

September 2006

eGovernment in

Malta



eGovernment
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eGovernment

Country Profile
History
Strategy
Legal Framework
Actors
Who's Who
Infrastructure
Services for Citizens
Services for Businesses

What's Inside

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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in Malta. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

Country Profile

Basic Data and Indicators

Basic data.....

Population (1.000): 404,39 inhabitants (2005)

GDP at market prices: 4.536,6 million Euro (2005)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-25=100): 69,3 (2005)

GDP growth rate: 2,2% (2005)

Inflation rate: 3,01% (2005)

Unemployment rate: 7,3% (2005)

Government debt/GDP: 74,7% (2004)

Public balance (government deficit or surplus/GDP): -3,3% (2005)

Source: Numerical data provided by Eurostat

Area: 316 km²

Capital city: Valletta

EU Official Languages: Maltese, English

Currency: Maltese lira

Source: [Malta National Statistics Office](#)

Political Structure.....

Malta – whose territory includes the island of Malta, the islands of 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), made up of 65 members elected for five years. This single member constituency system permits a plurality premium.

The Head of State is the President, elected by the House of Representatives for a five-year term, who 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.

Current Head of State: President Edward Fenech-Adami (since 4 April 2004)

Current Head of Government: Prime Minister Lawrence Gonzi (since 23 March 2004)

Information Society indicators.....

Percentage of households with Internet access: 46,5%

Percentage of enterprises with Internet access: 94%

Percentage of individuals using the Internet at least once a week: 25,5%

Percentage of households with a broadband connection: 60,9%

Percentage of enterprises with a broadband connection: 78%

Percentage of individuals having purchased/ordered online in the last three months: 24,9%

Percentage of enterprises having received orders online within the previous year: 16% (2005)

Percentage of individuals using the Internet for interacting with public authorities:

obtaining information N.A., downloading forms N.A., returning filled forms N.A.

Percentage of enterprises using the Internet for interacting with public authorities:

obtaining information 66%, downloading forms 60%, returning filled forms 45% (2005)

Source: [Malta National Statistics Office](#)

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News - Malta](#)

September 2006.....

The Government has endorsed and launched the eGovernment Implementation Programme for the following year and a half. This highlights the way forward for eGovernment at the Center Government and at the Line Ministry level. Government intends to accelerate the deployment of more eGovernment services. The top-level objective is to have all Government services which lend themselves to the electronic environment to be offered via the e-Government channels by December 2007.

made everyone very proud, Minister Gatt said that there was “room for more public-private partnerships of this sort”.

- ▶ The Government said it was considering the development of other on-line services, such as the renewal of driving licences and the registration of new vehicles. The eVERA system may be accessed on-line via the ADT’s website: <http://www.maltatransport.com/>.

April 2006.....

- ▶ The government of Malta launched an on-line vehicle registration renewal service which makes it easier and quicker for drivers with valid insurance policies and up-to-date vehicle safety checks to renew their vehicle registration licence. Speaking at the official launch, Minister Gatt noted that eVERA was currently the largest and most complex electronic service available on the eGovernment list of services, according to the *Malta Independent*, which reported on the event.
- ▶ Individuals can log on to the dedicated website (www.licenzji-vetturi.gov.mt) and, if they have a valid insurance policy and their vehicle does not require a VRT (obligatory safety test), they can renew the vehicle’s registration licence on-line. The new licence disc is posted out to users within three working days, eliminating the need to visit the Licensing Department in person. The eVERA system took five years to develop due to difficulties in bringing together the four major players in the system: the Maltese Transport Authorities (ADT), the insurance companies, the VRT stations and the traffic wardens. Noting that the end result has

March 2006.....

The Minister for IT together with the Commissioner of Police launched the e-Security Working Group. This group includes multiple stakeholders including several Ministries, Government Agencies and Authorities and Private sector. The objective of this group is to address better the challenges in IT Security. Particularly, the Group will work on the current national legislation on the matter and where necessary proposing amendments and introduction of new laws.

February 2006.....

- ▶ The Minister for IT together with the Data Protection Commissioner have officially launched the Data Protection Portal. This e-Government service offers the facility to citizens to access online Data Protection services.
- ▶ The Ministry for IT and the Ministry for Health have launched the eHealth Portal, The e-Health Portal, gives access to citizens, residents and medical practioners the facility to access online health services including the application for the European Health Insurance card, application for a medical appointment at Government Hospital done by a private medical doctor on behalf of the patient,

application for health programmes, amongst others. The launching of the e-Health portal is part of the e-Health strategy for Malta where it aims to achieve better communication between all stakeholders in the health sector.

October 2005.....

- ▶ Malta's Central Information Management Unit (CIMU), which was in charge of coordinating the development and implementation of government information management standards and procedures, ceased to exist as a separate department within the Office of the Prime Minister.
- ▶ In line with the ICT policy review undertaken by the government earlier in the year, CIMU functions migrated to other government departments and entities:
 - ▶ The [Ministry for Investment, Industry and Information Technology](#) has taken over responsibility for ICT strategy and planning for the whole of government including the wider public sector. Allocation of funding will be managed through the Core ICT Advisory Committee (CITAC), which has already been constituted and includes representation from various stakeholders.
 - ▶ The [Department of Information](#) has taken over the management of the [Malta Government Portal](#) and the Intranet for the Public Service.
 - ▶ The government-owned IT services company [Malta Information Technology and Training Services](#) (MITTS) Ltd has taken over full responsibility for all other functions previously assigned to CIMU – including ICT governance across government, the Information Security function, and all corporate ICT programmes.
- ▶ According to Minister for Investment, Industry and IT Austin Gatt, the restructuring of the Maltese government's IT operations aims at promoting consolidation and centralisation. In this respect, the government is also planning to create central shared services for the public sector and to centralise the main systems of several large departments.

September 2005.....

Following an ICT policy review undertaken by the government earlier in the year, ICT functions (including ICT governance across government, the information security function, and all corporate ICT programmes) are migrated to the Ministry for Investment, Industry and Information Technology (ICT strategy, planning and coordination), the Department of Information (management of the Government Portal and of the Public Service Intranet) and the government-owned IT services company Malta Information Technology and Training Services (MITTS) Ltd.

July 2005.....

Launch of the **MAGNET II network**, partly replacing the Malta Government Network (MAGNET) that was implemented in 1995. MAGNET II is a state-of-the-art wide area network (WAN) that provides enhanced bandwidth per site, offers better reliability through strict service level agreements (SLAs), guarantees 99,8% minimum site availability, and is fully secure through extensive encryption. The network is being provided for government's own private and exclusive use, enabling the government to make use of the latest ICT technologies. Another major benefit of MAGNET II is the network's ability to transport Voice over IP (VoIP) calls efficiently and effectively between all connected organisations.

June 2005.....

The [Maltese Passport Office](#) launches an online service that allows citizens to order their passport online, at anytime and from anywhere. The service can be used by any Maltese citizen over 18 years of age who holds a valid Maltese ID card. Service users must previously register with the e-Passport service and own a Government-issued Electronic Identity (eID).

March 2005.....

The Maltese government's Central Information Management Unit (CIMU) publishes key deliverables of

its data management policy framework programme, aimed at enhancing the **semantic interoperability of e-services** across the public sector: the first version of the Register of Standard Data Elements, and the Policy and Standard on Metadata for Information Resources.

August 2004.....

The [Maltese Inland Revenue](#) (Tax Administration) launches an **online payment system**, allowing taxpayers to pay tax and social security contributions over the Internet. The online payment facility is based on the Government's [Electronic Payment Gateway](#) (ePG), one of the cornerstones of the country's e-government programme. Created in 2002 to provide a central payment platform to Government departments, the ePG has inbuilt security features that safeguard the confidentiality of users' personal information and of credit or debit card data used for payment.

April 2004.....

The Maltese Government launches [eProcurement website](#) for desktop hardware and software. The system aims at increasing transparency, reducing the cost of doing business for both Government and suppliers, bringing about more efficient purchasing and increasing the ability to capture strategic information on procurement such as purchasing patterns.

March 2004.....

The Ministry for Investment, Industry and Information Technology launches the **Electronic Identity** (eID), a secure network key providing a means for Maltese citizens to securely access a number of interactive and transactional e-services, such as income tax or VAT payments, and registration for social services. Citizens can apply for an electronic identity by presenting themselves at any District Office of the Department of Social Security with a copy of their paper ID card and a valid e-mail address. An officer registers their details and submit them to the Electronic Identity Administrator, which performs validity checks and

sends the applicants a first-time password through their registered e-mail address and an activation number by post. These password and activation number enable citizens to activate their electronic identity and services account.

November 2003.....

A new [police website](#) is launched, featuring an **online crime reporting service**. The website enables citizens to report small crimes and lost property, request information from the Police or provide information about criminal activities or other public safety concerns. People notifying a crime are provided with a reference number and a password that enable them to track the progress of their request online. Information and claimants are undisclosed and kept confidential unless otherwise required during court proceedings.

September 2003.....

The Maltese government officially launches the first draft of the [national ICT strategic plan](#) at the first introductory meeting of the National Council for Information Society.

July 2003.....

The **Data Protection Act** comes into force.

April 2003.....

- ▶ The Government launches a set of mobile government services. This marks the coming into life of [mGovernment](#), a programme to give access to government services via mobile phones and other mobile devices.
- ▶ A **government-wide Intranet** is launched, available to all public officers who use computers connected to the Malta Government network (MAGNET). The intranet allows document exchange and sharing across Ministries and Departments.

March 2003.....

The Government sets up an **Internet phone box service** offering access to public e-services.

January 2003.....

The Maltese Government launches an online application allowing the public to order Public Registry civil status **certificates** over the Internet, including birth, marriage and death certificates (www.certifikati.gov.mt).

November 2002.....

The Maltese Government launches a **customer service website**, www.servizz.gov.mt, enabling any individual to send a complaint or a request for information to government departments and agencies, as well as to submit suggestions on how a government service may be improved.

May 2002.....

The Government of Malta launches its new portal at www.gov.mt, which is the official entry point to online services and which links to all Government bodies.

June 2001.....

The **eEurope+ Action Plan** is published by the European Commission. This plan is designed to foster

the development of an Information Society in the Central and East European accession countries, including Malta.

January 2001.....

The **White Paper on the Vision and Strategy for the Attainment of eGovernment** becomes the official e-government strategy for the country.

2000 and before.....

- ▶ The Government releases a **White Paper on the Vision and Strategy for the Attainment of eGovernment**. The paper establishes the principles and the strategic framework for the development of eGovernment. It also identifies the architecture, integrated services and related business change that need to be implemented in order to realise thee-government vision.
- ▶ In 1999 creation of the **Central Information Management Unit (CIMU)** within the Office of the Prime Minister took place. CIMU is tasked with providing leadership and vision for ICT in the Public Service, promoting policies and standards on the use and application of ICT in the Public Service, ensuring compliance to such policies and standards and carrying out value for money reviews of ICT investments.
- ▶ In 1998 the Maltese Government adopted a three-year (1999-2001) **Information Systems Strategic Plan for the Public Service** (ISSP).

eGovernment Strategy

Main strategic objectives and principles



The Maltese government's [White Paper on the Vision and Strategy for the attainment of e-Government](#), presented in October 2000, sets the basis of a comprehensive programme aimed at acting as a catalyst for transforming Malta into an advanced Information Society. It establishes the principles that underpin e-government in Malta, creates a strategic framework and identifies the required changes and drivers for its implementation. These include:

- ▶ Setting up an Information Society and Economic Commission.
- ▶ Undertaking a nation-wide capacity building exercise.
- ▶ Setting up or reviewing relevant organisational structures within the public service.
- ▶ Adopting a three-tier technology architecture and related infrastructure to ensure security, privacy, service integration and scalability.
- ▶ Restructuring of Government web sites with the creation of a user-friendly e-services web site; and the adoption of multiple service delivery channels.

In 2001, Malta adopted the eEurope+ Action Plan as its roadmap and included its principles in its two major Information Society initiatives, namely the **eMalta vision** and the [eGovernment programme](#).

Key principles of the e-Government Programme include the following:

- ▶ E-government services should be easy to access in terms of speed, entry points, and multi-channel provision.
- ▶ There has to be universality of access to e-government services in order to ensure social inclusion. Universality of access shall be ensured by the delivery of eGovernment services across multiple channels, which shall not exclude conventional channels.
- ▶ eGovernment services should be widely affordable.
- ▶ Data submitted by users shall not be used without their prior consent.
- ▶ Services shall be focused towards customer needs and not government requirements.
- ▶ Users shall be able to access the services at all times and on all days (24/7 access).
- ▶ eGovernment services shall be faster, more efficient and effective and have a higher quality than conventional services. Parameters relative to service quality in respect of each service shall be established and made public.
- ▶ eGovernment services shall be more economic and cost-effective than conventional services, thereby ensuring more efficient use of taxpayers' money.
- ▶ eGovernment services shall be consistent, in terms of content and quality, across different delivery channels.
- ▶ Feedback mechanisms shall be available to all users in respect of all services.
- ▶ Feedback mechanisms shall be used to promote e-democracy.
- ▶ E-government shall enable the 'seamless' provision of public services – across the entire the public sector and public enterprises.

- ▶ E-government shall not consist in simply moving conventional services online but shall entail service integration and rationalisation.
- ▶ The architecture and technology to be adopted for the implementation of e-services shall be scalable and common across delivery channels wherever possible. It shall also entail minimal disruption to current back-office processes.
- ▶ New back-office information systems shall be designed with a view to the provision of electronic services to the public.
- ▶ eServices shall be provided through a central portal.
- ▶ There shall be one distinct corporate image of Government as the provider of e-services.

In order to extend the development of e-government to the local government level, a [national electronic policy in Local Councils](#) was adopted in early 2002 on the basis of an agreement between the Government agencies – namely, the eMalta Commission and the Department of Local Councils – and the Local Councils.

The partnership aims at empowering Local Councils, providing them with the necessary capacity and a framework for action that will position them as centres of ICT-excellence in their locality and to play a pivotal role in four areas:

I. Social inclusion and digital divide

Undoubtedly, the most important role of Local Councils in e-government is their ability in reducing social exclusion and the transformation of the risk of a digital divide into a digital opportunity. Local Councils have to recognise their responsibility in addressing the opportunities for using ICT to promote inclusion.

II. Best value service delivery satellite

The e-government strategy states clearly that insofar as face to face, over-the-counter service is concerned will not be done away with. The continuation of this traditional mode of interaction is hereby being re-affirmed. However, services will be decentralised geographically and provided at a locality level. The effective and efficient use of ICT and the experience in resident-interaction of Local

Councils make the latter a prime location for public services delivery.

III. Champion e-democracy

A by-product of eGovernment is e-democracy and the extent to which the citizen can participate in the decision-making process of both central and local Governments through the use of ICT. The importance and relevance of citizen-participation at the locality-level has been growing ever since the establishment of Local Councils in Malta eight years ago. Apart from bridging further the distance between the citizen and politicians, e-democracy enables greater transparency and accountability, making the decision takers more visible to those who are affected by those decisions. In this respect, ICT enables Local Councils to interact more effectively with residents, ensuring that their real needs and priorities are identified and taken forward.

IV. ICT take-up

Internationally local authorities are considered to be an important asset in the countries' missions to disseminate ICT and sustain the concept of having an information society and economy. Locally this is no exception. The increasingly relevant and central role that they play in the life of the community suggests that Councils are an ideal platform that will generate a multiplier effect on the rate of ICT take-up in Malta. The advantageous position in which they are situated gives Councils the opportunity to cut across the barriers of affordability, accessibility and training.

As far as the future eGovernment strategy of Malta is concerned, this is comprised of the following components:

1. All Knowledge Workers on-line

Through a widespread electronic mail dissemination exercise, the Maltese Government will be providing a Government email address to each knowledge worker, including all employees in the health care authorities, police force and education. In parallel with this initiative, Government will be issuing a set of guidelines for the utilisation of the electronic mail as a means of

communications between public officers and citizens.

2. Registration and Authentication Mechanism

Government will be entering into a joint venture with the private sector to provide a registration and authentication mechanism for eGovernment services. The mechanism will be rolled out in three phases. The first phase will be the provision of a pin code to each citizen for him/her to be able to authenticate himself when requesting e-Government services. The second level will be the widespread distribution of digital certificates to businesses and agents, whilst the third level would consist of smart card integration with the new identity cards being issued by central Government.

3. Strengthen middleware and interoperability skill-base

The challenge of e-Government is within the capability of integrating various back-end systems to offer seamless joined-up public services to the citizens and businesses. Interoperability will be a critical success factor in the implementation of integrated e-Government services. In this respect the Government ICT-agency, Malta Information Technology and Training Services Ltd, has captured this skills-shortage signal and will be re-aligning its operations to transform itself into a centre of excellence in the integration of middleware applications.

4. Multiple service delivery channels

The Maltese Government has a strong vision in the implementation of eGovernment. One of the principles of this vision sets out clearly that eGovernment services should be offered via multiple service delivery channels. In this respect

Government is working to offer a (limited) set of services on mobile telephone, via a call centre, through public Internet access points and front offices of Local Councils and Post Offices. The implementation of eGovernment services on digital TV will largely depend on the private sector development progress and its eventual take-up.

The operation and content management of these channels will be supported by a set of standards that specify particular technical characteristics of the adaptable channels. A special unit within Government, the Central Information Management Unit, is responsible for the design and publication of such standards.

5. mGovernment Programme

The Government aims to offer the eGovernment services via a variety of service delivery channels apart from the world-wide-web. One of these service delivery channels is mobile telephony. This channel is made even more relevant following the gauging of the public perception earlier this year, where 43% of the respondents expressed their inclination to use eGovernment services via their mobile telephone. This statistic coupled to the 80%+ mobile-penetration rate and very high SMS-usage statistics (average of 9 SMSs per day per subscriber) had only one natural consequence – mGovernment, through which a set of e-Government services will be delivered by SMS over IP technology. The m-Government project is led by the Ministry for Information Technology and Investment and brings together both mobile telecoms providers in Malta, the telecoms regulator and Government's IT agencies.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment legislation.....

There is currently no overall eGovernment legislation in Malta.

Freedom of Information legislation.....

There is currently no specific freedom of information legislation in Malta.

Data Protection/Privacy legislation.....

Data Protection Act

The Data Protection Act was passed on 14 December 2001 and came into force in July 2003. The Government is committed to conform to the Data Protection Act. The Office of the Prime Minister (OPM) is responsible to ensure that Data Protection compliance is achieved in all Government Departments. Subsequently, a collaboration agreement was signed between the OPM and the state-owned IT services company MITTS. A project team was established between OPM and MITTS to co-ordinate, advise and assist as necessary in the implementation of the data protection requirements in the Public Service, so as to bring all Government Departments in compliance with the Data Protection Act.

eCommerce legislation.....

Electronic Commerce Act:

An Act to provide in relation to electronic commerce and to provide for matters connected therewith or ancillary thereto.

Adopted on 16 January 2001, amended in 10 May 2002.

eCommunications legislation.....

Malta has not yet implemented the new EU regulatory framework for electronic communications. eCommunications in the country are still governed by the [Electronic Communications \(Regulation\) Act](#) adopted in 1997 and amended several times since then.

eSignatures legislation.....

Electronic Commerce Act:

An Act to provide in relation to electronic commerce and to provide for matters connected therewith or ancillary thereto.

Adopted on 16 January 2001, amended in 10 May 2002.

eProcurement legislation.....

The use of electronic means for communication in the public procurement process is currently not regulated by national legislation ([Public Contracts Regulation of 2003](#)). The new EU Directives on public procurement (2004/17/EC and 2004/18/EC), including their provisions related to eProcurement, are expected to be implemented in Malta in 2006. With the new EU directives the Maltese government expects to provide that Contracting Authorities may use electronic auctions and dynamic purchasing systems.

Re-use of Public Sector Information.....

Status of transposition of PSI-directive:

Implementation process ongoing.

eGovernment Actors

Main roles and responsibilities



National eGovernment.....

Policy/Strategy

[Ministry for Investment, Industry and Information Technology](#)

The responsibility for e-government implementation was transferred from the Ministry for Justice and Local Government to a new Ministry for Investment, Industry and Information Technology after the general elections of April 2003. Following an ICT policy review undertaken by the government, the Ministry inherited in September 2005 responsibilities of the former Central Information Management Unit (CIMU) in the field of ICT strategy, planning and coordination for the whole of government and the wider public sector, as well as the development of information management standards and procedures. Allocation of funding will be managed through a Core ICT Advisory Committee (CITAC), which includes representation from various stakeholders.

The MIIT is currently drafting the national ICT strategy for 2007 – 2010 which will handle all actions mentioned in the i2010 – A European Information Society for Growth and employment. This national strategy will also incorporate the vision and strategy for e-Government for the covered period.

Coordination

[Ministry for Investment, Industry and Information Technology](#)

The Ministry for Investment, Industry and Information Technology coordinates the development and implementation of the e-government policy. In addition, the mGovernment project is also led by the Ministry for Investment, Industry and Information Technology which brings together both mobile telecoms providers in Malta, the telecoms regulator and Government's IT agencies.

Implementation

1. [Malta Information Technology and Training Services Ltd \(MITTS\)](#)

MITTS is a Government-owned company supplying IT systems and services to Government departments. Following the closing down of the Central Information and Management Unit (CIMU) in September 2005, MITTS inherited a number of functions previously assigned to CIMU, including ICT governance across government, the information security function, the management of the government networks MAGNET and MAGNET II, and the implementation of all corporate ICT programmes.

2. [Department of Information](#)

Following the closing down of the Central Information and Management Unit (CIMU) in September 2005, the Department of Information inherited the management of the Government Portal and of the Public Service Intranet.

3. [Government Ministries and departments for departmental projects:](#)

- ▶ [Office of the Prime Minister \(OPM\)](#)
- ▶ [Ministry of Finance \(MFIN\)](#)

- ▶ [Ministry for Justice and Home Affairs \(MJHA\)](#)
- ▶ [Ministry of Education, Youth and Employment \(MEYE\)](#)
- ▶ [Ministry for Tourism and Culture \(MTAC\)](#)
- ▶ [Ministry for Competitiveness and Communications \(MCMP\)](#)
- ▶ [Ministry for Resources and Infrastructure \(MRES\)](#)
- ▶ [Ministry for Gozo \(MGOZ\)](#)
- ▶ [Ministry of Health, the Elderly and Community Care \(MHEC\)](#)
- ▶ [Ministry for Investment, Industry and Information Technology \(MIIT\)](#)
- ▶ [Ministry for Rural Affairs and the Environment \(MRAE\)](#)
- ▶ [Ministry for Urban Development and Roads \(MUDR\)](#)
- ▶ [Ministry for the Family and Social Solidarity \(MFSS\)](#)
- ▶ [Ministry of Foreign Affairs \(MFA\)](#)

Support

1. [Malta Information Technology and Training Services Ltd \(MITTS\)](#)

MITTS is a Government-owned company supplying IT systems and services to Government departments.

2. [Management Efficiency Unit \(MEU\)](#)

The Management Efficiency Unit is the in-house management consultancy organisation of the Government of Malta. It is constituted as a separate organisational entity within the Office of the Prime Minister and is primarily tasked with assisting Government Ministries and Departments in the development and implementation of effective change management strategies intended to lead to the improvement of Government Services. The MEU helped draft the e-Government Vision and Strategy under the direction of the Central Information Management Unit. The MEU also helps various Government Departments to re-

engineer their business processes in order to start providing their services online.

Audit/Assurance

[National Audit Office of Malta](#)

The National Audit Office mandate covers full annual financial and compliance audit of all Government Offices and other public entities, independent advisory and investigative powers, examination of any financial matter concerning use of public funds, and Performance/Value for Money evaluation audits of Government Offices and public entities and companies where Government is a majority shareholder.

Data Protection

[Office of the Commissioner for Data Protection](#)

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

Regional & Local eGovernment.....

Strategy

Local Councils

Coordination

[Department of Local Councils of the Ministry of Justice](#)

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

Implementation

Local Councils

Support

[Department of Local Councils of the Ministry of Justice](#)

Audit/Assurance

No information available.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment.....

Name: Dr Austin Gatt

Job title: Minister for Investment, Industry and Information Technology

Picture:



Contact details:

Ministry for Investment, Industry and Information Technology

168, Triq id-Dejqa

Valletta - CMR 02

Malta

Tel.: +356 21226808

E-mail: austin.gatt@gov.mt

Head of eGovernment (i.e. head of eGovernment agency/directorate).....

Name: Mr Claudio Grech

Job title: Head of Secretariat

Picture: No picture available

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eGovernment Infrastructure

Main eGovernment infrastructure components



Portal.....

www.gov.mt

The Government of Malta's portal is at the same time an institutional site and the official entry point to electronic public services. It provides access to information as well as to a number of interactive and transactional services.

Network.....

MAGNET and MAGNET II

MAGNET is the Maltese Government Network, which connects all Government Ministries, Departments, Agencies, Local Councils, Schools, Police Stations, Libraries, Hospitals, Health Centres, Social Services offices and Embassies. A government-wide intranet is available to all entities connected to MAGNET. A new network, MAGNET II, was launched in July 2005 and will progressively supersede MAGNET. This new state-of-the-art network presents a number of benefits for users compared with its predecessor. In particular, it provides enhanced bandwidth per site, offers better reliability through strict Service Level Agreements (SLAs), 99.8% minimum site availability, and is fully secure through extensive encryption. MAGNET II also

transports Voice over IP (VoIP) calls efficiently and effectively between all connected organisations.

eIdentification and eAuthentication infrastructure.....

Electronic Identity

In March 2004, the Maltese Government launched its Electronic Identity. Citizens can apply for an electronic identity by presenting themselves at any District Office of the Department of Social Security with a copy of their paper ID card and a valid e-mail address. An officer registers their details and submits them to the Electronic Identity Administrator, which performs validity checks and sends the applicants a first-time password through their registered e-mail address and an activation number by post. These passwords and activation numbers enable citizens to activate their electronic identity and services account on the government portal. Current applications on Electronic Identity -related services include VAT, tax, and company-related services, as well as social services, online passport requesting or online ePayment Gateway., a secure network key enabling citizens to access a number of interactive and transactional e-services requiring strong identification.

ePayment Gateway infrastructure - e-Government Services Portal

Electronic Identity is part of the horizontal infrastructure supporting all e-Government. It complements the electronic payment gateway in providing a layer for the development of eServices to both Citizens and Business. The Client's contact is through the e-Government Services Portal (<http://www.mygov.mt>), which is to be launched in the near future.

eProcurement infrastructure.....

[eProcurement portal](#)

In April 2004, the government launched a central electronic public procurement portal. The portal, which is developed and maintained by CIMU, is seen as the foundation for ePublic procurement. The portal enables public officers to acquire IT hardware and software below a certain threshold. The e-Procurement system will be enhanced in the future to include other functionalities including a payment gateway.

Knowledge Management infrastructure

[Intranet for the Public Service](#)

Launched in April 2003, the 'Intranet for the Public Service', allows document exchange and sharing across Ministries and Departments. Since September 2004, the Intranet entered a second development phase, which includes the creation of secure, reserved areas allowing user groups to share restricted documents such as presentations, minutes and news items. These communities of practice in certain cases span horizontally across the government.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 12 services for citizens are as follows:

1. Income Tax Declaration
2. Job Searches by labour Offices
3. Social Security Contributions
4. Personal Documents
5. Car Registration
6. Application for Building Permission
7. Declaration to the Police
8. Public Libraries
9. Certificates (birth, marriage) Request and Delivery
10. Enrolment in Higher Education
11. Announcement of moving (change of address)
12. Health-related services (e.g. appointments for hospitals)

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- ▶ Stage 1 - Information: online information about public services
- ▶ Stage 2 - Interaction: downloading of forms
- ▶ Stage 3 - Two-way interaction: processing of forms, including authentication
- ▶ Stage 4 - Transaction: full case handling, decision and delivery (payment)

1. Income taxes (declaration, notification of assessment)

Responsibility:	Central Government, Inland Revenue Malta
Website:	http://www.ird.gov.mt/
Sophistication stage:	4/4
Description:	Online submission application and an online payment system for tax and social security contributions.

2. Job search services by labour offices

Responsibility:	Central Government, Employment and Training Corporation
Website:	http://www.etc.gov.mt/
Sophistication stage:	3/3
Description:	Standard procedure to obtain job offerings as organised by official labour offices, no private market initiatives.

3. Social security benefits

a. Unemployment benefits

Responsibility:	Central Government, Ministry for the Family and Social Solidarity
Website:	http://www.msp.gov.mt/
Sophistication stage:	4/4
Description:	Information only.

b. Family allowances

Responsibility:	Central Government, Ministry for the Family and Social Solidarity
Website:	http://www.msp.gov.mt/services/sif/service_index.asp?cluster=family
Sophistication stage:	3/4
Description:	Information, forms for download and online calculator.

c. Medical costs (reimbursement or direct settlement)

Responsibility:	N/A
Website:	N/A
Sophistication stage:	N/A
Description:	This service is not relevant for Malta. The Maltese health service is entirely free at the point of delivery and funded from general taxation.

d. Student grants

Responsibility:	Central Government, Ministry of Education, Youth and Employment
Website:	http://www.education.gov.mt/edu/smgb.htm
Sophistication stage:	4/4
Description:	Information and forms to download.

4. Personal documents (passport and driving licence)**a. Passport**

Responsibility:	Central Government, Ministry for Justice and Home Affairs, Department of Civil Registration, Maltese Passport Office
Website:	http://www.passaporti.gov.mt/
Sophistication stage:	3/3
Description:	In June 2005, the Maltese Passport Office launched an online service allowing citizens to order their passport online, at anytime and from anywhere. The service can be used by any Maltese citizen over 18 years of age who holds a valid Maltese ID card. Service users must previously register with the e-Passport service and own a Government-issued Electronic Identity (e-ID).

b. Driving license

Responsibility:	N/A
Website:	N/A
Sophistication stage:	N/A
Description:	This service is not relevant for Malta.

5. Car registration (new, used and imported cars)

Responsibility:	Central Government, Malta Transport Authority
Website:	http://www.maltatransport.com/
Sophistication stage:	4/4
Description:	Information and forms to download.

6. Application for building/planning permission

Responsibility:	Central Government, Malta Environment and Planning Authority
Website:	http://www.mepa.org.mt/
Sophistication stage:	4/4
Description:	Information and forms to download.

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

Responsibility:	Central Government, Maltese Police
Website:	http://www.pulizija.gov.mt/
Sophistication stage:	3/3
Description:	Since November 2003, the website of the Maltese police allows the general public to report small crimes and lost property, request information from the Police or provide information about criminal activities or other public safety concerns. People submitting a report through Pulizija.gov.mt are provided with a reference number and a password that enable them to track the progress of their request online. Information and claimants are undisclosed and kept confidential unless otherwise required during court proceedings.

8. Public libraries (availability of catalogues and search tools)

Responsibility:	Central Government, Ministry of Education, Youth and Employment, Libraries & Archives Department
Website:	http://opac.library.gov.mt/
Sophistication stage:	3/3
Description:	Online catalogue search and reservation system.

9. Certificates (birth, marriage): request and delivery

Responsibility:	Central Government, Ministry for Justice and Local Government
Website:	http://www.certifikati.gov.mt/
Sophistication stage:	3/3
Description:	Public Registry civil certificates, including birth, marriage and death certificates, can be ordered and paid online from the Certifikati.gov.mt website.

10. Enrolment in higher education/university

Responsibility:	Central Government, Ministry of Education, Youth and Employment
Website:	http://www.education.gov.mt/edu/schools/tertiary.htm
Sophistication stage:	2/4
Description:	Information and forms to download.

11. Announcement of moving (change of address)

Responsibility:	N/A
Website:	N/A
Sophistication stage:	3/3
Description:	N/A

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility:	Central Government, Ministry of Health, the Elderly and Community Care
Website:	http://www.gov.mt/servicecluster.asp?s=4&l=2
Sophistication stage:	4/4
Description:	Information only.

Source: [The online sophistication ratings are in agreement with the report 'Online Availability of Public Services: How is Europe Progressing?' carried out for the European Commission](#)

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 8 services for businesses are as follows:

1. Social security contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- ▶ Stage 1 - Information: online information about public services
- ▶ Stage 2 - Interaction: downloading of forms
- ▶ Stage 3 - Two-way interaction: processing of forms, including authentication
- ▶ Stage 4 - Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility:	Central Government, Inland Revenue Malta
Website:	http://www.ird.gov.mt/
Sophistication stage:	4/4
Description:	Online submission application and online payment system for tax and social security contributions.

2. Corporation tax: declaration, notification

Responsibility:	Central Government, Inland Revenue Malta
Website:	http://www.ird.gov.mt/
Sophistication stage:	4/4
Description:	Online submission application and online payment system for tax and social security contributions.

3. VAT: declaration, notification

Responsibility:	Central Government, VAT Department
Website:	http://www.vat.gov.mt/
Sophistication stage:	4/4
Description:	Online VAT Return/Declaration system.

4. Registration of a new company

Responsibility:	Central Government, Malta Financial Services Authority
Website:	http://registry.mfsa.com.mt/
Sophistication stage:	4/4
Description:	Information and forms to download.

5. Submission of data to statistical offices

Responsibility:	Central Government, National Statistics Office
Website:	http://www.nso.gov.mt/
Sophistication stage:	2/3
Description:	Information and forms to download.

6. Customs declarations

Responsibility:	Central Government, Ministry of Finance
Website:	http://www.ces.gov.mt/
Sophistication stage:	4/4
Description:	Customs declarations can be submitted online (only for imports at the moment).

7. Environment-related permits (incl. reporting)

Responsibility:	Central Government, Malta Environment and Planning Authority
Websites:	http://www.mepa.org.mt/
Sophistication stage:	2/4
Description:	Information and forms to download.

8. Public procurement

Responsibility:	Central Government, Ministry of Finance, Department of Contracts
Website:	http://www.contracts.gov.mt/
Sophistication stage:	3/4
Description:	Information and notification of contract awards. An e-procurement portal was launched in April 2004, which at the moment enables public authorities to acquire IT hardware and software below a certain threshold. The e-procurement system will be enhanced in the future to include other functionalities including a payment gateway.

Source: [The online sophistication ratings are in agreement with the report 'Online Availability of Public Services: How is Europe Progressing?' carried out for the European Commission](#)

<http://ec.europa.eu/idabc/egovo>

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