
Quality Service Charter

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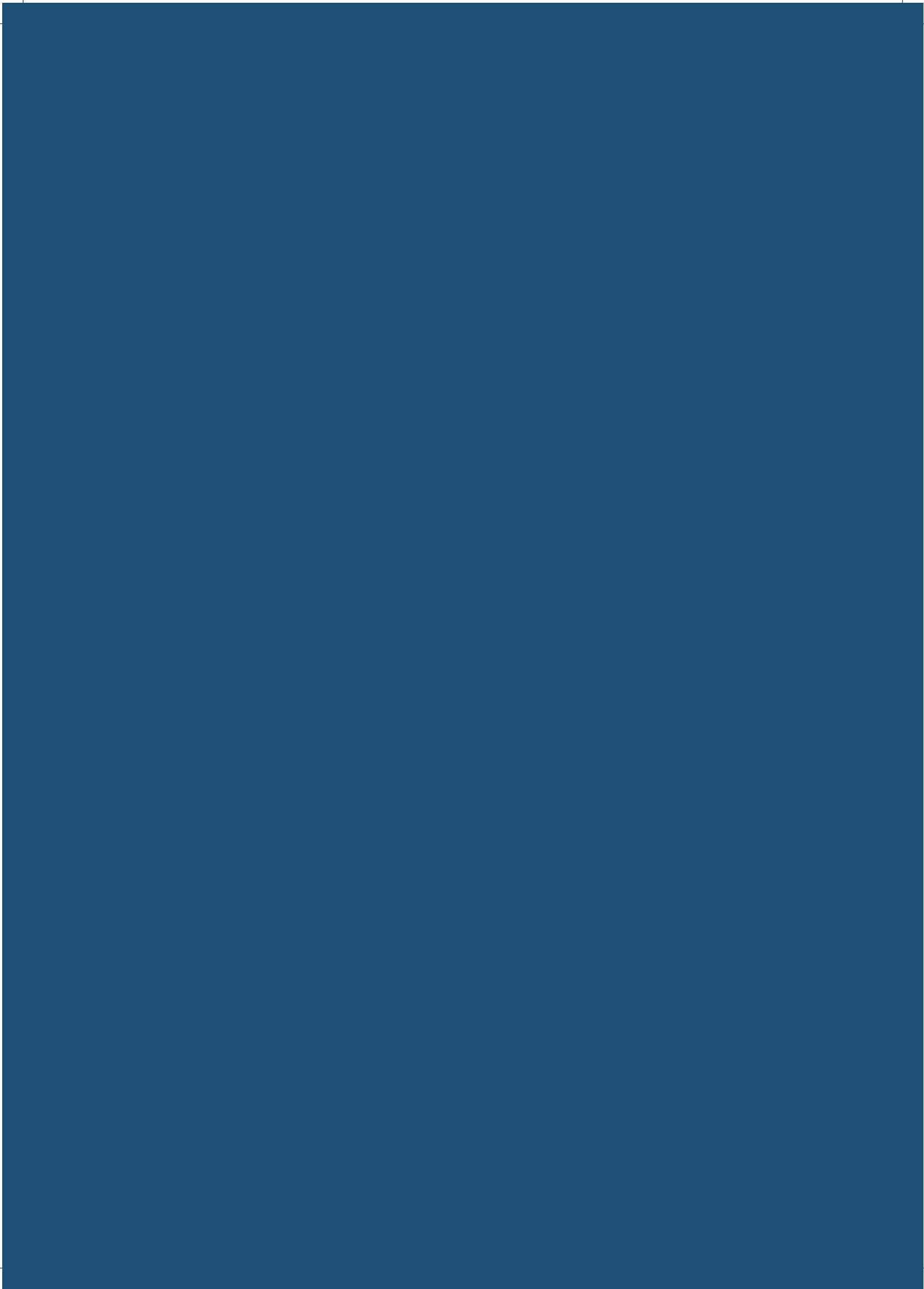


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1. PURPOSE

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

The Office of the Notary to Government fulfils notarial functions for the Government of Malta. Our mission is to assist in the publication and signing of contracts and agreements to which the Government is a party, in accordance with the Notarial Profession and Notarial Archives Act. The Office of the Notary to Government also incorporates within it the Principal Notarial Archive, which gathers and preserves the original contracts published by notaries whilst ensuring that such contracts are also accessible to the public in digital format in order to provide a service of excellence.

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 knowledgeably, courteously and impartially.

ACCESS: Our services are easily accessible through convenient opening hours, effective telephone service, and personalised and 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 you informed in a language which is free from technical terminology, by listening to you, 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 provided 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 your needs and create the minimum inconvenience possible to you, 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. OFFICE OF THE NOTARY TO GOVERNMENT CUSTOMERS

Our clients can be divided into 2 groups.

- Public notaries and their assistants who make use of the Main Notarial Archive for their notarial research particularly relating to public deeds and wills.
- The general public, including clients seeking to revoke power of attorney.

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 Appendix 1 for list of services.
PHONE CALLS	Shall be answered within 3 rings on working days.
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 three (3) working days from date of request. When attending your appointment, you should not expect any 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)

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:

<https://justice.gov.mt/en/ntg>

PAYMENT METHODS

Online payment for online orders of copies of deeds and wills; Card, cheque, or cash for walk-ins at front-office of the Main Notarial Archive.

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

2/3, Mikiel Anton Vassalli
Street, Valletta

B. Opening Hours

Malta

7.30 to 15.00

C. By telephone

Malta on 22479800:

during office hours

D. Through e-mail

notarial.archives@gov.mt

E. On our website

<https://justice.gov.mt/en/ntg>

F. Mobile Apps: N/A

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:

Office of the Notary to Government

- In person: Office of the Notary to Government, 2/3, Mikiel Anton Vassalli Street, Valletta
- By phone: 22479800
- By post: 2/3, Mikiel Anton Vassalli Street, Valletta
- By email: notarial.archives@gov.mt
- Rate the Public Service - Downloadable through maltapps directory or web-based on <https://publicservice.gov.mt/en/rtps/Pages/Home.aspx>

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
 - in 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.

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 (for example services offered, service delivery, and so on)
- 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.



APPENDICES

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.

Service	Eligibility	Compliance requirements
Orders of copies of deeds	Notaries and the general public	Name of notary and date of deed
Orders of copies of wills	Notaries and the general public	Name of deceased testator/s. Copy of special power of attorney in case when testator is still alive and delegates someone else to pick up a copy of the will.
Revocation of mandates – prokuri	Notaries and the general public	Duly filled-in form and presentation of official identification document, and a copy of the special power of attorney where applicable.
Notarial deeds and notarial services where Government is a party	Government entities and relevant third parties in contracts where Government is a party	Submission of all documents needed for the deed publication; and confirmation that one of the parties represents Government.
Research in the Main Notarial Archives by appointment	General public	None

Application Options

Service Delivery Timeline

Ordering of copies of deeds can be carried out via:
online portal (www.notarialacts.gov.mt); or
physically (walk-in) at the Office of the Notary to Government.

If available on online portal: with immediate effect

Walk-in or electronically through the online system: 3 working days

Ordering of copies of will can be carried out via:
online portal (www.notarialacts.gov.mt); or
physically (walk-in) at the Office of the Notary to Government.

If available on online portal: with immediate effect

Walk-in or electronically through the online system: 3 working days

Applications can be downloaded from the following addresses:
<https://eforms.gov.mt/pdfforms.aspx?fid=pjd064e>; or
<https://eforms.gov.mt/pdfforms.aspx?fid=pjd066e>

The service is immediate.

The Office of the Notary to Government uploads the revocation of mandates on a daily basis at 3pm

Requests by e-mail on notarial.archives@gov.mt or by traditional mail

Action to be taken within 3 working days to start the process. Publication depends on the immediacy of the parties in providing the relevant documentation.

Request for an appointment by email on notarial.archives@gov.mt

Appointment will be set within 3 working days from request.

NOTES

A series of 20 horizontal dotted lines for writing notes.



