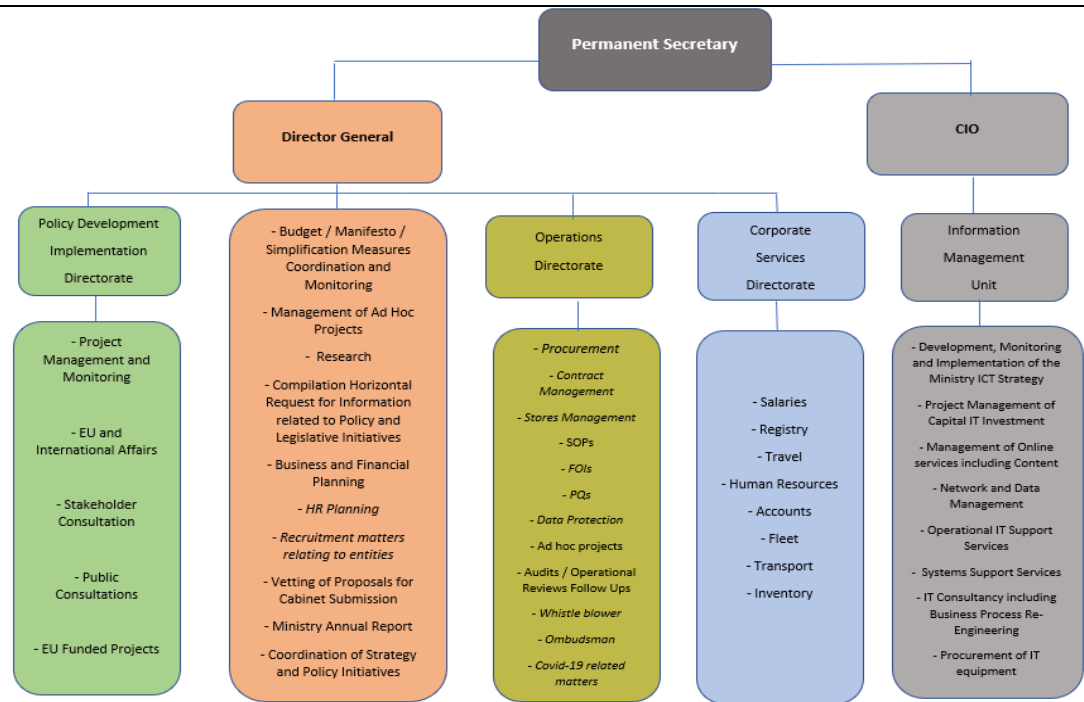


Public Authority	Ministry for Tourism and Consumer Protection (MTCP) Entities covered: <ul style="list-style-type: none">• Permanent Secretariat• Minister's Secretariat• Parliamentary Secretariat for Consumer Protection & Public Cleansing• Public Cleansing and Maintenance,• Safe City Ltd.
Description of the department/directorate/entity's structure	The following is the structure for the Permanent Secreteriat together with the functions and responsibilities of each directorate:



In relation to the Cleansing & Maintenance Division, the Division is headed by the Director General. The Division is managed through various directorates, including Operations, Support Services, Customer Care, Quality Control, Health & Safety, Campaign Office & Marketing, and Management Support Staff. These directorates all report to the Director General.

Both the Minister’s Secretariat and the Parliamentary Secretariat for Consumer Protection and Public Cleansing have their respective Head of Secretariat. Secretariat officers report to the respective Heads.

In relation to Safe City Malta Ltd, this entity is governed by a Board of Directors.

<p>Description of the department/directorate/entity's functions and responsibilities</p>	<p>In relation to the Permanent Secretariat, the functions and responsibilities of each Directorate are being outlined in the organigram above.</p> <p>In relation to the Cleansing & Maintenance Division, 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 Minister's Secretariat and the Parliamentary Secretariat cater for the remit of the Minister responsible for Tourism and Consumer Protection and the Parliamentary Secretary for Consumer Protection and Public Cleansing respectively.</p> <p>Safe City Malta Ltd is a limited liability company on the 25th August 2017, with its main activities and duties contemplated in the Memorandum of Association of the company being the provision of electronic communication services, including inter alia voice, video and data services over wired and wireless communications infrastructure in Malta.</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 & Financial Planning Inventory</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)	All applicable manuals and directives as issued by the Government of Malta.
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>The FOI officers of the Ministry for Tourism and Consumer Protection (MTCP) may be contacted by e-mail foi.mtcp@gov.mt or by telephone 22915042 / 22915087.</p> <p>FOI Requests may be submitted by e-mail to foi.mtcp@gov.mt, through the FOI Portal www.foi.gov.mt via the e-ID or through the online form.</p>
Details of Internal Complaints Procedure	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>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 and Consumer Protection</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 foi.mtcp@gov.mt through the FOI portal www.foi.gov.mt via the e-ID or through the online form.</p> <p>Further information with regards the Freedom of Information Act can be found on www.foi.gov.mt.</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: tourism@gov.mt</p>