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| Public Authority | Transport Malta |
| Description of the department/directorate/entity's structure | To view the structure kindly access the following link: https://www.transport.gov.mt/transport-malta/structure-672 |
| Description of the department/directorate/entity's functions and responsibilities | The Authority's mission is to promote and develop the transport sector in Malta by means of proper regulation and by promotion and development of related services, businesses and other interests both locally and internationally. Kindly access the following link: https://www.transport.gov.mt/transport-malta/objectives-and-policies-674 |
| <p>General description of the categories of documents the department/directorate/entity holds (including exempt documents)</p> <p>and</p> <p>Description of all manuals and similar types of documents which contain policies, principles, rules or guidelines in accordance with which decisions or recommendations are made in respect of members of the public (including bodies corporate and employees of the public authority in their personal capacity)</p> | <p>Legislation documents https://www.transport.gov.mt/transport-malta/legislation-2963</p> <p>Procurement documents Tender documents Requests for proposals Ship registrations Super yacht registrations Transport strategies Aviation Forms Land Transport Forms Maritime Transport Forms Port and Marinas Forms Public Contracts Review board decisions</p> <p>Some of the information listed is exempt from disclosure under the Freedom of Information Act (Cap. 496).</p> |

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| <p>Statement of the information that needs to be available to members of the public who wish to obtain access to official documents from the public authority, which statement shall include particulars of the officer or officers to whom requests for such access should be sent</p> | <p>FOI requests can be sent through:</p> <p>Email : foi.tm@transport.gov.mt</p> <p>Online through the following link: https://secure2.gov.mt/foi/online-form</p> |
| <p>Details of Internal Complaints Procedure</p> | <p>An applicant whose request for information is refused, or who is otherwise not satisfied with the information provided, its format or the extension of the deadline for the submission of the notification indicating whether a request would be met or not, may address a complaint to Transport Malta. The Complaint Form may also be downloaded from https://secure2.gov.mt/foi/online-form, filled in and submitted by email on foi.tm@transport.gov.mt. Complaints may also be submitted via the E-ID on the FOI Portal. Complaints should be addressed to the FOI Officer who shall bring it to the attention of the officer responsible (i.e. the most senior official within the department). The officer responsible shall reply to the applicant within 10 working days from the receipt of the complaint. The applicant shall also be informed that he or she may appeal the decision or otherwise address a complaint to the Information and Data Protection Commissioner in accordance with the Freedom of Information Act (Cap. 496 of the Laws of Malta).</p> |

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| | <p>The officer responsible shall inform the applicant of the decision taken with respect to his or her complaint, and in the event of confirmation of a decision not to release the pertinent information, shall explain the reasons thereof. Whenever the applicant's complaint is related to the format of the information provided or to an extension of the deadline for the submission of the notification indicating whether a request would be met or not by the Ministry, and the original decision is upheld, the applicant shall be given an explanation as to why his or her complaint cannot be positively addressed.</p> <p>An applicant may also make use of the Internal Complaints Procedure to report failure to meet deadlines or to send notifications.</p> |
| Other Information | <p>TM working hours are from Monday to Friday between 8.00 till 17:00. Payments must only be accepted by Cash/Debit or Credit cards.</p> |
| Public Authority Contact Details | <p>Malta Transport Centre, Triq Pantar Hal Lija LJA2021</p> |