

Public Authority	Tourism Zones Regeneration Agency
Description of the department/directorate/entity's structure	The Agency is headed by a CEO (position currently filled by an Interim Officer in charge). Under the CEO, one finds a Supervisor of Works who in turn manages a number of handymen.
Description of the department/directorate/entity's functions and responsibilities	<p>The Tourism Zones Regeneration Agency has the responsibility of providing maintenance of public areas and the improvement of tourism zones.</p> <p>The functions of the Foundation are to:</p> <ol style="list-style-type: none"> <li>a. Determine its policy in accordance with its mission and objectives;</li> <li>b. Recommend policy changes and advise the Minister responsible for tourism in order to address and manage concerns raised by various stakeholders in the areas;</li> <li>c. Ensure the effective provision and maintenance of tourism zones with improvements aimed to address accessibility for persons with disability</li> <li>d. Ensure the adoption of effective approaches in order to improve environmental standards and the elimination of safety hazards;</li> <li>e. Ensure the adoption of effective co-ordination and timeliness of maintenance works and aesthetic improvements in the tourism zones.</li> <li>f. Support the holding of public events in the tourism zones and to ensure public order and reporting of illegal activities in the tourism zones.</li> </ol>
General description of the categories of documents the department/directorate/entity holds (including exempt documents)	HR files, commitments project files, business plan files, inventory files, payment files.

<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 Tourism Zones Regeneration Agency may be contacted by e-mail <a href="mailto:foi.mtp@gov.mt">foi.mtp@gov.mt</a> or by telephone 22915900.</p> <p>FOI Requests may be submitted by e-mail to <a href="mailto:foi.mtp@gov.mt">foi.mtp@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. 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). 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. 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>
<p>Other Information</p>	<p>Complaints may be submitted to the Public Authority by e-mail to <a href="mailto:foi.mtp@gov.mt">foi.mtp@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. 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>Public Authority Contact Details</p>	<p>Address: Tourism Zones Regeneration Agency, Martin Luther King Road, Pembroke  General Tel: 21376082  Generic e-mail address: <a href="mailto:info@tourismzones.mt">info@tourismzones.mt</a></p>