

Public Authority	Public Broadcasting Services
Description of the department/directorate/entity's structure	Short description
Description of the department/directorate/entity's functions and responsibilities	PBS Ltd is the National Broadcaster which presently transmits on 2 TV channels and 3 radio channels.
General description of the categories of documents the department/directorate/entity holds (including exempt documents)	Main documentation include: HR Files, contracts of employment, sales , programmes and suppliers, internal written communication eg : internal memos, etc, circulars, board of directors minutes,and manuals of various key functions. .
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)	As a Limited Liability Company main manuals include: the Broadcasting Act as regards the general public and the Company's collective agreement as regards employees.
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	FOI Officer 75, St Luke's Road, G'Mangia PTA 1022 25982463 or Freephone 1571 foi@pbs.com.mt
Details of Internal Complaints Procedure	<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 PBS</p> <p>Complaint forms may be submitted electronically on email address or via the E-ID/online form on the FOI Portal. The complaint should be addressed to the FOI official.</p> <p>The officer responsible shall inform the applicant of the decision taken with respect to</p>

	<p>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 PBS, 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.</p>
<p>Other Information</p>	<p>Forms Forms for Request for Information and Complaints forms can be acquired from the FOI portal www.foi.gov.mt via e-ID or by using the online form; or by email.</p> <p>Payments Payments should be effected at the Accounts Section, 75, St Luke's Road, G'Mangia. Cheques should be made payable to 'PBS LTD'. An electronic receipt will be issued upon payment.</p> <p>Opening Hours Customer Care Service, 75 St Luke's Road, G'Mangia</p> <p>Opening Hours: Winter: 8am – 4.30pm Summer: 8am – 4.30pm</p>
<p>Public Authority Contact Details</p>	<p>Public Broadcasting Services 75, St Luke's Road, G'Mangia PTA 1022</p> <p>Website: www.tv.mt MJCL FOI Website: https://justice.gov.mt/en/ministry/Pages/Freedom-of-Information.aspx</p>