

Strategy and Implementation Division (SID)

WHO WE ARE

The Strategy and Implementation Division (SID) is responsible for the development of plans, programmes and strategies related to European and other Funds. The Division is also responsible for coordinating the positions required at EU level on EU funding policies and the payments to beneficiaries and their contractors arising from European Funds. In addition, the Division performs the Accounting function as delineated in the new Cohesion Policy Programme 2021-2027, with the responsibility of certifying and requesting funding from the European Commission. The Division is also responsible for coordinating evaluations and communication activities across EU Funds.

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 day 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.

HOW TO CONTACT US

- o The OAKS Business Centre, Block B, Farsons Street Hamrun HMR 1325, Malta
- o Monday to Friday: 07:45-17:15 Winter
- o Monday to Friday: 07:30-13:30 Summer; Saturday, Sunday, and Public Holidays: Closed
- o <https://fondi.eu>
- o Fondi.eu@gov.mt or Malta: +356 2555 2555
- o Through Social Media:

