

media release

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THE MALTA TOURISM AUTHORITY INTRODUCES A QUALITY CHARTER FOR ITS SERVICES

The Malta Tourism Authority announced today that it will be introducing a Quality Charter aimed at improving its customer-care services by reducing the timeframes involved in the issuing of licences for certain types of accommodation.

This Quality Charter, which comes into effect as from June 1st 2017, addresses the timeframes required to obtain a licence to operate a Holiday Furnished Premises (HFP) or a licence to operate as a Host Family.

Through this charter, MTA's Quality Assurance & Licensing Directorate in collaboration with the authority's Enforcement Directorate is committing itself to complete the required process for the issuing of licenses for HFPs and Host Families within 15 working days.

Malta Tourism Authority CEO Mr. Paul Bugeja, commented on how this Charter will benefit both the applicant and the Authority. *"The Charter is a promise - a pact if you will - in which the Authority is guaranteeing that it will process applications quickly and smoothly, and within the set timeframes. While this sets a definite performance target for our employees, it also requires the applicant to do his bit by submitting as complete an application as possible, thereby avoiding unnecessary delays"*.

Mr. Bugeja continued by saying that *"This commitment would apply throughout the year, including peak demand periods and the summer months. Following the successful introduction of this Charter, we shall be reviewing the timeframes and wherever possible, reduce them even further. Moreover, we plan to introduce similar Charters for other types of licences in the future, as well as for other services provided by the Authority"*.

Mr. Bugeja concluded by saying that this reflects MTA's new corporate culture which puts the customer at the centre of all its services.

Copies of the Quality Charters can be viewed and downloaded from
<http://www.mta.com.mt/quality-charters>