

# Measures and Support Division (MSD)

## WHO WE ARE

The Measures and Support Division (MSD) aims to ensure the effective administration and implementation of EU Funded support measures to Enterprises, through effective liaison with internal and external stakeholders. Setup in 2015, the Division is mandated to ensure the strategic management, administration and implementation of EU funded Measures to support Enterprises by taking up the function of Intermediate Body in terms of Article 123 (6) of EC Regulations 1303/2013, for measures funded through the European Regional Development Fund 2014-2020, and acting as the National Contact Point for the implementation of aid measures funded through Structural Funds 2014-2020.

## OUR COMMITMENT TO CLIENTS

Level of service to expect when contacting or visiting our Offices:

- o We will treat you with respect and in a professional manner.
- o We guarantee confidentiality on any information exchange.
- o Our service standards are in line with Directive 4-2 Standard for Service of Excellence Offered by the Public Administration to the Public and Public Employees.
- o The list of services offered can be found in the following link < <https://fondi.eu/> >

## WHAT TO EXPECT WHEN YOU CONTACT US

Specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. We commit to answer your query within 1 working day, or as per timeframes stipulated in Directive 4-2.

### When you contact us by phone

We commit ourselves to answering the phone within 3 rings, in a clear and knowledgeable manner. Staff will identify themselves and treat you with courtesy and respect.

### When you visit our Offices

Our Offices are safe, clean and enable accessibility to services for persons with disability. Waiting time will be of approximately 15 minutes under normal circumstances.

## CLIENT RESPONSABILITIES

Clients are expected to: Provide full and correct information. Treat staff with courtesy and respect. Adhere to timeframes and allocated appointments when applicable.

## WE VALUE YOUR FEEDBACK

If you would like to submit feedback, suggestions, or complaints kindly:

- o Contact us as per details shown here; or <https://fondi.eu/contact-us/>
- o Through servizz.gov by calling on 153, online on Submit a Complaint

Your confidentiality will be guaranteed. Expect our feedback within 3 working days

### When you contact us by letter or email

We will send an acknowledgment within 1 working days from receipt of your letter or email

### Appointments

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 3 working days from the date of request. However, appointments may be dependent on department waiting lists and urgent requests which may take priority.

## HOW TO CONTACT US

- o The OAKS Business Centre, Block B, Farsons Street Hamrun HMR1325, Malta
- o Monday to Friday: 07:45-17:30 – Winter: Saturday, Sunday, and Public Holidays: Closed
- o Monday to Friday: 07:30-13:30 – Summer: Saturday, Sunday, and Public Holidays: Closed
- o <https://fondi.eu/>; [fondi.eu@gov.mt](mailto:fondi.eu@gov.mt)
- o Malta: +356 2555 2555
- o Through Social Media:

