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# Quality Service Charter

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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 to 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.

## 3. GUIDING PRINCIPLES

All our actions are guided and bound by 5 criteria of Service Quality as follows:

**Reliability:** We are committed to ensure that the services we provide are in line to what is promised. We will provide accurate information which the customer may request to be in writing. Our services are consistent and committed to the customers' needs

**Empathy:** We are committed to provide services which are tailored to our customers' needs and offered with care and individualised attention. We will strive to communicate in a language which is free from technical jargon, and will ensure that our services are accessible to everyone.

**Assurance:** Our staff is knowledgeable and courteous. We are committed to provide a professional service which the customers can trust.

**Responsiveness:** We provide our services in a timely manner and without any unnecessary delays. We are committed to respond to customers' requests, problems, or complaints.

**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.

Item	Standard
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 of the premises by competent bodies.
Request for information through website/email/telephone/social media/traditional mail	A final reply within 3 working days.
Request for service	Kindly refer to <b>Appendix 1</b> for list of services.
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 appointment, you should not expect waiting time. We will respect the time allotted to you.  If you arrive late, we reserve the right to reschedule your appointment.

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Queueing time (if applicable):	We will greet you on arrival and guide you to your requested service. You will be directed to the officer who will serve you. Waiting time will be of approximately 15 minutes under normal circumstances.
Online information	The information on our communication channels will be kept up to date. If you have access to the internet, you can find relevant information on our website: <a href="http://www.businessfirst.com.mt">www.businessfirst.com.mt</a> News/updates are published on our Facebook <a href="https://www.facebook.com/business.first">https://www.facebook.com/business.first</a> .
Payment Methods	Our preferred payment method is online transfers. No cash is handled at Business 1st

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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:

### A. Our Offices:

- **Malta**  
Ċentru Joseph Grech, Second Floor, Cobalt House  
Notabile Road, Mrieħel  
<https://goo.gl/maps/4v7V229njNb5NDWz6>

### B. Opening Hours

- **Malta**

Mon/Tue/Thu	08:00 to 16:00
Wed	08:00 to 19:00
Fri	08:00 to 13:00
<b>July</b>	
Mon/Tue/Thu/Fri:	08:00 to 13:00
Wed	08:00 to 19:00
<b>August</b>	
Daily	08:00 to 13:00

### C. By Telephone

**Malta on 144**  
Between 08:00am and 16:00pm - Monday to Friday

### D. Through e-mail:

[info@businessfirst.com.mt](mailto:info@businessfirst.com.mt)

### E. On our website:

[www.businessfirst.com.mt](http://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 on 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:

### Business 1st

- In person: Ċentru Joseph Grech, Second Floor, Cobalt House, Notabile Road, Mrieħel
- By phone: 144
- Bil-Posta: Ċentru Joseph Grech, Second Floor, Cobalt House, Notabile Road, Mrieħel
- By email: info@businessfirst.com.mt or on reb@businessfirst.com if the complaint is about excessive bureaucracy

### 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 Unit 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 P&SD

In the circumstance where the expected level of support was not given through 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](mailto: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.





## 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	Application Options	Service Delivery Timeline	Presence at Business 1 <sup>st</sup>
Commissioner for Revenue -VAT -Income Tax	Applications for New Registrations (e-forms) for VAT.	<a href="https://cfr.gov.mt/en/eServices/Pages/Online-VAT-Registration.aspx">https://cfr.gov.mt/en/eServices/Pages/Online-VAT-Registration.aspx</a>	3 working days from the delivery of a complete application form.	Support to Taxpayer daily
	Applications for changing or adding branches for VAT purposes.	<a href="https://cfr.gov.mt/en/eServices/Pages/VAT-Online-Services.aspx">https://cfr.gov.mt/en/eServices/Pages/VAT-Online-Services.aspx</a>	Real time process	
	Applications for Change of address for VAT purposes.	<a href="https://cfr.gov.mt/en/eServices/Pages/VAT-Online-Services.aspx">https://cfr.gov.mt/en/eServices/Pages/VAT-Online-Services.aspx</a>	Real time process	
	Applications for Change of Economic Activity for VAT purposes.	<a href="https://cfr.gov.mt/en/eServices/Pages/VAT-Online-Services.aspx">https://cfr.gov.mt/en/eServices/Pages/VAT-Online-Services.aspx</a>	7 working days from the delivery of a complete application form by a compliant taxpayer subject to due diligence.	
	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).	<a href="https://cfr.gov.mt/en/eServices/Pages/VAT-Online-Services.aspx">https://cfr.gov.mt/en/eServices/Pages/VAT-Online-Services.aspx</a>	15 working days from the delivery of a complete application form by a compliant taxpayer subject to due diligence.	
	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).	<a href="https://cfr.gov.mt/en/eServices/Pages/VAT-Online-Services.aspx">https://cfr.gov.mt/en/eServices/Pages/VAT-Online-Services.aspx</a>	25 working days from the delivery of a complete application form by a compliant taxpayer, subject to due diligence.	
	Assisting persons with queries on how to file and pay electronically VAT and ECO on accommodation returns.	<a href="https://cfr.gov.mt/en/eServices/Pages/VAT-Online-Services.aspx">https://cfr.gov.mt/en/eServices/Pages/VAT-Online-Services.aspx</a>	Counter service	
	Assisting persons to request issue of a Duplicate cash register logbook.	<a href="#">Request for issue of Duplicate Logbook (Cash Register) (gov.mt)</a>	Counter service and through e-form (1 working day from receipt of application form).	
	Assisting persons to request change in Employment Basis (Full Time to Part Time and vice versa).	<a href="https://cfr.gov.mt/en/eServices/Pages/VAT-Online-Services.aspx">https://cfr.gov.mt/en/eServices/Pages/VAT-Online-Services.aspx</a>	Real time process	
	Assisting persons to compile applications for Transfer of Fiscal Cash Register.	<a href="#">VAT Transfer of Fiscal Cash Register (gov.mt)</a>	Counter service and through e-form (1 working day from receipt of application form).	
	Reprinting of VAT Returns/Declarations/Statements.	N/A	Counter service	
	Assisting persons to request VAT Refunds through SEPA Direct Credit.	<a href="https://cfr.gov.mt/en/eServices/Pages/Seva-VAT-Refunds.aspx">https://cfr.gov.mt/en/eServices/Pages/Seva-VAT-Refunds.aspx</a>	Counter service	
	Applications for re-activation for VAT purposes where the taxpayer's status	<a href="#">Deactivate and Reactivate VAT Numbers (gov.mt)</a>	15 working days from the delivery of a complete application form by a compliant taxpayer, subject to due diligence.	

(Exempt or Refunds Status) is still the same as at upon deregistering the VAT number).			Support to Taxpayer Daily
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).	<a href="http://gov.mt">Deactivate and Reactivate VAT Numbers (gov.mt)</a>	25 working days from the delivery of a complete application form by a compliant taxpayer, subject to due diligence.	
Assisting persons to compile applications for de-registration for VAT.	<a href="https://cfr.gov.mt/en/eServices/Pages/VAT-Online-Services.aspx">https://cfr.gov.mt/en/eServices/Pages/VAT-Online-Services.aspx</a>	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.	
Requests for compliance certificates for VAT.	N/A	5 working days from the delivery of a complete application form by a compliant taxpayer.	
Answering queries about refunds, statements, balances for VAT.	N/A	Counter service	
Answering VAT technical queries.	N/A	Counter service	
Assisting persons in requesting a reprint of VAT registration Certificate.	<a href="https://cfr.gov.mt/en/eServices/Pages/VAT-Online-Services.aspx">https://cfr.gov.mt/en/eServices/Pages/VAT-Online-Services.aspx</a>	Counter service, e-form in real time.	
General information on the Final Settlement System (employers).	N/A	Counter service	
Registration, de-activation, re-activation of PE No (employers).	<a href="https://cfr.gov.mt/en/Employers/Pages/Employers-eForms.aspx">https://cfr.gov.mt/en/Employers/Pages/Employers-eForms.aspx</a>	3 working days from the delivery of a complete application form.	
Processing requests for amendments to business details such as change of address for employers.	N/A	counter-service	
Queries on filling of FSS Forms (FS7/FS3/FS5/FS4) for employers.	N/A	Counter service	
Queries with regards to calculation of SSC and FSS tax for employers.	N/A	Counter service	
Queries on outstanding balances of FSS tax and SSC – printing of finalised documents for checking for employers.	N/A	Counter service	
Requests for compliance certificates for income tax.	N/A	3 working days from the delivery of a complete application form by a compliant taxpayer.	
Registration for income tax purposes of companies and other bodies of persons.	N/A	3 working days from the delivery of a complete application form.	
Dealing with queries regarding income tax balances for companies and other bodies of persons.	N/A	Counter service	
Dealing with queries on provisional tax for individuals, companies and other bodies of persons.	N/A	Counter service	

<b>Business 1<sup>st</sup></b>	Guidance for start-ups.	E-form Registration of New Businesses for Self Employed and Companies (Maltese ID Card Holders).  Online Registration form for others holding Maltese ID card ending in (A) or EU passport.	3 working days  5 working days	Daily
<b>Malta Enterprise</b>	Customer Care Services information on Incentives Administered by Malta Enterprise.	Face-to-face meetings	Counter service	Daily
<b>DIER Department of Industrial and Employment Relations</b>	Guidance for employers to comply with law	Face-to-face meetings	Information	Fortnightly on Tuesdays
<b>Environmental Health Directorate</b>	Customer care services – information and guidance.	Face-to-face meetings	Counter service	Every Friday 08:00am to 13:00pm
<b>Malta Tourism Authority</b>	License to Operate a Catering Establishment.  Notification of change of licensee for a tourism operation.  Application for Bar Substitute form.  Registration of an operator in a tourism establishment.  Applications for Holiday furnished premises licence.  Application for House on long term lease licence.  Application for Playing of amplified music in tourism establishments.  Application for Host family licence.  Application for Travel operator or excursion operator licence.  Customer care services – information and guidance.	All forms are found online at:  <a href="http://www.mta.com.mt/Licensing">http://www.mta.com.mt/Licensing</a>            Face-to-face meetings	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	on request
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, by sending us an email on [info@businessfirst.com.mt](mailto:info@businessfirst.com.mt)

