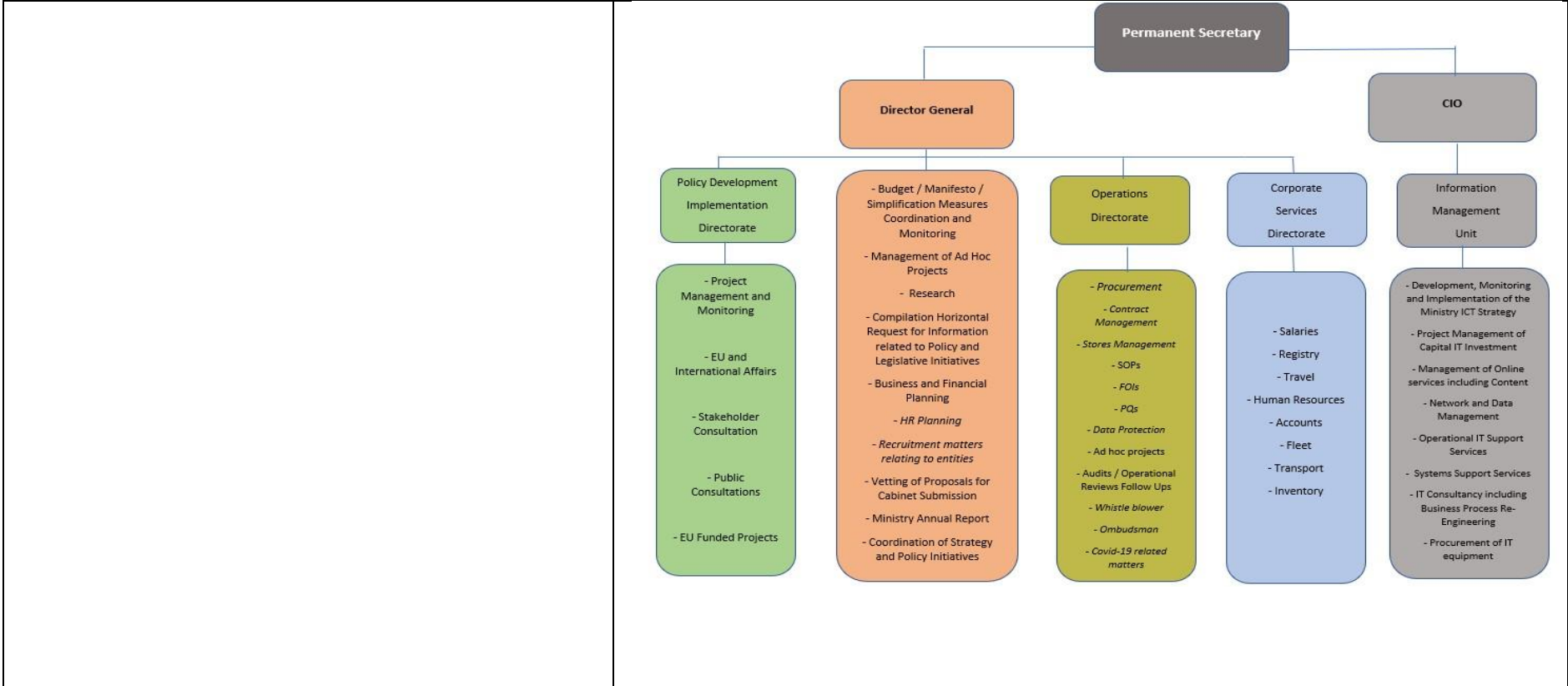


<p>Public Authority</p>	<p>Ministry for Tourism (MFT)</p> <p>Entities covered:</p> <p>Permanent Secretariat</p> <p>Minister's Secretariat</p> <p>Cleansing and Maintenance Division (CMD)</p> <p>Malta Tourism Authority (MTA)</p> <p>Institute of Tourism Studies (ITS)</p> <p>Malta Film Commission (MFC)</p> <p>Tourism Zones Regeneration Agency (TZRA)</p> <p>Mediterranean Conference Centre (MCC)</p>
<p>Description of the department/directorate/entity's structure</p>	<p>The following is the structure for the Permanent Secretariat together with the functions and responsibilities of each directorate:</p>



<p>Description of the department/directorate/entity's functions and responsibilities</p>	<p>In relation to the <b>Permanent Secretariat</b>, the functions and responsibilities of each Directorate are being outlined in the organigram.</p> <p>The <b>Minister's Secretariat</b> cater for the remit of the Minister responsible for Tourism.</p> <p>In relation to the <b>Cleansing &amp; Maintenance Division (CMD)</b>, the Division provides waste management services to Central Government and Local Councils, particularly Public Cleansing, in order to keep urban and non-urban areas free from litter and illegally dumped waste, thus enhancing the environment.</p> <p>The <b>Malta Tourism Authority's (MTA)</b> mission is to advance the economic and social activity of tourism in the national interest, by working with all stakeholders to develop a sustainable industry for current and future generations. Their vision is to achieve a healthy, sustainable and equitable tourism sector for the Maltese Islands, attracting regular inflows of quality visitors throughout the year from a diverse range of source markets, whilst ensuring that those who choose our destination are served with professionalism and care.</p> <p>The <b>Institute of Tourism Studies (ITS)</b> offers students theoretical knowledge and extensive hands-on experience throughout the ITS training restaurants, kitchens, and hospitality laboratories. ITS students also gain opportunities for further training through the Local Industrial Trade Practice and International Internship, which is included in the students' programme of study. With various programmes available at multiple levels, covering the necessities of the Tourism and Hospitality Industry, students can be sure they have the best opportunity to specialise in areas suited to their abilities and interests.</p> <p>The <b>Malta Film Commission (MFC)</b> is the first point of contact for national and international filmmakers in Malta. The MFC aims to be the facilitator for film productions in Malta by providing support in location scouting and in searching for service partners within the industry. Moreover, MFC lobbies for film and promotes</p>
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	<p>Malta as a film and production destination on a global scale, with the aim of attaining long-term benefits for the local film industry.</p> <p>The <b>Tourism Zones Regeneration Agency (TZRA)</b> is a public agency under the Ministry for Tourism. The Agency is responsible for the repairs, maintenance and upkeep of the main tourism zones in Malta. In addition, the Agency manages the implementation of tourism related projects.</p> <p>The <b>Mediterranean Conference Centre (MCC)</b> offers one of the finest venues in the Mediterranean for a range of events including product launches, exhibitions, conventions, banquets and theatrical performances. The Mediterranean Conference Centre is a rare example in the region of a heritage building functioning to the exacting demands of the 21st century. It is one of Europe's largest conference centres within a historical setting.</p>
<p>General description of the categories of documents the department/directorate/entity holds (including exempt documents)</p>	<p>HR files  Files related to contracts entered into by the respective entity/department  Standard Operating Procedures  Petty Cash and Hospitality files  Travel Files  Business &amp; Financial Planning  Inventory</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>	<p>All applicable manuals and directives as issued by the Government of Malta.</p>
<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 FOI officers of the Ministry for Tourism (MFT) may be contacted by e-mail <a href="mailto:foi.mft@gov.mt">foi.mft@gov.mt</a> or by telephone 22915900.</p> <p>FOI Requests may be submitted by e-mail to <a href="mailto:foi.mft@gov.mt">foi.mft@gov.mt</a>, through the FOI Portal <a href="http://www.foi.gov.mt">www.foi.gov.mt</a> via the e-ID or through the online form.</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 Authority.</p>

	<p>The complaint should be addressed to the Authority’s 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 Authority, 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. 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.</p>
Other Information	<p>Method of Payment:  Payments of applicable fees can be made by cheque only payable to the ‘Ministry For Tourism’</p> <p>Cheques should be posted as per below details:  Ministry For Tourism  Directorate Corporate Services  233,  Republic Street,  Valletta</p>

	<p>Complaints may be submitted to the Public Authority by e-mail to <a href="mailto:foi.mft@gov.mt">foi.mft@gov.mt</a> through the FOI portal <a href="http://www.foi.gov.mt">www.foi.gov.mt</a> via the e-ID or through the online form.</p> <p>Further information with regards the Freedom of Information Act can be found on <a href="http://www.foi.gov.mt">www.foi.gov.mt</a>.</p> <p>Working hours:</p> <p>October – June (Monday to Friday) 08:00 – 17:00 hours</p> <p>July and September (Monday to Friday) 08:00 – 13:00 hours</p>
Public Authority Contact Details	<p>Address: 233, Republic Street, Valletta General Tel: 2291 5900 Generic e-mail address: <a href="mailto:tourism@gov.mt">tourism@gov.mt</a></p>