
Quality Service Charter

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Business 1st

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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

We are Government's main point of contact for the business community and for aspiring entrepreneurs. We provide a holistic business support centre acting as a first point of contact for business.

OUR VISION

Business 1st is the single central contact point through which entrepreneurs will be able to carry out all the required procedures for the setting up, running and the development of business in Malta. Business 1st will act as an information point for all business-related Government services. We offer the necessary support to businesses to apply for incentives and schemes offered by Malta Enterprise and by the Government of Malta.

OUR FOCUS

- Provide information and facilitate access to all Government services for business;
- Act as a one stop shop for business by promoting seamless holistic processes;
- Support start-ups and individuals that aspire to become entrepreneurs;
- Facilitate business registration and compliance with Government regulations;
- Provide information on all incentives offered by Government; and
- Promote simplification and reduction of bureaucracy.

OUR ORGANISATION

Business 1st is a joint venture between Malta Enterprise (on behalf of Government) and the General Retailers and Traders Union – the Maltese Chamber for SMEs. It also forms part of the servizz.gov network.

Although led and managed by Malta Enterprise, Business 1st is a joint venture between a number of government departments and entities that either offer a service or else regulate business activities. The aim of all the entities that have a presence at Business 1st is to assist business start-ups and SMEs prosper and grow thereby contributing to enhancing economic activity and competitiveness. The services offered by these entities are listed in Appendix 1.

We are also the advocates on behalf of SMEs for the reduction in unnecessary bureaucracy.

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. BUSINESS 1ST CUSTOMERS

Our services focus on entrepreneurs with special emphasis on start-ups, self-employed and SMEs that require any government service.

In essence, our main customers are individuals residing in Malta who need information and assistance on Government services for business and entrepreneurs.

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.

REQUEST FOR SERVICE: 3 working days from receipt of request.

PHONE CALLS: Calls to our Call Centre (144) shall be answered promptly. In those instances where the call needs to be routed to one of our representatives this shall take place in 1 minute or less.

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

QUEUEING TIME (IF APPLICABLE): You will be greeted upon your arrival. If you call in without an appointment, we will endeavour to limit waiting time to a maximum of 15 minutes.

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 website www.businessfirst.com.mt

News/updates are published on our Facebook page.

PAYMENT METHODS: Our preferred payment method is online transfers. No cash is handled at Business 1st.

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. Visiting us at Business

1st offices in Mrieħel:

Centru Joseph Grech
Second Floor
Cobalt House
Notabile Road
Mrieħel

<https://goo.gl/maps/4v7V229njNb5NDWz6>

2. Opening hours:

Mon/Tue/Thur:
08:00 to 16:00
Wed: 08:00 to 19:00
Fri: 08:00 to 13:00

July

Mon/Tue/Thu/Fri
08:00 to 13:00
Wed: 08:00 to 19:00

August

Daily 08:00 to 13:00

3. By telephone:

144 between 08:00 and
16:00 - Monday to Friday

4. Through email:

info@businessfirst.com.mt

5. On our website:

www.businessfirst.com.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 request 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 any available information 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 improve 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 updated information on the areas we can assist you in 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:

Business 1st

- In person: by calling at Business 1st at Mriehel
- By phone: 144
- By email: info@businessfirst.com.mt or on reb@businessfirst.com if the complaint is about excessive bureaucracy.
- Mobile app - Rate the Public Service (downloadable through maltapps directory)

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

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 the Customer Care officer/s 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 not 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 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 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.

Entity	Service
Commissioner for Revenue -VAT -Income Tax	Applications for New Registrations (e-forms) for VAT.
	Applications for changing or adding branches for VAT purposes.
	Applications for Change of address for VAT purposes.
	Applications for Change of Economic Activity for VAT purposes.
	Applications for change of register type for VAT purposes (From Exempt status to the Refunds status where taxpayer must charge and recoup back the VAT).
	Applications for change of register type for VAT purposes (From the Refunds status where taxpayer must charge and recoup back the VAT to Exempt status).
	Assisting persons with queries on how to file and pay electronically VAT and ECO on accommodation returns.

Application Options	Service Delivery Timeline	Presence at Business 1 st
https://cfr.gov.mt/en/eServices/Pages/Online-VAT-Registration.aspx	3 working days from the delivery of a complete application form.	Support to Taxpayer daily
https://cfr.gov.mt/en/eServices/Pages/VAT-Online-Services.aspx	Real time process	
https://cfr.gov.mt/en/eServices/Pages/VAT-Online-Services.aspx	Real time process	
https://cfr.gov.mt/en/eServices/Pages/VAT-Online-Services.aspx	7 working days from the delivery of a complete application form by a compliant taxpayer subject to due diligence.	
https://cfr.gov.mt/en/eServices/Pages/VAT-Online-Services.aspx	15 working days from the delivery of a complete application form by a compliant taxpayer subject to due diligence.	
https://cfr.gov.mt/en/eServices/Pages/VAT-Online-Services.aspx	25 working days from the delivery of a complete application form by a compliant taxpayer, subject to due diligence.	
https://cfr.gov.mt/en/eServices/Pages/VAT-Online-Services.aspx	Counter service	

Entity	Service
Commissioner for Revenue -VAT -Income Tax	Assisting persons to request issue of a Duplicate cash register logbook.
	Assisting persons to request change in Employment Basis (Full Time to Part Time and vice versa).
	Assisting persons to compile applications for Transfer of Fiscal Cash Register.
	Reprinting of VAT Returns/Declarations/Statements.
	Assisting persons to request VAT Refunds through SEPA Direct Credit.
	Applications for re-activation for VAT purposes where the taxpayer's status (Exempt or Refunds Status) is still the same as at upon deregistering the VAT number).
	Applications for re-activation for VAT where the taxpayer's status (Exempt or Refunds Status) is being requested to be changed as at upon deregistering the VAT number).
	Assisting persons to compile applications for de-registration for VAT.
	Requests for compliance certificates for VAT.

Application Options	Service Delivery Timeline	Presence at Business 1 st
https://cfr.gov.mt/en/eServices/Pages/Request-for-issue-of-a-Duplicate-Logbook.aspx	Counter service and through e-form (1 working day from receipt of application form).	Support to Taxpayer daily
https://cfr.gov.mt/en/eServices/Pages/VAT-Online-Services.aspx	Real time process	
https://cfr.gov.mt/en/eServices/Pages/Transfer-of-a-Fiscal-Cash-Register.aspx	Counter service and through e-form (1 working day from receipt of application form).	
N/A	Counter service	
https://cfr.gov.mt/en/eServices/Pages/Sepa-VAT-Refunds.aspx	Counter service	
https://cfr.gov.mt/en/eServices/Pages/Request-for-Reactivation-of-a-VAT-Number.aspx	15 working days from the delivery of a complete application form by a compliant taxpayer, subject to due diligence.	
https://cfr.gov.mt/en/eServices/Pages/Request-for-Reactivation-of-a-VAT-Number.aspx	25 working days from the delivery of a complete application form by a compliant taxpayer, subject to due diligence.	
https://cfr.gov.mt/en/eServices/Pages/VAT-Online-Services.aspx	30 working days from the delivery of the final tax return required by a compliant taxpayer. When applying online, the taxpayer is informed in real time with the final VAT return and other pending returns, if applicable. Tax periods are blocked with immediate effect.	
N/A	5 working days from the delivery of a complete application form by a compliant taxpayer.	

Entity	Service
Commissioner for Revenue -VAT -Income Tax	Answering queries about refunds, statements, balances for VAT.
	Answering VAT technical queries.
	Assisting persons in requesting a reprint of VAT registration Certificate.
	General information on the Final Settlement System (employers).
	Registration, de-activation, re-activation of PE No (employers).
	Processing requests for amendments to business details such as change of address for employers.
	Queries on filling of FSS Forms (FS7/FS3/FS5/FS4) for employers.
	Queries with regards to calculation of SSC and FSS tax for employers.
	Queries on outstanding balances of FSS tax and SSC – printing of finalised documents for checking for employers.
	Requests for compliance certificates for income tax.
	Registration for income tax purposes of companies and other bodies of persons.
	Dealing with queries regarding income tax balances for companies and other bodies of persons.
	Dealing with queries regarding income tax balances for companies and other bodies of persons.

Application Options	Service Delivery Timeline	Presence at Business 1 st
N/A	Counter service	Support to Taxpayer daily
N/A	Counter service	
https://cfr.gov.mt/en/eServices/Pages/VAT-Online-Services.aspx	Counter service, e-form in real time.	
N/A	Counter service	
https://cfr.gov.mt/en/Employers/Pages/Employers-eForms.aspx	3 working days from the delivery of a complete application form.	
N/A	Counter service	
N/A	Counter service	
N/A	Counter service	
N/A	Counter service	
N/A	3 working days from the delivery of a complete application form by a compliant taxpayer.	
N/A	3 working days from the delivery of a complete application form.	
N/A	Counter service	
N/A	Counter service	

Entity	Service
Business 1st	Guidance for start-ups.
Malta Enterprise	Customer Care Services information on Incentives Administered by Malta Enterprise.
DIER (Department of Industrial and Employment Relations)	Guidance for employers to comply with law.
Environmental Health Directorate	Customer care services – information and guidance.
Malta Tourism Authority	<p>License to Operate a Catering Establishment.</p> <p>Notification of change of licensee for a tourism operation.</p> <p>Application for Bar Substitute form.</p> <p>Registration of an operator in a tourism establishment.</p> <p>Applications for Holiday furnished premises licence.</p> <p>Application for House on long term lease licence.</p> <p>Application for Playing of amplified music in tourism establishments.</p> <p>Application for Host family licence.</p> <p>Application for Travel operator or excursion operator licence.</p> <p>Customer care services – information and guidance</p>

Application Options	Service Delivery Timeline	Presence at Business 1 st
E-form Registration of New Businesses for Self Employed and Companies (Maltese ID Card Holders).	3 working days	Daily
Online Registration form for others holding Maltese ID card ending in (A) or EU passport.	5 working days	
Face-to-face meetings	Counter service	Daily
Face-to-face meetings	Information	Fortnightly on Tuesdays
Face-to-face meetings	Counter service	On request
<p>All forms are found online at:</p> <p>http://www.mta.com.mt/Licensing</p> <p>Face-to-face meetings</p>	10 working days from submission of a complete and correct form.	Daily (except on Thursdays)

Customers can also meet officials by appointment from the following entities, who will provide them with information and guidance on the services they offer to businesses and/or the regulatory framework that businesses have to abide by.

Jobs Plus	Every Friday (08.00am till 13.00pm)
Measures and Support Division	on request
Customs Department	on request
Arts Council Malta	on request
Commerce Division	on request
Environment and Resources Authority	on request
Family Business Office	on request
Inspection Coordination Office (OPM)	on request
Life Sciences Park Limited	on request
Malta Marittima Agency	on request
Malta Communications Authority	on request
Medicines Authority	on request
Ministry for the Environment, Energy and Enterprise	on request
Regulator for Energy and Water Services	on request

Appointments can be made by calling 144 or by sending us an email on **info@businessfirst.com**



