

Commitment Template

Bridging the Gap through M-Government – Commitment Number 1

January 2019 – December 2020

Lead implementing
agency/actor

Servizz.Gov Agency

Commitment description

What is the public
problem that the
commitment will
address?

This Commitment will address the notion of accessibility of government services. It will increase accessibility of important government services and thus offer an alternative method on how to reach such a service. Accessibility is an important element in providing services to communities even considering the rise during the last years in electronic devices including smartphones.

What is the
commitment?

The Commitment focuses on the development of new mobile applications in a manner that renders government services more accessible, easier to understand by the public.

How will the commitment
contribute to solve the
public problem?

The Commitment will enable societies to connect with government services that they will need to access. This will be provided in an alternative manner and considered the fastest manner to date to access services in general, given that electronic devices have become an integral part of societies.

Why is this commitment
relevant to OGP values?

This Commitment is aimed at disclosing information traditionally available only at certain Offices. This is certainly an improvement in the quality of the services provided through increased accessibility of government services. This is because this Commitment aims at enabling the public to access different government services in a simpler and more convenient access. The improvement in accessibility will apart from facilitating people's lives, societies will be encouraged to actively participate by making better use of such services. In this way, the Government is also acting in a proactive manner in the sense that through such initiatives, it is making sure that advances in technology are made available to the public. This also fosters ground for "open government" concept, responsiveness and this accountability is increased.

Additional information

<https://digitalmalta.org.mt/en/Documents/Digital%20Malta%202014%20-%202020.pdf>
Malta Digital Strategy 2014-2020

Milestone Activity with a
verifiable deliverable

Start Date:

End Date:

Mobile Services: the continuation of the ongoing process of introducing new mobile applications in order that there will be a wider access to services.		January 2019	December 2020
Contact information			
Name of responsible person from implementing agency		Mr. Winston Pirotta Servizz.Gov Agency	
Title, Department		CEO Servizz.Gov	
Email and Phone		356 22001336 winston.pirotta@gov.mt	
Other Actors Involved	State actors involved	NA	
	CSOs, private sector, multilaterals, working groups		

Commitment Template

Integration = Belonging – Commitment Number 2

January 2019 – December 2021

Lead implementing agency/actor	Human Rights and Integration Directorate Ministry for European Affairs and Equality
Commitment description	
What is the public problem that the commitment will address?	This Commitment focuses on the implementation of the Migrant integration Strategy. This Strategy creates a framework for understanding and offers a number of initiatives for a successful integration in Malta.
What is the commitment?	Over the past few years, the Maltese Islands have become increasingly ethnically, culturally and linguistically diverse. In line with this statement, this Commitment introduces initiatives such as the “I Belong” programme, inter-ministerial Committee on Integration, a Forum on Integration Affairs, actions that focus on training and development of migrants, introduction of cultural mediators amongst others. These measures create a framework for understanding and implementing successful integration.
How will the commitment contribute to solve the public problem?	Given that integration of migrants in a country mean helping society, the milestones in this Commitment present an opportunity to truly beside the gaps and built an open partnership between government, society and migrants in Malta. This Commitment will thus address the concept of “true belonging.” This was a public problem brought to the attention of government during the consultations leading to this Integration Strategy.
Why is this commitment relevant to OGP values?	<p><i>This Commitment will certainly improve accessibility through disclosing information to migrants. For example as part of the Migrant Integration Action Plan, in order to qualify for Permanent Residence Status, migrants will attend courses that will give them knowledge of basic Maltese and English as well as Malta’s Constitution and Laws and customs.</i></p> <p><i>Another point to mention is that through the for a such as the Inter-Ministerial Committee and the Forum on Integration opportunities will be created for the migrant communities to take active part in society and recommend what can be improved. The Integration Unit in this sense will also act as the focal point for such issues.</i></p>
Additional information	<ul style="list-style-type: none"> • https://meae.gov.mt/en/Documents/migrant%20integration-EN.pdf Migrant Integration Strategy & Action Plan

		INTEGRATION = BELONGING Vision 2020
Milestone Activity with a verifiable deliverable		Start Date: End Date:
I Belong Programme		2019 Dec 2020
Strengthening of the Inter-Ministerial Committee on Integration		2019 Dec 2020
Engagement of Officials whose duties focus on immigration.		2019 Dec 2020
Delivery of courses for Stage 1 and Stage 2 applicants.		2019 Dec 2020
Confidence-building awareness campaigns and 'befriend a migrant' project		2019 Dec 2020
Pool of trained cultural mediators to be deployed as required in public services		2019 Dec 2020
Contact information		
Name of responsible person from implementing agency		Alexander Tortell
Title, Department		Integration Advisor, Human Rights and Integration Directorate
Email and Phone		alexander.tortell@gov.mt 22263260
Other Actors Involved	State actors involved	NA
	CSOs, private sector, multilaterals, working groups	In accordance to the Integration Plan as indicated.

Commitment Template

Investing in Technology – Commitment number 3

January 2019 – December 2020

Lead implementing agency/actor	Various OGP Unit will act as a focal point	
Commitment description		
What is the public problem that the commitment will address?	<p>This commitment aims to address a wide range of current issues in ICT whilst at the same time being pro-active in addressing new challenges such as:</p> <ul style="list-style-type: none"> • Lack of awareness and support with regards to blockchain technology • Need for a Gozo Hub and more office spaces in Gozo 	
What is the commitment?	<ul style="list-style-type: none"> • This Commitment will address new challenges in the sphere of ICT development such as though the investment in Blockchain Technology and the creation of a lab within MITA that will incorporate as well training of civil servants. • On another note, this Commitment envisages the creation of a Hub in Gozo aimed at Research and ICT. 	
How will the commitment contribute to solve the public problem?	<ul style="list-style-type: none"> • This Commitment will certainly generate more awareness in blockchain technology both in the Maltese Civil Service as well as in society in general. It will also bring up to speed society with this evolving technology. • This Commitment will also aid the Gozitan business society, as businesses will benefit through the creation of the Gozo Hub that will incorporate an increase in spaces for offices. 	
Why is this commitment relevant to OGP values?	<ul style="list-style-type: none"> • This commitment will be focusing on technology and innovation as a manner to improve openness and accountability as its supports the Government's commitment towards promoting new technologies to achieve more openness and accountability. 	
Additional information	<ul style="list-style-type: none"> • N/A 	
Milestone Activity with a verifiable deliverable	Start Date:	End Date:
A Blockchain Lab will be created within MITA, as well as a Blockchain Hub to assist	2019	2020

and support startups that are working on this technology. At the same time, a training programme is planned for civil servants so that they can understand the use of this technology. For security reasons, Malta will be making use of this technology with regards to education certificates.			
Gozo Hub: A project involving a Research and ICT Hub in existing ex-MDP buildings will commence, as well as other projects that are aimed at creating more office spaces in the Xewkija Industrial Zone.		2019	2020
Contact information			
Name of responsible person from implementing agency		Mr. Hector Gatt	
Title, Department		Principal, Ministry for European Affairs and Equality	
Email and Phone		hector.gatt@gov.mt 22957746	
Other Actors Involved	State actors involved	Malta Information Technology Agency Ministry for Gozo	
	CSOs, private sector, multilaterals, working groups		

Commitment Template

**Upgrades in the Department for Industrial and Employment Relations –
Commitment Number 4**

January 2019 – December 2020

Lead implementing agency/actor	Department for Industrial and Employment Relations
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Commitment description

What is the public problem that the commitment will address?

The Department for Industrial and Employment Relations was enacted to protect the interests of parties in employment contracts while actively promoting a healthy employment relationship in a spirit of social partnership, and to contribute towards stable industrial relations. This Commitment seeks to address an improvement in the quality of services provided to people who look for the Department's help or advice in employment relations.

What is the commitment?

This Commitment will focus to reform the modus operandi of the Department through three pillars being; an improved IT system, refurbishment of the premises and implementation of a Quality Service Charter.

How will the commitment contribute to solve the public problem?

Through this Commitment, quality of customer service will increase given that the efficiency and the effectiveness of the Department will be targeted in this Commitment. This Commitment is addressing quality through being more customer responsive by focusing on customer's needs.

Why is this commitment relevant to OGP values?

- Accessibility will increase through refurbished offices. This will see also the introduction of private dedicated spaces, previously unavailable, for employees wishing to approach the Department for advice or to open a case in matters concerning conditions of employment.
- Accessibility will also be increased through the alliance of the Department with Servizz.Gov.
- Accountability will also increase, as the Quality Service Charter will set standards including timelines in which services will be expected to be delivered. This information will also be available to the general public.

Additional information

- *Department for Industrial and Employment Relations website:*
www.dier.gov.mt

Milestone Activity with a verifiable deliverable		Start Date:	End Date:
Refurbishment of the DIER offices in 108 Melita Street Valletta.		Jan 2019	Dec 2020
Training of Servizz.Gov Officer for the integration of DIER services with Servizz.Gov.		Jan 2019	Dec 2020
Implementation of the Quality Service Charter.		Jan 2019	Dec 2020
Continuance of upgrading the internal IT system (DIERS) used by DIER Officers.		Jan 2019	Dec 2020
Contact information			
Name of responsible person from implementing agency		Diane Vella Muscat	
Title, Department		Senior Manager Office of the Permanent Secretary Ministry for European Affairs and Equality	
Email and Phone		diane.vella-muscat@gov.mt 22957740	
Other Actors Involved	State actors involved	NA	
	CSOs, private sector, multilaterals, working groups	NA	

Commitment Template

Strengthening Local Government and the Commission for Domestic Violence in Malta – Commitment Number 5

January 2019 – December 2021

Lead implementing agency/actor	Local Government Department Commission for Domestic Violence
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Commitment description

What is the public problem that the commitment will address?	This Commitment will address the Difficulties faced by society in the areas of local government and domestic violence. It will also strengthen important areas in society being; Domestic violence and Local Government's Accountability through a reform that will bring Local Councils closer to the citizens.
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What is the commitment?	This Commitment consists of several facets. One focuses on empowering and strengthening the role of the Commission for Domestic Violence in Malta. Another facet focuses increasing Local Council's accountability and operations.
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How will the commitment contribute to solve the public problem?	<p>This commitment is aimed at strengthening various important areas of society by the following means:</p> <ul style="list-style-type: none"> • Strengthen the Commission for Domestic Violence through dedication of more resources. • Identify the needs of Local Councils to ensure their sustainable future and more in touch with the citizens. This is being done through the publishing of a white paper that address this reform. This White Paper has been launched for public consultation. This Commitment will address the implementation of this reform with consideration to the feedback received from the public consultation.
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Why is this commitment relevant to OGP values?	Through this commitment, Domestic Violence will be strengthened through a new strategy. On the other hand, through the Local Government reform, the relationship between local government and society will be strengthen and accessibility increased to the benefit of the whole society. This reform aims not only to ensure that citizens receive a better service and as a result have a better quality of life, but also to identify ways whereby Local Councils can be brought closer to the residents. The White paper launched will also ensure a higher degree of accountability.
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Additional information	<ul style="list-style-type: none"> • White Paper – Local Government Reform October 2018 https://meae.gov.mt/en/Public_Consultations/MJCL/Documents/Riforma%20Booklet%20EN.pdf • Commission for Domestic Violence Facebook Page: https://www.facebook.com/stopviolencemalta/
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Milestone Activity with a verifiable deliverable	Start Date:	End Date:
Strategy to strengthen the role of the Commission for Domestic Violence.	2019	2020
Accountability of Local Councils is to be ensured if they are to have a sustainable future. With this in mind, a White Paper aimed at reforming Local Government in different areas is being launched.	2019	2020
Contact information		
Name of responsible person from implementing agency	Mr. Hector Gatt	
Title, Department	Principal, Ministry for European Affairs and Equality	
Email and Phone	hector.gatt@gov.mt	
Other Actors Involved	State actors involved	Commission For Domestic Violence Local Governments' Department
	CSOs, private sector, multilaterals, working groups	