



European  
Commission



Country Profile  
Highlights  
Strategy  
Legal Framework  
Actors  
Infrastructure  
Services for Citizens  
Services for Businesses

What's inside

eGovernment in



Malta

ISA<sup>2</sup>

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The logo for Joinup, featuring the word "joinup" in a lowercase, teal-colored, sans-serif font. The letters are connected, with "jo" and "in" being joined together, and "up" being separate. The logo is positioned on the right side of the page, below the main text area.

This document is meant to present an overview of the eGovernment status in this country and not to be exhaustive in its references and analysis. Even though every possible care has been taken by the authors to refer to and use valid data from authentic sources, the European Commission does not guarantee the accuracy of the included information, nor does it accept any responsibility for any use thereof.

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# Country Profile

## Basic data and indicators

### Basic Data

**Population (1 000):** 440,433 inhabitants (2017)

**GDP at market prices:** 11,108.6 million Euros (2017)

**GDP per inhabitant in PPS (Purchasing Power Standard EU 28=100):** 96 (2016)

**GDP growth rate:** 6.6% (2017)

**Inflation rate:** 1.3% (2017)

**Unemployment rate:** 4.0% (2017)

**General government gross debt (Percentage of GDP):** 50.8% (2017)

**General government deficit/surplus (Percentage of GDP):** 3.9% (2017)

**Area:** 316 km<sup>2</sup>

**Capital city:** Valletta

**Official EU language:** Maltese, English

**Currency:** EUR

Source: [Eurostat](#) (last update: 8 February 2018)

## Political Structure

Malta – whose territory includes the islands of Malta, Gozo and Comino, and other minor islands – is a **parliamentary republic**. It was a British colony from 1800 until its independence on 21 September 1964. The Republic was proclaimed on 13 December 1974.

Legislative power is held by a unicameral [Parliament](#) (House of Representatives), currently made up of 69 members elected for five years. This single member constituency system permits a plurality premium.

The Head of State is the [President](#), who is elected by the House of Representatives for a five-year term and has an essentially ceremonial and symbolic role. Executive power lies with the Prime Minister and his Cabinet. The Prime Minister, appointed by the President for a five-year term, is the leader of the majority party or of a majority coalition in Parliament. Ministers are appointed by the President on the advice of the Prime Minister.

The [Constitution](#) of Malta was adopted in 1964 and substantially amended in 1974 and 1987.

Malta became a member of the European Union on 1 May 2004.

**Head of State:** President [Marie Louise Coleiro Preca](#) (since 4 April 2014).

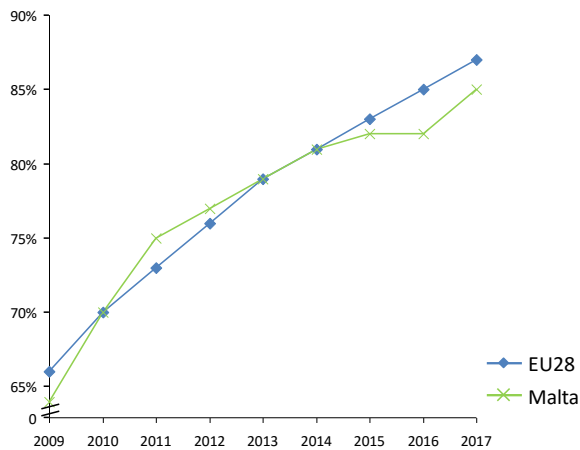
**Head of Government:** Prime Minister [Joseph Muscat](#) (since 11 March 2013).

## Information Society Indicators

### Generic Indicators

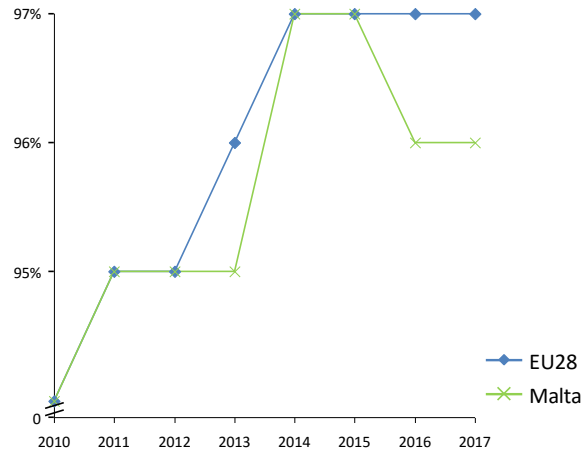
The following graphs present data for the latest Generic Information Society Indicators for Malta compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

**Percentage of households with Internet access in Malta**



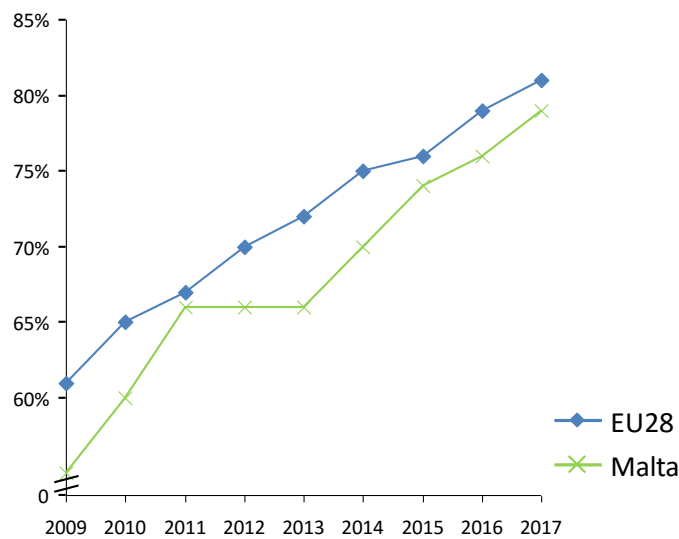
Source: [Eurostat Information Society Indicators](#)

**Percentage of enterprises with Internet access in Malta**



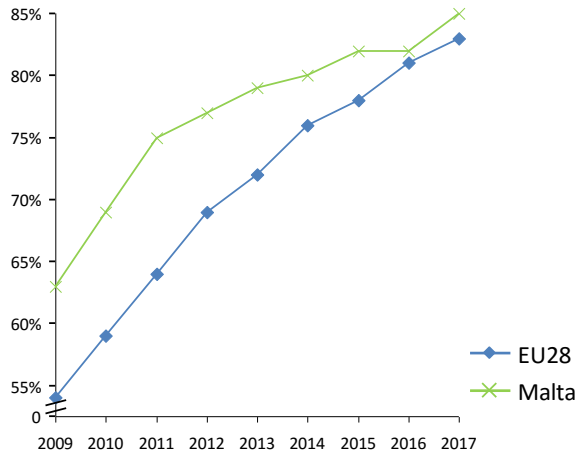
Source: [Eurostat Information Society Indicators](#)

**Percentage of individuals using the internet at least once a week in Malta**



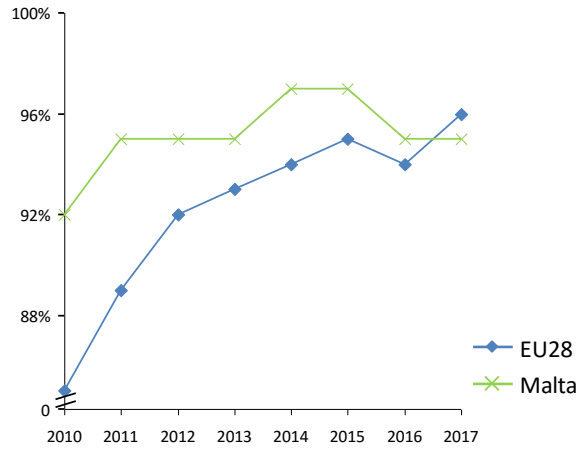
Source: [Eurostat Information Society Indicators](#)

**Percentage of households with a broadband connection in Malta**



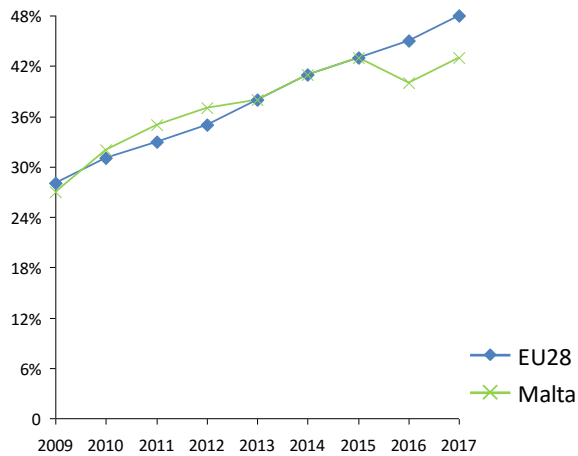
Source : [Eurostat Information Society Indicators](#)

**Percentage of enterprises with a broadband connection in Malta**



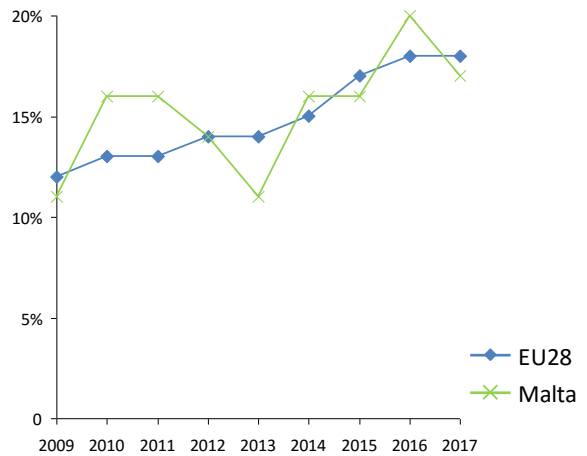
Source: [Eurostat Information Society Indicators](#)

**Percentage of individuals having purchased/ordered online in the last three months in Malta**



Source: [Eurostat Information Society Indicators](#)

**Percentage of enterprises having received orders online within the previous year in Malta**



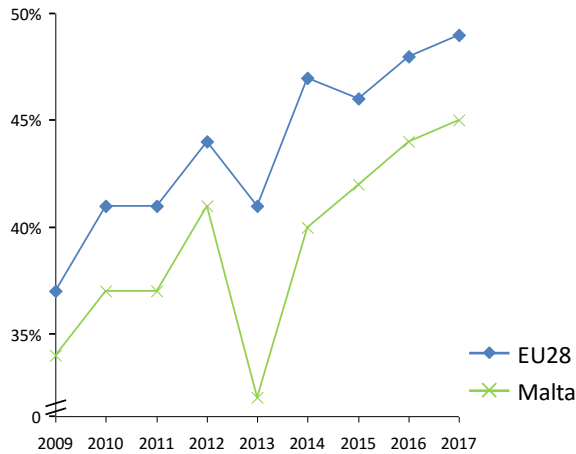
Source: [Eurostat Information Society Indicators](#)



eGovernment Indicators

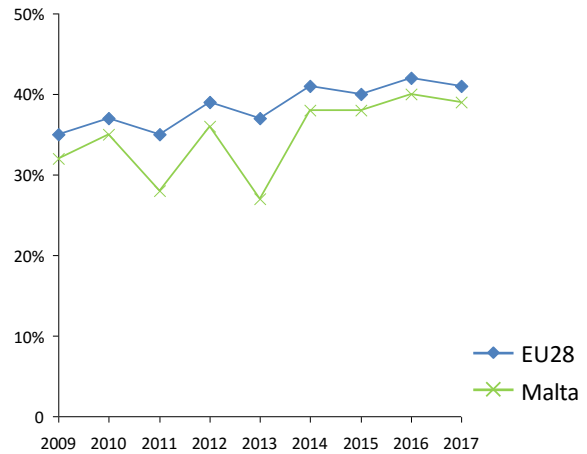
The following graphs present data for the latest eGovernment Indicators for Malta compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

**Percentage of individuals using the internet for interacting with public authorities in Malta**



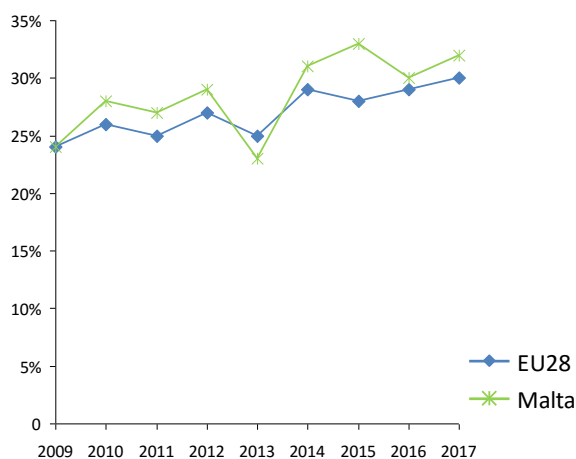
Source: [Eurostat Information Society Indicators](#)

**Percentage of individuals using the internet for obtaining information from public authorities in Malta**



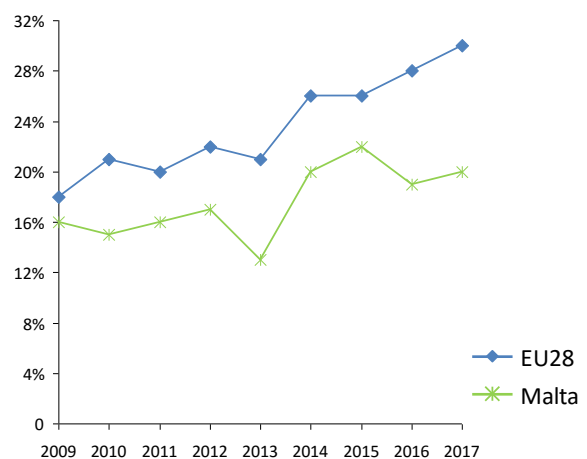
Source: [Eurostat Information Society Indicators](#)

**Percentage of individuals using the internet for downloading official forms from public authorities in Malta**



Source: [Eurostat Information Society Indicators](#)

**Percentage of individuals using the internet for sending filled forms to public authorities in Malta**



Source: [Eurostat Information Society Indicators](#)

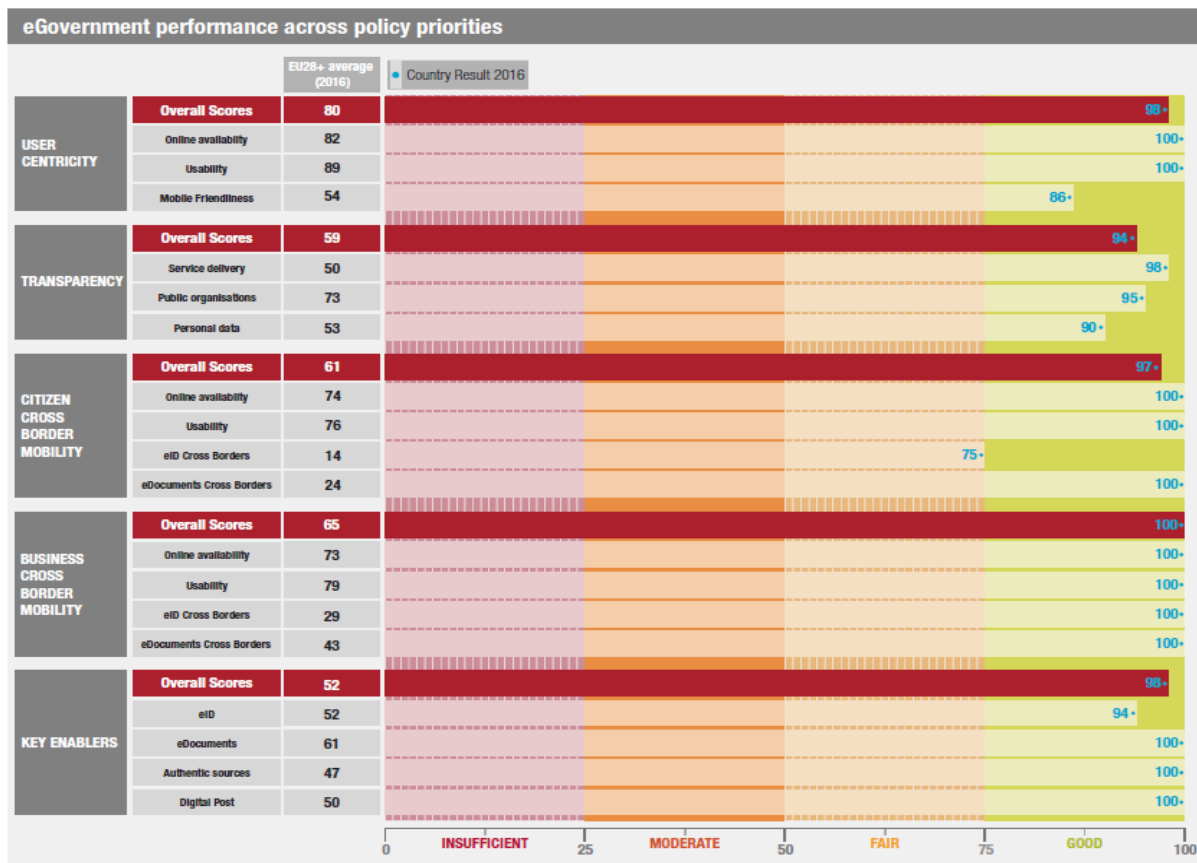


## eGovernment State of Play

The graph below is the result of the latest [eGovernment Benchmark](#) report, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates to what extent governments is transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross Border Mobility** – indicates to what extent EU citizens and businesses can use online services in another country.
- **Key Enablers** – indicates the extent to which 5 technical pre-conditions are available online. There are: Electronic Identification (eID), Electronic documents (eDocuments), Authoritative Sources, and Digital Post. Digital Post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through e.g. personal mailboxes or other digital mail solutions.

This year’s measurement has selected a set of four life events that cover the most common domains of public services, representative for both businesses and citizens: Starting a business and early trading operations; Losing and finding a Job; Studying; Family Life (new life event, measured for the first time in 2016). The figure below presents the development of eGovernment in Malta compared to the EU average score.



Source: [eGovernment Benchmark Report 2017 Country Factsheets](#)

# eGovernment Highlights

## Main eGovernment changes and key milestones in 2017

### eGovernment Strategy

- ▶ As part of the implementation of the [National Cyber Security Strategy](#), a [Cyber Security Awareness Campaign](#) was launched in January 2017, aiming to cover the online security interests of the Maltese public sector, the citizens as well as the private sector, giving also particular attention to the SMEs which constitute most of the Maltese economy. During Malta's Presidency of the Council of the EU during the first half of 2017, in line with the implementation of the Strategy itself, Malta also chaired the Council's Horizontal Working Party on Cyber Issues, whereby various related topics, including that on cyber security awareness on an EU level, were taken on board.
- ▶ A new [Malta Information Technology Agency \(MITA\) Strategy \(2018 – 2020\)](#) has been adopted. This new strategy provides the purpose, focus and direction that the Agency will be adopting for the upcoming three years (2018 – 2020). It sets out a vision for MITA to be "the digital driver for the transformation of Government". With the view that transformation requires more than the digital solutions, the vision places the Agency in a position to serve as the "digital driver" to help the Public Administration to transform through the digitalisation of public services.
- ▶ During the first phase of the [Mobile Government Strategy](#), 20 mServices were launched in March 2017, which focused on extending and complementing the existing communication channels in the exchange of information between Government and citizens. All of the services are available to citizens via a single app 'Maltapps'. Some of the apps launched, provide a means through which citizens can provide feedback to the respective service owner. These published apps target a variety of government services, including amongst others taxation, customs, and health as well as environmental services.

### eGovernment Legal Framework

A new electronic filing of official public administrations documentation has been implemented. It is now necessary to file the files electronically for the public administration and judicial authorities. From a judicial process point of view, in 2017, the necessary regulations were issued for the electronic filing of application in the Court of Magistrates. The electronic filing of official documentation necessary for processing by the public administration has also progressed steadily over the years. In 2016, the electronic submission of income tax related documentation was consolidated and updated through [Legal Notice 284 of 2016](#) (Electronic Communications Rules 2016).

### eGovernment Actors

The Government considers Local Government as a main vehicle to attainment and promote Digital Services at a local level. In view of this, Local Government aligns its policies to the [National Digital Strategy 2014 – 2020](#) with the aim to offer accessibility to technology and service delivery via the front offices of Local Councils. To achieve strategic alignment, Central Government through the Local Government Division provides the necessary technical support to Local Councils with a view to attain the Strategy's objectives.

- ▶ In efforts to comply with and optimise the implementation of the National Digital Strategy 2014 – 2020, the roles of [the Ministry for Competitiveness and Digital, Maritime and Services Economy](#) (MCDMS) has been replaced by the [Parliamentary Secretary for](#)

[Financial Services, Digital Economy and Innovation](#) within the Office of the Prime Minister (OPM).

- ▶ There was also a change in the name and responsibilities of the MITA's Technology Direction & eGovernment Department, now called eGovernment and Corporate Solutions Department. The head of the department is Mr. Carmelo Formosa.
- ▶ Regarding physical actors, the Minister responsible for eGovernment, Dr. Emmanuel Mallia, has been replaced by the [Parliamentary Secretary for Financial Services, Digital Economy and Innovation](#), headed by Mr. Silvio Schembri.

## eGovernment Infrastructure

- ▶ Regarding the electronic identity (eID), in 2017, MITA completed the final phase in the simplification of the eID authentication mechanism, which envisaged an alignment of the assurance levels to achieve a Basic Assurance level using the eID Account and password, and a High Assurance level using the ID Card and PIN. This will provide a better choice of usability or security for the subscribers and relying parties. In 2018, the principal focus of MITA in the scope of the eID will be on addressing the technical gaps of the eID system with the [General Data Protection Regulation \(No 2016/679\)](#) ('GDPR').
- ▶ The [servizz.gov](#) was launched in March 2017, offering different means of accessing government services. One can use the five regional servizz.gov hubs located in different localities in Malta. In each of these hubs one may access more than 250 services. Alternatively, one may use the website servizz.gov.mt, with around 800 services and related forms accessible 24/7 in a single online one-stop-shop. Through the website, one may also report excessive bureaucracy, file a complaint, make a suggestion and request information. The services offered by servizz.gov are also constantly accessible through 20 mobile apps on [Maltapps](#).

## eGovernment Services

- ▶ The Mater Dei Hospital launched a new service by which patients are reminded of any scheduled hospital appointments, at least 10 days before. Two auto-generated SMS messages are sent for every appointment, with the first message being sent 10 days before and the second message two days before the appointment.
- ▶ The Social Security Department, in collaboration with the Malta Information Technology Agency (MITA), launched two on-line services accessible from the [Social Security website](#). These two web apps cater for the calculation of Retirement Pension rates and Elderly Contribution deductions.
- ▶ The Customs Department, in collaboration with the Malta Information Technology Agency (MITA), launched the National Import and Export System ([NIES](#)). The project enables a system-to-system facility for the exchange of information with the trading community. The main objectives of the new system are to comply with local and EU legislation, simplify business processes, reduce the total cost of ownership (TOC), and most importantly, provide a better user experience to economic operators and Customs officers. NIES is also in line with the Electronic Customs Multi-Annual Strategic Plan (MASP) 2020 initiatives to modernise customs processes and enable an electronic and paper-free working environment.
- ▶ The Agriculture Directorate in collaboration with Malta Information Technology Agency implemented the Traceability System. Through this online system, the livestock breeders of bovine animals and the dairy producers can apply to obtain the quality regime mark for their produce that satisfies the demand for fresh and quality assured products.
- ▶ The Courts of Malta in collaboration with the Malta Information Technology Agency (MITA) launched a website whereby citizens have access to their digital civil case file. The [eCourts system](#) is a responsive website allowing citizens to view details of their case file, which include scanned documents, sittings, information and minutes. It provides the functionality to follow the notification status of documents that require physical

notification. The system also provides an easy way for citizens to subscribe for civil case sitting reminders and deferral notices.

- ▶ The Maltese Commissioner for Revenue launched an online Portal for the submission of Financial Account information to support financial service providers to comply with the obligations of the Common Reporting Standard (CRS). The IT system to exchange information with other Tax Authorities is being implemented in collaboration with other five EU Member States.

### Other highlights

Malta is aspiring to be at the forefront in regulating the blockchain sector so that it can repeat its success in the gaming sector. In a [press conference](#), Hon. Parliamentary Secretary for Financial Services, Digital Economy and Innovation Mr. Silvio Schembri explained that the government will be providing all the tools necessary for economic growth, while encouraging the use of new technologies. One of the key emerging technologies is the development of the blockchain technology, which will radically transform the way business and government transactions are made. Many sectors will be affected by this change and Malta wants to invest in such a technology. For this reason, the government is working on a plan on how to implement a national strategy about blockchain technology, through the work of a taskforce that has been set up for this purpose.

The government of Malta launched an initiative at the Ministry of Education using the blockchain technology in accreditation and verification of qualifications. The project, which will issue notarised blockchain certificates to complement paper certificates for professional and informal education, is expected to revolutionise the Ministry of Education's performance both on an educational level and on the work and employment sector. When educational credentials are notarised on the blockchain, users will gain full access and portability, now and in the future. Malta is the first country to issue notarised blockchain certificates.

### 2001 – 2017

For previous eGovernment highlights, please consult the factsheets for past years, accessible through this [link](#).

# eGovernment Strategy

## Main strategic objectives and principles

### Current eGovernment status

Malta has been in the forefront in the provision of user-centric online public services for both citizens and businesses. The focus of the eGovernment unit is now to bring all the Government of Malta online services together in one simple and seamless framework.

The national portal '[Gov.mt](#)' is the central source for all citizen services and governmental information, across the board, whilst [BusinessFirst](#) is the national portal for businesses. The government plans to implement an assertive eGovernment programme geared at transforming public services into catalysts of a more competitive economy for Malta. The main **targets** are enlisted in the Digital Malta Strategy (2014-2020).

### Digital Malta Strategy (2014 -2020)

[Digital Malta](#) is the national ICT strategy for the years 2014-2020. It aims to provide a vision for the country to prosper as a digitally enabled nation in all sectors of society.

The core principles underpinning the implementation of the Digital Malta vision are:

- ▶ Ensuring all citizens are offered the possibility to benefit from ICT as a fundamental right.
- ▶ Advocating proactive leadership, and delivering programmes that meet needs.
- ▶ Supporting national priorities in line with government policy, the National Reform Programme and EU obligations.
- ▶ Engaging the private sector as an important player in the delivery of the Strategy.
- ▶ Optimising value and accountability.
- ▶ Ensuring collaboration between stakeholders to make the best use of national strategic information assets, encourage synergies and minimise fragmentation.
- ▶ Encouraging a more-environmentally friendly society through greener procurement, implementation and application of ICT.
- ▶ Supporting and enabling Research and Innovation (R&I) in identified areas of strength, capability and centres of excellence (smart specialisation).
- ▶ Adopting an open and experimental mind-set, capitalising on lessons learned from success stories and respecting best practices and international standards.
- ▶ Maximising opportunities from multiple funding sources, including European and international funding programmes and the private sector.

Building on past and present successes, the strategy will, above all, focus on the challenges needed to take up to address the gaps towards becoming a universally digitised society. From the citizen's perspective this will translate in enhancing their digital capability to better and more efficiently access healthcare and social services, connect the elderly and socially excluded, improve education for all, and create higher-quality jobs. From an economic perspective digital competence and specialist ICT skills need to be widened, and national policy and strategies adjusted, to strengthen Malta's workforce and make its businesses more innovative and competitive.

Within this context, the strategy outlines three strategic themes:

- ▶ Digital Citizen;
- ▶ Digital Business;
- ▶ Digital Government.

The above themes are supported by three strategic enablers:

- ▶ Regulation and Legislation;
- ▶ Infrastructure;
- ▶ Human Capital.

In support of this transformation, the goals are that ICT becomes the underlying infrastructure and driver behind every economic activity. ICT should make public administration more responsive, use of natural resources more sustainable, the legal and regulatory environment more business-friendly, and the SME and NGO communities more connected. Above all ICT should become an empowering tool for young entrepreneurs and a major source of impetus for the creation of more jobs and growth by Malta's key and emerging economic sectors

The Parliamentary Secretariat responsible for Financial Services, Digital Economy and Innovation within the Office of the Prime Minister is responsible for the implementation of a Digital Economy for Malta, and has the overall governance of the eGovernment vision, strategy and associated programmes. The Parliamentary Secretariat provides leadership and has ultimate responsibility for the successful delivery of the ICT programme.

The implementation of a Digital Economy requires the involvement and collaboration of various key players and entities. Amongst these, the Malta Communications Authority (MCA) and the Malta Information Technology Agency (MITA) are considered to be the main actors.

## Government mServices Strategy 2017 – 2018

Citizens and businesses regularly come into contact with public services at various instances of their daily lives. More convenient access to public services will certainly help individuals, families and businesses to take better care of their personal, professional and commercial interests. In these circumstances, the Government aims to pursue new and innovative ways of providing its services. Another government goal is to give public officers more modern and flexible means of providing personalised and value-added services to citizens and businesses, at the time and place where these services are needed. This shall transform the public sector into one that is more modern, agile and capable of changing its procedures as necessary to be more effective and less bureaucratic. Within this context, the Office of the Prime Minister launched a [Government mServices Strategy](#) for the years 2017 and 2018 that outlines the approach being adopted to introduce public services through mobile devices, referred to as mServices.

Alongside public services already offered via the eGovernment programme, the introduction of mServices is intended to help achieve the Government's goal of bringing public services closer to citizens on a 24/7 basis. Therefore, the vision of the Government mServices initiative is "Access to 24/7 Public Services from Anywhere". The Strategy is based upon 11 principles:

1. Enabling mobility through the introduction of mServices;
2. Appropriate service channels, particularly the notion of mobile first;
3. Citizen-centricity when designing and implementing mServices;
4. Simplification of processes when introducing mServices;
5. Personalisation of mServices;
6. User experience that shall be seamless across multiple service channels;
7. Collaboration between public entities to share data already residing within the Public Administration and achieve a once-only request for data from citizens and businesses;
8. Agility and timeliness in introducing the right mServices, as and when needed;
9. Accessibility of mServices, making them easy to discover and use;
10. Awareness and training through publicity campaigns and online training to guide and assist stakeholders;
11. Building trust in mServices through the application of appropriate security measures.



It is generally possible to classify mServices into one or more of the four categories: mCommunications deals with two-way communication of Government with citizens and businesses; mTransactions handles transactional services, including payments that may require user identification; mDemocracy further increases citizen participation in political decision making while mAdministration introduces mobile-based tools for public officers to increase their mobility and facilitate personalised public services on location.

## Malta Cyber Security Strategy

Following the issue of a Green Paper for a National Cyber Security Strategy in late 2015 that led to a nation-wide consultation process during the first half of 2016, the Government of Malta launched the first [National Cyber Security Strategy](#). The strategy serves as a framework to protect information systems, networks and information on the internet, together with the respective users of the services that they provide; namely Government, the private sector and civil society. The strategy is one of the action items proposed by [Digital Malta](#) - National Digital Strategy for the years 2014-2020. The key principles of the National Cyber Security Strategy aim to reflect the various facets of cyber security and the essential underlying complex nature of cyber space.

As part of the implementation of the National Cyber Security Strategy, a Cyber Security Awareness Campaign was launched in January 2017, aiming to cover the online security interests of the Maltese public sector, the citizen as well as the private sector, giving also particular attention to the SMEs which constitute most of the Maltese economy. During Malta's Presidency of the Council of the EU during the first half of 2017, in line with the implementation of the Strategy itself, Malta also chaired the Council's Horizontal Working Party on Cyber Issues, whereby various related topics, including that on cyber security.

Among other proposed action items, the Malta Cyber Security Strategy calls for consolidation of the information security framework within the public sector. Such a proposal is expected to be carried out through the upcoming Information Security Policy, which is based upon ISO 27001 Information Security international standard and shall be applicable to all of the public sector.

Information Security includes three main dimensions: confidentiality, availability and integrity, and involves the application and management of appropriate security measures for a wide range of threats, with the aim of ensuring sustained business success and continuity, and minimising impacts of information security incidents. (Reference [ISO/IEC 27000](#))

The full version of the Information Security Policy can be accessed [here](#).

## Malta Information Technology Agency (MITA) Strategy (2018-2020)

The new MITA [Strategy](#) provides the purpose, focus and direction that the Agency will be adopting for the upcoming three years (2018 – 2020). It sets out a vision for MITA to be "the digital driver for the transformation of Government". With the view that transformation requires more than the digital solutions, the vision places the Agency in a position to serve as the "digital driver" to help the Public Administration to transform through the digitalisation of public services.

The Strategy introduces four corporate drivers which explain changes in the modus operandi of the organisation and which are required to achieve the desired states set for 2020. The Agency needs to transform itself to innovate in existing core business areas and introduce new services. It must adopt an innovative approach where employees are given the opportunities to enhance their knowledge, apply new ideas and continuously learn and research on the application of new technologies. This is important to enable the Agency to spearhead the digitalisation of Public Services through direct contribution in ICT infrastructure, solutions and outreach activities. The agency intends to work in tandem with



Ministry CIOs to safeguard Government digital assets, prioritise, and align digital strategies to help Government achieve its strategic goals.

The Strategy sets clear direction with 10 desired states where the organisation aims to be by the end of 2020, and 32 corresponding actions which will lead MITA from where it is today to where it wants to be. These desired states cover the necessary focus which the Agency must embrace and tackle; ICT direction, application of new technologies, security, digital transformation, community engagement, cybersecurity, operational stability and effectiveness, focus on core, client-centric service provision and continuous human resource development. Through these desired states, the Agency aims to go through the necessary internal changes, improve collaboration across government and bring about a holistic approach to achieve its vision of becoming the digital driver for the transformation of Government.

### CONvErGE Project

The Prime Minister of Malta officially launched the [CONvErGE Project](#) through an investment of around EUR 40 million of which EUR 28.5 million are co-financed by the EU as part of the [ERDF 2014-2020](#). Through this project, the government will continue to strengthen the public services through the development of its ICT systems. The aim is to create a number of new services that provide more benefits to citizens and businesses. These funds will enable the development of new systems for various sectors, namely the health, social services, justice, public finance, tourism, emergency systems and business sectors. Apart from the development of new systems, the funds will also be used to strengthen the government's IT infrastructure.

Through this [project](#), the Malta Information Technology Agency (MITA) will be supporting the government Ministries in the implementation of the new eService applications that will include:

- ▶ A new accounting system for government;
- ▶ A new electronic system for customs; a national health infrastructure for health known as eHealth;
- ▶ A digital platform for the tourism sector;
- ▶ A new system for the management of activity related to national disasters that can occur;
- ▶ New systems for the Maltese laws, legal profession and notarial archives;
- ▶ An electronic system for social services;
- ▶ A project analysing the need and the development of a portal for businesses.

# eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

## eGovernment Legislation

### Current status

There is currently no overall eGovernment legislation in Malta. The most relevant sections of the legislation and the public services directives that constitute the eGovernment regulatory framework are the following but more information is available further below:

- ▶ [The Criminal Code](#): Book First, Part II, Title IX, Sub-title V thereof entitled "Of Computer Misuse" (Chapter 9 of the Laws of Malta);
- ▶ [Data Protection Act](#) (Chapter 440 of the Laws of Malta);
- ▶ [Electronic Commerce Act](#) (Chapter 426 of the Laws of Malta);
- ▶ [Electronic Communications \(Regulation\) Act](#) (Chapter 399 of the Laws of Malta);
- ▶ [Electronic Communications \(Income Tax\) Regulations \(Subsidiary Legislation 372.23\)](#);
- ▶ OPM Circular No 15\_2007: Usage of Electronic Identity Management Tools;
- ▶ [Directive 3.1 amending the Public Administration Act – Elimination of requirement to produce civil status certificates](#);
- ▶ [ICT Governance Framework](#): Important parts of the framework are related to the traditional definition of eGovernment: Website Policy; Website Directive; Website Content and Presentation Standard; Website Accessibility Standard; Website Security Standard; Website Taxonomy Standard; Electronic Payment Service Policy; Mobile Messaging Service Policy.

## Freedom of Information Legislation

### [Freedom of Information Act](#) (2008)

The Act's aim is to establish a right to information held by public authorities to promote added transparency and accountability in government. Specifically, the Freedom of Information Act aims to grant citizens more rights in accessing information held by the government. The law draws upon elements of similar acts established in other countries. The Government of Malta published in the summer of 2009 [Law Number 218](#), which was a commencement notice that paved the way for the Maltese Freedom of Information Act 2008 to come fully into force on 1 August 2010. The commencement notice establishes the Information and Data Protections Commissioner as the regulatory body (change of name and extended responsibilities), and furthermore gives all public sector bodies (including local government) one year to prepare and publish the information asset lists, as defined by the Freedom of Information Act 2008.

## Data Protection/Privacy Legislation

### [Data Protection Act](#) (2001)

The Data Protection Act was passed on 14 December 2001 and came fully into force in July 2003. It was introduced in order to render Maltese law compatible with EU Data Protection Directive ([95/46/EC](#)), even though Malta was not yet an EU Member State at that time, this was a prerequisite prior to joining the EU. It outlines principles of 'good information/data handling' to guarantee the protection of personal information. Data Controllers, such as educational institutions, employers and banks, are obliged to inform individuals of the reasons for collecting information about them. Furthermore, individuals are to be assured

that the data collected will not be used for any other reason than for the purpose it was collected and are granted rights of access to the personal information held by the data controller. The Act provides grounds for processing "personal data" but makes special provision for processing "sensitive personal data", a sub-set of personal data, in very specific stipulated circumstances.

The General Data Protection Regulation 2016/679/EU on the protection of natural living persons with regard to the processing of personal data and on the free movement of such data, generally known as the Regulation will come into force in its entirety in all EU Member States from 25 May 2018.

## eCommerce Legislation

### [Electronic Commerce Act](#) (Chapter 426 of the Laws of Malta)

The Electronic Commerce Act provides for the application of legal requirements to electronic communications and transactions, including electronic contracts. The Act, as originally enacted, transposed into Maltese law the EU Directive [1999/93/EC](#) on a Community framework for electronic signatures, and the EU Directive 2000/31/EC on certain legal aspects of information society services, in particular electronic commerce, in the internal market. The competent regulator appointed to enforce the Electronic Commerce Act, is the [Malta Communications Authority \(MCA\)](#).

In 2016, this Act was amended whereby the national provisions implementing Directive 1999/93/EC were deleted or amended, and new provisions were introduced empowering the Malta Communications Authority as the competent regulator for the purposes of this Act, to act as the supervisory body for the purposes of the Regulation (EU) No. [910/2014](#) on electronic identification and trust services for electronic transactions in the internal market and repealing Directive [1999/93/EC](#). The Regulation harmonises the norms regulating secure electronic interactions between citizens, businesses and public authorities in order to ensure that, for access to cross-border online services offered by Member States, secure electronic identification and authentication is possible, thereby creating a common understanding for the regulation of electronic trust services; namely electronic signatures, electronic seals, time stamp, electronic delivery service and website authentication.

## eCommunications Legislation

### [Electronic Communications \(Regulation\) Act](#) (Chapter 399 of the Laws of Malta)

The Electronic Communications (Regulation) Act, complemented by various subsidiary laws (notably SL 399.28 of the Laws of Malta), regulates the provision of electronic communications services and networks in Malta. This Act together with the subsidiary legislation made thereunder, transposes the EU Electronic Communications Regulatory Framework, as amended by the EU in 2009, notably: Directive [2002/21/EC](#) ('Framework' Directive); Directive [2002/20/EC](#) ('Authorisation' Directive); Directive [2002/19/EC](#) (Access and interconnection Directive); [2002/22/EC](#) ('Universal service and user's rights Directive'); and certain provisions of Directive [2002/58/EC](#) ('ePrivacy' Directive) falling within the remit of the [Malta Communications Authority \(MCA\)](#). A review of the electronic communications regulatory framework was launched by the EU Commission in September 2015, as one of the key actions of the European Digital Single Market Strategy. A new European Electronic Communications Code is expected to be adopted in 2018.

## eProcurement Legislation

### [Public Procurement Regulations](#)

The new National Public Procurement Regulations were published on 28 October 2016 transposing [Directive 2014/24/EU](#), [Directive 2014/25/EU](#), and [Directive 2014/26/EU](#) on public procurement. Besides the substantive provisions related to public procurement and the provisions related to purely electronic tools such as the Dynamic Purchase Systems and the Electronic Auctions, the Regulations, and specifically LN352 of 2016, provide that all procurement procedures conducted by a contracting authority shall be performed using the Government eProcurement system.

Moreover, subject to specific conditions specified in the Regulations, all communication and information exchange under the Regulations, including electronic submission, shall be performed using electronic means of communication. The authority responsible for the tendering process shall by electronic means offer unrestricted and full direct access free of charge to the procurement documents from the date of publication of the notice or the date on which an invitation to confirm interest is sent.

### [eInvoicing Legislation](#)

So far there is no [eInvoicing](#) B2G legislation in place in Malta. The responsible of this legislation is the Ministry of Finance. The [Public Procurement Regulation](#) is currently being amended to mandate the use of eInvoicing. The Ministry for Finance, in liaison with Department of Contracts within the same Ministry, is in the process of drafting a law/Legal Notice to implement [Directive 2014/55/EU](#) and to amend other existing legislation which will be affected by the Directive.

The Maltese government promotes the adoption of eInvoicing in its national strategy [Digital Malta 2014-2020](#). The central government's action to promote the adoption of eInvoicing is an encouragement for local actors' implementation of eInvoicing.

There is currently no eInvoicing platform in place in Malta. The Treasury Department, within the Ministry for Finance, is currently in the implementation process for the Corporate Financial Management Solution (CFMS) across central government. This system, which has been developed by service provider [Unit 4](#), will cater also for the processing of eInvoicing across central government. This solution will be implemented over a span of 30 months and is expected to go live in 2019. The [Malta Information Technology Agency](#) (MITA) will be supporting the Treasury throughout this implementation.

## Re-use of Public Sector Information (PSI)

### Re-use of Public Sector Information

Legal Notice 20 of 2007, Re-Use of Public Sector Information Order, 2007, issued under the European Union Act (Chapter 460 of the Laws of Malta), transposes into Maltese law the general principles governing the re-use of public sector information, in line with the provisions of the relevant EU Directive [2003/98/EC](#) on the re-use of public section information.

This Legal Notice has been replaced by the Re-Use of Public Sector Information Act 2015 ([Cap 546 of the Laws of Malta](#)), which transposes the provisions of Directive [2003/98/EC](#) of the European Parliament and the Council of the 17 November 2003 on the Re-Use of Public Sector information, the provisions of Directive [2013/37/EU](#) of the European Parliament and of the Council of 26 June 2013 amending Directive [2003/98/EC](#) on the Re-Use of Public Sector information into national law. The new rules emphasise that, subject to specific conditions, all content that can be accessed should, by default, be re-usable. The new Act builds on the provisions and the procedures already in place through the Freedom of Information Act ([Cap 496 of the Laws of Malta](#)).

## Electronic Filing of Official Documentation

### Electronic Filing of Official Documentation

The Electronic Filing of Official Documentation is necessary for processing by the Public Administration and Judicial Authorities.

From a judicial process point of view, the possibility to submit judicial acts by electronic means commenced in 2013 in the Small Claims Tribunal. This was followed in 2015 for acts filed with the Administrative Review Tribunal and in 2016 for judicial letters filed with the Courts of Malta and Gozo. Since 2015 summons issued by the Commissioners for Justice can also be serviced through electronic mail. In August 2017, the necessary regulations were issued for the electronic filing of application in the Court of Magistrates.

- ▶ [S.L.490.05: Filing of Acts before the Administrative Review Tribunal by Electronic Means Regulations;](#)
- ▶ [S.L.380.04: Small Claims Tribunal \(Filing of Acts by Electronic Means\) Rules;](#)
- ▶ [S.L.12.30: Filing of Applications by Electronic Means in the Court of Magistrates \(Malta\) and the Court of Magistrates \(Gozo\) in its inferior jurisdiction Regulations;](#)
- ▶ [S.L. 12.29: Filing of Judicial Letters by Electronic Means in the Courts of Malta and Gozo Regulations;](#)
- ▶ [S.L.291.07: – Service of Summons by Electronic Mail Regulations.](#)

The electronic filing of official documentation necessary for processing by the public administration has also progressed steadily over the years. An early example of filing by electronic means can be found in Article 239 of the Civil Code which follows on the electronic signature reforms introduced through the [Electronic Commerce Act](#). Sub-article 2 was included in the Code in 2012 and provides that copy of an act registered in accordance with sub-article 1 and transmitted to the Director by any electronic means, or any true copy thereof, shall be deemed a true and authentic copy for all purposes of law provided this copy is signed by the Director receiving it. In 2016, the electronic submission of income tax related documentation was consolidated and updated through [Legal Notice 284 of 2016 \(Electronic Communications Rules 2016\)](#).

# eGovernment Actors

## Main roles and responsibilities

### Policy/Strategy

#### **National eGovernment**

eGovernment in Malta falls under the remit of the Office of the Prime Minister (OPM). The development and implementation of eGovernment policy is coordinated centrally. The strategy is developed with broad stakeholder involvement; services are delivered through a mix of in-house and trusted third parties serving as service-delivery agents and implementation is done in a decentralised manner through Ministerial Chief Information Officers (CIOs).

#### **Malta Information Technology Agency (MITA)**

MITA, which falls under the remit of the Parliamentary Secretariat for Financial Services, Digital Economy and Innovation within the Office of the Prime Minister (OPM) was set up in July 2008. MITA is the central driver of Government's Information and Communications Technology (ICT) policy, programmes and initiatives in Malta. MITA's role is to deliver and implement the assigned programmes as set out in the Digital Malta National ICT Strategy 2014 - 2020, and as directed by the Parliamentary Secretariat for Financial Services, Digital Economy and Innovation from time to time. MITA manages the implementation of IT programmes in Government to enhance public service delivery and provides the infrastructure needed to execute ICT services to Government. MITA is also responsible to propagate further use of ICT in society and economy and to promote and deliver programmes to enhance ICT education and the use of ICT as a learning tool.

### Coordination

#### **Malta Information Technology Agency (MITA)**

MITA serves as the central driver and coordinator of the ICT policy in Malta by becoming the means through which the Government determines its ICT priorities. Thus, MITA prioritises national ICT targets, and embraces open standards and technologies as a matter of policy. Its main strategic goals are to deliver and manage the execution of all programmes, to serve as the central driver of information and communication technology policy, programmes and initiatives in Malta, to promote and deliver programmes aimed at enhancing ICT education and the use of ICT as a learning tool, and to proliferate the further application of information and communication technologies in society and the economy.

The Agency is dedicated in assisting the Government in transforming technological innovations into real business solutions. Its unique approach combines an innovative array of ICT and project management services with focused delivery capabilities using tried and tested methodologies to help fulfil Government's strategies and projects and maximise the benefits of investment in technology.

#### **Parliamentary Secretariat for Financial Services, Digital Economy and Innovation**

The Parliamentary Secretariat for Financial Services, Digital Economy and Innovation within the [Office of the Prime Minister](#) (OPM) coordinates the development and implementation of eGovernment policy in the sense that both [Malta Information Technology Agency \(MITA\)](#) and [Malta Communications Authority \(MCA\)](#), the two eGovernment executive agencies, fall under the Parliamentary Secretariat's portfolio.



**Mr. Silvio Schembri**  
**Parliamentary Secretary for Financial Services, Digital Economy and Innovation**

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Source: <http://www.opm.gov.mt>

### **Digital Malta Governing Board**

The Digital Malta Governing Board will allow for strong governance, which will support the leaders. The Governing Board is entrusted to enable management of the dependencies and interactions between players and mitigate the risks associated with adopting different policies and implementing various actions. The Governing Board, represents the primary stakeholders and reports to the Parliamentary Secretary responsible for Financial Services, Digital Economy and Innovation.

### **Implementation**

#### **Malta Information Technology Agency (MITA)**

MITA implements IT programmes in Government to enhance public service delivery and provides the infrastructure needed to execute ICT services to Government. MITA officially took over the operations of MITTS Ltd, with an extended role to cover projects and services on a national scale. MITA shall, therefore, continue to excel in providing ICT infrastructure and services, professional project management and consulting services to the Government.

#### **eGovernment and Corporate Solutions Department, MITA**

The eGovernment and Corporate Solutions Department (ECSD) within the Malta Information Technology Agency (MITA) aims to be a leader in the provision of services and solutions that enable the implementation of a whole-of-government approach to public service delivery. ECSD creates, operates and promotes the good use of shared platforms and reusable components to transform the way government operates, from front-end to back-office, in a modern and efficient way. Furthermore, the department provides government back-office solutions that improve efficiency and effectiveness through standardisation of activities and procedures, provides a holistic and integrated view to senior public officials and maximises the economies of scale.

ECSD is organised into seven functional units being Core eGov Programme, Corporate Finance Programme, Identity Management Systems Programme, Internal Systems Support, Mobile Government Programme, and the Payroll & HR Programme.





**Mr. Carmelo Formosa**  
**Head – eGovernment & Corporate Solutions Department -**  
**Malta Information Technology Agency (MITA)**

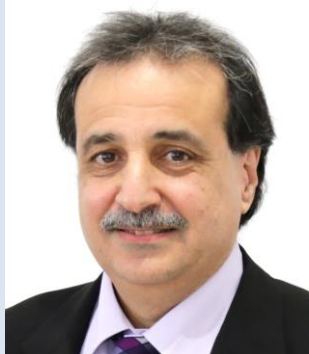
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Source: <https://www.mita.gov.mt/en/>

**Programme Management Department, MITA**

The Programme Management Department (PMD) within the Malta Information Technology Agency (MITA) is committed to deliver digital services that are first-rate by implementing a sound architecture, driven by real business transformation and software development excellence resulting into digital services and mission critical systems having a more modern technological footing.

PMD is organised into a number of Programme Units some of which are focussed on Internal Bespoke Development of solutions and others on Project Management, Consultancy and Contract Management, Procurement and Implementation of procured solutions mainly Taxation, Customs, Social Security, Police, Justice, Agriculture and Health.



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Source: <http://mita.gov.mt/en/>

**Malta Communications Authority (MCA)**

Since July 2008, the MCA is responsible for the direct implementation of the actions to upgrade Malta's external ICT environment, to eliminate the digital divide and to promote eCommerce. In 2014, MCA's legal mandate was extended to promote and facilitate ICT-driven innovation. The MCA is placed under the leadership of the Office of the Prime Minister. MCA's work aims to facilitate the development of an environment that is conducive to investment, innovation, social inclusion and economic growth.



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Source: <http://www.mca.org.mt/>

## Government Departments and Officially Appointed Bodies

[Government Departments and Officially Appointed Bodies](#) are responsible for the implementation of the eGovernment projects and initiatives falling under their respective jurisdiction.

### Support

#### [Malta Communications Authority \(MCA\)](#)

The MCA is the statutory body responsible for the regulation of the electronic communications sector (telecommunications, radio communications and broadcasting transmission), eCommerce, eSignatures, eInclusion, eBusiness and the postal sector. The MCA's mission, mandate and functions derive from the Malta Communications Authority Act ([Cap 418](#)). The MCA is the National Regulatory Authority (NRA) for these sectors in accordance with EU law as transposed into Maltese legislation.

#### **Management Efficiency Unit (MEU)**

The [Management Efficiency Unit](#) (MEU) is constituted as a separate organisational entity within the Office of the Prime Minister (OPM) and is primarily tasked with Policy Review initiatives and generally assisting Government Ministries and Departments in the development and implementation of effective change management strategies intended to lead to improved Government Services.

In delivering its remit, the Unit works closely with and through the public administration to ensure that corporate principles and procedures are applied consistently throughout the public sector and that Ministry key performance indicators are met. Furthermore, MEU operation level reviews also directly / indirectly contribute to strengthening the eGovernment service portfolio, design and / or performance.

#### [Department of Information](#)

The Department of Information manages the Government [portal](#) and the Public Service intranet.

### Better Regulation Unit

The Government of Malta remains committed to simplifying the processes of the public administration for the benefit of citizens, businesses and the public administration management and staff, without affecting public interests. Work has been progressing steadily in a number of areas such as:

- ▶ **Governance and Policy** through the expansion of the better regulation agenda to encompass reduction of bureaucracy on citizens, businesses and Maltese Public Administration and the creation of the Office of Commissioner for Simplification and Reduction of Bureaucracy within the Office of the Prime Minister.
- ▶ **Simplification and Administrative Burden Reduction** amongst others through the introduction and operation of a multi-channel citizen one-stop-shop service entitled "Servizz.gov", Re-engineering of the business one-stop-shop, entitled 'BusinessFirst' and continued implementation of simplification initiatives with regular annual reporting on simplification measures.
- ▶ **Better Policy Making/Development** through the introduction of the SME Test and the introduction of social impact assessment where major economic decisions or proposals are put forward.
- ▶ **Stakeholder Consultation** by means of expanding the consultation mechanisms including the use of social media and eHearings, launching an online public consultations web portal and updating the directive and guidelines on consultation.

### Audit/Assurance

#### National Audit Office of Malta

The National Audit Office's mandate consists in the full annual financial and compliance audit of all Government Offices and other public entities. Its mandate was extended to cover independent advisory and investigative powers, the examination of any financial matter concerning the use of public funds, and the performance/value for money evaluation audits of Government Offices, public entities and businesses where the Government constitutes a majority shareholder.

### Data Protection

#### Office of the Information and Data Protection Commissioner

The Office of the Information and Data Protection Commissioner is tasked with ensuring that the respect of the individual's right to privacy with regard to personal information is upheld, and the enforcement of the relevant legislation in accordance to the Data Protection regimes.

## Regional & Local eGovernment

### Policy/Strategy

#### Local Councils

The Government considers Local Government as a main vehicle to attainment and promote Digital Services at a local level. In view of this, Local Government aligns its policies to the [National Digital Strategy 2014 – 2020](#) with the aim to offer accessibility to technology and service delivery via the front offices of Local Councils. To achieve strategic alignment, Central Government through the Local Government Division provides the necessary technical support to Local Councils with a view to attain the Strategy's objectives.

## Coordination

### **Department for Local Government**

The Department for Local Government ensures that Local Councils have the legislative authority to respond to local needs and offers administration management. It also acts as a stimulant to the devolution and decentralisation processes. Furthermore, it now serves as a regulatory mechanism for Local Councils' operations.

## Implementation

### **Local Councils**

Local Councils implement eGovernment projects falling within their jurisdiction.

## Support

### **Department for Local Government**

The Department for Local Government ensures that Local Councils have the legislative authority to respond to local needs and offers administrative support along with statutory funding to 68 Local Councils. It also acts as a stimulant to the devolution and decentralisation processes.

# eGovernment Infrastructure

## Main eGovernment infrastructure components

### Portals

#### [www.gov.mt](http://www.gov.mt) portal

The Government of Malta's portal is an institutional site providing comprehensive and meaningful information on Government ministries, policies, services. Government services and information are structured according to the needs of specific citizen groups / events. An A to Z list of Government websites can be accessed through the portal. Gov.mt also provides access to a number of transactional services.

#### [www.mygov.mt](http://www.mygov.mt) portal

'mygov.mt' is a web portal where citizens and businesses are able to access Government's services available on the Internet in a **secure** and **integrated** manner. The portal uses a process that allows citizens to log in only once, through a **single-sign on facility**, in order to access all these services. The eID offers a simple method of identification and authentication to access the 'mygov.mt' services via a computer, from one's home, office or Local Council. Furthermore, it is free of charge and available to all ID Card holders, while it does not expire. 'myGov.mt' also provides functionality to citizens who appoint a person of their trust to manage by proxy their eGovernment services. This function is called 'delegation' and the only requirements are that both persons (both in possession of an eID) agree on this arrangement and that the person acting by proxy is acceptable to the Service Provider.

#### [eForms](#) portal

Another key component in implementing eGovernment, has been the setting up of the eForms platform which enables citizens to electronically submit applications related to Government services. The forms are produced on top of a workflow engine, meaning that information can be collected once at source, and be able to reduce the administrative burden by electronically distributing the forms within Government, tracking progress and informing the applicant accordingly. This platform is also integrated with the government payment gateway, thus ensuring that services can be rapidly developed and deployed to also cater for the financial aspect in a transaction.

#### [Data Protection](#) portal

This portal, which came to operation in February 2006, enables Data Protection officers within the public services to access this portal via the Government Intranet portal.

#### [Judiciary of Malta](#) portal

The portal of the Judiciary of Malta provides the public with extensive information resources on the Maltese Judicial System, the Judiciary, the Judges and Magistrates, as well as the courts they sit in. It offers a latest news section and an insight on the history of the Maltese Judiciary and the important judgements that have taken place.

### [Local Councils](#) portal

The [Local Government](#) portal aims at providing holistic information about the Local Government in Malta. With a view to empower the role of local councils and assist citizens in easily accessing the councils' services a dedicated [sub-portal](#) provides information specific to individual Local Councils and Regional Committees. The main objectives for the creation of this web portal are to encourage local councils to effectively interact with the community in general and to provide international users with a valuable tool allowing them to better understand the geo-cultural composition of the Maltese Islands, with their different specificities that prevail in each locality. The portal also promotes the advantages of standardisation, opening the channels of locality-based prioritisation and differentiation.

### [Servizz.gov](#) website

Through this website, citizens can submit **queries, suggestions and complaints** to public entities regarding the services they offer, **report excessive bureaucracy** and **request information**. Public entities include all Government Departments, Local Councils, as well as Authorities and Public Corporations (e.g. Planning Authority, Enemalta Corporation, Water Services Corporation). A customer relationship management system that links all these entities was created for the benefit of the citizen, so that every case can be processed and investigated in the most efficient manner.

## Networks

### [Next Generation Access \(NGNs\)](#)

Malta is the European leader in NGA broadband access as confirmed through the European DESI reports. Government plays an important role in facilitating and nurturing a healthy and competitive business environment and infrastructure based competition.

### [MAGNET](#)

'MAGNET' was implemented in 1995 as the Maltese Government Network that connects all Government Ministries, Departments and Agencies, as well as Local Councils, Police Stations, Libraries, Hospitals, Health Centres, Social Services offices and Embassies. This network enabled the Government to **proliferate IT and information society applications** such as email, the Internet, and corporate applications like the Common Database (CdB) and the Departmental Accounting System (DAS), to help facilitate and improve the efficiency of the Public Service. The availability of this network also enabled the Government to launch its eGovernment services. A new network, 'MAGNET II', was launched in July 2005 and partly replaced 'MAGNET'. This **new state-of-the-art network** presents a number of benefits for users compared with its predecessor. In particular, 'MAGNET II' has provided **enhanced bandwidth** per site, offered **better reliability** through strict service level agreements (SLAs), guaranteed 99.8% minimum site availability and fully secure through extensive encryption.

In 2015, the 'MAGNET III' was launched with the main aim to **provide cost effective connectivity services** to Government. By end 2016, all MAGNET II sites have been migrated to the MAGNET III infrastructure. Whilst retaining the strongholds of the MAGNET II, the MAGNET III infrastructure offers **flexible bandwidths** in accordance to client business needs. Another major benefit of 'MAGNET III' is the network's ability to transport **Voice over IP (VoIP)** calls efficiently and effectively between all connected organisations. A **Government-wide intranet** is available to all entities connected to the network. Named 'Malta Public Service Intranet', it allows document exchange and sharing across Ministries and Departments. During 2017, thirty new 'MAGNET III' sites were commissioned.

## eIdentification/eAuthentication

### [National Identity Management System \(NIDMS\)](#)

The existing National Identity Management System aims to support the **core identity management processes** including the issuance of electronic identity cards (eID Card), ePassports, biometric visas and residence permits. The Government operates a number of identity management systems, the most important of which are: core database systems, electronic identity (e-ID) infrastructure, an electoral system, a national identity card system and the passport system. However, it should be noted that these and other disparate information systems are not entirely interoperable.

### [Electronic Identity \(eID\)](#)

To keep the EID solution secure, robust and stable for eGovernment service continuity, in **2014**, [the Malta Information Technology Agency \(MITA\)](#) approved a **technology upgrade** for the solution including a migration to a newer and fully supported hosting platform, and an alignment of the software development platform to recent versions. The technology upgrade also included the first phase of simplification of the authentication mechanism through the introduction of a new Single Sign-on screen for a harmonised user experience and additional security. In parallel, several high-level consultations were held to discuss the potential successive phases of simplification.

**The technology upgrade for the eID solution was completed in 2016.** The migration to the new environment resulted in a noticeable improvement in performance and stability, and was achieved with no disruption to the subscribers and the relying parties. The new Single Sign-on screen was also launched, following a complete re-engineering of the user interface and functionality to achieve the desired simplification. **This simplification in the user experience** was accompanied by **a complete overhaul of the registration and activation processes** where the reliance on the PIN letter was removed in favour an electronic activation process. Several eGovernment services, notably servizz.gov, eforms, myhealth, taxation, ARMS and social security have since lined up to integrate with the new screen to achieve the desired outcomes.

**In 2017, MITA completed the final phase in the simplification of the eID authentication mechanism which envisaged an alignment of the assurance levels** to achieve a *Basic Assurance* level using the EID Account and password, and a *High Assurance* level using the ID Card and PIN. This will provide a better choice of usability or security for the subscribers and relying parties. The Basic Assurance level is intended to have a password with reduced mandatory complexity and with an optional one-time password. The High Assurance level may potentially involve additional usability challenges in view of the initial set up and installation of the ID Card, but will provide the additional security when required.

**In 2018, the principal focus shall be addressing the technical gaps of the eID system with the [General Data Protection Regulation \(No 2016/679\)](#) ('GDPR').** The GDPR is a regulation by which the European Parliament, the Council of the European Union and the European Commission intend to strengthen and unify data protection for all individuals within the EU. The GDPR aims primarily to give control back to citizens and residents over their personal data and to simplify the regulatory environment for international business by unifying the regulation within the EU. The regulation is enforceable as from 25<sup>th</sup> May 2018 and is directly binding and applicable.

The achievements made and on-going work on the eID system mean that the Government has a stable and reliable platform for electronic authentication to enable eGovernment services at a local level, with different levels of assurance providing the required choice between usability and security. Future initiatives **will now focus on notifying the Malta eID schemes to the European Commission to allow cross-border authentication with other Member States.**



### Electronic Identity Cards (eID Card)

The eID Card is an identity card which in addition to the traditional identification features also includes an electronic component which allows the citizen to access an array of electronic services provided by the Government and other third parties.

Maltese nationals who are 14 years of age and older are entitled to an eID Card. The electronic features of the card shall be made available to all card holders with one exception, the signature certificate shall be available to citizens who are 18 years and older.

Residents who are not Maltese nationals, but who are eligible for a residence document or residence permit will have, through such electronic documents, the same eID features as the eID Card. Specifically, EU nationals, spouses of EU nationals and regular third country nationals residing in Malta have the same eID features and accesses as Maltese nationals.

The electronic chip of the eID card holds the same biographic data that is visible on the face of the card, including a digital image of the citizen. The chip includes also two digital certificates for authentication and signatures, and applications for ticketing and electronic purse.

The digital certificate for 'authentication' enables the citizen to log in securely to the eGovernment services. The digital certificate for 'signatures' is an enabler for electronic signatures. These are qualified certificates under the eCommerce Act and the electronic signature will be equivalent to a hand-written signature. Both certificates are protected by different Personal Identification Numbers (PINs).

The eID Card can be used by the citizens to access securely their health information through the eGovernment services, but does not hold any sensitive health data on itself. No fingerprint biometric data is held on the eID Card and it does not replace the Voting document issued by the Electoral Commission.

### ePassports

Malta's upgraded [ePassport system](#) with Extended Access Control (EAC) capability went live in June 2010. This solution delivers a higher level of security and access control, in accordance with EU regulation for all Schengen Member States with the addition of a second biometric - two fingerprints - to the data already stored on the chip. Its delivery is a key milestone in the Government's ongoing strategic identity management plan. Fully integrated with Malta's existing National Identity Management System (NIDMS), EAC capability has initially been launched in Malta and Gozo and then rolled out across all embassy sites.

The issuance of biometric passports initially began in October 2008 by the [Maltese Passports Office](#). On the occasion of their launch, Minister for Infrastructure, Transport and Communications, Austin Gatt, explained that the new passports contain the same information as the old ones, but the **information** is held in a **more secure manner**, in a chip embedded in the document. In the future, the chip is also planned to carry an image of the holder's fingerprint.

## eProcurement

### Electronic Public Procurement System (ePPS) platform

The [eProcurement Solution](#) procured by the Government of Malta is the ePPS (electronic Public Procurement System) platform which is supplied by European Dynamics S.A. The platform was launched in July 2011 to facilitate the Maltese Government's transition to online procurement, covering the full lifecycle of public procurement. The Solution constitutes an eProcurement platform, comprising a core and a number of eProcurement-specific services, offering several parameterisation capabilities for meeting the exact needs of a Purchasing Authority.

The eProcurement solution enables actual tender bids to be submitted securely online using the most common procedures such as the open procedure and framework agreements as well as other more specific procedures such as negotiated procedure, competitive dialogue, restricted and concessions. The system also caters for new and unique procedures such as eAuctions and Dynamic Purchasing System. All procedures can be either evaluated using the lowest price, cost or best price quality ratio mechanism. The platform is currently used by the Department of Contracts, the Ministerial Procurement Units which represent different Contracting Authorities within that Ministry and individual Contracting Authorities that form part of the public sector.

#### [Department of Contracts portal](#)

Since the launch of the e-procurement platform for Malta, the Department's portal has taken a different role. Rather than being an interactive site for economic operators to learn about and participate in tender opportunities, it now serves as a window for procurement regulations and policies across Government. Essentially, all the Public Procurement Regulations, Contracts Circulars, Procurement Policy Notes (PPNs) and Manuals of Procedures are available to all. Furthermore, there are also links to all the tenders published between 2008 and 2012 when the National eTenders [portal](#) took over as the site for tender opportunities and other procurement resources like awards (1999-2017) and the department's annual reports on the workings of the GCC.

## Knowledge Management

#### [The Malta Public Service Intranet: Intra.gov.mt](#)

The Intranet for the Public Service is available to all government department / entities and their employees. Intra.gov.mt, through a collaboration platform, provides any participating government department / entity the facility to share between each other activities such as document management and workflows that address the department's / entity's internal business requirements. Amongst others, the intranet holds information such as circulars, news, events, directives, newsletters, vacancies, management resources, courses and scholarships and is restricted to public service officials.

## Other Infrastructure

### ePayment

#### [ePayment gateway](#)

The [eGovernment electronic payment gateway](#) is part of the horizontal infrastructure supporting the Maltese eGovernment. It complements the eID framework in providing a layer for the development of eServices to both Citizens and Businesses. When the first payment gateway was launched in 2003, the number of transactions reached approximately 7600 during the course of the year. In 2007, this amount had already reached about a quarter of a million and the system was completely redeveloped with the new Government Payment Gateway going live in October 2008. According to 2017 figures, the payment gateway handles more than EUR 90m per year. The setup offers stability and security. Its contracted availability is 99.85% per month and handling of 8 transactions per second.

## eServices development & deployment framework

### 'eForms' platform

The 'eForms' platform intends to enable Government to rapidly develop and deploy eServices and to tie these into one framework to manage the entire portfolio of public services. An electronic form process may start directly from the 'eForms' platform or through any Government web application using friendly URLs. To keep the integrity of filed documents, all the information within the form, attachments, workflows and transaction are managed and stored within eForms. At the end of the transaction, the content of the form can be supplied electronically to a Service Provider. The platform provides tools for converting the form information to a long-term storage format such as PDF/A for records management purposes and to integrate with external systems. This enables a more intelligent input validation, form pre-filling and triggering of external processes. The 'eForms' platform is designed to uniquely combine content, process and connectivity to automate and streamline most records-based activities, eliminate unnecessary end-user participation and enforce compliance.

### 'Notifications' service

As part of the eGovernment strategy to enhance citizen communication, the Government of Malta invested in an [eGovernment Shared Service](#) (eGSS), the Notifications service, to enable a one-way communication channel between Government, citizens and businesses. The Notifications service provides a gateway for messaging for both SMSs and emails, allowing citizens to be notified on various Governmental services instantly.

Through its web-based portal, it gives complete access to Government Ministries/Public Entities' clients and administrators to send notifications, either individually or in bulk, via SMS and/or Email, to citizens and businesses. In 2017, the platform processed over 2 million SMS spread over 75 services spanning various Government Departments and Public Entities.

# eGovernment Services for Citizens

## Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad.

The groups of services for citizens are as follows:

1. **Travel**
2. **Work and retirement**
3. **Vehicles**
4. **Residence formalities**
5. **Education and youth**
6. **Health**
7. **Family**
8. **Consumers**

### 1. Travel

Passenger rights, documents you need

#### Passport

Responsibility: Central Government, Identity Malta

Website: <http://www.identitymalta.com/>

Description: The website of Identity Malta provides all the information required to assist a Maltese citizen to acquire a Maltese passport, while forms may also be downloaded in PDF format.

Money and charges

#### Customs Electronic System (CES)

Responsibility: Department of Customs, Central government

Website: <https://customs.gov.mt/>

Description: Customs Electronic System (CES) of Malta is composed of the following online services that enable customs-related services online: Import System, National Export System (NES), Excise Movement Control System, SD External and Manifest system.

## 2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

### Job search services by labour offices

Responsibility: Central Government, Jobsplus

Website: <http://jobsplus.gov.mt/>; <http://www.gov.mt/>

Description: Jobsplus offers job recruitment related services to employers and job seekers. The service enables job seekers to use a search facility for jobs; to submit CV and online applications and receive electronic alerts for vacancies that match a particular profile.

Professional qualifications

### Legal information system (incl. information on the regulated professions)

Responsibility: Central Government, Ministry for Education and Employment, National Commission for Further and Higher Education (NCFHE)

Website: <http://www.ncfhe.gov.mt>

Description: The National Commission for Further and Higher Education (NCFHE) was officially launched on the 14 September 2012 and is legislated by the revised Education Act which came into force on the 1 August 2012. NCFHE focuses on:

- ▶ Providing accreditation to further and higher educational institutions;
- ▶ Providing accreditation to programmes or courses of studies at further and higher education levels;
- ▶ Quality assurance of both educational institutions and programmes or courses;
- ▶ Recognition of obtained national or international qualifications as well as prospective qualifications;
- ▶ Validation of informal and non-formal learning;
- ▶ Research and policy recommendation on issues related to further and higher education.

From the NCFHE website one can view the list of Licensed Institutions and Accredited Courses as well as Malta's Qualifications Framework. Furthermore, NCFHE publishes online informative material on a regular basis in relation to further and higher education.

Taxes, unemployment and benefits

### Unemployment benefits

Responsibility: N/A

Website: N/A

Description: In Malta, there is no need to apply for unemployment benefits as these are automatically received by those who register as unemployed with Jobsplus. The services provided by Jobsplus are extensive and available online.

### Income taxes: declaration, notification of assessment

Responsibility: Central Government, Inland Revenue Malta

Website: <http://cfr.gov.mt>; <http://www.gov.mt/>

Description: Individual taxpayers may submit their Income Tax Return, view their Tax Statements, Income Tax Return Status and to make Income Tax Payments over the Internet. Continuous business process re-engineering has, however, almost eliminated the need for employees to complete a tax declaration since this is deducted at source by the employer.

### 3. Vehicles

#### Driving licence

##### Driver's licence

Responsibility: Central Government, Ministry for Transport, Infrastructure and Capital Projects, Transport Malta

Website: <http://www.licenzji-tas-sewqan.gov.mt>; <http://www.transport.gov.mt/>; <http://www.mtip.gov.mt>; <https://licenzji-xufiera.gov.mt/>

Description: In 2008, the Transport Malta launched this service to allow for an electronic intake, the application of driving licenses and international driving permits.

#### Registration

##### Car registration (new, used, imported cars)

Responsibility: Central Government, Ministry for Transport, Infrastructure and Capital Projects, Transport Malta

Website: <http://www.vehicleregistration.gov.mt>; <http://www.transport.gov.mt/>; <http://www.mtip.gov.mt>

Description: This service allows for end-to-end transparent car (and applicable registration tax) valuation and direct online registrations of new, used and imported cars. The obligatory license plate and road license can be applied and paid online through this website.

### 4. Residence (and other) formalities

#### Documents and formalities

##### Announcement of moving (change of address)

Responsibility: Central Government, Office of the Prime Minister, Department of Information

Website: <https://gov.mt>

Description: The web portal 'Moving Home' facilitates the notification process when a person or a business organisation relocates to a new address or when the road numbering scheme changes. The user selects entities that s/he wishes to notify.

##### Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Identity Malta

Website: <http://www.certifikati.gov.mt/>

Description: The Certificates' portal provides the information needed to obtain a civil status certificate based upon the records of the Public Registry. Certificates of birth, marriage and death may be ordered and payment be affected online.

##### Criminal Record Certificate

Responsibility: Central Government, Malta Police Force

Website: <https://www.gov.mt/en/Services-And-Information/eforms>

Description: Maltese citizens can obtain a Conduct Certificate by calling personally at the Criminal Records Office at the Police General Headquarters in Floriana or else proceed to fill in this electronic form.

#### **Declaration to the police (e.g. in case of theft)**

Responsibility: Central Government, Malta Police Force

Website: <http://www.pulizija.gov.mt/>

Description: The Police portal allows citizens to submit reports on crimes and incidents to the Malta Police Force. The website states the nature of crimes and incidents that may be reported, as well as the limits on monetary value of the crime or incident that may be made online. Citizens may also submit information on non-urgent criminal activities, or any other public safety concerns.

#### **Housing (building and housing, environment)**

Responsibility: Central Government, Planning Authority

Website: <http://www.pa.org.mt/home?l=1>

Description: The Planning Authority's eApplications was a European eGovernment Awards finalist in 2007. It is a building and renovation permission case handling tool, offering: (1) online application submission and payment; (2) digital case and file handling; (3) documentation for viewing by the applicant.

#### **Passport**

Responsibility: Central Government, Identity Malta

Website: <http://www.identitymalta.com/>

Description: The website of Identity Malta provides all the information required to assist a Maltese citizen to acquire a Maltese passport, and forms may also be downloaded in PDF format.

## **5. Education and youth**

School, university

#### **Enrolment in higher education/university**

Responsibility: University of Malta

Website: <https://esims.um.edu.mt/esims/ipp/appindex.html>

Description: The University started to accept online applications for all its courses in the academic year 2007-2008. The full case-handling system (called eSIMS) allows the application to be submitted, processed, and the decision and delivery of the notification to the student to be completely handled electronically.

#### **Public libraries (availability of catalogues, search tools)**

Responsibility: Central Government, Ministry for Education and Employment, Libraries & Archives Department

Website: <https://www.maltalibraries.gov.mt>

Description: The Public Libraries' website contains the Libraries Online Catalogue which may be accessed by users. A title may be searched and a list of libraries from where it can be loaned is provided.



**Student grants (Student Finance)**

Responsibility: Central Government, Ministry for Education and Employment

Website: <http://www.education.gov.mt/>

Description: The service provides information on grants' eligibility and a list of authorised dealers. Applications are fully handled by electronic means.

**Traineeship, volunteering****Internships, summer internships, traineeships**

Responsibility: Central government, The Ministry for Education and Employment

Website: <http://www.youth.org.mt/?>

Description: Youth Employment Portal (EYP) provides information and guidance for the youth in regard to the job search and employability and has been specifically designed for the needs of the young jobseeker (16 to 24 years of age). If you are a youth registered on the website, you can upload your CV and apply for jobs directly through this website. By being registered on this website you can also make an appointment online with guidance professionals, youth workers or psychologists.

**Researchers****Information and assistance to researchers**

Responsibility: EURAXESS Malta

Website: <http://www.euraxess.org.mt/>

Description: EURAXESS Malta provides information and assistance to mobile researchers – by means of the web portal and with the support of the national EURAXESS Service Centres. The portal contains practical information concerning professional and daily life, as well as information on job and funding opportunities.

**Research funding support**

Responsibility: N/A

Website: <https://foreignaffairs.gov.mt/>

Description: Most scholarship opportunities are published by the Ministry of Foreign Affairs and Trade Promotion.

**Public libraries (availability of catalogues, search tools)**

Responsibility: Central Government, Ministry for Education and Employment, Libraries & Archives Department

Website: <https://www.maltalibraries.gov.mt/>;

Description: The Public Libraries' website contains the Libraries Online Catalogue which may be accessed by users. A title may be searched and a list of libraries from where it can be loaned is provided.

**6. Health****Planned and unplanned healthcare****Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)**

Responsibility: Central Government, Ministry for Health

Website: <http://www.ehealth.gov.mt/>

**Description:** The eHealth portal allows the citizen to use a large number of health-related services such as Registration as a Blood Donor, the lodging of a complaint related to public-health and information on the roster of pharmacies open on Sundays and Public Holidays. The portal also has a vast patient electronic library (A.D.A.M.) with varied health-related information. Users in general can apply for the European health insurance card.

### **myHealth portal**

**Responsibility:** Central Government, Ministry for Health

**Website:** <https://myhealth.gov.mt/>

**Description:** Patients and doctors can access health data through this site. The following data can be accessed: Mater Dei Hospital (MDH) Case Summaries (inpatient discharge letters from 2008 onwards), Current Pharmacy of your Choice medicines entitlement, Lab results and medical image reports (Biochemistry, Haematology, and Immunology. Toxicology from 2008 onwards; Microbiology, Virology, Blood Bank, Histology and Cytology from December 2012 onwards), and future outpatient / clinic appointments at Government Hospitals (as supplied by the Patient Administration System).

### **When living abroad**

#### **Healthcare abroad**

**Responsibility:** Central Government, Ministry for Health

**Website:** <https://www.gov.mt/en/Services-And-Information/eforms/>

**Description:** The purpose of the EHIC is to facilitate access to medical care during the holder's temporary stay in another Member State, and to speed up reimbursement of the costs incurred. The European Health Insurance Card (EHIC) is free and can be requested online as an eService. Alternatively, the form can be downloaded from the portal to be sent by post, or found at the Entitlement Unit and any Local Council to be filled it.

## **7. Family**

### **Children, couples**

#### **Child allowances**

**Responsibility:** Central Government, Ministry for the Family, Children's Rights and Social Solidarity

**Website:** <http://socialpolicy.gov.mt>

**Description:** The [portal](#) of the Ministry, responsible for Social Policy, offers a wide and varied list of social security services online, including the ability to register for Children's Allowance.

#### **Certificates (birth, marriage): request and delivery**

**Responsibility:** Central Government, Identity Malta

**Website:** <http://www.certifikati.gov.mt/>

**Description:** The Certificates' portal provides the information needed to obtain a civil status certificate based upon the records of the Public Registry. Certificates of birth, marriage and death may be ordered and payment be affected online.

## 8. Consumers

Shopping (your rights), unfair treatment

### Consumer Affairs

Responsibility: Central Government, Ministry for Justice, Culture and Local Government

Website: <http://www.mccaa.org.mt>

Description: The Malta Competition and Consumer Affairs Authority (MCCAA) assists consumers and provides mediation between consumers and traders. The Authority is also responsible for ensuring observance of consumer related legislation falling within the jurisdiction of the Office for Consumer Affairs Act.

# eGovernment Services for Businesses

## Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to doing business abroad.

The groups of services for businesses are as follows:

1. **Start and grow**
2. **VAT and customs**
3. **Selling abroad**
4. **Staff**
5. **Product requirements**
6. **Finance and funding**
7. **Public contracts**
8. **Environment**

### 1. Start and grow

Start-ups, European Company

#### Registration of a new company

Responsibility: Central Government, Malta Financial Services Authority

Website: <http://registry.mfsa.com.mt/>

Description: The Malta Financial Services Authority (MFSA) houses the Registry of Companies where all commercial partnerships including companies are registered irrespective of the type of activities that they carry out.

#### Business Advisory Services

Responsibility: Malta Enterprise

Website: <http://www.maltaenterprise.com/en/support/business-advisory-services>

Description: The business advisory scheme is designed to provide business undertakings operating in Malta with advisory services that suit their specific circumstances. A range of business advisor services are available and every effort is made to match the right advisor to the specific needs of the applicant. An application form and incentive guidelines are available for download from the portal of Malta Enterprise.

#### Business Support

Responsibility: Malta Enterprise

Website: <http://www.maltaenterprise.com/en/support>

Description: Malta Enterprise provides incentives for foreign direct investors and local enterprises demonstrating commitment towards growth and increase in value added and employment. Support measures for enterprises, application forms and other relevant information is enlisted on the portal of

Malta Enterprise.

### Intellectual property rights

#### Intellectual Property

Responsibility: The Industrial Property Registrations Directorate (IPRD) at the Commerce Department

Website: [https://commerce.gov.mt/en/Industrial\\_Property/](https://commerce.gov.mt/en/Industrial_Property/)

Description: Information on the intellectual property related processes in Malta is freely available at the web portal of the Commerce Department of Maltese government. Several online services are available on the portal in regard to the registration, renewal and other intellectual property related services.

### Annual accounts

#### Submission of data to statistical offices

Responsibility: Central Government, Ministry for Finance, National Statistics Office

Website: <http://www.nso.gov.mt/>

Description: The National Statistics Office main portal publishes information related to statistical exercises. All questionnaires required are available to download from the main menu.

## 2. VAT and customs

### VAT – Basic rules, Cross-border VAT, Check a VAT number (VIES), VAT refunds

#### VAT: declaration, notification

Responsibility: Central Government, Ministry for Finance, VAT Department

Website: <http://www.vat.gov.mt/>

Description: Businesses need to be registered and issued with a VAT registration number. Information on the submission's case handling is available on a 24/7 basis.

### Excise duties

#### Corporate tax: declaration, notification

Responsibility: Central Government, Ministry for Finance, Inland Revenue Malta

Website: <http://cfr.gov.mt>

Description: From the Commissioner for Revenue portal tax practitioners are engaged to complete corporate tax returns whilst providing information on the submission's case handling on a 24/7 basis.

### Reporting imports/exports

#### Customs declarations (e-Customs)

Responsibility: Central Government, Ministry for Finance, Customs

Website: <http://www.ces.gov.mt/>

Description: The online services provided by Customs are intended for traders of goods. The site offers three main functions allowing businesses to make declaration of imports and exports removing the need of referring to the Customs Department.

### 3. Selling abroad

Providing services abroad, distance selling, importing/exporting rules

#### Gateway to Export

Responsibility: Business First Malta

Website: <http://businessfirst.com.mt/en/running/Pages/IMPORT-AND-EXPORT-REGULATIONS.aspx>

Description: This initiative aims to encourage micro and small enterprises assess whether they are ready to venture into new markets through their exports. Enterprises enrolled in this programme will earn the skills, know-how and confidence to excel in the international marketplace. Online process is required to register as initially the interested enterprises are to follow an online export assessment questionnaire to help gauge their export readiness.

Competition rules, unfair contract terms, consumer guarantees, defective products

#### Maltese legislation online

Responsibility: Ministry for Justice, Culture and Local Government

Website: <http://www.justiceservices.gov.mt/>

Description: The 'laws of Malta' website is one of the services offered by the Ministry for Justice, Culture and Local Government. This service brings together a collection of all the Laws of Malta, including the Constitution, the Statute Law Revision Act, 1980 and subsidiary legislation. The service is free of charge, has unlimited use and presents no fees whatsoever to download copies of all the Laws of Malta in PDF format.

### 4. Staff

Terms of employment, social security, equal treatment, redundancies

#### Social contributions for employees

Responsibility: Central Government, Ministry for Finance, Inland Revenue

Website: <http://cfr.gov.mt>

Description: Through this portal, employers submit a declaration of Social Security Contributions and a declaration of the Income Tax collected from employees' salaries online.

Health and safety

#### Occupational Health and Safety Authority (OHSA) portal

Responsibility: Occupational Health and Safety Authority

Website: <http://ohsa.org.mt/>

Description: The website of the Occupational Health and Safety Authority contains all necessary information in regard to the safety and health at work.

## 5. Product requirements

CE marking, mutual recognition, standardisation in Europe, classification, labelling, packaging

### Commercial and industrial norms

Responsibility: N/A

Website: <http://businessfirst.com.mt/>

Description: Several licenses procedures are available as an online service on the web portal of the Business First.

### Chemicals (REACH)

#### REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals, EU Regulation no 1907/2006) Helpdesk

Responsibility: Malta Competition and Consumer Affairs Authority

Website: <http://mccaa.org.mt/en/reach>

Description: The website of Malta Competition and Consumer Affairs Authority offers ample information particularly in regard to the REACH chemicals, as well as contact details to the helpdesk if further information is needed, however no eService is available.

## 6. Finance and funding

Access to funding, EU funding programmes

### Investment Tax Aid Credits

Responsibility: Malta Enterprise

Website: <http://www.maltaenterprise.com/>

Description: Investment Aid Tax Credits are intended to sustain the regional industrial and economic development of Malta. This measure facilitates initial investments by encouraging the setting up of new establishments and the expansion and development of existing businesses. An application form and incentive guidelines are available for download from the portal of Malta Enterprise. Only electronically filled in applications are accepted.

### Micro Invest

Responsibility: Malta Enterprise

Website: <http://www.maltaenterprise.com/>

Description: Investment Aid Tax Credits are intended to sustain the regional industrial and economic development of Malta. This measure facilitates initial investments by encouraging the setting up of new establishments and the expansion and development of existing businesses. An application form and incentive guidelines are available for download from the portal of Malta Enterprise. Only electronically filled in applications are accepted.



## 7. Public contracts

Implementation of the procurement regulations in Malta

### Public procurement / eProcurement

Responsibility: Central Government, Ministry for Finance, Department of Contracts

Website: <https://www.etenders.gov.mt>

Description: The website is dedicated to eProcurement across Government and it serves as the only national platform for public procurement.

## 8. Environment

EMAS certification, energy labels, eco-design, EU eco-label

### Environment-related permits (incl. reporting)

Responsibility: Central Government, Environment and Resources Authority (ERA)

Website: <http://www.era.org.mt/>

Description: The Environment and Resources Authority is responsible for environmental planning and issuing of permits in three different streams; Industrial, Nature and Waste Management. These are required in order to safeguard the environment from impacts arising from different human activities. This portal provides a complete suite of information.

**European Commission**

The factsheets present an overview of the state and progress of eGovernment in European countries.

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ISA<sup>2</sup> is a EUR 131 million programme of the European Commission which develops digital solutions that enable interoperable cross-border and cross-sector public services, for the benefit of public administrations, businesses and citizens across the EU.

ISA<sup>2</sup> supports a wide range of activities and solutions, among which is the National Interoperability Framework Observatory (NIFO) action.

NIFO provides information on interoperability activities in Europe and is in charge of eGovernment factsheets' annual updates.

ISA<sup>2</sup> solutions can be used free of charge and are open source when related to IT.

## More on the programme

[ec.europa.eu/isa2](http://ec.europa.eu/isa2)

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