



Ministry for  
Justice:  
Freedom of  
Information  
User Guide



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## 1. Summary

The Ministry for Justice and Reform of the Construction Sector has launched a new Freedom of Information portal to facilitate the submission and processing of requests and complaints, regarding documents held by Public Authorities. This platform allows users to submit requests and file complaints, track their status and receive responses efficiently.

The website is designed for individual users to manage and submit their cases securely. It replaces traditional methods by offering digital, user-friendly, and accessible solution available at any time.

This user guide provides a detailed walkthrough of the website's functionalities, including logging in, submitting requests and complaints, making payments, tracking case progress, and accessing relevant documentation.

## 2. Using the System

### 2.1 User Interface

The homepage serves as the central gateway to the application, offering a clear and intuitive interface from which users can access all essential features.

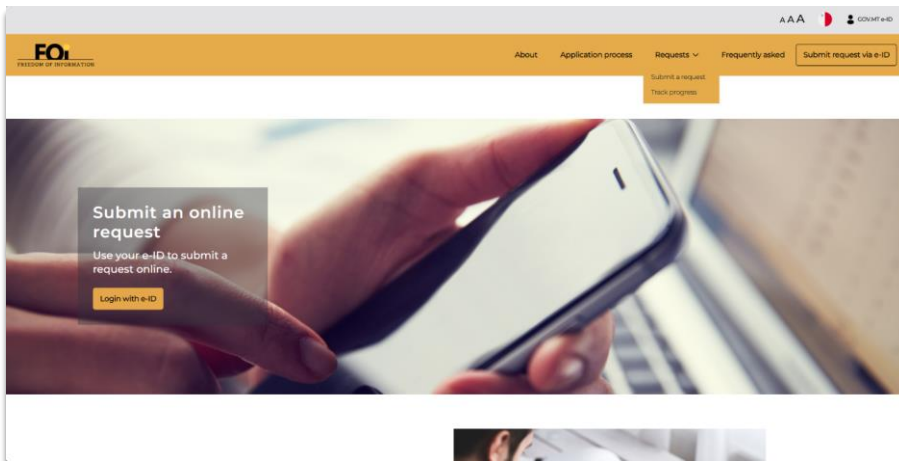


Figure 1: Homepage

At all times, the header displays the logo on the left-hand side; clicking the logo will return the User to the homepage. In the top-right corner, there is a button that allows

the User to adjust the font size across the website, followed by a button to toggle the language between Maltese and English, and finally the GOV.MT e-ID login button.

Below these three buttons, an additional row in the header provides further navigation options. Here the user can click the 'About us' button to visit a separate page containing more information about FOI and their processes. Moreover, the user can select the 'Application process' button to view more details regarding request submission process or use the 'Requests' dropdown to submit a new request or track the progress of an existing one. Adjacent to these, a 'Frequently Asked' button is available, allowing the user to view popular queries and finally a 'Submit request via e-ID' button, which once again gives the user an option to open a new request using their GOV.MT e-ID account.

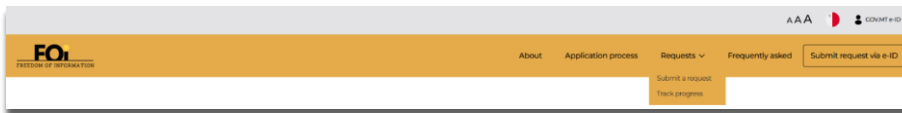


Figure 2: Header

Beneath the header, the homepage features several sections that collectively guide the user through key actions and provide more information. Firstly, the user is presented with another button allowing them to log-in via e-ID.

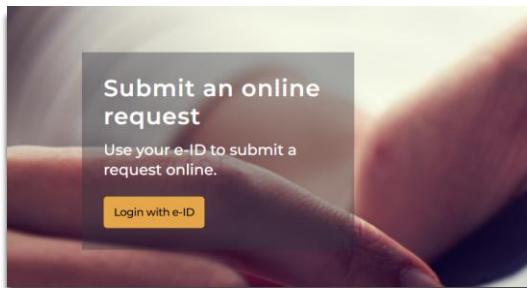


Figure 3: Login Button

The next section provides a 'Discover More' button that directs the user to a page, providing more information regarding the FOI unit.

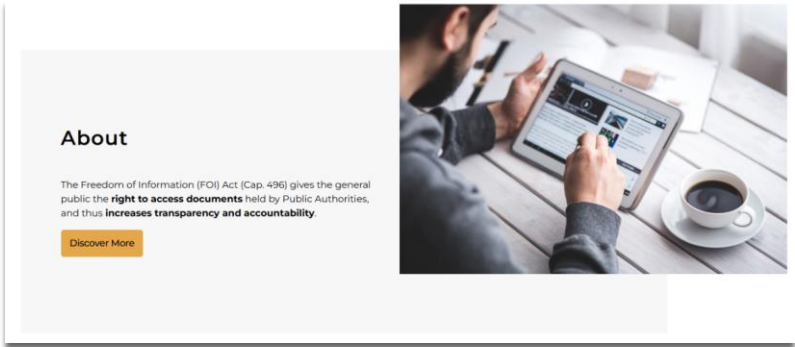


Figure 4: Discover More

Another section presents a brief overview of the request process alongside a button to start submitting a new request.

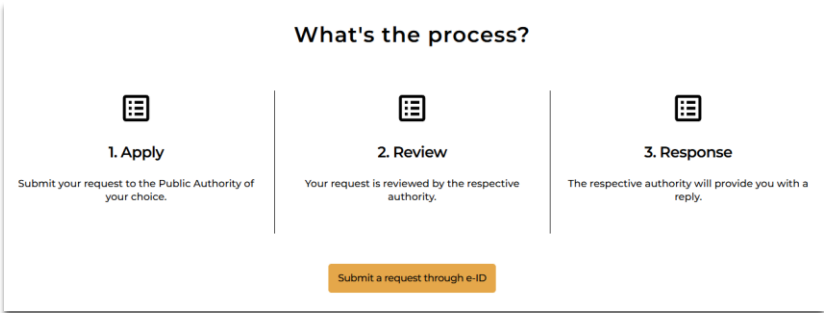


Figure 5: Application Process Overview

Finally, a concluding section details the types of documents that can be requested, the eligibility criteria for submitting, possible outcomes of a request submission and includes a link with further information regarding the FOI Act.

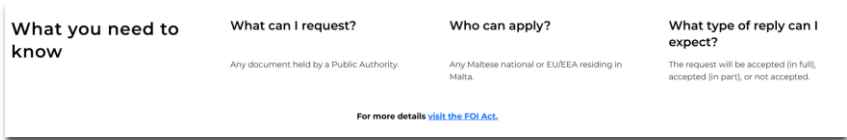


Figure 6: Submission Details

At the bottom of the page, two distinct footers are displayed. The first one provides the user with two buttons, a 'Contact Us' button, which automatically dials the FOI office's number and 'Find a public authority' button which directs the user to a contact list page featuring details for various public authorities.



Figure 7: Contact Footer

On the contact list page, the user is initially presented with a dropdown menu to select a ministry.

Figure 8: Ministry Dropdown

Once a ministry is chosen, a second dropdown appears, listing the public authorities associated with the selected ministry. After selecting a public authority, the page displays its detailed information including the address, email, telephone number, as well as the normal and summer opening hours.

## Find a Public Authority

Which Ministry does this request relate to?

Ministry for Social Policy and Children's Rights (MSPC) ▼

Which Public Authority does this request relate to?

Income Support & Compliance Division ▼

**Address:**

310Palazzo Ferreria, VLT 2000

**Telephone number:**

25903280  
25903248

**Email:**

jufalzon@deloittedigital.com.mt

**Normal Opening Hours:**

**Monday:** 07:45 - 17:15  
**Tuesday:** 07:45 - 17:15  
**Wednesday:** 07:45 - 17:15  
**Thursday:** 07:45 - 17:15  
**Friday:** 07:45 - 17:15

**Summer Opening Hours:**

**Monday:** 07:30 - 13:30  
**Tuesday:** 07:30 - 13:30  
**Wednesday:** 07:30 - 13:30  
**Thursday:** 07:30 - 13:30  
**Friday:** 07:30 - 13:30

Figure 9: Contact List Page

At the very bottom of the website, the second footer provides additional resource links for the user. These include:

- 'Discover more' - Offers further information and resources related to the FOI unit
- 'Disclaimer' - Outlines the legal disclaimers and limitations of liability
- 'Accessibility Statement' - Details how the website adheres to accessibility standards
- 'Terms of use' - Specifies the terms and conditions governing the use of the website
- 'Cookie Policy' - Explains how cookies are used and managed on the website

- 'E Communications Policy' - Describes the policies related to electronic communication
- 'User Guide' - Links to the official manual for the website



Figure 10: Bottom Footer

### 2.1.1 Login

Users can log in to the system using their gov.mt e-ID account. To do so, they should click the yellow 'Login with e-ID' button, which is prominently displayed in the centre of the homepage. Alternatively, they can access the system by selecting the 'GOV.MT e-ID' button in the top-right corner of the page, which always remains visible.

After clicking either button, users will be redirected to the e-ID login page to complete the authentication process.

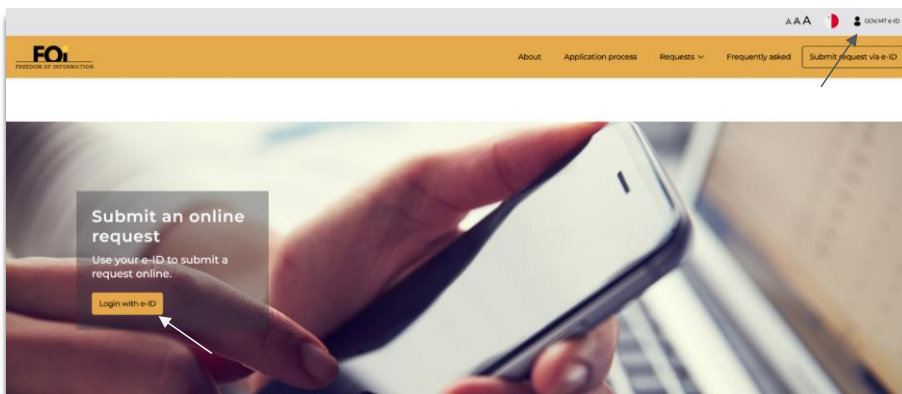


Figure 11: Homepage

## 2.1.2 Application Process

### 2.2.1 User submits a request.

Upon successful login, the user may initiate the request submission process by clicking the 'Submit request via e-ID' button located in the header or by selecting the 'Submit a request' button from the Requests menu.

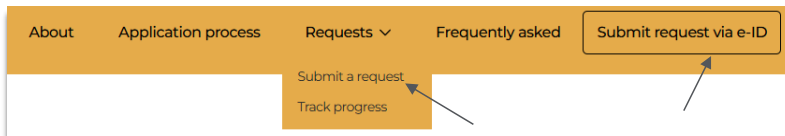


Figure 12: Submit a Request

After clicking the either button, the user will be redirected to the first page of the submission process, which is dedicated to personal details. The fields on this page are pre-filled with information extracted from the user's e-ID account and are not editable.

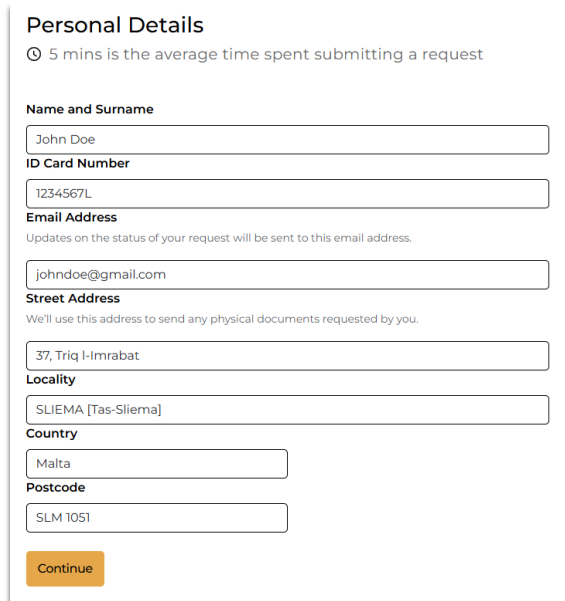
A screenshot of a 'Personal Details' form. At the top, it says 'Personal Details' and '5 mins is the average time spent submitting a request'. The form contains several input fields, all of which are pre-filled with text: 'Name and Surname' (John Doe), 'ID Card Number' (1234567L), 'Email Address' (johnndoe@gmail.com), 'Street Address' (37, Triq l-Imrabat), 'Locality' (SLIEMA [Tas-Sliema]), 'Country' (Malta), and 'Postcode' (SLM 1051). At the bottom of the form is an orange 'Continue' button.

Figure 13: Personal Details

At the top of the page, a navigation bar displays each step of the process, allowing the user to click on any step number for direct access. Alternatively, a 'Continue' button is located at the bottom of each page, enabling users to proceed sequentially through the process.

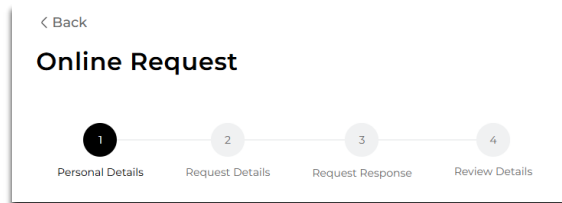


Figure 14: Steps to Submit a Request.

The second page, titled 'Request Details', provides a text box for the user to describe the document in question. Additionally, two dropdown menus are available: one for selecting the relevant ministry and another for choosing the corresponding public authority. Please note that the public authority dropdown will only display options once a ministry has been selected.

The screenshot shows the 'Request Details' form. It has a title 'Request Details' and a section 'Description of document' with a text box containing 'Sample document description'. Below that is a dropdown menu 'Which Ministry does this request relate to?' with 'Ministry for Finance' selected. Another dropdown menu 'Which Public Authority does this request relate to?' has 'Enemalta plc' selected. A yellow 'Continue' button is at the bottom.

Figure 15: Request Details

The following page, 'Request Response', prompts the user to specify their preferred format for the document.

**Request Response**

**In what format would you like the document?**

- copy or print out of document / kopja jew kopja pprintjata tad-dokument
- electronic copy of document / kopja elettronika tad-dokument
- summary or excerpt of document / sommarju jew estratt tal-kontenut tad-dokument
- inspection of document at Public Authority / spezzjoni ta' dokument ghand l-Awtorità Pubblika

**Continue**

Figure 16: Request Response Format

Once the format is selected, an additional delivery options corresponding to that format becomes visible.

**Request Response**

**In what format would you like the document?**

- copy or print out of document / kopja jew kopja pprintjata tad-dokument
- electronic copy of document / kopja elettronika tad-dokument
- summary or excerpt of document / sommarju jew estratt tal-kontenut tad-dokument
- inspection of document at Public Authority / spezzjoni ta' dokument ghand l-Awtorità Pubblika

**Would you like a copy, or a summary of the document?**

- Online
- Email
- Mail
- By Hand
- Inspection

**Continue**

Figure 17: Request Response Format Delivery

The final page, 'Review Details', presents a comprehensive summary of all the information provided throughout the process. This step also includes edit buttons for the request and response details, which allow users to make modifications by navigating directly to the corresponding page.

### Review Details

---

**Personal Details**

Name and Surname	John Doe
ID Card Number	I234567L
Email Address	johndoe@gmail.com
Address	37 Triq I-Imrabat SLIEMA [Tas-Sliema] Malta

---

**Details of your request** [Edit](#)

Description of document	Sample document description
Which Ministry does this request relate to?	Ministry for Finance
Which Public Authority does this request relate to?	Enemalta plc

---

**Response to your request** [Edit](#)

In what format would you like the document?	summary or excerpt of document / sommarju jew estratt tal-kontenut tad-dokument
Would you like a copy, or a summary of the document?	Email

Figure 18: Review Details

At the bottom of the page, three buttons are displayed, each opening a pop-up containing a distinct document that the user must review and agreed. These documents are: 'Application general notes', 'Data protection statement' and 'Freedom of Information Act (Cap.496)'. Once the user has read and accepted all three documents, the 'Submit' button becomes available, allowing the user to complete the submission process.

**Before you submit**  
Please read through the information carefully before submitting your request.

Application general notes    Data protection statement    Freedom of Information Act (Cap. 496)

**Submit**

Figure 19: Terms & Conditions

Upon submission, the user is directed to a confirmation page that displays the unique request reference number along with details outlining the subsequent steps in the process. Additionally, the page provides a link in the ‘Track Progress’ step, that enables the user to go directly to the page where they can view real-time updates on the status of their request. The user will also receive an email confirmation upon submission.

✓ **Your request has been submitted successfully.**  
Reference Number: 250001

Next steps

- 1 Acknowledgement**  
You shall receive an acknowledgement letter with all the details related to your request via email.
- 2 Track progress**  
Track the progress of your request using your e-ID on the [track requests](#) page.
- 3 Receive notifications**  
You will receive related notifications via email.

Figure 20: Request Submitted

### 2.2.2 Track the Progress of the request.

The ‘Your Requests’ page allows the user to track all submitted requests. This page can be accessed directly from the Requests dropdown in the header by clicking the ‘Track progress’ button. Additionally, the user will receive email notifications if any action is taken on the request they submitted.

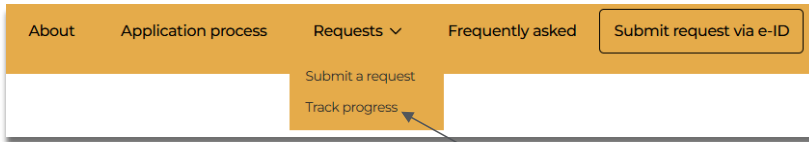


Figure 21: Track Progress

The page displays a comprehensive list of the user’s requests, with each entry showing the reference number, associated ministry, public authority, date of submission, the timeframe of the request and a status indicator represented by a coloured dot. The meanings of these colours are explained in a legend above the list. When a status of a given request changes, the user will be notified by email.

In addition, the page offers two request actions, ‘View Clarifications’ and ‘Complaints’, as well as links to payments and files related to a given incident.

**Your requests**

● In progress 
 ● Not accepted 
 ● Accepted in part 
 ● Accepted in full 
 ● Extended 
 ● Withdrawn

Reference Number	Ministry	Public Authority	Date Submitted	Timeframe	Status	Request Actions	Links
280001	Ministry for Finance	Enermatologic	28/02/2025 10:44:22	28/02/2025 08:00:00	<span style="color: #0070C0;">●</span>	<a href="#">View Clarifications</a> <a href="#">Complaints</a>	
340002	Ministry for the Family, Children's Rights and Social Solidarity	FOI Unit	20/02/2025 09:07:48	N/A	<span style="color: #D9534F;">●</span>	<a href="#">View Clarifications</a> <a href="#">Complaints</a>	

Figure 22: Clarifications.

### 2.2.3 Clarifications

Clicking on the ‘View Clarifications’ button directs the user to a dedicated page for clarifications related to the incident. The button will be available only when a clarification is sent from the FOI officer for the first time. Here, a chat interface displays all previously exchanged clarifications between the user and the FOI officer handling the request, along with the timestamps indicating the elapsed time since each message was sent. At the bottom of the interface, a text box is provided for the user to compose and send a new clarification.

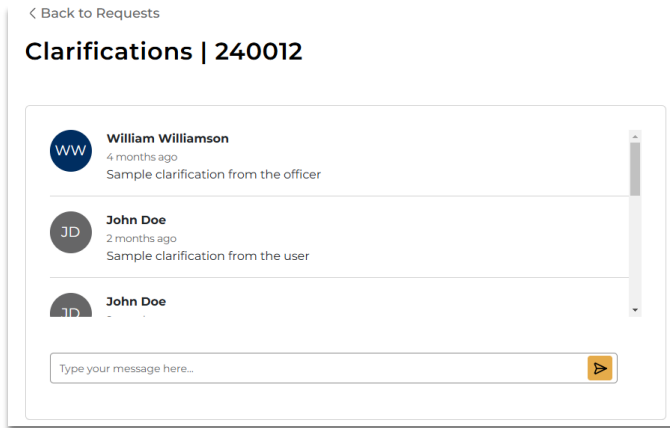


Figure 23: Clarification Chat Box.

Next to each message, an icon featuring the sender's initials is displayed. For officers, this icon has a navy-blue background, while for regular users, it is grey. When an officer sends a clarification, the user will also receive an email notification.

### 3. Payment for Services

#### 3.1 Online Payment: paying with card.

After a request is submitted, the user is required to pay a fee. On the 'Your Requests' screen, a euro icon appears in the links column for a new request.

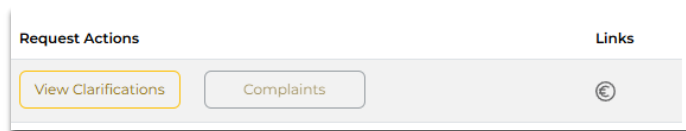


Figure 24: Payment icon

Clicking this icon opens up a pop-up that informs the user about the applicable fees and the remaining time available to complete the payment. A 'Pay Now' button within the pop-up redirects the user to the payment screen to finalize the transaction.

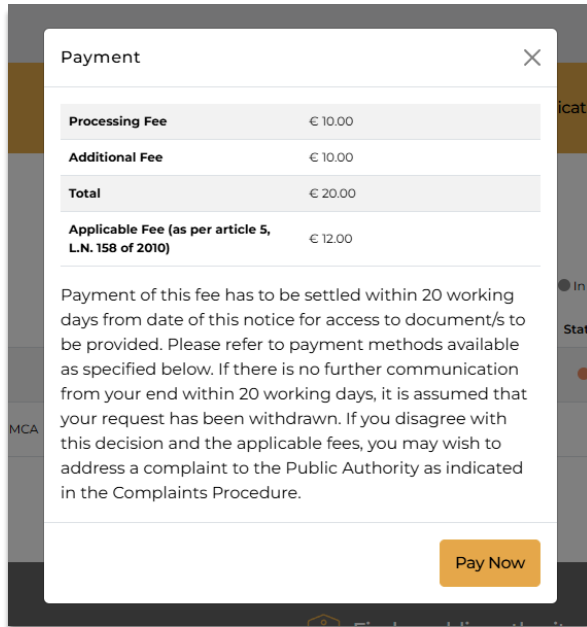


Figure 25: Payment Summary

When the user clicks the 'Pay Now' button they will be redirected to a secure payment page where they are required to input their card details and complete the transaction.

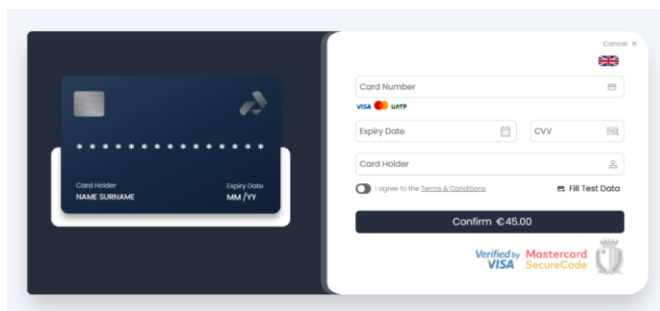


Figure 26: Payment Page

Once the payment is successfully processed, the user is automatically redirected to a payment confirmation page, which verifies the completion of the transaction. Additionally, an email notification will be sent to the user confirming the successful payment.

{placeholder for the payment confirmation page}

### 3.2 Viewing Files

After the payment is made, the icon in the links column changes from a euro symbol to a light-grey file icon.

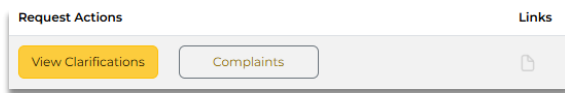


Figure 27: Viewing Files Before Payment.

If files are available for the incident, the file icon appears in a darker grey and becomes clickable.

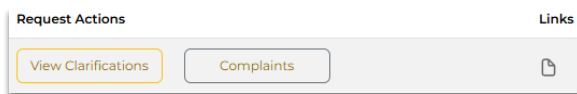


Figure 28: Viewing Files After Payment.

Upon clicking the file icon, a pop-up is displayed that lists the files associated with the incident, specifying each document's name, date of upload and offering the option to download each file individually.



Document name	Date	Actions
 document.pdf	28/02/2025	

Figure 29: Download Files

## 4. Submit A Complaint

### 4.1 User submits a complaint.

When the user is on the 'Your Requests' page, clicking the 'Complaints' option within the request actions will redirect them to the complaints page. The button becomes available once the FOI officer has taken action on the given request, resulting in its status changing to either 'Extended', 'Not Accepted' or 'Accepted Unpaid'. From that point, the user has 30 days to submit a new complaint by clicking the button. The user will receive an email notification, informing them that the request has been actioned.

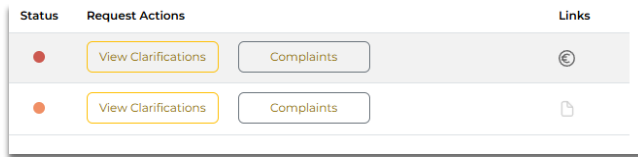


Figure 30: Complaints Button

If no complaints exist for the selected request, an appropriate message will be displayed. Additionally, a button labeled 'Open a complaint' is available to initiate the process of submitting a new complaint.

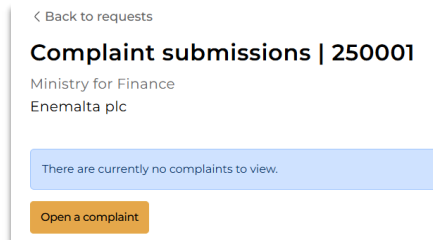


Figure 31: Complaint Submission Dashboard

After clicking the 'Open a Complaint' button, the complaint form is displayed. At the top of each step, a navigation bar allows the user to directly access any stage of the form, while the 'Continue' button at the bottom of each page facilitates moving sequentially to the next stage.

The first page, titled 'Incident Details', is automatically pre-filled with information pertaining to incident and the user submitting the complaint.

**Commented [RJ1]:** @Derewonko, Maksymilian, pls mention that the request has to be actioned (specify which actions) and only then the complaints will be available.

< Back

## Complaint form

1 Incident Details    2 Complaint details    3 Review Details

### Incident Details

🕒 5 mins is the average time spent submitting a complaint

**Name and Surname**

**ID Card Number**

**Incident Reference Number**

[Continue](#)

Figure 32: Request Details

Following the initial stage, the ‘Complaint Details’ section presents the user with a list of potential reasons for the complaint, along with a text box for further elaboration on the issue.

### Complaint details

What's the reason for your complaint?

Your request has not been accepted / It-talba għall-informazzjoni ma gietx accettata

Document was not provided in the preferred format / Id-dokument ma ngethax bil-mod preferut

The Public Authority has notified an extension / L-Awtorità Pubblika nnotifikat estensjoni

You have not received a notification / Notifikazzjonijiet ma waslux

You consider that the amount charged is excessive / Hlas meqjus eċċessiv

**Please elaborate**

[Continue](#)

Figure 33: Complaint Details

The final page, ‘Review Details’, presents a comprehensive summary of all the information provided in the previous steps. Within this summary, the user is also provided with an edit button for the complaint details, which will take them directly to the corresponding page for any desired modifications.

**Review Details**

**Personal Details**

Name and Surname	John Doe
ID Card Number	1234567L
Incident Reference Number	250001

**Details of your complaint** [Edit](#)

What's the reason for your complaint?

Please elaborate

You have not received a notification / Notifikazzjonijiet ma waslux.

Further description of the complaint

Figure 34: Review Details

At the bottom of the page, three buttons are displayed, each opening a pop-up containing a distinct document that must be reviewed and agreed to by the user. These documents are: 'Application general notes', 'Data protection statement' and 'Freedom of Information Act (Cap.496)'. Once the user has read and accepted all three documents, the 'Submit' button becomes available, allowing the user to complete the submission process.

**Before you submit**

Please read through the information carefully before submitting your request.

Application general notes

Data protection statement

Freedom of Information Act (Cap. 496)

Submit

Figure 35: Terms & Conditions

After successfully submitting a complaint, the user will receive an email notification with the confirmation.

#### 4.2 Track the Progress of the complaint.

After submitting a complaint, it will be displayed on the complaints screen for the corresponding incident. Here, the user can review the request's reference number, the complaint's submission data as well as its designated timeframe and current status. Additionally, the user has the option to view clarifications related to the complaint and access any associated files and payment links. The

user will also receive an email notification, whenever any of their complaints are actioned.



Reference Number	Date Submitted	Timeframe	Status	Complaint Actions	Links
250001	28/02/2025	02/02/2025 03 days	Open	<a href="#">View Clarifications</a>	<a href="#">🔗</a>

Figure 36: Complaints Grid

### 4.3 Clarifications

Clicking on the ‘View Clarifications’ button directs the user to a dedicated page for clarifications related to the complaint. The button will be available only when a clarification is sent from the FOI officer for the first time. Here, a chat interface displays all previously exchanged clarifications between the user and the FOI officer handling the complaint, along with the timestamps indicating the elapsed time since each message was sent. At the bottom of the interface, a text box is provided for the user to compose and send a new clarification.

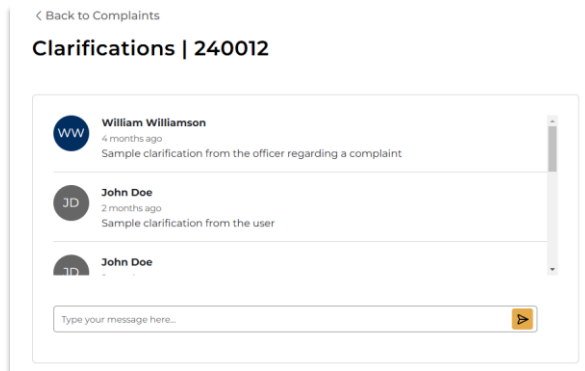


Figure 37: Clarifications Chat Box

Next to each message, an icon featuring the sender’s initials is displayed. For FOI officers, this icon has a navy-blue background, while for regular users, it is grey.

When an officer sends a clarification, the user will also receive an email notification.

#### 4.4 Payment

After a complaint is submitted, the user is required to pay a fee. On the 'Complaint submissions' screen, a euro icon appears in the links column for a new complaint.

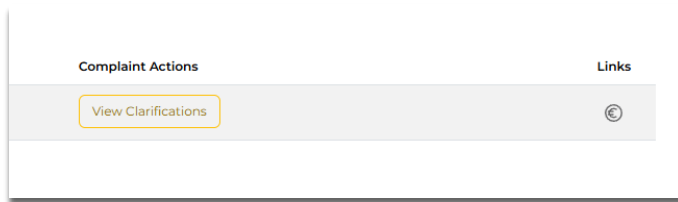


Figure 38: Payment Icon

Clicking this icon opens up a pop-up that informs the user about the applicable fees and the remaining time available to complete the payment. A 'Pay Now' button within the pop-up redirects the user to the payment screen to finalize the transaction.

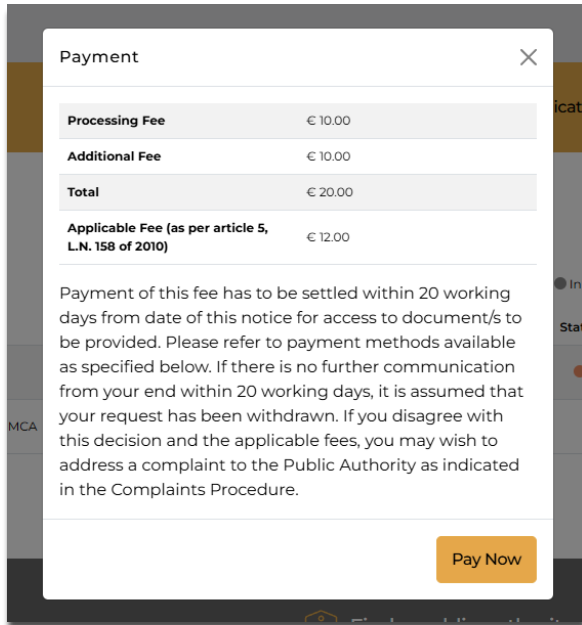


Figure 39: Payments Summary

When the user clicks the 'Pay Now' button they will be redirected to a secure payment page where they are required to input their card details and complete the transaction.

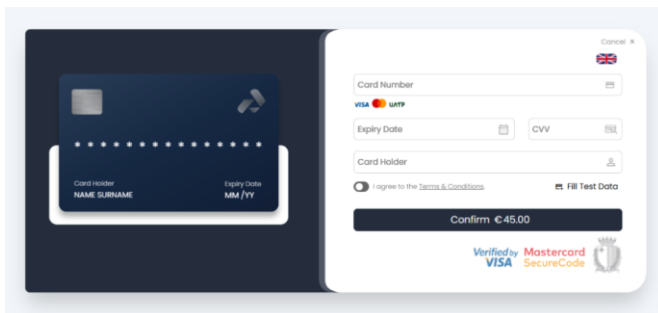


Figure 40: Payment Page

Once the payment is successfully processed, the user is automatically redirected to a payment confirmation page, which verifies the completion of the

transaction. Additionally, an email notification will be sent to the user confirming the successful payment.

{placeholder for the payment confirmation page}

#### 4.5 Viewing Files

After the payment is made, the icon in the links column changes from a euro symbol to a light-grey file icon.

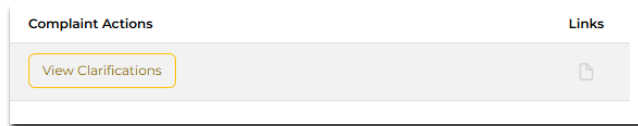


Figure 41: Inactive Files Button

If files are available for the incident, the file icon appears in a darker grey and becomes clickable.

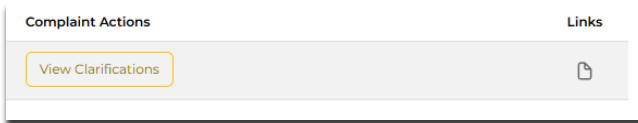


Figure 42: Active Files Button

Upon clicking the file icon, a pop-up is displayed that lists the files associated with the incident, specifying each document's name, date of upload and offering the option to download each file individually.



	Document name	Date	Actions
	document.pdf	28/02/2025	

Figure 43: File Details

## 5. Assistance and Support

Should users require any assistance while using the FOI portal, they are invited to contact:

Email Address	foicu@gov.mt
Telephone number	(+356) 22478200
Address	Block 28, Flat 19, Vincenti Building, Triq id-Dejqa, Il-Belt Valletta