectives; Provides leadership to the Ministry and its line Departments; Concludes the Ministry's restructure plan in conjunction with OPM and MEU; Efficiently manages the Ministry's resources in the fulfilment of its objectives; Contributes to the fulfilment of the Public Service Change Programme; Contributes effectively to the Malta's involvement in EU decision-making; Improves the Ministry's role as service provider.</p> <p><u>Office of the Chief Information Officer</u> Ensures that the Ministry uses information technology to develop the best value, most useful, and most effective services to support its mission; Designs, implements, links and manages Ministry-wide business processes; Ensures that the Ministry's IT Development, Modernization, and Enhancement projects and investment initiatives are managed in an efficient and cost-effective manner; Ensures the integrity, availability, and confidentiality of the Ministry's IT systems; Ensures that the Ministry's IT systems, including Web sites, protect the privacy of the public and employees; Furtheres the Ministry's move to an e-government environment; Ensures and maximize the quality, objectivity, utility, and integrity of all information, disseminated by the Ministry; Ensures that records are created, maintained, safeguarded, and disposed of in accordance with government-wide, Ministry and MITA policies and procedures.</p>

	<p><u>EU Affairs Department</u></p> <p>Manages the Ministry's participation in EU structures and processes; Ensures the effective co-ordination of EU-related matters at a domestic level and with other EU stakeholders; Co-ordinates the formulation of the Ministry's position on policies proposed by the EU; Initiates, develops and co-ordinates policy options; Manages the Ministry's Change Management Programme; Facilitates the implementation of the Ministry's endorsed policies, strategies and change management programmes; Monitors the implementation of programs and activities, including Customer Care, to ensure the efficient delivery of the Ministry Business Plan.</p>
<p>General description of the categories of documents the department/directorate/entity holds (including exempt documents)</p>	<p>Documentation and correspondence relating to administration issues</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>	<ul style="list-style-type: none"> ▪ Documents related to the implementation of the Ministry's initiatives; ▪ Manuals of procedure related to the management of EU funded projects; ▪ Documents related to customer care queries; ▪ Public Service Management Code; ▪ FOI related guidance documents; ▪ Explanatory memoranda relating to EU proposals. ▪ Financial Regulations ▪ Public Procurement Regulations ▪ Standard Operating Procedures

<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 foi-dcs.mgoz@gov.mt .</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</p>

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

- Less than 2 man hours of processing - €5
- Between 2-3 man hours of processing - €10
- Between 3-4 man hours of processing - €20

Material Cost

- Photocopies and Faxes - €00.12 per page
- Digital Media - cost of the digital medium used (eg. disc)

Inspections

- Up to 1 hour - €5
- Up to 2 hours - €10
- Up to 3 hours - €15
- Exceeding 3 hours - €20

In the event of multiple inspection sessions, the fee is set by counting the hours the applicant spent inspecting the document

Request and Complaint Forms

Request and Complaint Forms may be downloaded from the Freedom of Information Act website: www.foi.gov.mt

	Payments Payments in cash can be made at the Accounts Section – Ministry for Gozo, St. Francis Square, Victoria, Gozo
Other Information	
Public Authority Contact Details	Office of the Permanent Secretary Ministry for Gozo St. Francis Square Victoria, VCT 1335 Gozo