



Coordination and
Implementation
Division

GOVERNANCE ACTION

ON THE PARLIAMENTARY OMBUDSMAN
ANNUAL REPORT **2024**



GOVERNMENT OF MALTA
OFFICE OF THE PRINCIPAL PERMANENT SECRETARY
OFFICE OF THE PRIME MINISTER

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FOREWORD

This annual report presents the governance action taken by the Public Administration regarding cases registered with the office of the Ombudsman during 2024, as well as cases which remained pending from previous years.

This governance action exercise is held in high regard by the Public Administration as it drives improvements which leave a direct positive impact on the public – our primary stakeholder. The cases lodged with the Ombudsman and the latter's recommendations highlight areas for improvement. This process ensures that the identified shortcomings are addressed to improve procedures with the aim of providing a better service through enhanced transparency, equity, and timeliness.

The extensive work involved in carrying out this exercise resulted in a commendable rate of cases closed by the Ombudsman. In fact, 78% of cases received by the Ombudsman during 2024 have been closed after their resolution. This closure rate could have been further improved if the proportion of cases pending at the Ombudsman's Office was kept to last year's figure.

This significant number of closed cases was achieved through frequent consultations with ministries and entities, to implement improved procedures. Thirteen closed cases reported in this report required wide-ranging collaboration between two or more ministries or entities. This collaboration was facilitated by the Governance Action Directorate and their dedicated digital reporting system.

In recognition of the valuable contribution that institutions of oversight – including the Office of the Ombudsman – provide to the Public Administration, we continue to foster close collaboration with these institutions.

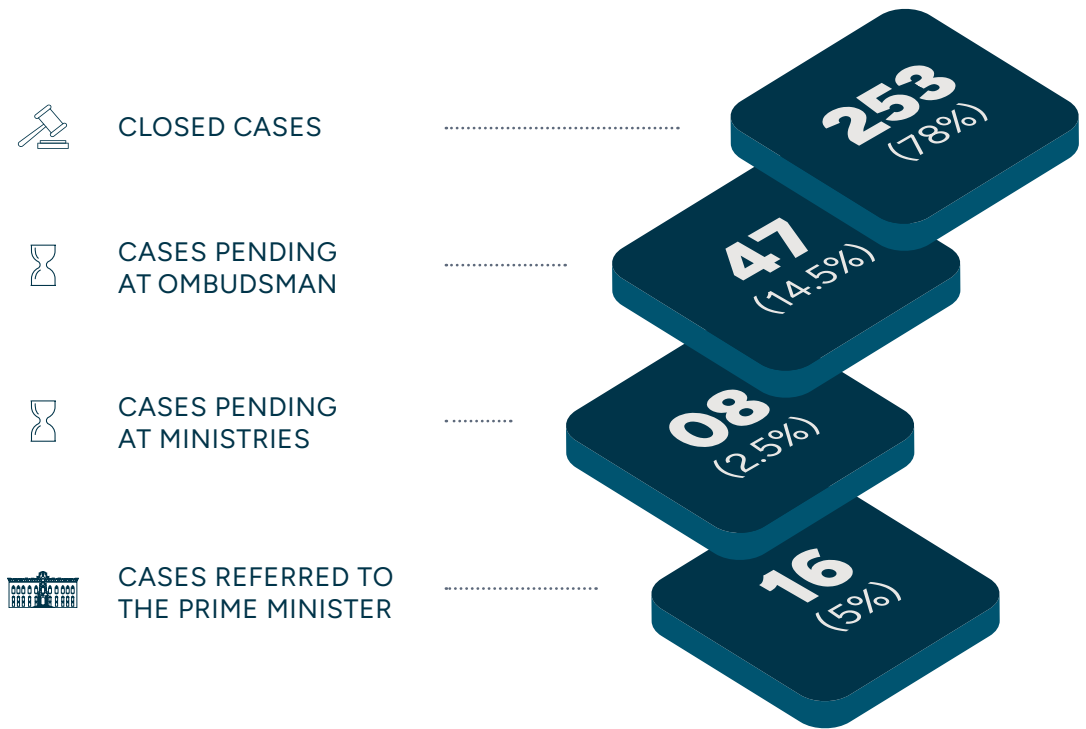
The commitment by public employees towards continuous improvement in service delivery to the public is highly commended.

TONY SULTANA

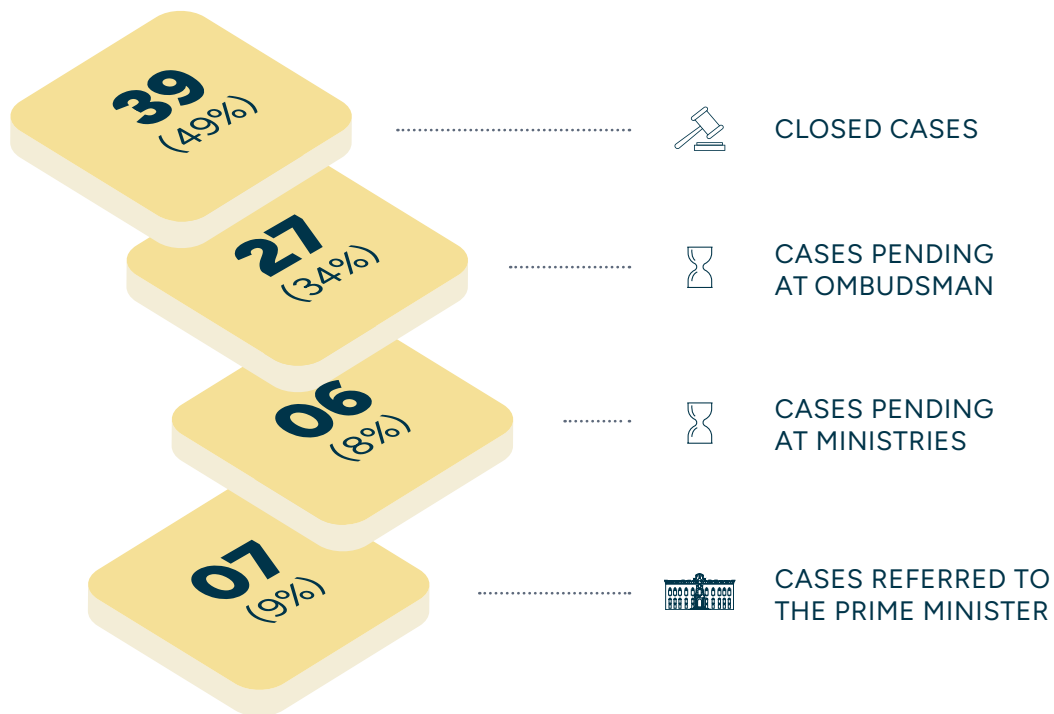
Principal Permanent Secretary

2024 CASE OVERVIEW

324 New cases registered in 2024



79 Previous years follow-up cases



Yearly closure rates:	2018	2019	2020	2021	2022	2023
	65.2%	66.4%	73.6%	85.5%	86.1%	83.5%



NUMERICAL INSIGHTS: **2024 OMBUDSMAN CASE ANALYSIS**

INTRODUCTION

The Governance Action Directorate (GAD) conducted an exercise focused on evaluating the progress and outcomes of each case featured in the Ombudsman's Annual Report for 2024.

To facilitate this review, ministries and public entities were requested to submit comprehensive updates on the status and/or the resolution for all cases. Particular attention was given to those involving a Final Opinion from the Ombudsman, ensuring that responses adequately reflected the recommendations provided.

In instances where cases were escalated for the Prime Minister's consideration, the GAD carried out a reassessment of the case and coordinated with the relevant authority to prepare a final, consolidated reply.

This section presents a detailed statistical overview of all cases managed by the Parliamentary Ombudsman and the Commissioners in 2024, as recorded on 15 October 2025.

OVERVIEW

CASES RECEIVED BY THE OFFICE OF THE PARLIAMENTARY OMBUDSMAN AND COMMISSIONERS IN 2024

According to data held by the Public Administration, a total of 324 new cases were registered and investigated in 2024 following referrals from the Office of the Ombudsman, which includes the Parliamentary Ombudsman and the three Commissioners. 79 additional cases were carried forward from previous years.

This brought the overall caseload for 2024 to 403 cases. Compared to the 2023 caseload of 420 cases, this reflects a reduction of 17 cases, equivalent to a 4% decrease.

Diagram 1 depicts the total caseload pertaining to the Office of the Parliamentary Ombudsman and Commissioners in 2024.

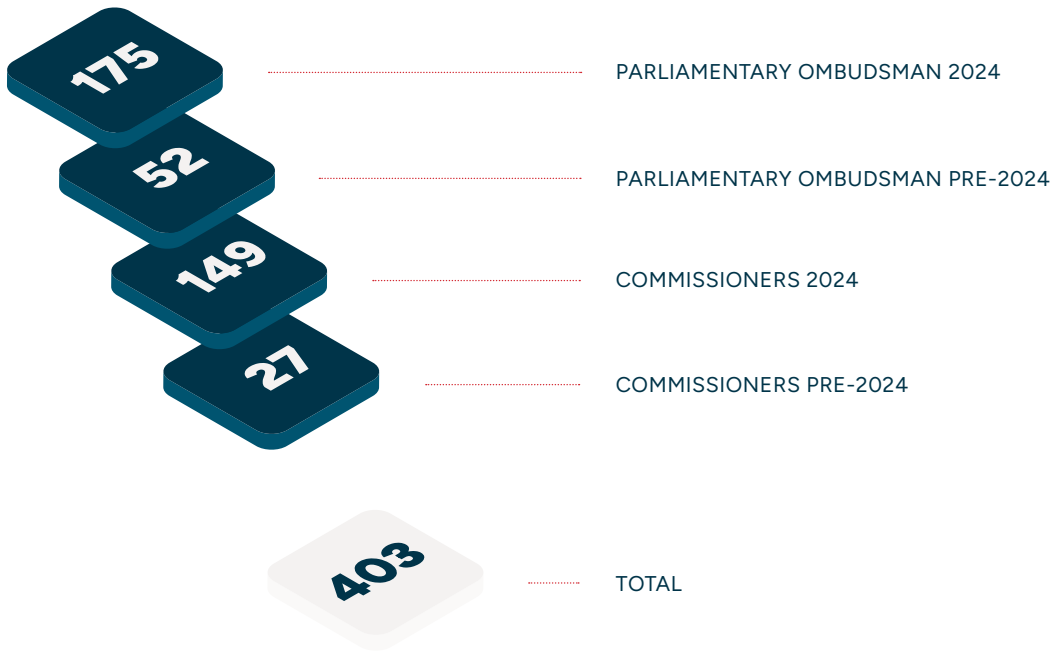


Diagram 1

Diagram 2 indicates the status of complaints as on 15 October 2025, handled by the Public Administration, which were referred by the Parliamentary Ombudsman and Commissioners in 2024, as well as the status of pre-2024 cases.

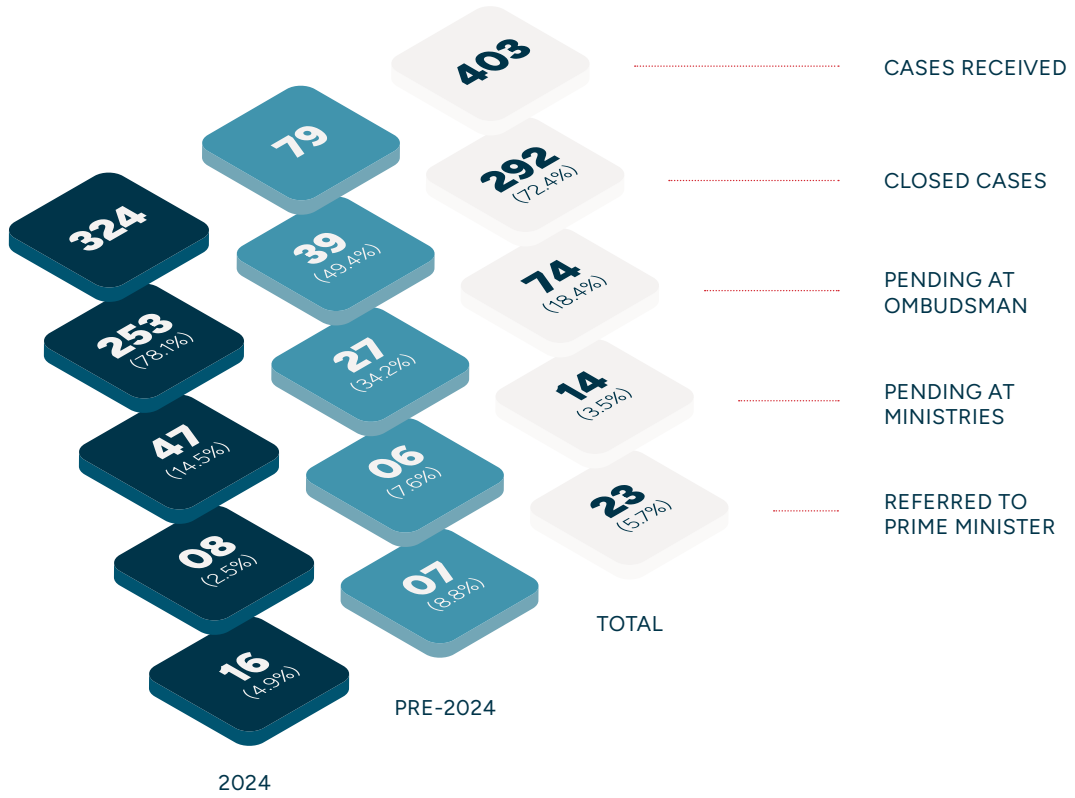


Diagram 2

Diagram 3 indicates the cases referred to the Prime Minister and the replies sent thereto.

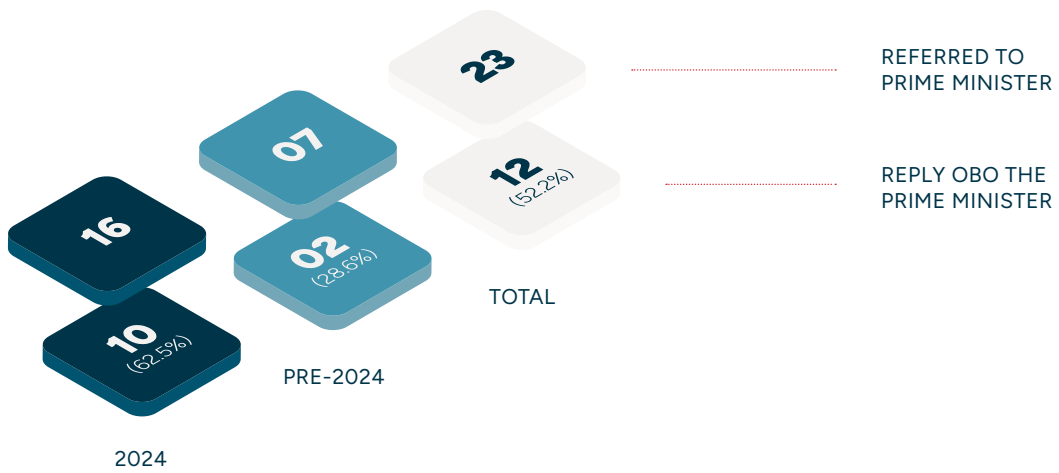


Diagram 3

Diagram 4 indicates the categories of all closed cases (2024 and pre-2024).

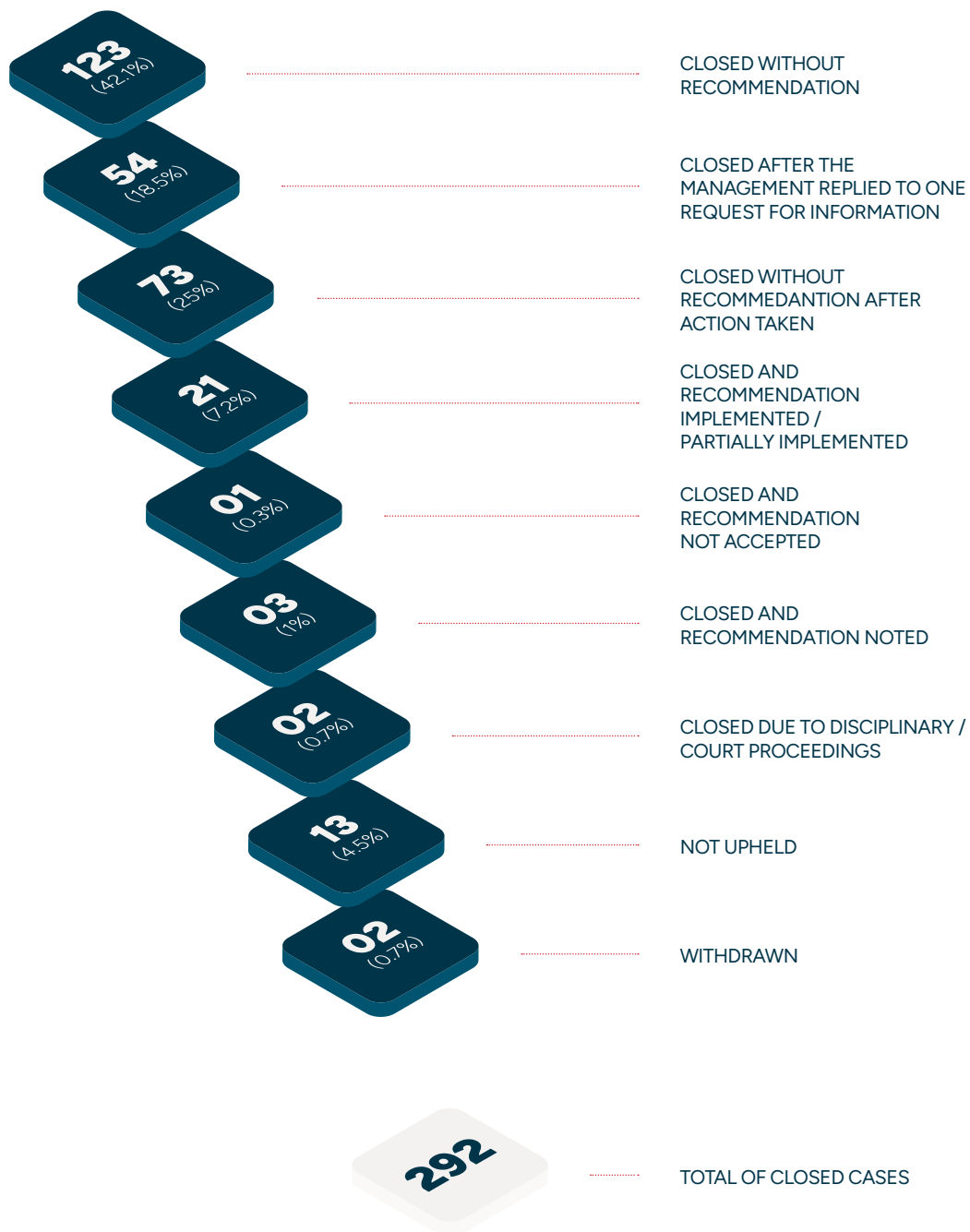


Diagram 4

CASES HANDLED BY THE PARLIAMENTARY OMBUDSMAN

Data analysed by the Public Administration indicates that the Parliamentary Ombudsman managed 227 cases in 2024. This figure represents 56.3% of the overall caseload handled by the Office of the Ombudsman.

Diagram 5 indicates the status of cases handled by the Parliamentary Ombudsman during 2024.

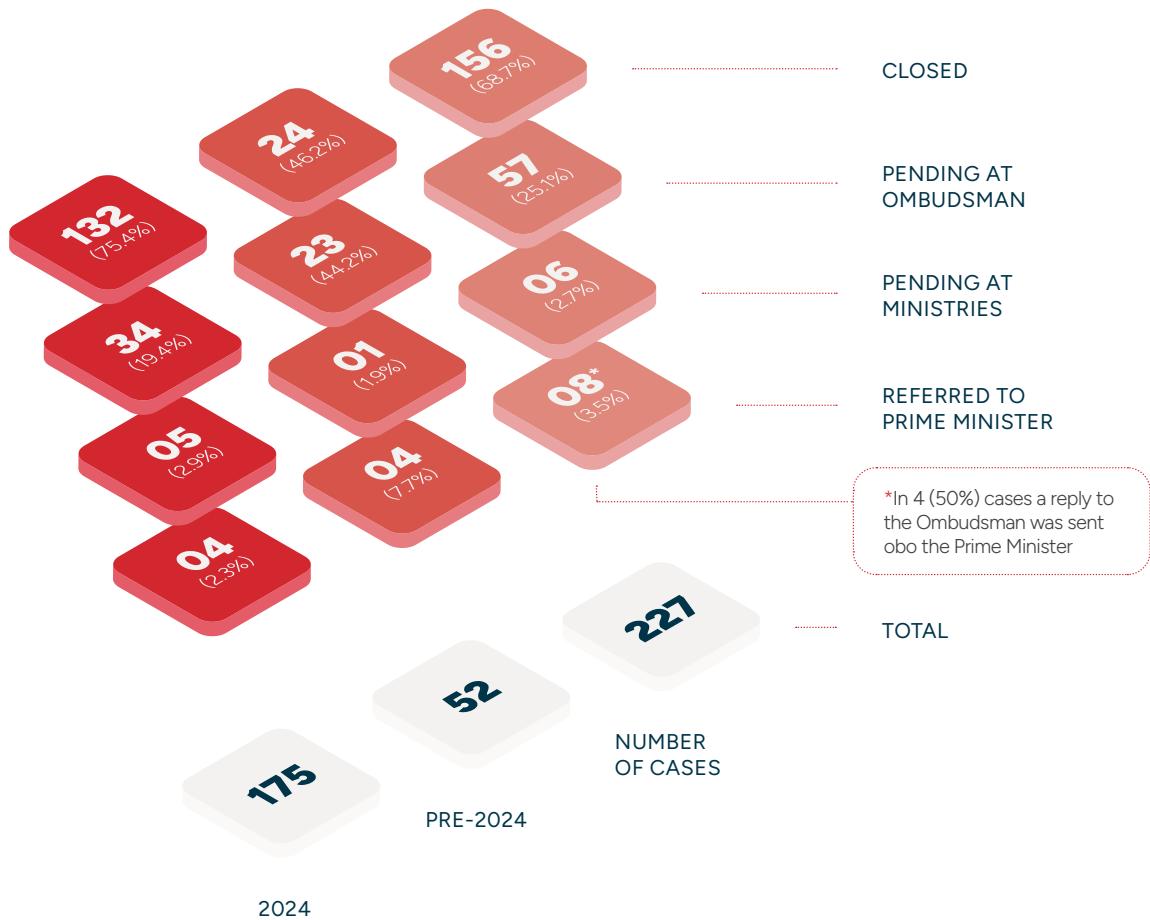


Diagram 5

Our analysis of the 156 cases closed from the total caseload of the Parliamentary Ombudsman, highlighted that a significant number of cases were concluded without requiring detailed investigation by the Parliamentary Ombudsman. Notably, of the 63 pending cases, only 6 cases (9.5%) were still being processed by the Public Administration. The remaining 57 cases (90.5%) are pending at the Ombudsman.

Diagram 6 gives details of the outcomes of cases (2024 and pre-2024) concluded by the Parliamentary Ombudsman.

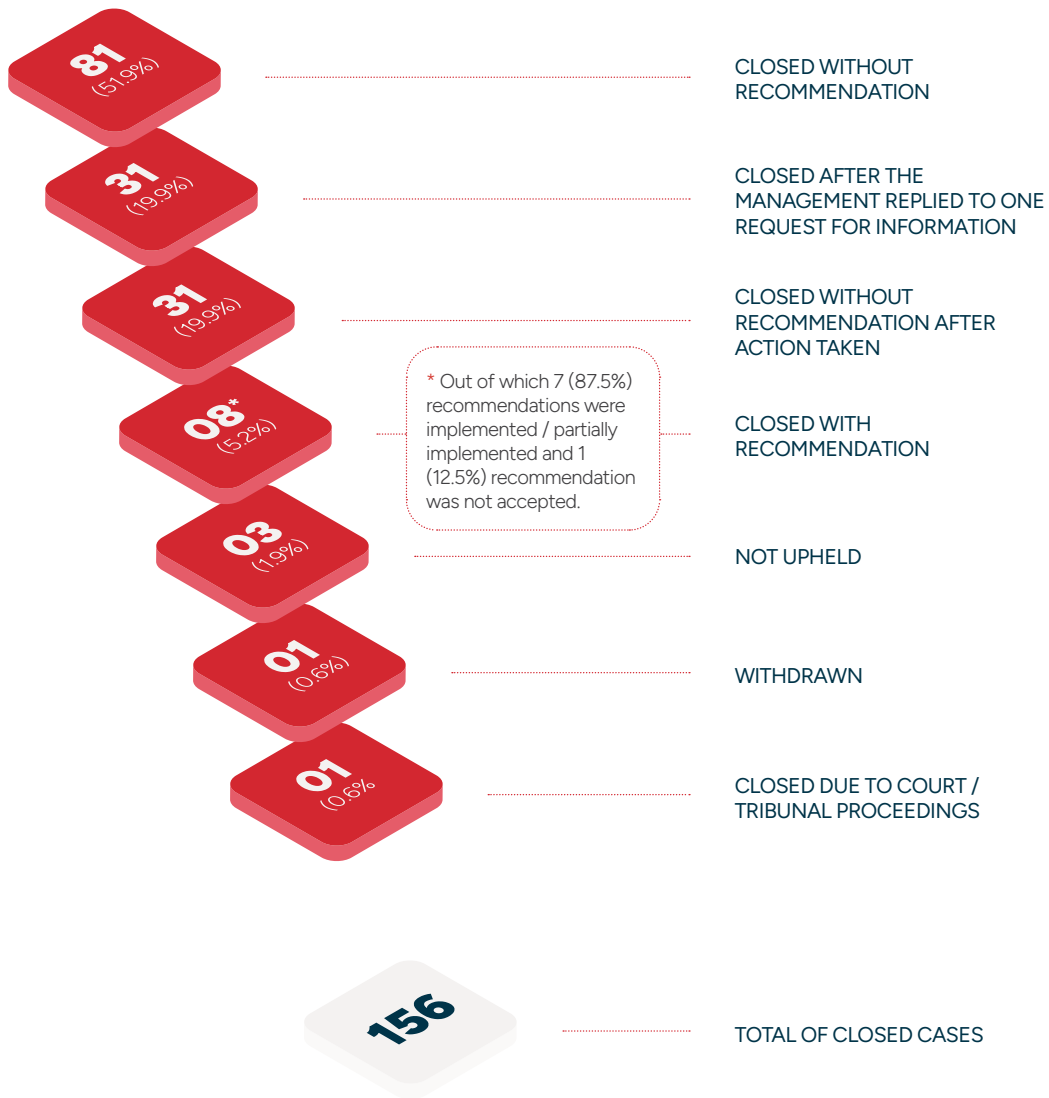


Diagram 6

It is with satisfaction to note that the analysis carried out indicates that in 143 of the closed cases (91.7%), the investigation was closed without the presentation of any recommendations for corrective action to be taken by the public entity concerned. Only 8 closed cases included recommendations made by the Parliamentary Ombudsman. The recommendations for 7 of these cases were accepted and implemented by the Public Administration. In one case the Public Administration did not accept the recommendation. Other cases closed by the Parliamentary Ombudsman revealed either that the Public Administration was found to have acted correctly, or else the case had to be closed due to the initiation of court proceedings.

OVERVIEW: CASES HANDLED BY THE COMMISSIONER FOR EDUCATION, COMMISSIONER FOR ENVIRONMENT & PLANNING AND THE COMMISSIONER FOR HEALTH

Data analysed by the Public Administration indicates that in 2024, the Commissioners collectively managed a total of 176 cases. This figure represents 43.7% of the overall caseload handled by the Office of the Ombudsman.

Diagram 7 demonstrates the total number of cases managed by the Commissioners, and the distribution of the caseload.

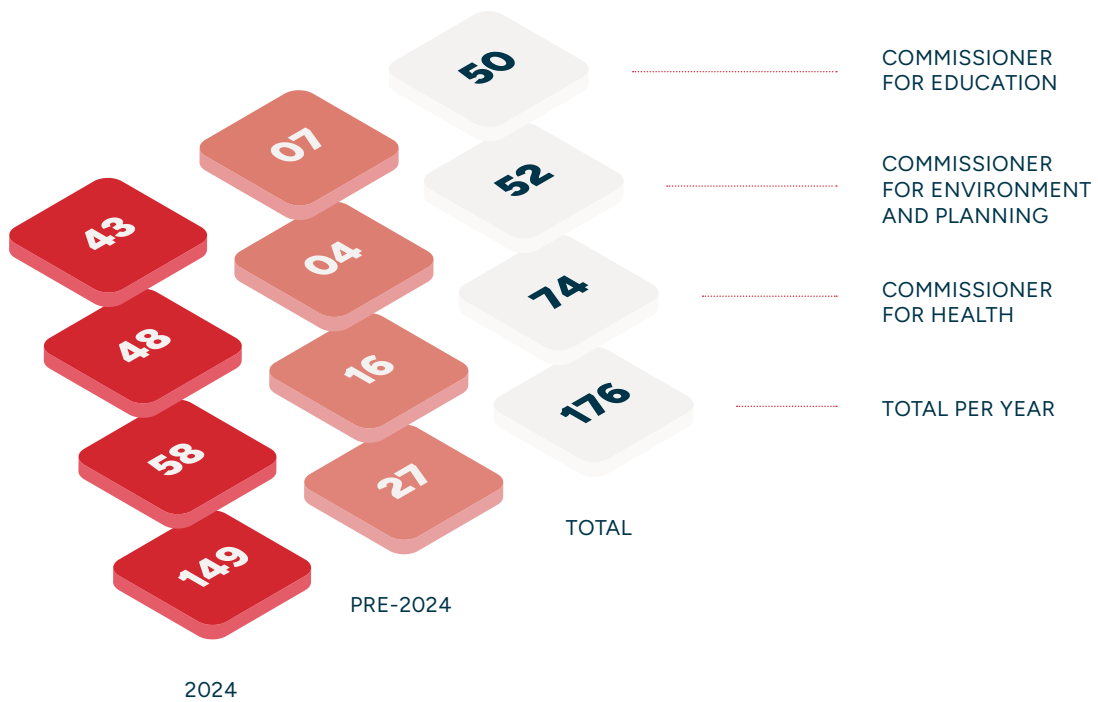


Diagram 7

CASES HANDLED BY THE COMMISSIONER FOR EDUCATION

Data compiled by the Public Administration indicates that, during 2024, the Commissioner for Education (CfE) referred 43 new cases to the Ministry for Education, Sport, Youth, Research and Innovation. These cases are to be added to the 7 cases the Commissioner had on his caseload prior to 2024, adding up to a total of 50 cases.

Diagram 8 shows the status of the cases handled by the Commissioner of Education

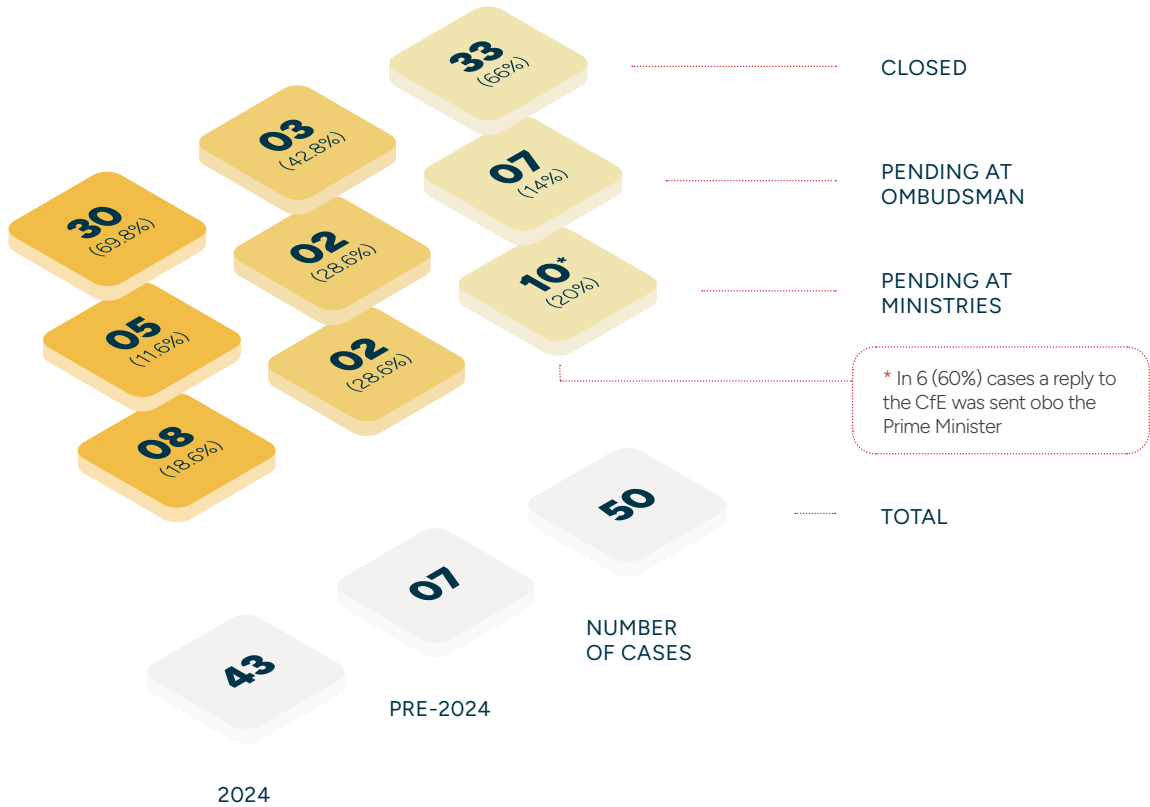


Diagram 8

Diagram 9 indicates the outcome of cases (2024 and pre-2024) concluded by the Commissioner for Education.

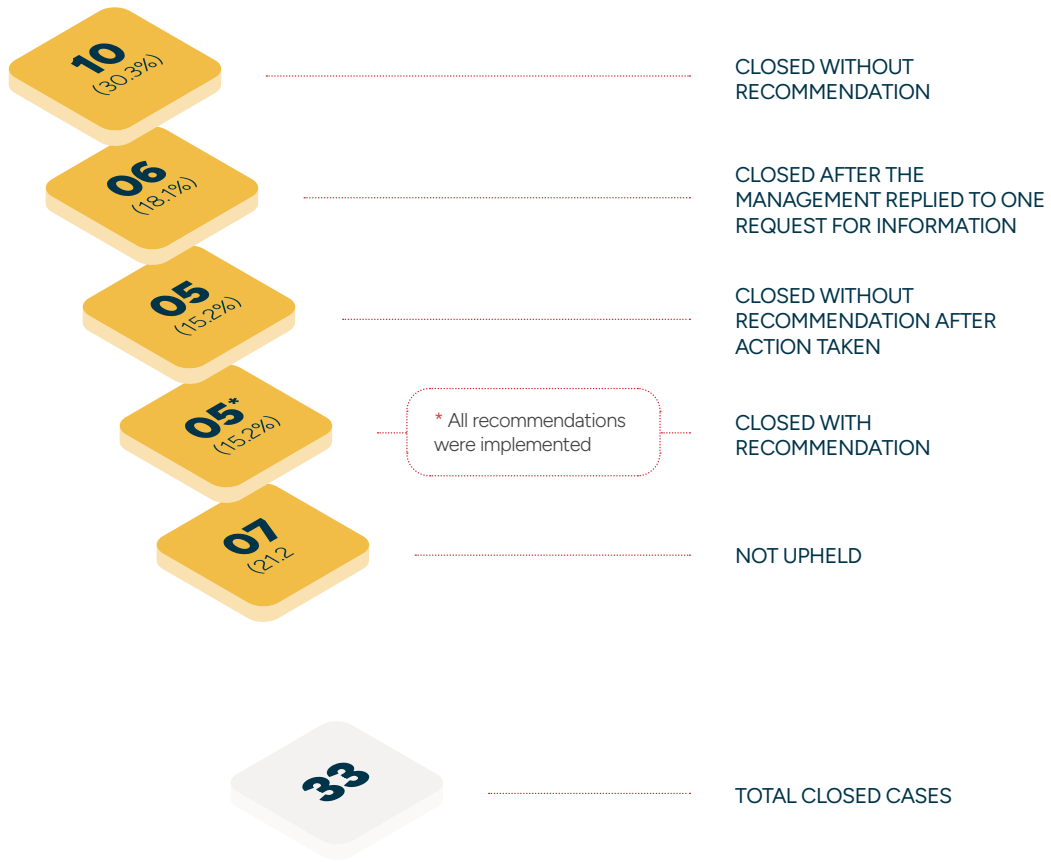


Diagram 9

CASES HANDLED BY THE COMMISSIONER FOR ENVIRONMENT AND PLANNING

Data compiled by the Public Administration indicates that, during 2024, the Commissioner for Environment and Planning (CEP) referred 48 new cases to ministries / entities. These cases are to be added to the 4 cases the Commissioner had on his caseload prior to 2024, adding up to a total caseload of 52.

Diagram 10 demonstrates the cases handled by the Commissioner for Environment and Planning

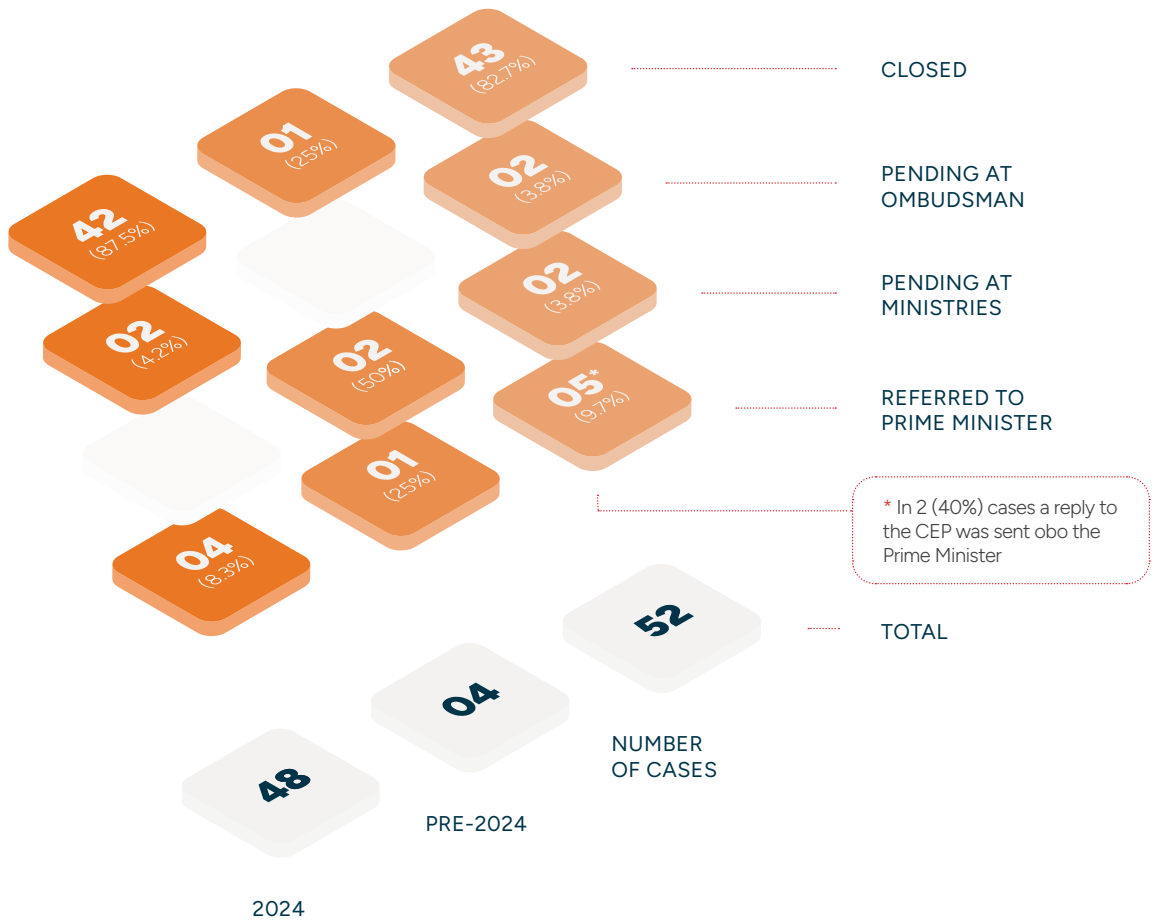


Diagram 10

Diagram 11 indicates the outcome of cases (2024 and pre-2024) concluded by the Commissioner for Environment and Planning.

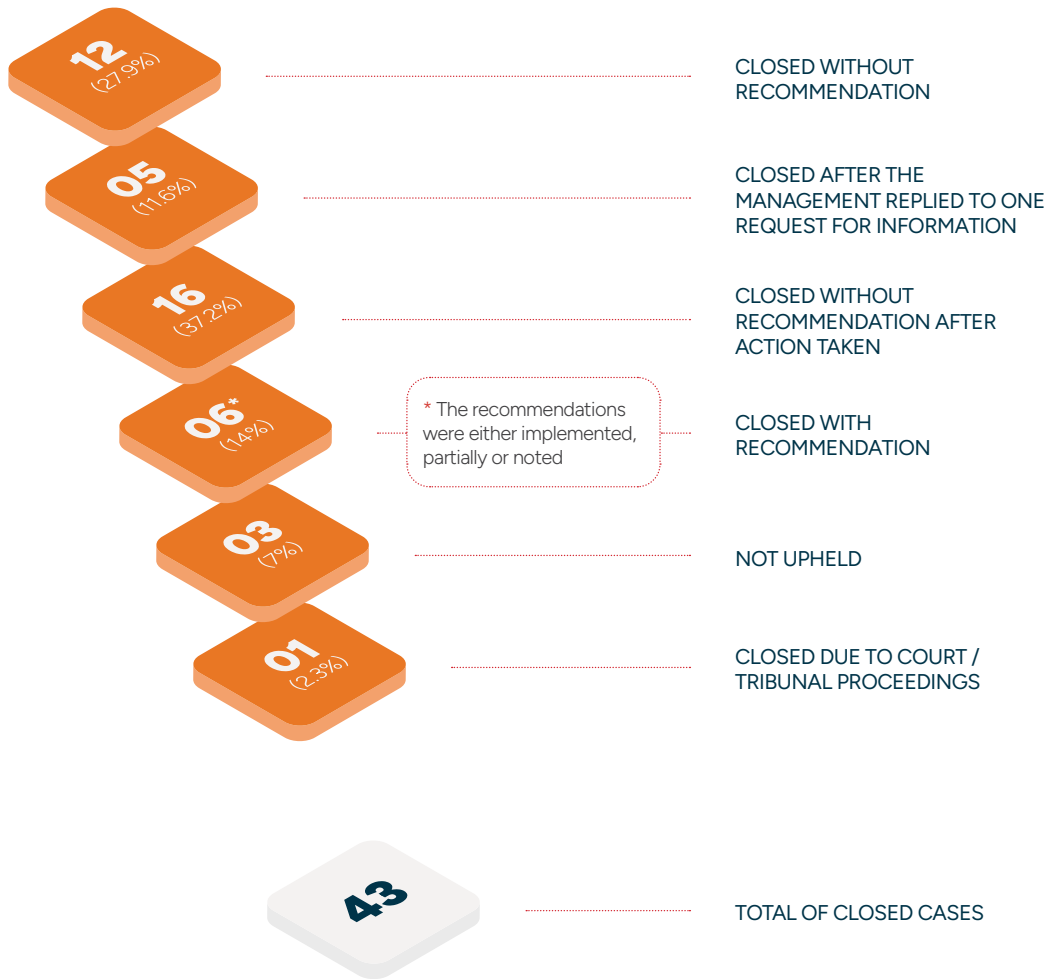


Diagram 11

CASES HANDLED BY THE COMMISSIONER FOR HEALTH

The Commissioner for Health (CfH) referred 58 new cases to the Public Administration. These cases are to be added to the 16 cases the Commissioner had on his caseload prior to 2024, adding up to a total caseload of 75.

Diagram 12 shows the cases handled by the Commissioner for Health

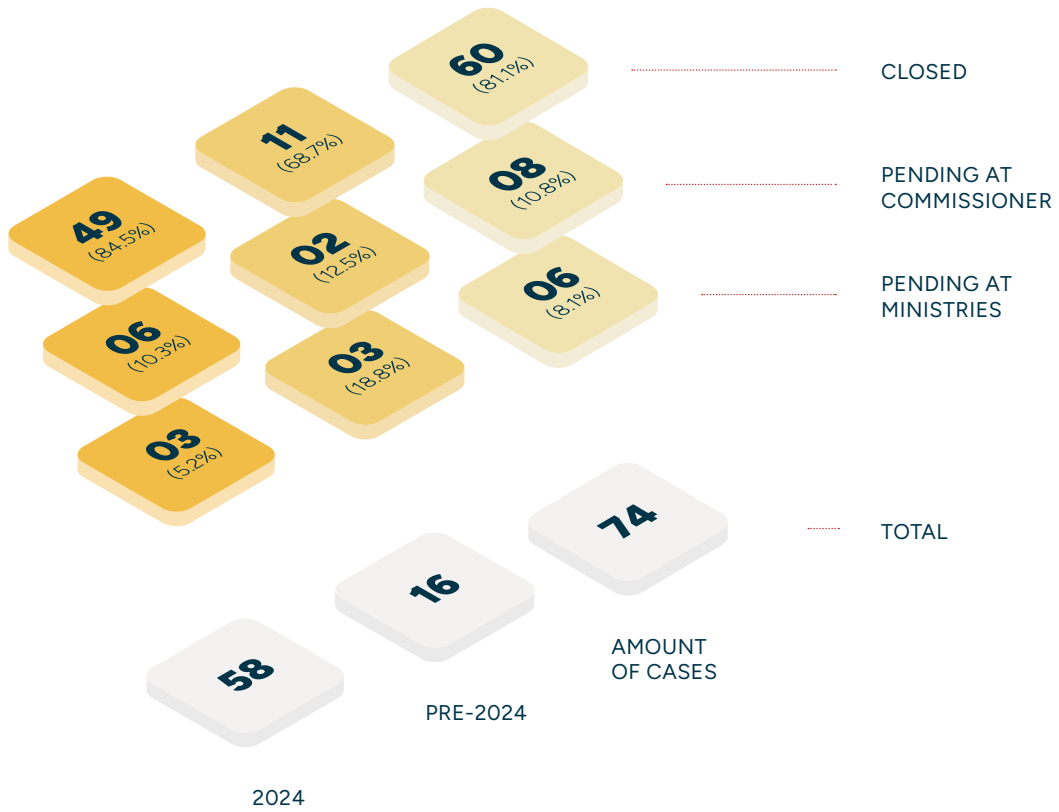


Diagram 12

At the time of reporting, the Commissioner had closed a total of 60 cases. 6 cases were still being investigated at the pertinent ministry, whilst 8 cases were pending at the CfH.

Diagram 13 shows the outcome of the cases (2024 and pre-2024) concluded by the Commissioner for Health.

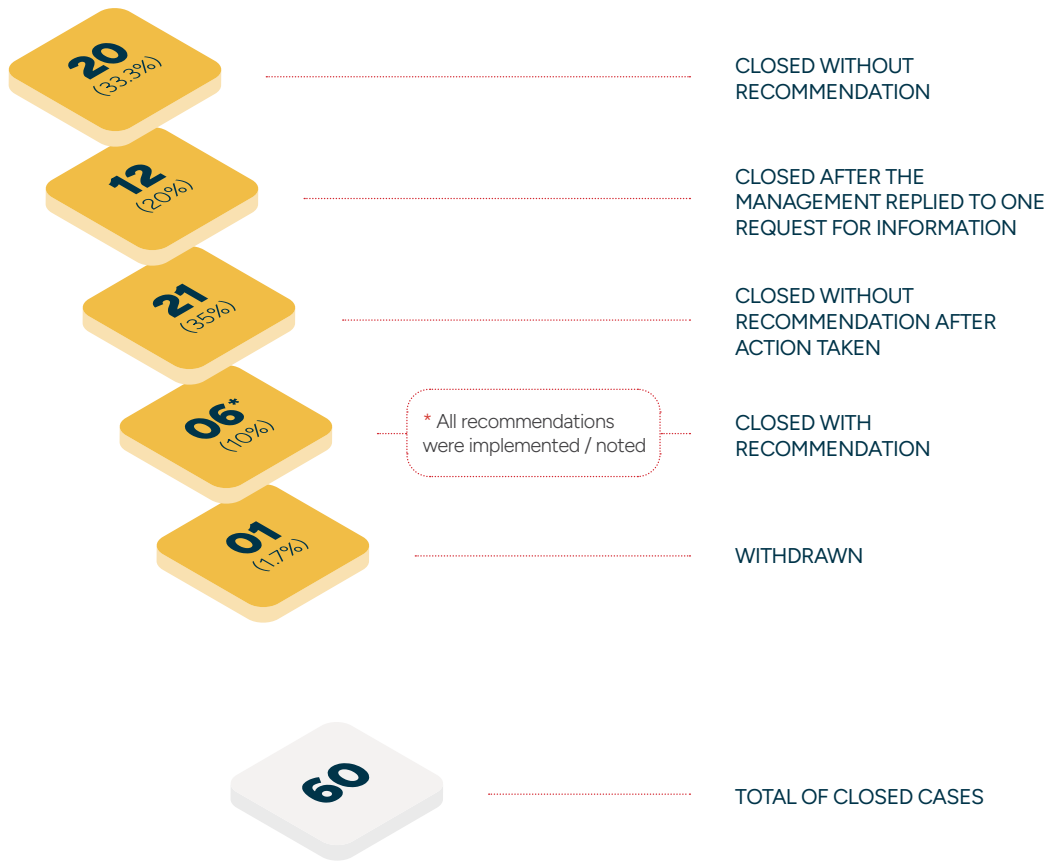


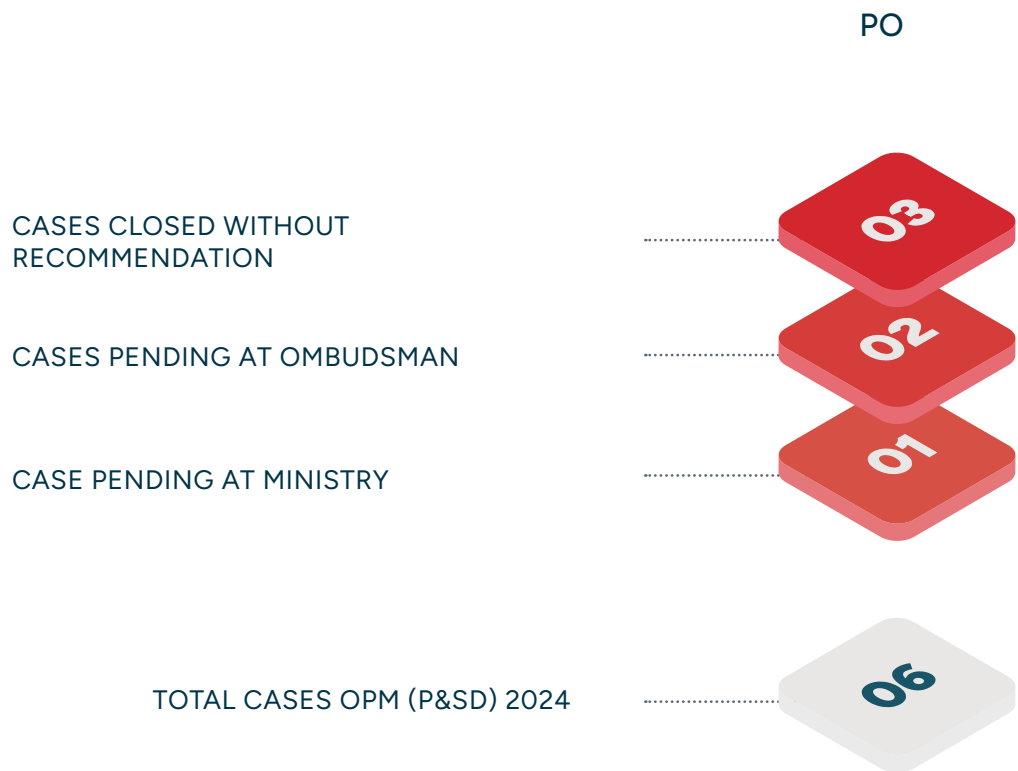
Diagram 13

The following sections of this report provide a comprehensive account of the caseload presented by the Parliamentary Ombudsman and each of the Commissioners and how these cases were addressed by the Public Administration.



FOLLOW-UP ACTION BY
**THE PUBLIC
ADMINISTRATION**

OFFICE OF THE PRIME MINISTER (PEOPLE & STANDARDS DIVISION)







PARLIAMENTARY OMBUDSMAN 2024

CASES CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT

Office of the Prime Minister (P&SD)

OMBUDSMAN CASE REFERENCE

OMB-24-4815

BRIEF DETAILS OF CASE

A complaint regarding career progression within the public service as a Tradesperson.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant completed a City & Guilds programme in Motor Vehicle Mechanics and the Extended Skill Training Scheme in 1992, after which they were promoted to Tradesman (Scale 16), and later to Scale 15. They argued that they should have been automatically promoted to Technician two years after completing their studies, which would have entitled them to benefit from a 2017 Side Agreement, granting higher salary scales to Technicians at certain hospitals. They had requested retroactive regrading but this request was rejected by their employer, prompting them to seek redress through the Ombudsman.

P&SD clarified that assimilation to the Technician grade was not automatic and required submission of evidence and a formal option to assimilate. They also noted that ESTS graduates were eligible for Tradesman, not Technician, and no precedents existed for Technician appointments based solely on ESTS completion. Additionally, promotion to Assistant Technical Officer (Scale 13) required selection, and the complainant had opportunities to apply since their 1996 appointment as Senior Tradesman.

Subsequently, the Ombudsman formally closed the case.

SECTOR/DEPARTMENT

Office of the Prime Minister (P&SD)

OMBUDSMAN CASE REFERENCE

OMB-24-4981

BRIEF DETAILS OF CASE

A complaint regarding the refusal to disclose May 2024 public officers' Collective Agreement.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant requested access to the Collective Agreement applicable to Public Officers, specifically concerning the General Service Grades. The Office of the Permanent Secretary (People and Standards) clarified that such agreements are not customarily distributed to employees; however, employees may obtain a copy by contacting their respective union or by consulting their human resources department.

In response, the Office of the Ombudsman formally requested the agreement pursuant to Section 19 of the Ombudsman Act and the P & SD complied. As the agreement is deemed confidential, it could not be disclosed to the complainant. Subsequently, the Ombudsman informed the complainant accordingly and proceeded to close the case.

SECTOR/DEPARTMENT

Office of the Prime Minister (P&SD)

OMBUDSMAN CASE REFERENCE

OMB-24-5469

BRIEF DETAILS OF CASE

Assimilation of Museums Officer in Scale 8

ACTION TAKEN AND MANAGEMENT COMMENTS

The Office of the Ombudsman enquired about the complainant's assimilation to the Museums Class at Scale 8, initially believed to be governed by an MoU. P&SD clarified that the process was part of a broader simplification exercise approved by the Public Service Commission and that no sectoral agreement exists for the Museums Class, as its grades are now covered under the Heritage Malta Collective Agreement. Following a request by the Ombudsman for the agreement, the complainant chose not to pursue the matter further, and the case was formally closed.

CASES PENDING AT OMBUDSMAN

SECTOR/DEPARTMENT

Office of the Prime Minister (P&SD)

OMBUDSMAN CASE REFERENCE

OMB-24-5109

BRIEF DETAILS OF CASE

A complaint regarding a career progression.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant had previously submitted the same issue to the Grievance Board, which concluded in December 2018, that they were not entitled to the position claimed. P&SD reiterated to the Ombudsman that there was no basis to alter the Board's recommendation and forwarded the relevant grievance file for review.

The Ombudsman's Office confirmed that the investigation remained ongoing.

SECTOR/DEPARTMENT

Office of the Prime Minister (P&SD)

OMBUDSMAN CASE REFERENCE

OMB-24-5557

BRIEF DETAILS OF CASE

A complaint concerning the assimilation process of Assistant Principals under the provisions of the Collective Agreement for General Service Grades.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Office of the Ombudsman enquired about the impact of the Assistant Principals' assimilation on those officers serving as Principals in Scale 9. P&SD confirmed that the matter was under discussion with the Industrial Relations Unit and various proposals had been reviewed with the unions. An agreement was eventually reached to assimilate Principals, including the complainant, in line with the terms of the agreement reached.

CASE PENDING AT MINISTRY

SECTOR/DEPARTMENT

Office of the Prime Minister (P&SD)

OMBUDSMAN CASE REFERENCE

OMB-24-5475

BRIEF DETAILS OF CASE

A complaint regarding non-award of service pension to an employee who joined Public Service prior to 15 January 1979.

ACTION TAKEN AND MANAGEMENT COMMENTS

Discussions on the matter are ongoing among all the stakeholders.

OPM (P&SD) PRE-2024

for further information on the case: Governance Action on the Parliamentary Ombudsman Annual Report 2023

PARLIAMENTARY OMBUDSMAN

CASE CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT	Office of the Prime Minister (P&SD)
OMBUDSMAN CASE REFERENCE	OMB-21-2391
BRIEF DETAILS OF CASE	A complaint relating to the assimilation exercise in the Managerial Stream. The complainant is claiming that they were subject to less beneficial conditions, owing to assimilation in comparison to the substantive grade previously held.
ACTION TAKEN AND MANAGEMENT COMMENTS	A Final Opinion on the case was issued by the Office of the Ombudsman. The Ombudsman concluded that his Office did not find any irregularity and that the complainant was not subject to improper discrimination. The case was deemed closed by the Office of the Ombudsman.
STATUS LAST YEAR	Pending at Ombudsman

CASES PENDING AT OMBUDSMAN

SECTOR/DEPARTMENT	Office of the Prime Minister (P&SD)
OMBUDSMAN CASE REFERENCE	OMB-23-4039
BRIEF DETAILS OF CASE	A complaint by a trade union on behalf of a public officer regarding the deduction of sick leave.
ACTION TAKEN AND MANAGEMENT COMMENTS	After extensive internal consultations and discussions with all unions party to the Public Service Agreement, a consensus was reached. Consequently, a circular outlining the entitlement and calculation of sick leave was issued on 27 May 2025, and the Office of the Ombudsman was duly notified and provided with a copy.
STATUS LAST YEAR	Pending at Ministry

SECTOR/DEPARTMENT	Office of the Prime Minister (P&SD)
OMBUDSMAN CASE REFERENCE	OMB-23-4075
BRIEF DETAILS OF CASE	A complaint regarding the deduction of sick leave in hours for employees in the health sector.
ACTION TAKEN AND MANAGEMENT COMMENTS	After extensive internal consultations and discussions with all unions party to the Public Service Agreement, a consensus was reached. Consequently, a circular outlining the entitlement and calculation of sick leave was issued on 27 May 2025, and the Office of the Ombudsman was duly notified and provided with a copy.
STATUS LAST YEAR	Pending at Ministry

COMMISSIONER FOR HEALTH

CASE PENDING AT OMBUDSMAN

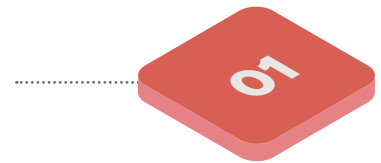
SECTOR/DEPARTMENT	Office of the Prime Minister (P&SD)
OMBUDSMAN CASE REFERENCE	CH-22-3055
BRIEF DETAILS OF CASE	A complaint relating to a request for compensation for the loss of allowances and overtime pay during the period when the complainant had been on precautionary suspension. Subsequently, the Disciplinary Board had acquitted the complainant of the charges brought against them.
ACTION TAKEN AND MANAGEMENT COMMENTS	Following the issue of the Final Opinion by the Commissioner for Health, the P&SD confirmed its intention to implement the recommendation and reimburse the complainants as per L.N 152 of 2022, Public Service Disciplinary (Amendment) Regulations, 2022 and Regulation 12(6) of the Public Service Commission Disciplinary Regulations, 2023. The reimbursement amount, based on the average of three years' overtime and allowances prior to suspension, was calculated and communicated to the complainants as a full and final settlement, with the Ombudsman duly informed.
RECOMMENDATION BY OMBUDSMAN	The Commissioner recommended that the administrative decision that was taken and officially communicated by the Principal Permanent Secretary in his official email of the 23rd May 2022 is honoured by Government.
STATUS LAST YEAR	Pending at Ombudsman



OFFICE OF THE
PRIME MINISTER
(SUPPORT SERVICES)

PO

CASE CLOSED WITHOUT
RECOMMENDATION



TOTAL CASES OPM (SS) 2024







PARLIAMENTARY OMBUDSMAN 2024

CASE CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT

Office of the Prime Minister (OPM)

OMBUDSMAN CASE REFERENCE

OMB-24-5274

BRIEF DETAILS OF CASE

Several complaints regarding fortifications, cultural heritage sites and artefacts in Malta.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Customer Care Unit at the OPM engaged directly with the complainant and confirmed continuous communication, ensuring the available information was provided.

Later, the Office of the Ombudsman proceeded to close the case.



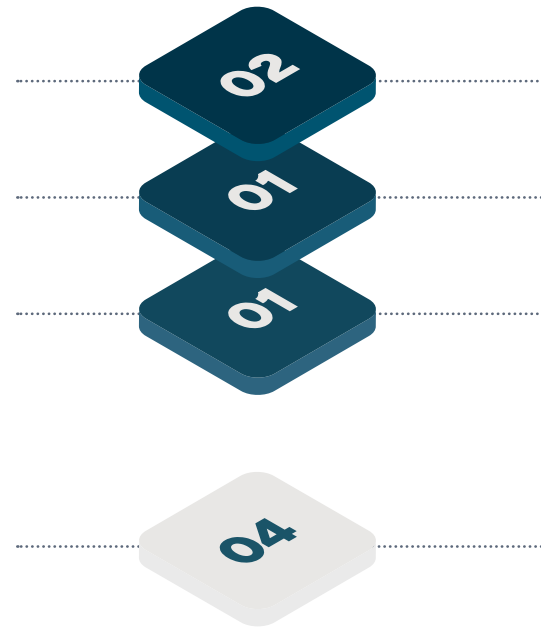
OFFICE FOR THE **PRIME MINISTER** **(EQUALITY, REFORMS AND SOCIAL DIALOGUE)**

CASES CLOSED WITHOUT
RECOMMENDATION

CASE CLOSED WITHOUT
RECOMMENDATION AFTER ACTION TAKEN

CASE PENDING AT OMBUDSMAN

TOTAL CASES OPM (ES) 2024



PO

CFH





PARLIAMENTARY OMBUDSMAN 2024

CASES CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT	Authority for the Responsible Use of Cannabis (ARUC)
OMBUDSMAN CASE REFERENCE	OMB-24-4833
BRIEF DETAILS OF CASE	A complaint regarding unreasonable delays in licence issuance.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>Legal representatives acting on behalf of prospective applicants submitted a complaint to the Office of the Ombudsman concerning delays in the issuance of a licence.</p> <p>The ARUC replied that the application in question required comprehensive due diligence, particularly in relation to its documentation and operational plan, which contributed to the delay. The applicants in question did not persist with their claims and fully understood that the decisions taken by ARUC were fully legitimate and fair.</p> <p>The Office of the Ombudsman proceeded to close the case.</p>

SECTOR/DEPARTMENT	Malta Competition and Consumer Affairs Authority (MCCAA)
OMBUDSMAN CASE REFERENCE	OMB-24-4515
BRIEF DETAILS OF CASE	A complaint regarding non-response to a clarification inquiry
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The Parliamentary Ombudsman received a complaint regarding unanswered correspondence from a citizen to MCCA.</p> <p>Although MCCA maintained that the matter had already been addressed in a 2023 reply, it acknowledged that it had not responded to two of the complainant's letters. MCCA later issued a formal response reiterating its position and referencing the applicable travel regulations.</p> <p>The case was closed by the Ombudsman after the complainant received the reply</p>

CASE PENDING AT OMBUDSMAN

SECTOR/DEPARTMENT	Malta Competition and Consumer Affairs Authority (MCCA)
OMBUDSMAN CASE REFERENCE	OMB-24-5175
BRIEF DETAILS OF CASE	A complaint regarding a rejected request to install a Beverage Container Refund Scheme (BCRS) machine in a small retail outlet.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The complainant alleged unfair competition after repeated requests to install a BCRS machine at their shop were denied, while other outlets had received one. They claimed this led to a loss of sales, as customers redeemed vouchers at other shops. MCCA clarified that retailers are required to offer at least a manual collection system, which the complainant argued was not feasible. The case was reviewed extensively, with MCCA gathering information from BCRS Malta Ltd and assessing whether the matter warranted further investigation under competition rules.</p> <p>Following a detailed review and a comprehensive assessment of all relevant factors, MCCA concluded that the complainant did not suffer a competitive disadvantage due to the absence of a BCRS machine. It found that the available alternatives were sufficient and that the lack of a machine did not place the complainant at a market disadvantage.</p>

COMMISSIONER FOR HEALTH 2024

CASE CLOSED WITHOUT RECOMMENDATION AFTER ACTION TAKEN

SECTOR/DEPARTMENT

Malta Competition and Consumer Affairs Authority (MCCAA)

OMBUDSMAN CASE REFERENCE

CH-24-4801

BRIEF DETAILS OF CASE

A complaint regarding lack of guidance on electric wheelchair vehicle purchase.

ACTION TAKEN AND MANAGEMENT COMMENTS

The case involved a request to import a wheelchair-accessible vehicle, prompting coordination between the Commissioner for Health (CfH), the MCCAA, Transport Malta (TM), and relevant ministries. The classification of the vehicle was key to determining the applicable regulatory framework, with several scenarios outlined depending on whether the vehicle was new, used, or mass-produced. TM explained the importation process and requirements, including the need for a Certificate of Conformity or Single Vehicle Approval, and worked closely with the CfH to clarify procedures.

A series of meetings and direct engagement with the complainant were held, whilst TM offered them assistance throughout the process.

Eventually, the CfH confirmed that the case could be considered closed.

OPM (ES) PRE-2024

for further information on the case: Governance Action on the Parliamentary Ombudsman Annual Report 2023

PARLIAMENTARY OMBUDSMAN

CASE CLOSED AND RECOMMENDATION IMPLEMENTED

SECTOR/DEPARTMENT

Malta Competition and Consumer Affairs Authority (MCCAA)

OMBUDSMAN CASE REFERENCE

OMB-23-3708

BRIEF DETAILS OF CASE

A complaint concerning a recruitment process for an internal post that is being claimed of having been awarded unjustly.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Office of the Ombudsman reviewed MCCAA's recruitment process, requesting clarifications and documentation related to specific selection criteria and procedures. MCCAA responded with the necessary information, and following an investigation, the Ombudsman issued the Final Opinion, concluding that there was no objective evidence of unfairness, inconsistency, or discrimination in the allocation of marks or the overall selection process.

In response to the Ombudsman's recommendation, MCCAA committed to enhancing its recruitment policy by formally requiring interview notes to be retained for a period not less than six months. This amendment was confirmed and communicated through the appropriate channels, and the updated policy was acknowledged by the Ombudsman's office.

Subsequently, the Ombudsman closed the case.

RECOMMENDATION BY OMBUDSMAN

The Ombudsman recommended that for future MCCAA selection processes, the selection board should keep written notes on each candidate's performance during the interview for a period of not less than six (6) months.

STATUS LAST YEAR

Pending at Ombudsman



MINISTRY FOR
**AGRICULTURE, FISHERIES
AND ANIMAL RIGHTS**







MAFA PRE-2024

for further information on the case: Governance Action on the Parliamentary Ombudsman Annual Report 2023

PARLIAMENTARY OMBUDSMAN

CASES PENDING AT OMBUDSMAN

SECTOR/DEPARTMENT	Agricultural & Rural Payments Agency (ARPA)
OMBUDSMAN CASE REFERENCE	OMB-23-3622
BRIEF DETAILS OF CASE	A complaint regarding ARPA registration of two inherited fields yet to be divided among heirs.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>Following an investigation concluded on 24 April 2025, the Parliamentary Ombudsman issued the Final Opinion. He found that the registration of two land plots had been approved by the Agency without proper verification or the consent of co-owners, resulting in prejudice against the complainants. Despite clear evidence indicating lack of consent and possible abandonment of the plots, the Agency failed to investigate, raising concerns about potential abuse of the registration process.</p> <p>In its response on 26 August 2025, ARPA clarified that the Agency has discretionary power—not a legal obligation—under Article 3a(1) of Subsidiary Legislation 146.03 to request supporting documentation. While European Union (EU) guidelines allow for sworn declarations as valid proof of land availability, ARPA acknowledged that additional evidence can reinforce the process and aid in safeguarding public interest. The Agency committed to reviewing its procedures and confirmed that any proven lack of rightful land management would render the land unavailable to the declarant, in line with EU Regulation 2115/2021.</p>
STATUS LAST YEAR	Pending at Ombudsman

SECTOR/DEPARTMENT	Governance of Agricultural Bioresources Agency (GAB)
OMBUDSMAN CASE REFERENCE	OMB-23-4049
BRIEF DETAILS OF CASE	A complaint regarding an application for a European Union (EU)-funded scheme to construct a rubble wall.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>In July 2025, a joint meeting between the contractor and the appointed architects was scheduled to formally launch the project, with GAB preparing to notify all interested applicants that works were about to begin. The complainant was invited to reach out to the GAB for guidance should they still wish to participate in the rubble walls initiative.</p> <p>Subsequently, the Chief Executive Officer (CEO) of GAB contacted the Senior Investigating Officer at the Office of the Ombudsman to inquire about the complainant's current interest, as preparations with the contractor and architects were underway. It was important to confirm the complainant's intentions promptly to determine their inclusion among the project's beneficiaries. The CEO also noted that all applicants had received detailed letters outlining the EU-funded allocation and their respective financial contributions.</p> <p>The Office of the Ombudsman confirmed communication with the complainant and committed to providing a follow-up response.</p>
STATUS LAST YEAR	Pending at Ombudsman

MINISTRY FOR **CULTURE, LANDS AND LOCAL GOVERNMENT**

CASES CLOSED WITHOUT
RECOMMENDATION

CASES CLOSED WITHOUT
RECOMMENDATION AFTER ACTION TAKEN

CASE CLOSED AND
RECOMMENDATION IMPLEMENTED

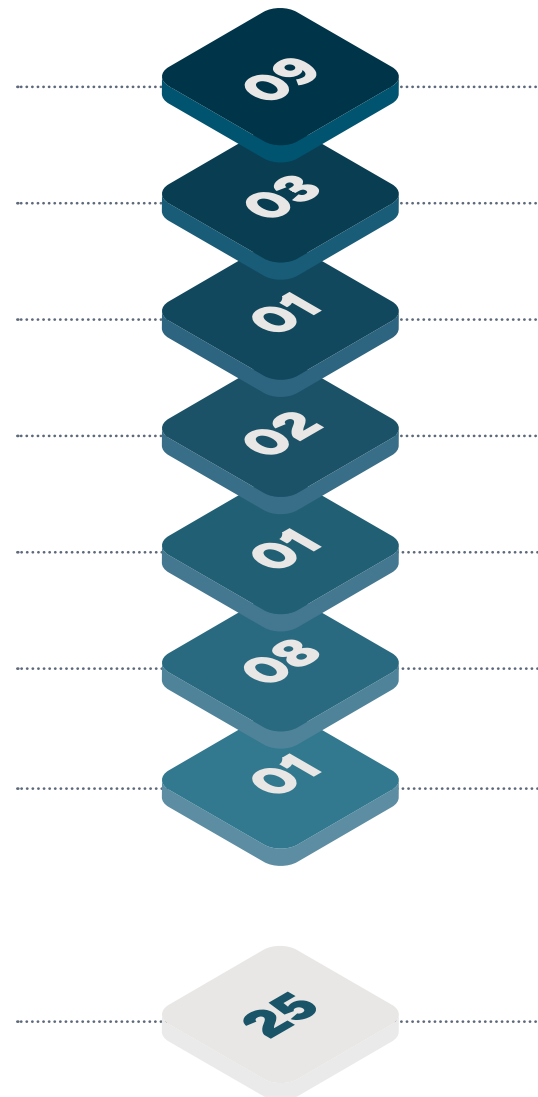
CASES REFERRED TO THE PRIME MINISTER

REPLY ON BEHALF OF THE PRIME MINISTER
SENT TO THE OMBUDSMAN

CASES PENDING AT OMBUDSMAN

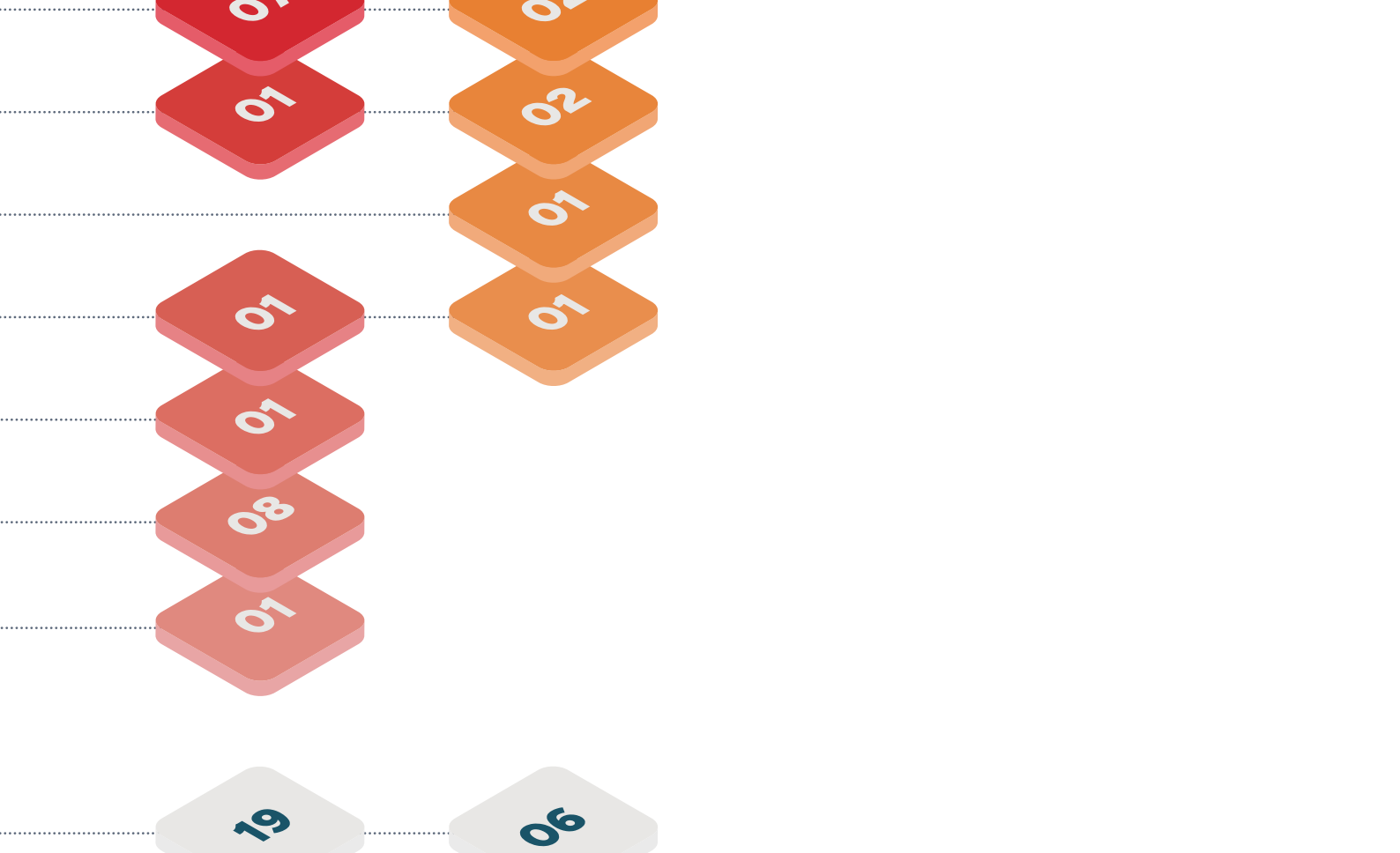
CASE PENDING AT MINISTRY

TOTAL CASES MCLG 2024



PO

CEP





PARLIAMENTARY OMBUDSMAN 2024

CASES CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT

Heritage Malta (HM)

OMBUDSMAN CASE REFERENCE

OMB-24-4687

BRIEF DETAILS OF CASE

A complaint regarding ineligibility in a call for applications.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant had been informed by the Human Resources Section at HM that they were deemed ineligible for the post, as their Master's degree was not considered relevant to the position. The complainant, however, maintained that they fully met the eligibility criteria outlined in the call for applications.

In its response, HM stated that it had conducted a thorough assessment of the complainant's academic qualifications and professional experience. It was determined that the master's degree in photography held by the complainant did not correspond with the requirements and responsibilities of the role in question. HM also submitted all documentation requested by the Office of the Ombudsman. Following its review, the Office of the Ombudsman informed HM that the case was considered closed.

SECTOR/DEPARTMENT

Lands Authority (LA)

OMBUDSMAN CASE REFERENCE

OMB-24-4667

BRIEF DETAILS OF CASE

A complaint regarding a tenant of an agriculture lease over a parcel case of land.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant alleged that third parties were unlawfully claiming a right of way over a parcel of land, disrupting their peaceful enjoyment. Their legal representative issued a judicial letter to the LA, urging it to take action as the rightful owner. The Ombudsman was informed that no steps had been taken by the Authority to protect its ownership or the tenant's rights, prompting a request for LA's comments on the matter.

Following inquiries, the LA confirmed that site visits and inspections had been conducted, which revealed that the land in question was not Government-owned, contrary to what was stated in the judicial letter. Based on this clarification, the Ombudsman closed the case.

SECTOR/DEPARTMENT

Lands Authority (LA)

OMBUDSMAN CASE REFERENCE

OMB-24-5309

BRIEF DETAILS OF CASE

A complaint regarding an agricultural lease involving multiple individuals.

ACTION TAKEN AND MANAGEMENT COMMENTS

The LA confirmed that the matter had been discussed with the clients and their legal representative. A meeting was held and with the Ombudsman to provide further clarification, during which the Authority submitted its internal audit report and, subsequently, forwarded the AgriLease conditions as requested.

The Ombudsman formally notified the LA that the case had been closed.

SECTOR/DEPARTMENT**Lands Authority (LA)****OMBUDSMAN CASE REFERENCE****OMB-24-5366****BRIEF DETAILS OF CASE**

A complaint regarding inadequate compensation offered for Valletta tenements.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Parliamentary Ombudsman requested that the LA provide the objective criteria used to determine the amount borne in relation to the case, as well as the reasons for disregarding the two estimates submitted by the complainants' appointed architects. In response, the LA advised that the complainants may seek redress through the Land Arbitration Board, which is empowered under the Land Acquisition (Public Purposes) Ordinance to adjudicate matters concerning compulsory property acquisition.

Following this, the Parliamentary Ombudsman inquired whether a formal declaration had been made regarding the properties in question and whether the requisite notices under the Government Lands Act had been issued. Upon receipt of documentation evidencing that such a declaration had been made via a Government Gazette notice, the Ombudsman proceeded to formally close the case.

SECTOR/DEPARTMENT**Lands Registration Agency****OMBUDSMAN CASE REFERENCE****OMB-24-5347****BRIEF DETAILS OF CASE**

An unresolved claim regarding a request to refuse registration of a passageway leading to a cave.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant acquired a cave through a contract and claimed inheritance of an adjoining passage through a causa mortis. They applied to register both with the Land Registrar but were never informed of any rejection and assumed the application was accepted. Later, another individual attempted to register the same passage, prompting the complainant to file a caution. Despite requests for further proof, the other party did not respond, yet their application remained pending and was not rejected.

The complainant questioned why their application for the passage was not approved and why the other party's application was not dismissed despite lack of response. The Land Registrar explained that the cave was registered, but the passage was excluded due to insufficient proof of inheritance. The other party's application also remained unresolved due to unclear title. The matter was considered pending legal resolution, and the case was eventually closed by the Office of the Ombudsman.

SECTOR/DEPARTMENT**Local Councils (LC)****OMBUDSMAN CASE REFERENCE****OMB-24-4320****BRIEF DETAILS OF CASE**

A complaint regarding lack of traffic signs in Mtaħleb area, Rabat.

ACTION TAKEN AND MANAGEMENT COMMENTS

Rabat LC acknowledged the issue, citing frequent vandalism and theft of signage in the outskirts. An on-site inspection was arranged, and photographic evidence of existing signage was shared with the Ombudsman. During the inspection, the complainant confirmed that signage had been installed along the road from Miġra I-Ferħa to Imtaħleb, resolving part of the concern.

It was mutually agreed that the complainant and Rabat LC would continue to inspect potentially hazardous roads in the area and collaborate on the installation of additional signs and signals where needed.

The Office of the Ombudsman later advised the complainant that there was no scope for further investigation and suggested maintaining direct communication with the LC to address such matters effectively.

SECTOR/DEPARTMENT	Manoel Theatre (MT)
OMBUDSMAN CASE REFERENCE	OMB-24-4473
BRIEF DETAILS OF CASE	A complaint regarding an allegedly unjustified and prejudicial withdrawal of a call for applications.
ACTION TAKEN AND MANAGEMENT COMMENTS	MT informed that the call was withdrawn following an internal review of its Finance Unit. The Ombudsman requested the relevant post file and the complainant's personal file in accordance with Section 19 of the Ombudsman Act. MT confirmed that the requested documentation was submitted to the Office of the Ombudsman, and the case was subsequently closed.

CASE CLOSED WITHOUT RECOMMENDATION AFTER ACTION TAKEN

SECTOR/DEPARTMENT	Local Councils (LC)
OMBUDSMAN CASE REFERENCE	OMB-24-5177
BRIEF DETAILS OF CASE	A complaint regarding excessive light emitting from a streetlamp in Sannat, Gozo.
ACTION TAKEN AND MANAGEMENT COMMENTS	The case, concerning excessive light emitted from a streetlamp, was addressed by Sannat LC, which confirmed that the lamp had been replaced with a lower voltage unit at a reduced height. Subsequently, the Parliamentary Ombudsman closed the case.

THE OMBUDSMAN REFERRED THE CASE TO THE PRIME MINISTER IN TERMS OF ARTICLE 22(4) OF THE OMBUDSMAN ACT

SECTOR/DEPARTMENT	Arts Council of Malta (ACM)
OMBUDSMAN CASE REFERENCE	OMB-24-4570
BRIEF DETAILS OF CASE	A complaint regarding allegations of injustice and discriminatory treatment.
ACTION TAKEN AND MANAGEMENT COMMENTS	The Parliamentary Ombudsman sought clarification from the Ministry for Culture, Lands and Local Government (MCLG) regarding the complainant's exclusion from a public funding scheme. MCLG responded that the complainant's publication did not meet the scheme's definition of journalism, as it primarily featured lifestyle and opinion content rather than current news. It cited the publication's weekly schedule as evidence. Further inquiries were made into the allocation of funds and the existence of other relevant schemes, with the Ministry providing details of the Newspaper Support Scheme issued by Arts Council Malta and the methodology used to apportion funds. The Ombudsman also requested confirmation of payment arrangements under the media funding agreement. MCLG clarified that disbursements were made in accordance with both the original and successive agreements. In his Final Opinion, the Parliamentary Ombudsman concluded that the complainant's allegation of unfair and discriminatory treatment by the Ministry was justified. Subsequently, the matter was escalated for the consideration of the Prime Minister.
RECOMMENDATION BY OMBUDSMAN	Ombudsman recommended that the MCLG pays, after a fair calculation, the complainant's financial assistance in light of the scheme formalised by the agreement of 1 October 2023.

REPLY ON BEHALF OF THE PRIME MINISTER SENT TO THE OMBUDSMAN

SECTOR/DEPARTMENT

Joint Office

OMBUDSMAN CASE REFERENCE

OMB-24-4628

BRIEF DETAILS OF CASE

A complaint regarding denied retrospective payment of honoraria for the Control Committee.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Ombudsman recommended that members of the Control Committee, established under Article 17 of the Agreement between the Holy See and Malta, be considered for retrospective remuneration. In its response, the Ministry for Lands and Implementation of the Electoral Programme (MEFL), which at the time had jurisdiction over the Joint Office, stated that remuneration adjustments depend on a classification process outlined in the Manual, which is ongoing and without a fixed deadline. The Ministry emphasised that the committee members were compensated from the start of the current legislature, following proper procedures.

MEFL maintained that the absence of a fixed term for the committee, along with the members' practice of resigning after general elections, supports the decision to apply revised remuneration only from the beginning of the new legislature. It also noted that the Manual's implementation required categorisation and classification before any changes to remuneration could take effect, and this process was completed after the last election.

Despite the Ombudsman's Final Opinion, MEFL reiterated its position and confirmed that the decision had been taken in consultation with the Cabinet Office. The case was subsequently referred to the Prime Minister for further consideration.

RECOMMENDATION BY OMBUDSMAN

The Ministry should pay the remuneration difference to the Control Committee members as from 1st January 2017.

ACTION FOLLOWING REFERRAL OF THE CASE IN TERMS OF ARTICLE 22(4) OF THE OMBUDSMAN ACT

The Principal Permanent Secretary, obo the Prime Minister, replied to the Ombudsman, stating that he had no further comments to add to Permanent Secretary MLI's submission and, therefore, the recommendation could not be accepted.

CASES PENDING AT OMBUDSMAN

SECTOR/DEPARTMENT

Joint Office

OMBUDSMAN CASE REFERENCE

OMB-24-5418

BRIEF DETAILS OF CASE

A complaint regarding a long overdue request for the purchase of a temporary emphyteusis.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant submitted a request to purchase a temporary emphyteusis on a residence, which served as their sole property. Despite the request being acknowledged, no formal application was submitted, and the property was later deemed ineligible for redemption due to its removal from the relevant administrative framework. The Parliamentary Ombudsman raised concerns regarding the lack of communication and requested clarification on why the complainant was never informed of the need for a formal application, nor provided with updates on the case.

In response, the Joint Office provided a detailed chronology of events and confirmed, following legal clarification, that the property had been excluded from the Church-State Agreement. It acknowledged that, although the request had been referred for higher-level review, no further correspondence was issued due to the pending legal determination. The property was ultimately found to fall outside the jurisdiction of the relevant authorities, and therefore not eligible for redemption under the established framework.

SECTOR/DEPARTMENT**Joint Office****OMBUDSMAN CASE REFERENCE****OMB-24-5602****BRIEF DETAILS OF CASE**

A complaint regarding the Temporary Direct Dominium Scheme.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant, a family member of an EU citizen residing in Malta, challenged the eligibility criteria of a government scheme, arguing that it discriminates against non-EU and non-UK nationals. The Ombudsman requested clarification on the complainant's correspondence and a copy of the Joint Office's reply. The Joint Office responded that the complainant had not applied for the scheme, did not meet the eligibility criteria, and had not yet acquired the relevant property. Supporting documentation was provided to the Ombudsman.

Further inquiries were made regarding the legal basis for differential treatment under the UK Withdrawal Agreement. The Joint Office stated that legal advice had been sought from the State Advocate. It also shared the email sent to the complainant, which advised them to confirm their citizenship status with the Ministry for Foreign and European Affairs and Trade and directed any further queries to the Lands Authority's Legal Section. The case remains under investigation.

SECTOR/DEPARTMENT**Lands Authority (LA)****OMBUDSMAN CASE REFERENCE****OMB-24-4354****BRIEF DETAILS OF CASE**

A grievance concerning the legal ownership or entitlement to a parcel of land.

ACTION TAKEN AND MANAGEMENT COMMENTS

The LA informed the Ombudsman that the complainant held no legal title to the land in question and was ineligible under the repealed Chapter 268 scheme, having lacked a valid permit at the relevant time. The complainant had expanded the site without authorisation, converting it into a beach establishment, which was later deemed hazardous. Allegations of discrimination were dismissed based on legal precedent. LA furnished the Ombudsman with the requested documentation, and a meeting was scheduled as the investigation progressed.

The Ombudsman later observed that the LA had long been aware of the site's transformation, with no objections raised to its reclassification as a beach establishment or second-class restaurant. Correspondence and departmental actions showed the complainant had engaged with the authorities, submitted plans, and applied for a long lease, with the site being referred to as a beach establishment and considered for long-term commercial leasing.

In response, the LA reiterated that the complainant holds no legal entitlement to the site but acknowledged that they may have been led to believe a concession could be considered. The Authority recommended the submission of application GLA 30 for formal evaluation, clarifying that this does not constitute any form of agreement. Upon receipt, the application will be reviewed, a site inspection carried out, and a decision taken accordingly. LA also noted that the site may be subject to penalties due to past unauthorised occupation.

SECTOR/DEPARTMENT**Lands Authority (LA)****OMBUDSMAN CASE REFERENCE****OMB-24-4853****BRIEF DETAILS OF CASE**

A complaint concerning the information furnished by the Lands Authority in a previous case, involving a portion of land in Gozo.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Lands Authority, via its Internal Audit Unit, submitted the necessary documentation on the tenements to the Parliamentary Ombudsman. Subsequently, the Joint Office clarified that several plots were not leased to the complainant under agricultural terms, with property records confirming that only a limited number had been leased to them at the time of the Church-State Agreement. The Parliamentary Ombudsman later confirmed that the investigation into the matter was still ongoing.

SECTOR/DEPARTMENT**Lands Authority (LA)****OMBUDSMAN CASE REFERENCE****OMB-24-5012****BRIEF DETAILS OF CASE**

A dispute over unpaid allowance for higher grade responsibilities.

ACTION TAKEN AND MANAGEMENT COMMENTS

The LA clarified that, although the complainant had provided support in procurement-related tasks, they were not fully entrusted with the associated responsibilities. The complainant acknowledged that further professional development was necessary prior to any consideration of a grade adjustment.

Following the resignation of a senior officer, LA engaged a consultant to temporarily oversee procurement operations, under whose supervision the complainant continued to work. While the complainant subsequently applied for a senior officer position, the Authority maintained that the duties performed did not warrant the granting of a higher-grade allowance at that time.

In response to inquiries from the Ombudsman regarding the absence of a grade adjustment, LA outlined its grading framework and reaffirmed that the complainant's functions did not meet the criteria for reclassification. Nonetheless, the Authority recognised the complainant's contributions and confirmed their successful appointment to a senior administrative post.

SECTOR/DEPARTMENT**Local Councils (LC)****OMBUDSMAN CASE REFERENCE****OMB-24-4519****BRIEF DETAILS OF CASE**

A complaint regarding alleged abusive and illegal reserved parking spaces in Siġġiewi.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Parliamentary Ombudsman requested confirmation from the Siġġiewi LC regarding the legality and proper authorisation of certain parking spaces within the locality.

Siġġiewi LC responded that the listed sites had been physically inspected and provided a detailed explanation for the presence of signage. Many markings were attributed to accessibility requirements, while others were supported by Transport Malta's approval, either permanent or temporary. The Council acknowledged that some temporary permits had not been reviewed upon expiry and submitted a list to Transport Malta for further validation. Siġġiewi LC clarified that it proceeds with road markings only upon receipt of the necessary authorisation, with initial blue box markings carried out by Transport Malta. It expressed no objection to a regulatory review and confirmed its willingness to take appropriate action as required.

SECTOR/DEPARTMENT**Local Councils (LC)****OMBUDSMAN CASE REFERENCE****OMB-24-4943****BRIEF DETAILS OF CASE**

A complaint concerning a recruitment process in which no candidates were appointed, despite having passed the interview.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant was informed that they did not meet all the critical requirements expected by the Regional Council.

The Parliamentary Ombudsman formally requested documentation pertaining to the selection process, including the Adjudication Summary Report and the Minutes of the relevant Regional Meeting where the decision not to appoint any candidate was reportedly taken. The President of *Regjun Tramuntana* subsequently provided the requested documentation, and the investigation remained ongoing.

SECTOR/DEPARTMENT

Local Councils (LC)

OMBUDSMAN CASE REFERENCE

OMB-24-5082

BRIEF DETAILS OF CASE

A claim for damages caused to a motor bike due to a pothole in Fgura.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant submitted a claim to the Fgura LC for damages sustained after their motorbike struck a pothole, alleging the incident resulted from the Council's failure to maintain the road. Fgura LC denied responsibility, stating that the complainant had not initially submitted a formal complaint but had instead raised the issue on social media. The Council became aware of the matter through a third party who had experienced similar damages and later received a formal approach from the complainant. The pothole was linked to works which were carried out by a third-party entity, which had allegedly failed to implement the safety measures requested by the LC.

Fgura LC reviewed both complaints during several meetings and subsequently adopted a policy stating that it should not be held liable for incidents arising from third-party negligence. The complainant escalated the matter to the President of the Local Councils' Association, and both the President and the complainant's legal representative were informed of the LC's decision. Although the complainant later sought clarification on the dismissal of their claim, the LC reaffirmed its position and provided documentation outlining the rationale.

CASE PENDING AT MINISTRY

SECTOR/DEPARTMENT

Lands Authority (LA)

OMBUDSMAN CASE REFERENCE

OMB-24-5351

BRIEF DETAILS OF CASE

A complaint concerning a pending request for the redemption of ground rent, wherein the complainant asserted that, despite having submitted the application along with all requisite documentation, the matter remained unresolved.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Ombudsman followed up with the LA regarding the complainant's pending ground rent redemption, requesting a tentative date for contract signing. LA explained that it was awaiting the complainant's signature on initial documents, after which the draft deed would be sent to the notary. The process also required the notary or client to obtain Form E from the Lands Registry. Despite reminders, the Authority noted that the notary had not responded to a previous email containing the draft deed and checklist, delaying further progress.

Subsequently, the LA recalculated the redemption value for the properties concerned and submitted it for approval by its CEO and Board of Directors. Once approved, the complainant was issued a formal redemption quotation, and a copy was shared with the Office of the Ombudsman.



COMMISSIONER FOR ENVIRONMENT AND PLANNING 2024

CASES CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT

Lands Authority (LA)

OMBUDSMAN CASE REFERENCE

CEP-24-4644

BRIEF DETAILS OF CASE

Complaint regarding the irregular occupation of public land for commercial purposes in Rabat, Gozo.

ACTION TAKEN AND MANAGEMENT COMMENTS

LA provided the requested concession plans and corresponding establishments. Although only 111 square metres of concessions were officially approved within a 640 square metre area, a site inspection revealed excessive occupation by tables, chairs, umbrellas, and unauthorised structures, causing public disruption. The Ombudsman urged immediate enforcement action and requested updates from the relevant authorities.

Later, the Ombudsman eventually informed the Ministry for Culture, Lands and Local Government that the case would be closed, as proceedings were being initiated by the Police Force against the establishment owners.

SECTOR/DEPARTMENT

Lands Authority (LA)

OMBUDSMAN CASE REFERENCE

CEP-24-4892

BRIEF DETAILS OF CASE

Complaint alleging an inordinate length of time in deciding an encroachment.

ACTION TAKEN AND MANAGEMENT COMMENTS

The LA clarified that the site in question is situated directly in front of a third-party restaurant, thereby necessitating the consent of the restaurant owner prior to proceeding with the encroachment application. Furthermore, the restaurant owner was granted approval to submit a development application to the Planning Authority for the installation of tables, chairs, and a canopy. However, the process experienced delays due to multiple objections, including one lodged by the complainant.

In the interim, LA observed that the decision timeline published on servizz.gov was inaccurate. As a result, the Authority contacted the responsible officials to rectify the information. LA explained that the encroachment permit application process involves several procedural stages, making it impossible to establish a definitive implementation date. In cases where applications are complex and require legal clarification, the process may be significantly extended, potentially taking several months or even years.

Subsequently, LA confirmed that the information on the servizz.gov website had been updated. Upon reviewing the Authority's response, the Commissioner for Environmental Protection concluded the matter and closed the case without initiating further investigation.

CASES CLOSED WITHOUT RECOMMENDATION AFTER ACTION TAKEN

SECTOR/DEPARTMENT	Local Councils (LC)
OMBUDSMAN CASE REFERENCE	CEP-24-4527
BRIEF DETAILS OF CASE	A complaint regarding culverts requiring maintenance in Mellieħa.
ACTION TAKEN AND MANAGEMENT COMMENTS	The Mellieħa LC acknowledged the issue and confirmed that remedial works were planned, including elevating the road to align with the concrete beam around the culvert. The Commissioner for Environment and Planning informed the complainant that the case was closed following the completion of the necessary interventions.

SECTOR/DEPARTMENT	Local Councils (LC)
OMBUDSMAN CASE REFERENCE	CEP-24-4671
BRIEF DETAILS OF CASE	A complaint regarding the removal of a barrier that previously served to protect premises in Fgura from rainwater flooding.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The Fgura LC confirmed that the barrier had been removed to allow easier access for pushchairs and wheelchairs. Following a renewed request from the complainant's relatives, the council reinstated the barrier, ensuring that adequate passage remained available for individuals with disabilities.</p> <p>Subsequently, the Commissioner for Environment and Planning notified the Fgura LC that the case was deemed closed, as the agreed measures had been implemented.</p>

CASE CLOSED AND RECOMMENDATION IMPLEMENTED

SECTOR/DEPARTMENT	Local Councils (LC)
OMBUDSMAN CASE REFERENCE	CEP-24-4668
BRIEF DETAILS OF CASE	A complaint regarding the lack of response to enquiries about traffic calming measures in St. Julian's.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>Following a meeting between the complainant, the St. Julian's LC, and other stakeholders, it was agreed that certain signage would be installed.</p> <p>The LC also addressed concerns about child safety during school hours by scheduling a meeting with the district Police Superintendent. The Commissioner for Environment and Planning (CEP) later issued a Final Opinion with three recommendations. St. Julian's LC confirmed implementation of the first and third recommendations, which included traffic signage and safety measures.</p> <p>Regarding the second recommendation, which involved restricting access using bollards, the LC explained that limited parking availability made the proposal unfeasible. Transport Malta had also advised that bollards were not acceptable for traffic restriction. In light of these constraints and the actions taken, the CEP concluded that the Council had sufficiently addressed the matter and closed the case.</p>
RECOMMENDATION BY OMBUDSMAN	<p>In his Final Opinion, the CEP made the following recommendations:</p> <ol style="list-style-type: none"> 1. Replacement of the speed breaker, preferably with a constructed hump rather than a rubber bump, since the latter tends to be easily flattened by heavy vehicles. 2. Installation of bollards to protect pedestrians from moving traffic. 3. Consider installing traffic calming measures including speed breakers and the pedestrian crossing and schools' entrances/exits for safety reasons.

THE OMBUDSMAN REFERRED THE CASE TO THE PRIME MINISTER IN TERMS OF ARTICLE 22(4) OF THE OMBUDSMAN ACT

SECTOR/DEPARTMENT

Local Councils (LC)

OMBUDSMAN CASE REFERENCE

CEP-24-5193

BRIEF DETAILS OF CASE

A complaint concerning the absence of traffic calming measures along a street in the Mosta/Naxxar area, where multiple serious road accidents have taken place.

ACTION TAKEN AND MANAGEMENT COMMENTS

Although Transport Malta (TM) had approved a Traffic Management Plan to address safety concerns, no implementation had taken place. The Commissioner for Environment and Planning (CEP) requested the approved plan and related implementation details from TM and the respective local councils. Naxxar LC responded that it was unaware of the plan.

Following further inquiries, the CEP issued a Final Opinion confirming that TM had approved the Traffic Management Plan in response to a request by the Mosta LC. Mosta LC acknowledged the need for traffic calming measures but cited insufficient funding for implementation. As a result, the case was formally referred to the Prime Minister for further consideration.

RECOMMENDATION BY OMBUDSMAN

CEP recommended that the Mosta LC implements the Traffic Management Plan with immediate effect.

ACTION FOLLOWING REFERRAL OF THE CASE IN TERMS OF ARTICLE 22(4) OF THE OMBUDSMAN ACT

Infrastructure Malta accepted the Mosta Local Council's request to implement the full set of proposals outlined in the approved Traffic Management Plan. The CEP expressed appreciation to the Office of the Prime Minister for its support and commitment to resolving the issue. The necessary works were subsequently completed, and the CEP was duly informed.

MCLG PRE-2024

for further information on the case: Governance Action on the Parliamentary Ombudsman Annual Report 2023

PARLIAMENTARY OMBUDSMAN

CASES CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT	Lands Authority (LA)
OMBUDSMAN CASE REFERENCE	OMB-23-3905
BRIEF DETAILS OF CASE	Complaint regarding the low rent from LA on properties located in Valletta.
ACTION TAKEN AND MANAGEMENT COMMENTS	In September 2025, the Ombudsman proceeded to close the case without making any recommendations.
STATUS LAST YEAR	Pending at Ministry

SECTOR/DEPARTMENT	Lands Authority (LA)
OMBUDSMAN CASE REFERENCE	OMB-22-3229
BRIEF DETAILS OF CASE	A complaint regarding tenders for <i>ċens</i> (<i>perpetwu rivedibbli</i>) payable to the LA.
ACTION TAKEN AND MANAGEMENT COMMENTS	In May 2025, the Ombudsman issued his final opinion, concluding that the Lands Authority had not mismanaged its procedures or acted in a manner that was incorrect, unjust, or discriminatory toward the complainant. As a result, the case was closed without any recommendations.
STATUS LAST YEAR	Pending at Ombudsman

CASE CLOSED WITHOUT RECOMMENDATION AFTER ACTION TAKEN

SECTOR/DEPARTMENT	Local Government
OMBUDSMAN CASE REFERENCE	OMB-23-3820
BRIEF DETAILS OF CASE	A complaint lodged against the Local Government Division in relation with Legal Notice 136/2023.
ACTION TAKEN AND MANAGEMENT COMMENTS	In September 2025, the Office of the Ombudsman informed the Ministry for Culture, Lands and Local Government that the case was to be considered closed.
STATUS LAST YEAR	Pending at Ombudsman

THE OMBUDSMAN REFERRED THE CASE TO THE PRIME MINISTER IN TERMS OF ARTICLE 22(4) OF THE OMBUDSMAN ACT

SECTOR/DEPARTMENT	Local Councils (LC)
OMBUDSMAN CASE REFERENCE	OMB-23-3499
BRIEF DETAILS OF CASE	A complaint against the San Ġwann LC regarding a slashed tyre, allegedly due to a deep pothole.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The Ombudsman issued his Final Opinion and recommendations on 6 May 2025. In its formal response, the San Ġwann LC reiterated its ongoing commitment to road safety, noting that potholes are promptly repaired as part of daily street monitoring. However, the Council stated that it was not unable to fully endorse the Ombudsman's recommendations in their entirety.</p> <p>Subsequently, on 13 June 2025, the Ombudsman referred the case to the Prime Minister for further consideration.</p>
RECOMMENDATION BY THE OMBUDSMAN	The Parliamentary Ombudsman recommended that the San Ġwann LC should reimburse complainant 155 Euros for the replacement of the damaged tyre. Furthermore, the Ombudsman recommended that the Local Council should assess each claim received by it for reimbursement of damages on its own merits, and should properly consider it with good judgement and in line with the procedure established in the 2024 Circular issued by the Directorate for Local Government. The Ombudsman recommended as well that, within the limits of its available resources, the LC should adopt a more proactive approach by conducting regular inspections to ensure that roads, pavements, and passageways under its responsibility are kept in a good state of repair; and where maintenance issues are identified, remedial works should be undertaken promptly to prevent further deterioration or potential harm to the public.
STATUS LAST YEAR	Pending at Ombudsman

SECTOR/DEPARTMENT	Local Councils (LC)
OMBUDSMAN CASE REFERENCE	OMB-23-3736
BRIEF DETAILS OF CASE	A complainant to the Floriana LC for damages caused to his vehicle allegedly due to a pothole/unlevelled drain/sewer cover.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>On 8 May 2025, the Ombudsman issued the Final Opinion and submitted the accompanying recommendations. In response, the Floriana LC replied, expressing its commitment to public service, fairness, and transparency. However, the Council was not in a position to accept the Ombudsman's recommendation.</p> <p>Subsequently, on 13 June 2025, the Ombudsman referred the case to the Prime Minister for further consideration.</p>
RECOMMENDATION BY THE OMBUDSMAN	<p>The Ombudsman recommended that Floriana LC:</p> <ol style="list-style-type: none"> i. should assess each claim received by it for reimbursement of damages on its own merits and should properly consider it with good judgement and in line with the procedure established in the 2024 Circular referred to earlier in the detailed Final Opinion. ii. within the limits of its available resources, should adopt a more proactive approach by conducting regular inspections to ensure that roads, pavements, and passageways under its responsibility are kept in a good state of repair; and where maintenance issues are identified, remedial works should be undertaken promptly to prevent further deterioration or potential harm to the public iii. should reimburse complainant the sum of €789.60, representing the cost incurred for repairing the damage caused.
STATUS LAST YEAR	Pending at Ombudsman

SECTOR/DEPARTMENT

Lands Authority (LA)

OMBUDSMAN CASE REFERENCE

U 0227

BRIEF DETAILS OF CASE

A complaint lodged by a group of Non-Governmental Organisations (NGOs) in connection with the concession granted to a private shipyard.

The complainants referred to an agreement that MIMCOL had to review to determine whether the company was adhering to contractual obligations tied to the concession. The complainants were enquiring on the overdue review and requested that the results be published to respect the fundamental rights of the population.

ACTION TAKEN AND MANAGEMENT COMMENTS

On 4 February 2025, the Permanent Secretary for the Ministry for Lands and Infrastructure (MLI) informed the Ombudsman that the Government had delegated the Environment and Resources Authority, Transport Malta and the Department for Industrial and Employment Relations to assist the LA in carrying out the necessary compliance emanating from the said concession agreements, with LA tasked to lead coordination efforts. In response, on 18 February 2025, the Ombudsman acknowledged progress in administrative management but noted that no updates had been provided regarding the implementation of publication-related recommendations 1(a), (b), and (c) from the Final Opinion.

On 28 May 2025, the Lands Authority was transferred from the MLI to the Ministry for Culture, Lands and Local Government.

On 2 October 2025, the Parliamentary Ombudsman escalated the case to the Prime Minister.

RECOMMENDATION BY THE OMBUDSMAN

This Ombudsman recommended that information pertaining to the Government's performance of its compliance/oversight obligations be published and be made readily available to the public without the latter needing to take any further steps including the publication of the following on a yearly basis:

- a. whether the annual certification exercise was carried out;
- b. whether a condition report was requested and handed over to Government; and
- c. information on any other action taken by Government in consequence of a right or obligation emanating from the Concessions for the purposes of carrying proper oversight over the Emphytueta's use of the tenement.

STATUS LAST YEAR

Pending at Ombudsman

CASES PENDING AT OMBUDSMAN

SECTOR/DEPARTMENT

Lands Authority (LA)

OMBUDSMAN CASE REFERENCE

OMB-21-2163

BRIEF DETAILS OF CASE

A complaint in connection with the transfer of an agricultural lease.

ACTION TAKEN AND MANAGEMENT COMMENTS

The case is still being investigated by the Ombudsman.

STATUS LAST YEAR

Pending at Ombudsman

SECTOR/DEPARTMENT	Local Councils (LC)
OMBUDSMAN CASE REFERENCE	OMB-23-4159
BRIEF DETAILS OF CASE	A complaint regarding an alleged illegal and unjust penalty on a sea vessel.
ACTION TAKEN AND MANAGEMENT COMMENTS	The Office of the Ombudsman confirmed that the case was still under investigation.
STATUS LAST YEAR	Pending at Ombudsman
SECTOR/DEPARTMENT	Local Councils (LC)
OMBUDSMAN CASE REFERENCE	OMB-23-4171
BRIEF DETAILS OF CASE	A complaint regarding damage caused to a vehicle in Swieqi, allegedly due to a pothole.
ACTION TAKEN AND MANAGEMENT COMMENTS	The Office of the Ombudsman confirmed that the case is still under investigation.
STATUS LAST YEAR	Pending at Ombudsman
SECTOR/DEPARTMENT	Manoel Theatre (MT)
OMBUDSMAN CASE REFERENCE	OMB-21-2385
BRIEF DETAILS OF CASE	A complaint concerning an alleged injustice, referring to Manoel Theatre's management and MHAL. The complainant alleged that: <ul style="list-style-type: none"> • a number of hours of time off in lieu in 2019 and 2020 was cancelled; • they were compelled to take the annual and 'emergency' leave for 2020; • in May 2020, a deduction in salary was made, even though the complainant had correctly registered teleworking hours; • the belated appointment resulted in loss of income and reduction of pension rights.
ACTION TAKEN AND MANAGEMENT COMMENTS	The Office of the Ombudsman confirmed that the case was still being investigated.
STATUS LAST YEAR	Pending at Ombudsman



MINISTRY FOR **EDUCATION, SPORT, YOUTH, RESEARCH AND INNOVATION**

COMPLAINT NOT UPHELD

07

CASES CLOSED WITHOUT
RECOMMENDATION

12

CASES CLOSED AFTER THE MANAGEMENT
REPLIED TO ONE REQUEST FOR INFORMATION

07

CASES CLOSED WITHOUT
RECOMMENDATION AFTER ACTION TAKEN

04

CASES CLOSED AND
RECOMMENDATION IMPLEMENTED

04

CASES REFERRED TO THE PRIME MINISTER

03

REPLY ON BEHALF OF THE PRIME MINISTER
SENT TO THE OMBUDSMAN

05

CASES PENDING AT OMBUDSMAN

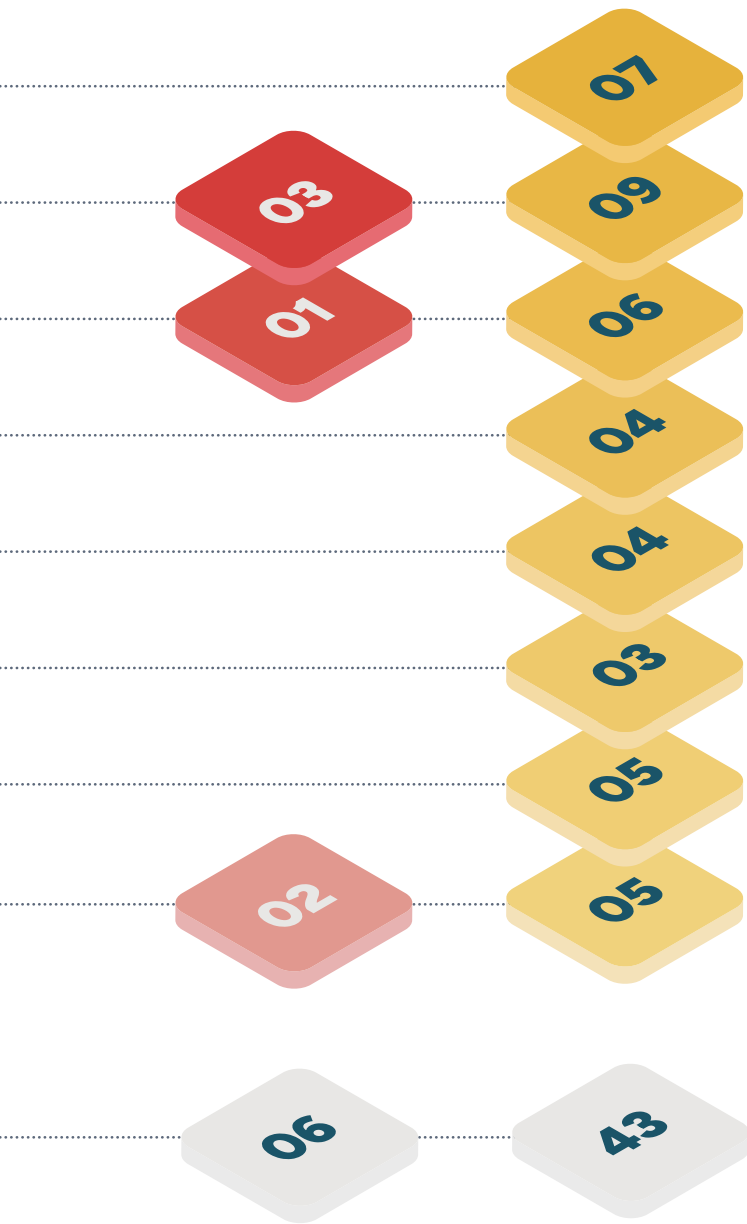
07

TOTAL CASES MEYR 2024

49

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CFE





PARLIAMENTARY OMBUDSMAN 2024

CASES CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT	Ministry for Education, Sport, Youth, Research and Innovation (MEYR)
OMBUDSMAN CASE REFERENCE	OMB-24-4632
BRIEF DETAILS OF CASE	A complaint regarding deductions from the salary due to unauthorised absence from work.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The complainant raised concerns about salary deductions for unauthorised absences being applied after tax, resulting in what they perceived as additional taxation on lost income. They requested that the deductions be reversed and that any refund issued not be subject to tax. The Ombudsman sought clarification from the Ministry for Education, Sport, Youth, Research and Innovation, which explained that the established practice treats unauthorised absences as penalties and therefore applies deductions post-tax, distinguishing them from approved unpaid leave.</p> <p>Following further consultation with the Malta Tax and Customs Administration, it was confirmed that disciplinary-related deductions must be made post-tax and are not tax-deductible. As such, there was no basis for claiming tax overpayment or amending the FS3. The Ombudsman concluded that the Ministry acted appropriately and consistently within its disciplinary framework, and the case was closed. If disciplinary action-related deductions were made pre-tax, it would be similar to deductions for approved unpaid leave, which is not penalised. In cases of unauthorised absence, tax is to be paid even on the deductions themselves.</p>

SECTOR/DEPARTMENT	Ministry for Education, Sport, Youth, Research and Innovation (MEYR)
OMBUDSMAN CASE REFERENCE	OMB-24-4895
BRIEF DETAILS OF CASE	A complaint regarding alleged discriminatory treatment by a head of section.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The complainant alleged unfair treatment following salary deductions for unauthorised absences, claiming they were singled out by their superior, who monitored their attendance more closely than others. They also stated that their request for extended remote work, supported by a medical certificate, was ignored.</p> <p>The MEYR clarified that the complainant had repeatedly arrived late and misreported arrival times, prompting broader monitoring of attendance across the office. The complainant was the only staff member consistently late, and deductions were applied in accordance with the Public Service Management Code. MEYR further explained that the complainant was advised to submit a medical consultant's certificate to support their remote work application, which they failed to provide. Allegations against the head of section were deemed unsubstantiated. The Ministry maintained that operations must align with official working hours and that the complainant was treated fairly throughout.</p> <p>The Ombudsman proceeded to close the case.</p>

SECTOR/DEPARTMENT

Ministry for Education, Sport, Youth, Research and Innovation (MEYR)

OMBUDSMAN CASE REFERENCE

OMB-24-5241

BRIEF DETAILS OF CASE

A complaint regarding partial salary payment following transfer of an educator from state school to church school.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant argued that they had not been informed that changing employment would affect their entitlement to summer pay, and maintained that educators in both sectors are funded from the same source, making the lack of full summer payment unjust.

MEYR clarified that the complainant was paid in full up to their last working day in the state school, after which salary responsibility was transferred to the Catholic Secretariat. The Ministry only reimburses the Catholic Secretariat based on claims submitted, including for summer recess, if applicable.

The Ombudsman reviewed the matter and subsequently closed the case.

CASE CLOSED AFTER THE MANAGEMENT REPLIED TO ONE REQUEST FOR INFORMATION

SECTOR/DEPARTMENT

Exams Department

OMBUDSMAN CASE REFERENCE

OMB-24-4637

BRIEF DETAILS OF CASE

A complaint regarding the termination of a contract for service for the provision of part-time (casual) invigilation services.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant alleged that the termination occurred without being given an opportunity to explain the circumstances surrounding an incident during a listening comprehension examination, which reportedly led to student disruption. They expressed concern over the abrupt nature of the decision, citing a long history of service without prior infractions.

In response to the Ombudsman's request for clarification, the Ministry for Education, Sport, Youth, Research and Innovation confirmed that the complainant had been contacted by a supervisor and had provided feedback, which was duly considered before the contract was terminated. Supporting documentation, including the candidate's complaint, supervisor's feedback, and relevant MATSEC guidelines, was submitted.

Following review, the Ombudsman concluded the matter and closed the case.

CASES PENDING AT OMBUDSMAN

SECTOR/DEPARTMENT

Ministry for Education, Sport, Youth, Research and Innovation (MEYR)

OMBUDSMAN CASE REFERENCE

OMB-24-5520

BRIEF DETAILS OF CASE

A complaint regarding alleged discrimination following the non-promotion of an employee despite having been successful in the selection process.

ACTION TAKEN AND MANAGEMENT COMMENTS

MEYR was informed that, notwithstanding the registration of the case with the Ministry, the complaint was being investigated directly by the Office of the Public Service Commission.

SECTOR/DEPARTMENT

Ministry for Education, Sport, Youth, Research and Innovation (MEYR)

OMBUDSMAN CASE REFERENCE

OMB-24-5603

BRIEF DETAILS OF CASE

A complaint regarding eligibility and endorsement dispute for National Sports School admission.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainants raised several concerns regarding the exclusion of Sport Malta Academy gymnasts from the National Gymnastics Championship which were held in March 2025, and its implications for eligibility to the National Sports School (NSS). They queried the Ministry's intended actions should discussions with the Malta Gymnastics Federation (MGF) fail, the rationale behind limiting NSS intake to Year 7, and whether athletes' performance at the championship would be considered for international competitions. Additionally, they requested clarification on a potential conflict of interest involving the Head of NSS, who also serves as President of the MGF.

In response, MEYR confirmed that MGF had agreed to allow open participation in the championship, enabling Sport Malta athletes to apply for NSS. MEYR explained that Year 9 intake is contingent on vacancies arising from student withdrawals and that a waiting list is maintained. Regarding international competitions, MEYR stated that such decisions fall outside its remit. To address the conflict-of-interest concern, an independent panel was appointed, which concluded that the Head of NSS had no involvement in the student selection process.

The Ombudsman subsequently requested additional documentation, including the names and designations of the panel members, records of the assessment, and details of the revisions made to the standard operating procedures. MEYR duly complied with this request.

COMMISSIONER FOR EDUCATION 2024

COMPLAINT NOT UPHELD

SECTOR/DEPARTMENT

Ministry for Education, Sport, Youth, Research and Innovation (MEYR)

OMBUDSMAN CASE REFERENCE

CEDUC-24-4426

BRIEF DETAILS OF CASE

A complaint regarding dispute over interview scoring in Malta Sports Scholarship Scheme 2023.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant, despite their academic performance at a foreign university, was the only one out of seven applicants who was not awarded a scholarship under the Malta Sports Scholarship Scheme (Athletes) 2023. They raised concerns about disproportionately low interview scores and referenced prior unsuccessful applications in 2021 and 2022, one of which involved a disputed claim about missing documentation. The Scholarships' Appeals Board upheld the original decision, citing regulations that prohibit altering interview scores.

In response to the Commissioner for Education (CfE)'s request, MEYR provided documentation and explanations regarding the complainant's three applications, including the scoring breakdown for all candidates in the 2023 scheme. A meeting was held to clarify the scholarship awarding process, and the requested documents were submitted.

After reviewing all materials and arguments, the CfE concluded that there was no evidence of maladministration and issued a Final Opinion accordingly.

SECTOR/DEPARTMENT**Ministry for Education, Sport, Youth, Research and Innovation (MEYR)****OMBUDSMAN CASE REFERENCE****CEDUC-24-4806****BRIEF DETAILS OF CASE**

The complaint was about alleged irregularities in the course of an examination.

ACTION TAKEN AND MANAGEMENT COMMENTS

A complaint was submitted alleging irregularities in an English examination conducted by the Examinations Department for a post at the Ministry of Foreign Affairs and Trade. Following a meeting between the Commissioner for Education and the Director of Examinations, during which the examination process and relevant documentation were reviewed, the Commissioner concluded that the case was not sustained and subsequently closed it.

SECTOR/DEPARTMENT**Ministry for Education, Sport, Youth, Research and Innovation (MEYR)****OMBUDSMAN CASE REFERENCE****CEDUC-24-4830****BRIEF DETAILS OF CASE**

A complaint regarding seniority ranking of Gozo-based teachers employed in Malta.

ACTION TAKEN AND MANAGEMENT COMMENTS

A complaint was submitted regarding the waiting list for teachers residing in Gozo and working in Malta, specifically questioning how seniority on the list was determined. The Commissioner for Education (CfE) sought clarification from the MEYR, leading to meetings with officials from the Migrant Learners Unit and the Resourcing Directorate. MEYR provided explanations on the deployment procedures and the criteria used in the seniority exercise.

Following these discussions, the CfE concluded that the case would not be pursued further. A letter of closure was issued to the complainants, and the case was classified as not sustained, with reasons provided.

SECTOR/DEPARTMENT**Ministry for Education, Sport, Youth, Research and Innovation (MEYR)****OMBUDSMAN CASE REFERENCE****CEDUC-24-4831****BRIEF DETAILS OF CASE**

The case concerned the seniority list of those teachers residing in Gozo and working in Malta.

ACTION TAKEN AND MANAGEMENT COMMENTS

A complaint was submitted regarding the waiting list for teachers residing in Gozo and working in Malta, specifically questioning how seniority on the list was determined. The Commissioner for Education (CfE) sought clarification from the MEYR, leading to meetings with officials from the Migrant Learners Unit and the Resourcing Directorate. MEYR provided explanations on the deployment procedures and the criteria used in the seniority exercise.

Following these discussions, the CfE concluded that the case would not be pursued further. A letter of closure was issued to the complainants, and the case was classified as not sustained, with reasons provided.

SECTOR/DEPARTMENT

Ministry for Education, Sport, Youth, Research and Innovation (MEYR)

OMBUDSMAN CASE REFERENCE

CEDUC-24-4960

BRIEF DETAILS OF CASE

A complaint regarding a transfer of a Head of School.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant, a Head of School, claimed to have been transferred four times over eight years, alleging that the most recent deployment was made to accommodate another individual returning from Malta to Gozo. The Commissioner for Education (CfE) requested clarification from MEYR, which responded that the deployment process is an annual, comprehensive exercise based on operational needs, current vacancies, and staff requests. MEYR stated that the complainant was assigned to lead the only Special Unit school in Gozo due to their qualifications and alignment with the goals of the National Education Strategy.

The CfE requested further details, including supporting documentation and clarification on the vacancy at the mentioned school. MEYR explained that the position became available due to the pre-retirement of the current Head and that the deployment plan was finalised following consultations with Heads of College Networks. After reviewing the information provided, the CfE concluded the investigation and classified the case as 'not sustained' and proceeded to close the case.

SECTOR/DEPARTMENT

University of Malta (UM)

OMBUDSMAN CASE REFERENCE

CEDUC-24-5176

BRIEF DETAILS OF CASE

A complaint regarding a denied opportunity to participate in a Systems of Knowledge (SOK) project interview.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant argued that they did not receive notification for their SOK interview, despite having submitted their assignment on time. Upon enquiring, they were informed that the interviews had already taken place and requested a new appointment. MATSEC later confirmed that the notification letter had been returned due to an incomplete address, which was the result of changes made by the complainant.

UM clarified that students had been instructed to consult the MATSEC website and were also notified of the interview schedule through social media channels. It was further observed that the complainant had previously received communications without difficulty prior to changing their residential address. UM noted that accommodating a request to reschedule the interview could establish an undesirable precedent. Consequently, the Commissioner for Education concluded the case as 'not sustained'.

SECTOR/DEPARTMENT

University of Malta (UM)

OMBUDSMAN CASE REFERENCE

CEDUC-24-5384

BRIEF DETAILS OF CASE

A complaint regarding a failed application for a post of full professor.

ACTION TAKEN AND MANAGEMENT COMMENTS

A member of the academic staff argued that the lack of opportunity to supervise PhD students in their field effectively barred them from eligibility to apply for full professorship. The complainant claimed that Promotions Board B failed to appropriately contextualise a negative review from an anonymous evaluator, which was based on standards of a UK research-intensive university. They maintained that the Board should have considered the teaching-focused nature of the UM especially given that other reviewers had fully endorsed their promotion to full professor.

In response to the Commissioner's request, UM provided the minutes of the Promotions Board and the reports from the external peer reviewers. Following a review of the documentation, the Commissioner for Education concluded the investigation and dismissed the complaint, with reasons communicated to the complainant.

CASES CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT	Malta College of Arts, Science and Technology (MCAST)
OMBUDSMAN CASE REFERENCE	CEDUC-24-5373
BRIEF DETAILS OF CASE	A complaint regarding the graduation of a student.
ACTION TAKEN AND MANAGEMENT COMMENTS	Shortly after lodging the case, the Commissioner for Education informed MCAST that the complaint would no longer be pursued, having been classified as resolved through developments or by the institution during the course of the investigation, prior to issuing a Final Opinion.
SECTOR/DEPARTMENT	Ministry for Education, Sport, Youth, Research and Innovation (MEYR)
OMBUDSMAN CASE REFERENCE	CEDUC-24-4429
BRIEF DETAILS OF CASE	A complaint regarding delay in response from the Statementing Board.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The complainants, acting on behalf of their three children who had learning or behavioural difficulties, raised concerns regarding delays by the Statementing Board in issuing responses. MEYR confirmed that the complainants were duly provided with appropriate responses to their enquiries and were kept informed of all relevant developments. Consequently, the Commissioner for Education (CfE) concluded the matter and closed the case as resolved.</p> <p>Later, the CfE raised a concern regarding the third child being temporarily denied entry to school due to the absence of a Learning Support Educator (LSE). MEYR responded that an LSE had been deployed in line with standard procedures, but a trade dispute declared by the Union for Professional Educators disrupted planned deployments. The directives issued by the union restricted LSE redeployment and Individualised Education Plan review participation, leading to temporary gaps in support.</p>
SECTOR/DEPARTMENT	Ministry for Education, Sport, Youth, Research and Innovation (MEYR)
OMBUDSMAN CASE REFERENCE	CEDUC-24-4777
BRIEF DETAILS OF CASE	A complaint regarding lack of response from the National Sport School (NSS).
ACTION TAKEN AND MANAGEMENT COMMENTS	The complaint concerned the NSS football try-outs and the applicant's child's admission to the NSS, highlighting issues with the NSS Board's decision and the absence of a response from the education authorities. After a meeting held between the Head of School and the Commissioner for Education, it was concluded that the case would not be pursued further, and a letter of closure was issued to the complainant.

SECTOR/DEPARTMENT

Ministry for Education, Sport, Youth, Research and Innovation (MEYR)

OMBUDSMAN CASE REFERENCE

CEDUC-24-4923

BRIEF DETAILS OF CASE

A complaint regarding the composition of the Malta Qualifications Recognition Information Centre (MQRIC) Appeals Board.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Commissioner for Education (CfE) referenced a prior case and requested to be informed once the Board was fully established and operational. MEYR responded that a Chairperson had been nominated and was awaiting formal approval. The CfE subsequently issued a Final Opinion, sustaining the complaint but making no recommendations.

Following confirmation from MEYR that the Board had been appointed and its composition published in the Government Gazette, the complainant was provided with contact details for the Board Secretary. The Malta Qualifications Framework Appeals Board later informed the complainant that their appeal had been rejected, affirming MQRIC's original evaluation.

CfE proceeded to close the case.

SECTOR/DEPARTMENT

Ministry for Education, Sport, Youth, Research and Innovation (MEYR)

OMBUDSMAN CASE REFERENCE

CEDUC-24-5139

BRIEF DETAILS OF CASE

A complaint regarding Master's degree recognition dispute with the Malta Qualifications Recognition Information Centre (MQRIC) Appeals Board.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant raised concerns about the lack of response from the MQRIC Appeals Board after submitting an appeal, stating that the delay was causing financial difficulties with their employer. The Commissioner for Education (CfE) requested the Ministry's input and contact details of the Board Secretary. MEYR confirmed the Board had been appointed and later provided the Secretary's email address.

The CfE issued the Final Opinion, upholding the complaint and emphasising that the Public Administration could be held accountable for any damages resulting from the Board's inactivity. Shortly after, the MQRIC Appeals Board reviewed the case and rejected the appeal, upholding the original evaluation.

SECTOR/DEPARTMENT

Ministry for Education, Sport, Youth, Research and Innovation (MEYR)

OMBUDSMAN CASE REFERENCE

CEDUC-24-5194

BRIEF DETAILS OF CASE

A complaint by an officer regarding alleged unfair treatment during a precautionary suspension process.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant contended that they were summoned before a Fact-Finding Board without prior notification of any charges, denied access to relevant evidence, and prohibited from engaging in internal communication within the Ministry. It was alleged that these measures contravened established principles of good governance and administrative proportionality. In response, the MEYR asserted that the Board had been duly constituted to investigate allegations of harassment and bullying, and that the complainant had been afforded a fair opportunity to present their account in accordance with the principles of natural justice. The Board subsequently determined that there was sufficient indication of misconduct, leading to a referral to the Attorney General and the Police for further investigation.

Further exchanges addressed requests for documentation, clarification regarding performance-related remuneration, and appraisal procedures. MEYR confirmed that the complainant's allowances had been duly processed and disbursed. The case was ultimately closed by the Commissioner for Education pursuant to Article 17(1) of the Ombudsman Act, with the rationale for closure formally communicated to the complainant.

SECTOR/DEPARTMENT	Ministry for Education, Sport, Youth, Research and Innovation (MEYR)
OMBUDSMAN CASE REFERENCE	CEDUC-24-5221
BRIEF DETAILS OF CASE	A complaint regarding the replacement of course offered by the School of Music.
ACTION TAKEN AND MANAGEMENT COMMENTS	A complaint was submitted regarding the replacement of the Music Makers 1 & 2 courses with an MQF Level 1 award, allegedly without prior consultation with parents. The Commissioner for Education (CfE) initially opened an investigation and invited the MEYR to respond. However, the case was subsequently closed by the CfE, having been classified as resolved through developments or actions taken by the institution during the course of the investigation.
SECTOR/DEPARTMENT	University of Malta (UM)
OMBUDSMAN CASE REFERENCE	CEDUC-24-4359
BRIEF DETAILS OF CASE	A complaint regarding alleged unfairness in a recruitment selection process.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The complainant applied for an administrative post and was the only candidate from their department not promoted, despite having greater seniority and qualifications than others who were successful. The Commissioner for Education (CfE) requested detailed documentation regarding the selection process, including applicant profiles, interview outcomes, and information about the selection board.</p> <p>UM responded with the requested information and confirmed that the Selection Board had reconvened to review the complaint and reaffirmed its previous decision.</p> <p>The CfE subsequently concluded the investigation and closed the case.</p>
SECTOR/DEPARTMENT	University of Malta (UM)
OMBUDSMAN CASE REFERENCE	CEDUC-24-5442
BRIEF DETAILS OF CASE	A complaint regarding the non-availability of immersive reader in the Maltese language for the MATSEC examinations.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The complainant cited ongoing technical issues and delays in implementation. The matter was pursued with MATSEC, CRPD, and the MEYR, with a proposed solution involving the provision of laptops equipped with a cloud-based filtering system to ensure secure access to the online reader. While initial communications indicated progress and commitment from stakeholders, the Commissioner for Education (CfE) later received information suggesting that the reader would not be available for the upcoming examinations, prompting formal inquiries.</p> <p>Following further investigation and meetings with MATSEC and the Examinations Department, it was clarified that despite efforts to configure secure workstations, technical limitations prevented the reliable deployment of the Maltese Immersive Reader. MATSEC had communicated this to affected candidates and offered alternative arrangements.</p> <p>After reviewing all documentation and developments, the CfE concluded that there was no evidence of maladministration by either the UM, or MEYR, and proceeded to close the case.</p>

CASES CLOSED AFTER THE MANAGEMENT REPLIED TO ONE REQUEST FOR INFORMATION

SECTOR/DEPARTMENT	English Language Teaching (ELT) Council
OMBUDSMAN CASE REFERENCE	CEDUC-24-4854
BRIEF DETAILS OF CASE	A complaint regarding reimbursement of a tuition course.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>A complaint was submitted to the ELT Council by a foreign student who enrolled in a four-week tuition course with a private education provider. The student claimed they were placed in a class above their proficiency level and received no support from the school despite raising concerns.</p> <p>The ELT Council informed the Commissioner for Education (CfE) that the case fell outside the responsibility of the Ministry for Education, Sport, Youth, Research and Innovation. It was found that the booking had been made through an agent who assigned the student to a specific level, and the school had offered various remedies, including a full refund, despite the student attending several lessons. The CfE subsequently closed the case and notified the complainant.</p>
SECTOR/DEPARTMENT	Malta College of Arts, Science and Technology (MCAST)
OMBUDSMAN CASE REFERENCE	CEDUC-24-5126
BRIEF DETAILS OF CASE	A complaint regarding dissertation appeal due to cancelled vivas.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>A student at MCAST who failed their dissertation claimed they were unable to defend it due to Malta Union of Teachers directives that suspended viva examinations. MCAST clarified that while appeals on dissertation results are typically not permitted, students were exceptionally allowed to appeal through the Institute Appeals Board, which the complainant did not pursue. As a gesture of goodwill, MCAST offered the student a final opportunity to lodge an appeal. The Commissioner for Education later concluded that the complaint was ill-founded and could not be entertained.</p>
SECTOR/DEPARTMENT	Malta Further and Higher Education Authority (MFHEA)
OMBUDSMAN CASE REFERENCE	CEDUC-24-5249
BRIEF DETAILS OF CASE	The complaint is in connection with the recognition of University and Masters degrees.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The complainant raised concerns with MFHEA after being asked to submit a 'Pergamena' for their University Degree, which they argued was not clearly specified in the application form on the MQRIC website. They felt misled by the term 'Certificate of Qualification' and were dissatisfied with the lack of explanation after paying the application fee. The Commissioner for Education (CfE) requested MFHEA's views and suggested that any unclear documentation or website wording be promptly addressed.</p> <p>MFHEA responded by clarifying that the complainant had submitted two separate applications, one for a Laurea and one for a Masters, and that the required <i>Pergamena</i> was eventually provided for both. MFHEA explained that in Italy, the <i>Pergamena</i> is the standard certificate awarded upon completion of a degree and that the term 'Certificate of Qualification' has been consistently used and understood across thousands of applications.</p> <p>The Commissioner proceeded to close the case.</p>

SECTOR/DEPARTMENT	University of Malta (UM)
OMBUDSMAN CASE REFERENCE	CEDUC-24-4872
BRIEF DETAILS OF CASE	A member of the academic staff filed a complaint regarding the appointment of a casual lecturer in their department.
ACTION TAKEN AND MANAGEMENT COMMENTS	After reviewing the relevant information provided by the university, the Commissioner for Education closed the case.
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SECTOR/DEPARTMENT	University of Malta (UM)
OMBUDSMAN CASE REFERENCE	CEDUC-24-4963
BRIEF DETAILS OF CASE	A complaint regarding unaddressed request for air-conditioning installation.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>A senior lecturer lodged a complaint after their request for air-conditioning went unanswered, citing maintenance issues in the building.</p> <p>The university confirmed that a permanent system had been ordered and temporary units were provided, leading the Commissioner for Education to close the case.</p>
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SECTOR/DEPARTMENT	University of Malta (UM)
OMBUDSMAN CASE REFERENCE	CEDUC-24-5377
BRIEF DETAILS OF CASE	A complaint regarding alleged maladministration within the Faculty of Medicine.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>A student lodged a complaint regarding the absence of accommodations during their practical examinations, as recommended by the Access Disability Support Committee, which had not initially distinguished between written and practical assessments in its guidance. The student further expressed dissatisfaction with the feedback received for a clinical skills module and alleged exclusion from peer activities during the final year, noting that group placement and access to tutorials were only granted following a formal request to the Head of Department.</p> <p>In response, University of Malta (UM) submitted a comprehensive report detailing the student's academic history, assessment outcomes, and the support measures implemented in accordance with a certified diagnosis of ADHD, which included justified additional time and the use of a computer during assessments.</p> <p>Upon reviewing the documentation and circumstances, the Commissioner determined that the case would not be pursued further and classified it as 'Not sustained'.</p>

CASES CLOSED WITHOUT RECOMMENDATION AFTER ACTION TAKEN

SECTOR/DEPARTMENT	Malta College of Arts, Science and Technology (MCAST)
OMBUDSMAN CASE REFERENCE	CEDUC-24-4365
BRIEF DETAILS OF CASE	A complaint regarding incorrect stipend of a student.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>An MCAST student undertaking an apprenticeship raised concerns about discrepancies in stipend payments compared to peers and the lack of remuneration for time taken off to represent the national team.</p> <p>After investigating, MCAST clarified that the amount due had ultimately been deposited into the student's account.</p> <p>The Commissioner for Education confirmed that the complainant was satisfied with the outcome, and declared the case as 'resolved by development or by the institution in the course of investigation before a Final Opinion was formed'.</p>
SECTOR/DEPARTMENT	Ministry for Education, Sport, Youth, Research and Innovation (MEYR)
OMBUDSMAN CASE REFERENCE	CEDUC-24-4352
BRIEF DETAILS OF CASE	A complaint regarding child safety concerns at a particular resource centre
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The parents expressed concerns regarding their child's safety and mental well-being at a particular resource centre, highlighting insufficient human resources and the challenges arising from the presence of students with varying disabilities within the same classroom. They noted that the high student-to-LSE ratio placed considerable strain on staff and adversely affected their child's behaviour at home. The parents requested a transfer to an alternative resource centre, previously attended by their child during school breaks; however, this request was declined on the grounds that the centre exclusively serves students with profound and multiple learning disabilities.</p> <p>Following the intervention of the Commissioner for Education (CfE), a meeting was convened with representatives from the MEYR, the parents, and the Commission for the Rights of Persons with Disability. During the meeting, it was clarified that the proposed resource centre was not an appropriate placement for the child. As an alternative, the parents were offered the option to enrol their child in a nearby primary school, with part-time therapeutic support to be provided at the resource centre. The parents accepted this arrangement, and MEYR proceeded with the necessary steps to implement the transfer. The CfE subsequently closed the case.</p>



SECTOR/DEPARTMENT**Malta Further and Higher Education Authority (MFHEA)****OMBUDSMAN CASE REFERENCE****CEDUC-24-5111****BRIEF DETAILS OF CASE**

A complaint regarding Diploma termination date and Learning Support Educators II seniority dispute.

ACTION TAKEN AND MANAGEMENT COMMENTS

Two individuals who completed a Diploma in Inclusive Education submitted a complaint regarding discrepancies in transcript dates and seniority recognition compared to other Learning Support Educators II who undertook similar courses with different institutions. The Commissioner for Education (CfE) sought clarification from the MFHEA, which initiated an investigation. MFHEA identified procedural inconsistencies through a sample-based review, though none directly matched the irregularities alleged by the complainants. The Authority committed to issuing new guidelines requiring transcripts to be dated no earlier than six weeks after course completion. The Ministry for Education, Sport, Youth, Research and Innovation (MEYR) assured the complainants that their deployment would be maintained in recognition of their qualification.

Subsequent concerns were raised regarding the issuance of transcripts and the potential for expedited processing. MFHEA clarified that students may request official documentation confirming course completion, as outlined in their agreements, and found no irregularities in this practice. The Authority reaffirmed its commitment to addressing malpractice, while acknowledging that complete prevention may not always be feasible. It was agreed that a policy on the timing of transcript issuance should be published.

The CfE later confirmed that the case would no longer be investigated under the Ombudsman Act and classified it as resolved by the respondent entity during the course of the investigation, prior to the issuance of a Final Opinion.

SECTOR/DEPARTMENT**University of Malta (UM)****OMBUDSMAN CASE REFERENCE****CEDUC-24-5069****BRIEF DETAILS OF CASE**

A complaint by a student regarding unsatisfactory academic grade outcome.

ACTION TAKEN AND MANAGEMENT COMMENTS

A student enrolled in a Master's program lodged a complaint after receiving failing grades in all components of their final year, despite having excelled in the previous year. They expressed concerns about being the only student offered limited options for continuation and noted discrepancies in the oral examination process. The Commissioner for Education (CfE) requested the university's views and suggestions on the matter.

Following a series of meetings, UM and the student reached a mutually agreeable solution, allowing the student to complete the practicum resit concurrently with the dissertation, rather than in an additional year. A supervisor was assigned, and the student was encouraged to maintain communication with the Head of Department regarding any challenges. The Commissioner, satisfied with the developments, closed the case as resolved during the course of investigation.

CASES CLOSED AND RECOMMENDATION IMPLEMENTED

SECTOR/DEPARTMENT	Ministry for Education, Sport, Youth, Research and Innovation (MEYR)
OMBUDSMAN CASE REFERENCE	CEDUC-24-4630
BRIEF DETAILS OF CASE	A complaint regarding non-recognition of a degree by the Malta Further and Higher Education Authority (MFHEA).
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>A foreign national submitted a complaint after their degree was not recognised by the MFHEA through the Malta Qualifications Recognition Information Centre (MQRIC). Although the complainant lodged an appeal within the required timeframe, they claimed they received neither an acknowledgment nor a response. They further alleged potential discrimination, noting that their Maltese colleagues had not encountered similar treatment. The Commissioner for Education (CfE) issued a Final Opinion and requested a response from the MEYR, which confirmed that steps were being taken to appoint a new Appeals Board and to grant access to the relevant communication channels.</p> <p>Following this, the CfE classified the case as ‘recommendations accepted’ and requested updates on implementation. MEYR later confirmed the appointment of the MQRIC Appeals Board, with the list of members published in the Government Gazette and contact details provided to the CfE. Ultimately, the Malta Qualifications Framework Appeals Board informed the complainant that their appeal had been rejected, upholding the original MQRIC evaluation and referring them to the additional remarks included in the official statement.</p>
RECOMMENDATION BY OMBUDSMAN	<p>The Commissioner recommended that, as a matter of urgency:</p> <ol style="list-style-type: none"> a. The current Secretary of the MQRIC Appeals Board be given access to the dedicated email account mqricappeals.meyr@gov.mt so that they may commence preliminary work on pending appeals and to reply to any queries lodged by appellants; b. and the statutory body provided in Article 7 of Cap 451, namely the MQRIC Appeals Board, be constituted in such a way that it can commence to function forthwith to give concrete substance to the right of appeal from decisions of the MFHEA as in the instant case.

SECTOR/DEPARTMENT	Ministry for Education, Sport, Youth, Research and Innovation (MEYR)
OMBUDSMAN CASE REFERENCE	CEDUC-24-4631
BRIEF DETAILS OF CASE	A complaint regarding alleged political visits to schools.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The Commissioner for Education (CfE) requested clarification from the MEYR regarding the policy on school visits by politicians or election candidates, and the use of school premises for political activities. MEYR responded that clear directives were in place, stating that such individuals should not be present during school hours unless their visit is directly related to students’ educational development. Regarding the use of school facilities, MEYR explained that premises may be rented to third parties provided school operations are not disrupted, and students are not present.</p> <p>The CfE requested copies of the communications through which these policies were issued and subsequently sent his Final Opinion. MEYR confirmed that the CfE’s recommendations had been adopted, the policy revised, and the circular reissued. The updated policy was made publicly available on MEYR’s website in both Maltese and English. The Commissioner then informed the Minister that the case was being closed.</p>
RECOMMENDATION BY OMBUDSMAN	<p>In the interest of promoting transparency and accountability, the CfE recommended that Circular DG DES 13/2024 be made publicly accessible following the clarification or amendment of paragraph 3 (“Visits to Schools”). This revision should aim to eliminate any potential for improper discrimination.</p>

SECTOR/DEPARTMENT**Ministry for Education, Sport, Youth, Research and Innovation (MEYR)****OMBUDSMAN CASE REFERENCE****CEDUC-24-4885****BRIEF DETAILS OF CASE**

A complaint regarding eligibility for a permanent teaching warrant.

ACTION TAKEN AND MANAGEMENT COMMENTS

A Supply Graduate Art Teacher on indefinite status completed a three-year Master in Vocational Education Applied Research (MVEAR) (Arts) degree with MCAST, believing, based on alleged assurances from MCAST and the Council for the Teaching Profession (CTP), that this would qualify them for a permanent teacher's warrant. However, the MEYR later informed the complainant that they were ineligible for a Secondary/Post-Secondary teaching post. The complainant alleged that CTP changed its mind and then considered the course in question no longer suitable for the issue of a permanent warrant. The CTP clarified that its approval of the MVEAR programme was limited to vocational subjects within compulsory education, and since 'Art' was not classified as such, the complainant's qualification did not meet the criteria for a permanent warrant. CTP maintained that its position on the scope of the MVEAR programme had not changed. The Commissioner for Education (CfE) issued a Final Opinion along with a set of recommendations.

MEYR took note of CfE's recommendations and, in coordination with MCAST and the CTP, formulated an alternative remedial plan to address the matter. As part of the agreed resolution, the complainant did not graduate with the MVEAR (Arts) degree in November 2024. Instead, they were required to complete extra coursework and a supervised teaching practicum in Media Literacy, a formally recognised vocational subject, at no cost. Once these requirements are successfully completed, the complainant was to be awarded the MVEAR (Media Literacy) degree, making them eligible for a permanent teacher's warrant.

The CfE proceeded to close the case.

RECOMMENDATION BY OMBUDSMAN

The CfE recommended that MCAST reimburse the complainant one-third of the total fees paid for the course. Furthermore, the CfE advised that any compensatory programme the complainant may be required to undertake, specifically to attain comparability under Article 24(2)(d) of Chapter 327 of the Laws of Malta, thereby becoming eligible for a permanent teacher's warrant, should be fully funded by MCAST.

SECTOR/DEPARTMENT**University of Malta (UM)****OMBUDSMAN CASE REFERENCE****CEDUC-24-4469****BRIEF DETAILS OF CASE**

A complaint regarding alleged unfairness and ambiguity in the Secondary Education Applied Certificate (SEAC) Synoptic Examination process.

ACTION TAKEN AND MANAGEMENT COMMENTS

A student submitted a complaint after failing to attain the required marks in the Knowledge and Comprehension criteria of a synoptic assessment, despite having achieved marks in the Application criteria. The Commissioner for Education (CfE) requested comprehensive information from the UM, including a breakdown of the student's grades and statistical data on examination performance. Upon reviewing submissions from MATSEC and educators familiar with vocational subjects, the CfE issued the Final Opinion, concluding that no evidence of maladministration had been found and subsequently dismissed the case. Nonetheless, he recommended that UM revise the term "satisfying the examiner" in the SEAC Policy Document to enhance clarity and transparency for educators, students, and parents.

UM accepted the recommendation, amending the term to "meet the requirements" and initiating a phase-out period for the SEAC exam. Further clarifications were provided, including the integration of Programme Level Descriptors into the revised syllabi, which provides candidates with a description of what is expected in order to qualify for an overall level.

The CfE confirmed that the actions taken by UM were appropriate and formally closed the case.

RECOMMENDATION BY OMBUDSMAN

CfE recommended that Clause 5.67 of the SEAC Policy Document 2019 (Revised version 2) should forthwith be clarified. The policy papers and guidelines need to be as clear as possible, not only for students and their parents but especially for the teachers preparing students to sit for the exams. He underscored the need for the proper weighting of each component (knowledge, comprehension and application).

THE OMBUDSMAN REFERRED THE CASE TO THE PRIME MINISTER IN TERMS OF ARTICLE 22(4) OF THE OMBUDSMAN ACT

SECTOR/DEPARTMENT

Malta College of Arts, Science and Technology (MCAST)

OMBUDSMAN CASE REFERENCE

CEDUC-24-4893

BRIEF DETAILS OF CASE

A complaint regarding an alleged secret bonus given to a selected group of lecturers.

ACTION TAKEN AND MANAGEMENT COMMENTS

A member of the teaching staff at MCAST lodged a complaint alleging discriminatory practices and lack of transparency regarding an annual allowance granted to selected lecturers. The complainant claimed that certain staff were handpicked to complete a short course in order to qualify for the bonus. The Commissioner for Education (CfE) requested full details about the origin, eligibility, and publication of the allowance.

MCAST responded by providing documentation, including a cabinet memo, and clarified that the allowance was intended for lecturers within the ICT Institute who met specific qualifications. MCAST denied any secrecy, stating the criteria were well known within the institute and aimed at promoting professional development. Further inquiries were made regarding whether the allowance was part of a collective agreement, how staff were assigned to institutes, and why only lecturers at the Gozo campus appeared to benefit. MCAST explained its internal procedures for staff assignment and transfers, and reiterated that only lecturers teaching designated ICT courses within the ICT Institute qualified for the allowance. The CfE issued the Final Opinion and sustained the complaint and issued recommendations.

While the matter was still being discussed internally, the CfE referred the case to the Prime Minister.

RECOMMENDATION BY OMBUDSMAN

In his Final Opinion the CfE made two recommendations:

1. the top-up allowance and the conditions of eligibility be immediately made public on the website of the institution, and
2. the College should publish the number (not the names) of lectures who, over the years, have benefitted from this allowance and the total disbursement in respect of this allowance for all those years.

SECTOR/DEPARTMENT

Ministry for Education, Sport, Youth, Research and Innovation (MEYR)

OMBUDSMAN CASE REFERENCE

CEDUC-24-5136

BRIEF DETAILS OF CASE

A complaint regarding inequality in Supply Teachers allowances.

ACTION TAKEN AND MANAGEMENT COMMENTS

A Supply Teacher lodged a complaint claiming pay discrimination, arguing they performed the same duties as regular teachers but received lower allowances. MEYR responded that allowances are tied to grade, not classroom responsibilities, and that supply teachers are encouraged to pursue qualifications to become regular teachers. Although supply teachers carry out the same teaching duties, they are supervised during their initial years and must complete the Initial Teacher Training Course under Article 24(2)(d) of Cap. 327 of the Education Act to qualify for a permanent warrant. MEYR maintained that the current system strikes a balance between incentivising professional development and preserving standards.

The Commissioner for Education (CfE) found the complaint justified, stating that the disparity in remuneration was unjust and discriminatory. MEYR disagreed, citing legal and structural distinctions between supply and regular teachers, and warned that equalising pay could cause unrest among qualified educators. The CfE criticised MEYR's lack of engagement with the principle of equal pay for equal work and referred the case to the Prime Minister in terms of Article 22(4) of the Ombudsman Act.

RECOMMENDATION BY OMBUDSMAN

In his recommendation dated 30 May 2025, the CfE recommended that the complainant be paid the same class allowance and works resources as a teacher in salary scale 9 backdated to 2 September 2024.

SECTOR/DEPARTMENT

Malta Further and Higher Education Authority (MFHEA)

OMBUDSMAN CASE REFERENCE

CEDUC-24-5223

BRIEF DETAILS OF CASE

A complaint regarding lack of feedback on complaints presented to the MFHEA.

ACTION TAKEN AND MANAGEMENT COMMENTS

The owner of a private training organisation complained that the MFHEA failed to respond to multiple grievances. The first concerned discrepancies in transcript issuance practices by different training organisations, where transcripts were allegedly dated prior to the completion of all assessments, affecting the seniority and remuneration of Learning Support Educators. The second involved irregularities in placement procedures for students training as Kindergarten Educators, including placements in childcare settings and unapproved arrangements, leading to perceived inequities between institutions. The third complaint targeted the University of Malta, citing non-compliance with MFHEA regulations on publishing eligibility criteria and discriminatory practices against the graduates of the complainant's training organisation, including public discouragement from applying to certain courses and inconsistent recognition across faculties. The Commissioner for Education (CfE) sought detailed feedback from the MFHEA.

MFHEA clarified that it was carrying out a compliance check focusing on academic integrity and assessment practices, separate from the standard audit process. It maintained that information would not be disclosed prematurely to avoid further complications. MFHEA reiterated its limited remit concerning university entry requirements and acknowledged that concerns related to public institutions should be addressed to the CfE. The CfE issued the Final Opinion, affirming that the complainant was entitled to receive appropriate feedback, regardless of concurrent investigations or jurisdictional boundaries. The Final Opinion further emphasised the need for transparency in the process. subsequently, the case was escalated for consideration by the Prime Minister.

MFHEA later confirmed it had provided feedback on the transcript issue, upheld its position on the university complaint, and admitted it had overlooked the placement-related concern, committing to review it further, which it later did, ultimately determining the complaint to be unfounded. The outcome was duly communicated to the complainant.

RECOMMENDATION BY OMBUDSMAN

The CfE justified the complaint and recommended that MFHEA should adequately reply to the complainant in respect of their complaints within a month.

ACTION FOLLOWING REFERRAL OF THE CASE IN TERMS OF ARTICLE 22(4) OF THE OMBUDSMAN ACT

Communication with complainant remained ongoing and all the information it could provide had already been shared.

REPLY ON BEHALF OF THE PRIME MINISTER SENT TO THE OMBUDSMAN**SECTOR/DEPARTMENT**

Malta College of Arts, Science and Technology (MCAST)

OMBUDSMAN CASE REFERENCE

CEDUC-24-4991

BRIEF DETAILS OF CASE

A complaint related to the premature termination of a definite employment contract.

ACTION TAKEN AND MANAGEMENT COMMENTS

A complaint was submitted regarding the termination of employment of the Principal and Chief Executive Officer (CEO) of MCAST prior to the expiry of a definite contract. The Commissioner for Education (CfE) argued that the post fell outside the remit of the Public Administration Collective Bargaining Unit and is regulated solely by the Board of Governors, as outlined in the Education Act and the MCAST Act. CfE maintained that the requirement for ministerial approval to extend employment beyond retirement age undermines the authority of the Board and renders the termination unreasonable and unjust. The Final Opinion sustained the complaint and requested clarification from the Ministry for Education, Youth, Research and Innovation (MEYR).

MEYR disagreed with the CfE's conclusions and recommendations, asserting that the post is subject to Public Administration regulations and that the complainant was aware of the need for annual approval beyond retirement age. MEYR emphasised that the case involved non-renewal rather than dismissal and that the procedures followed were consistent with established practice. The CfE responded that maladministration may still occur even if actions are legally compliant, if they are unreasonable or unjust in context. CfE concluded that the situation allowed for arbitrary termination of a fixed-term contract and, following MEYR's refusal to implement the recommendations, referred the case to the Prime Minister in terms of Article 22(4) of the Ombudsman Act.

RECOMMENDATION BY OMBUDSMAN

In his Final Opinion the CfE recommended that the Education Authorities desist from giving effect to the forthcoming and imminent dismissal of the complainant.

ACTION FOLLOWING REFERRAL OF THE CASE IN TERMS OF ARTICLE 22(4) OF THE OMBUDSMAN ACT

A response on behalf of the Prime Minister was issued to the Ombudsman and the CfE by the Principal Permanent Secretary (PPS), asserting that the complainant had not been dismissed but that their fixed-term employment contract had expired in accordance with applicable laws and procedures. The reply referenced the Employment and Industrial Relations Act, which permits termination upon reaching pensionable age and stipulates that employment beyond the age of 65 requires annual approval. It was further emphasised that the decision adhered to legal and procedural standards, did not contravene the MCAST Act, and did not constitute unfair dismissal. Accordingly, the MEYR declined to implement the CfE's recommendation, maintaining that the decision was neither unjust nor discriminatory.

In response, the CfE contended that the PPS's letter effectively confirmed a case of constructive dismissal, disguised as a non-renewal of appointment. He argued that the cited legislation pertains to indefinite contracts, whereas the complainant's contract was for a definite term. Supporting documentation presented by MCAST indicated that the contract had been terminated prior to its stipulated expiry date, with a sum deposited before the Industrial Tribunal. The PPS reiterated that the procedure followed was consistent with established practice, noting that the complainant had acknowledged the requirement for annual approval during the contract term. As the complainant had initiated proceedings before the Industrial Tribunal, the PPS stated that his office would refrain from further comment on the substantive merits of the case.

SECTOR/DEPARTMENT

Ministry for Education, Sport, Youth, Research and Innovation (MEYR)

OMBUDSMAN CASE REFERENCE

CEDUC-24-4468

BRIEF DETAILS OF CASE

A complaint by the Union of Professional Educators (UPE) regarding membership verification of Learning Support Educators (LSE).

ACTION TAKEN AND MANAGEMENT COMMENTS

The UPE objected to requests by certain school heads for documentation identifying employees as UPE members. The union argued that such demands infringed on the right to freedom of association and hindered both the LSEs' access to union protection and the UPE's ability to perform its legitimate trade union functions. Despite raising the issue with MEYR, the union claimed no corrective action was taken. The Commissioner for Education (CfE) sought MEYR's comments, referencing a prior Final Opinion related to similar concerns.

MEYR responded that the Directorate for Educational Services (DES) consistently investigates individual complaints and engages in dialogue with the union, resulting in several resolved cases. It rejected the union's claim of discriminatory treatment and emphasised adherence to disciplinary procedures under the PSMC. The CfE issued the Final Opinion, upholding the case and submitting a recommendation, MEYR declined to implement the recommendation, citing the need to preserve industrial harmony and referencing regulation 5 of S.L. 452.112, which limits collective negotiations to the recognised union. The CfE countered that the case concerned trade union membership rights, not collective bargaining, and proceeded under Article 22(4) of the Ombudsman Act by referring the matter to the Prime Minister.

RECOMMENDATION BY OMBUDSMAN

The CfE recommended that the Education Authorities immediately cease and refrain from enforcing the so-called "personalised union directive" (Directive/Circular DG DES 14/2024).

ACTION FOLLOWING REFERRAL OF THE CASE IN TERMS OF ARTICLE 22(4) OF THE OMBUDSMAN ACT

A reply was sent to the Ombudsman and the CfE by the Principal Permanent Secretary (PPS), on behalf of the Prime Minister. It was emphasised that MEYR has a duty to verify claims by employees regarding adherence to union directives through supporting documentation, as directives from the UPE must pertain to individual matters and cannot address collective issues due to UPE's lack of recognition as the bargaining union in the education sector. The Malta Union of Teachers (MUT) remains the sole recognised bargaining body under Regulation 5 of SL 452.112. The PPS stressed the importance of industrial harmony, noting that directives conflicting with agreements made with MUT are causing disruption, particularly for students with special needs.

SECTOR/DEPARTMENT

Ministry for Education, Sport, Youth, Research and Innovation (MEYR)

OMBUDSMAN CASE REFERENCE

CEDUC-24-4612

BRIEF DETAILS OF CASE

A complaint regarding the non-payment of a qualification allowance.

ACTION TAKEN AND MANAGEMENT COMMENTS

A teacher lodged a complaint after being denied a qualification allowance despite having successfully completed a diploma in 2020. Initially placed on a waiting list and later informed that their application had been lost, the teacher resubmitted the request but was ultimately told they did not qualify.

MEYR explained that the diploma was at MQF level 5, whereas the teacher’s role required an MQF level 6 qualification, making them ineligible under the Public Service Management Code regulations. MEYR further clarified that an audit had revealed inconsistencies in the granting of such allowances, prompting a directive to cease payments that did not align with policy. Following further review, MEYR identified additional employees affected by the same issue and initiated discussions with unions under the Public Service Collective Agreement, as the matter was not isolated. The Commissioner for Education (CfE) opted to keep the case open post-Final Opinion, pending further updates on the outcome of these discussions. The Industrial Relations Unit was tasked with overseeing negotiations. Ultimately, the case was referred to the Prime Minister in terms Article 22(4) of the Ombudsman Act.

RECOMMENDATION BY OMBUDSMAN

The CfE recommended that the complainant be granted the MQF Level 5 qualification allowance, with effect from the date on which they would have been entitled to receive it, based on the prevailing practice of the Education Division at the time the course was commenced and prior to the implementation of the blanket decision. This recommendation was made in recognition of the complainant’s legitimate expectation arising at the time of enrolment.

ACTION FOLLOWING REFERRAL OF THE CASE IN TERMS OF ARTICLE 22(4) OF THE OMBUDSMAN ACT

Following the referral of the case to the Prime Minister, the Office of the Prime Minister confirmed that the complainant became eligible for the qualification allowance as of the start of 2025, in line with the new Public Service Collective Agreement. However, discussions continued regarding the retroactive application of the allowance. The CfE requested to be informed once the complainant received the recommended arrears. Subsequently, a coordinated effort was undertaken to identify all applicants whose qualification allowance requests had been previously rejected and to assess the financial implications of granting the allowance retroactively. The matter was handed over to the relevant authorities for final review. It was later confirmed that the complainant would receive the retroactive payment of the qualification allowance, along with other persons who were eligible as identified through the review process.



SECTOR/DEPARTMENT**Ministry for Education, Sport, Youth, Research and Innovation (MEYR)****OMBUDSMAN CASE REFERENCE****CEDUC-24-5415****BRIEF DETAILS OF CASE**

A complaint regarding circular DG/DES/28/2024 issued by the MEYR.

ACTION TAKEN AND MANAGEMENT COMMENTS

A complaint was submitted by an individual acting in their own name and on behalf of the Union of Professional Educators (UPE), alleging that circular DG/DES/28/2024 constituted maladministration. The complainant argued that the circular infringed upon educators' freedom of expression, fostered self-censorship, and undermined public discourse. MEYR responded that the complainant lacked standing, as the circular applied solely to government-employed educators—a category to which the complainant did not belong. MEYR also noted that the UPE was not the officially recognised union for collective matters under applicable regulations.

The Commissioner for Education issued a Final Opinion sustaining the complaint and requested MEYR to indicate any intended action in response. MEYR maintained its position, reiterating that the complainant was not entitled to lodge the complaint and that only the majority-recognised union could act on collective issues. The Ministry affirmed its continued adherence to the Public Service Management Code. The matter was subsequently referred by the Office of the Ombudsman to the Prime Minister.

RECOMMENDATION BY OMBUDSMAN

In his Final Opinion the CfE recommended that MEYR ensures, by the issue of proper guidelines and directives, that teachers and other educators not engaged in significant managerial roles are free to express their personal opinions about matters touching their area of work without let or hinderance and without fear of disciplinary proceedings or other negative repercussions.

ACTION FOLLOWING REFERRAL OF THE CASE IN TERMS OF ARTICLE 22(4) OF THE OMBUDSMAN ACT

In his reply to the Parliamentary Ombudsman and the CfE, the Principal Permanent Secretary stated that communication with the media by public officers is regulated by Directive 5. This directive applies to all Public Officers and Public employees in Government departments, agencies and entities.

SECTOR/DEPARTMENT**Ministry for Education, Sport, Youth, Research and Innovation (MEYR)****OMBUDSMAN CASE REFERENCE****CEDUC-24-5416****BRIEF DETAILS OF CASE**

The complaint regarding educators participating in media appearances in their professional capacity.

ACTION TAKEN AND MANAGEMENT COMMENTS

A state school teacher lodged a complaint regarding Circular DG/DES/28/2024, which requires educators to obtain written consent before participating in media discussions related to education and mandates alignment with Ministry policies. The complainant argued that the circular restricts educators' freedom of expression and prevents them from sharing personal views on educational matters. MEYR responded that the directive applies only when educators speak in their professional capacity and has long-standing precedent. MEYR emphasised that educators regularly appear in media individually without interference and that the circular ensures coherence in public messaging.

The Commissioner for Education (CfE) issued a Final Opinion sustaining the complaint and requested MEYR to outline any intended actions in response. MEYR maintained its position, affirming continued adherence to the Public Service Management Code and reiterating that the circular applies to all educators. Subsequently, the CfE referred the case to the Prime Minister for further consideration.

RECOMMENDATION BY OMBUDSMAN

The CfE recommended that recommends that MEYR ensure, by the issue of proper guidelines and directives, that teachers and other educators not engaged in significant managerial roles are free to express their personal opinions about matters touching their area of work without let or hindrance and without fear of disciplinary proceedings or other negative repercussions.

ACTION FOLLOWING REFERRAL OF THE CASE IN TERMS OF ARTICLE 22(4) OF THE OMBUDSMAN ACT

In his reply to the Parliamentary Ombudsman and the CfE, the Principal Permanent Secretary stated that communication with the media by public officers is regulated by Directive 5. This directive applies to all Public Officers and Public employees in Government departments, agencies and entities.

CASES PENDING AT OMBUDSMAN

SECTOR/DEPARTMENT

Ministry for Education, Sport, Youth, Research and Innovation (MEYR)

OMBUDSMAN CASE REFERENCE

CEDUC-24-4459

BRIEF DETAILS OF CASE

A complaint regarding a refused request for exemption from the Personal, Social, and Career Development (PSCD) sex education module.

ACTION TAKEN AND MANAGEMENT COMMENTS

A parent submitted a complaint invoking their rights under Article 7 of the Education Act (Cap. 605), requesting that their child be exempted from the sex education component of the PSCD curriculum, citing philosophical convictions and psychological concerns due to past trauma. The complainant alleged that the school's refusal resulted in the child being excluded from lessons and missing an assessment, and that the procedures outlined in Article 8 of the same Act were not duly followed. MEYR clarified that, while a temporary exemption had been granted in the preceding year pending formal guidance, the prevailing policy now requires full participation in PSCD as an integral component of the Minimum National Curriculum. Furthermore, it was noted that the exemption request lacked the support of the other parent.

During the course of the investigation, the Commissioner for Education (CfE) became aware of a related court case initiated by third parties and requested relevant documentation from MEYR. MEYR subsequently requested the suspension of the investigation under Article 13(5) of Cap. 385, citing the pending judicial proceedings. The CfE declined this request and continued the inquiry. Additional exchanges followed concerning the establishment of the Board for Educational Matters, including confirmation of its composition and appointment details. In the interim, the related court case was adjudicated in favour of MEYR, and the resulting judgement was formally submitted to the CfE.

SECTOR/DEPARTMENT

Ministry for Education, Sport, Youth, Research and Innovation (MEYR)

OMBUDSMAN CASE REFERENCE

CEDUC-24-4937

BRIEF DETAILS OF CASE

A complaint regarding parental request to withdraw student from Personal, Social, and Career Development (PSCD) lessons.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant raised concerns regarding the lack of prior notification about the scheduling of their child's PSCD lessons, despite having made an explicit request to be informed. They further asserted that the student attended these lessons without parental consent and against the student's expressed wishes.

A meeting was subsequently convened between the Head of School and the Commissioner for Education, during which the Head of School provided a detailed account of the sequence of events and formally refuted allegations of racial discrimination against the student.

SECTOR/DEPARTMENT**Ministry for Education, Sport, Youth, Research and Innovation (MEYR)****OMBUDSMAN CASE REFERENCE****CEDUC-24-4967****BRIEF DETAILS OF CASE**

A complaint regarding a Centre Administrator's discrimination claim over Collective Agreement exclusion.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant, a Centre Administrator at the Lifelong Learning Centre, assimilated on a personal basis into Officer Grade 6 within the Education Class, claimed they were unfairly excluded from promotion opportunities granted to other Centre Administrators under the new collective agreement. While their duties were comparable to those in Visual and Performing Arts (VPA) schools, those roles were assimilated into Head of School positions with added financial benefits.

MEYR clarified that Centre Administrators in Lifelong Learning were not part of the sectoral agreement and differed from Centre Coordinators in music, art, and drama schools. MEYR also confirmed the complainant met eligibility criteria for their post but was not entitled to a class allowance, as such benefits were not applicable to Administrative Officers in school settings. Further inquiries were made regarding the complainant's entitlement to various allowances following their assimilation. The People and Standards Division, within the Office of the Prime Minister, confirmed that, as an Officer in Grade 6 within the Education Class, and provided they had consistently carried out Education Class-related duties since their initial appointment, the complainant was entitled to the Class, Responsibility, and Works Resources Allowances under the current classification agreement.

SECTOR/DEPARTMENT**Ministry for Education, Sport, Youth, Research and Innovation (MEYR)****OMBUDSMAN CASE REFERENCE****CEDUC-OI-24-4394****BRIEF DETAILS OF CASE**

Own initiative investigation regarding students on the Learning Support Educators (LSE) waiting list.

ACTION TAKEN AND MANAGEMENT COMMENTS

Following the publication of a news article highlighting that 180 students were on the LSE waiting list, the Commissioner for Education (CfE) launched an own-initiative investigation to assess the situation. Informal meetings with stakeholders were held, including a discussion with the Ministry to obtain a first-hand account of the issue. As part of the inquiry, the CfE conducted site visits to relevant resource centres to better understand the operational challenges and support structures in place.

SECTOR/DEPARTMENT**University of Malta (UM)****OMBUDSMAN CASE REFERENCE****CEDUC-24-5133****BRIEF DETAILS OF CASE**

A complaint regarding alleged unfair conduct during a Ph.D. examination process.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant contested the composition of the Board of Examiners for their Ph.D. examination, specifically raising concerns regarding the qualifications and research expertise of one examiner. They asserted that the examiner's appointment contravened the UM's regulations and requested that the examination be annulled, further claiming entitlement to a Ph.D. through practice-based research. The Commissioner for Education (CfE) subsequently invited the University to submit its comments on the matter.

In response, UM furnished comprehensive documentation confirming the examiner's credentials and suitability to serve on the Board. The CfE proceeded with a more detailed review, requesting additional records pertaining to the examiner's appointment and clarification regarding the complainant's employment history, with which UM duly complied.

MEYR PRE-2024

for further information on the case: Governance Action on the Parliamentary Ombudsman Annual Report 2023

PARLIAMENTARY OMBUDSMAN

CASE CLOSED AND RECOMMENDATION IMPLEMENTED

SECTOR/DEPARTMENT	Ministry for Education, Sport, Youth, Research and Innovation (MEYR)
OMBUDSMAN CASE REFERENCE	OMB-22-3135
BRIEF DETAILS OF CASE	The complaint is about extension of employment beyond retirement age not being renewed.
ACTION TAKEN AND MANAGEMENT COMMENTS	Following the Ombudsman's Final Opinion and recommendation, MEYR agreed to remove the relevant reports from the complainant's personal file as a gesture of goodwill and respect. The complainant was subsequently informed that the reports had been deleted.
RECOMMENDATION BY OMBUDSMAN	The Ombudsman recommended that the reports submitted by the Head of School as well as any other reports which might be in possession of MEYR, in connection with the said request for extension of service, are removed from the complainant's personal file.
STATUS LAST YEAR	Pending at Ombudsman

COMMISSIONER FOR EDUCATION

CASE CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT	Malta College of Arts, Science and Technology (MCAST)
OMBUDSMAN CASE REFERENCE	CEDUC-21-2047
BRIEF DETAILS OF CASE	A complaint regarding allegations of unjustified hindrance by the MCAST's Senior Management Team (SMT) in the performance of an employee's duties.
ACTION TAKEN AND MANAGEMENT COMMENTS	In July 2025, the Commissioner for Education notified the Ministry for Education, Sport, Youth, Research and Innovation that the investigation into the case had been concluded, following the amicable resolution of the complaint.
STATUS LAST YEAR	Pending at Ombudsman

CASE CLOSED WITHOUT RECOMMENDATION AFTER ACTION TAKEN

SECTOR/DEPARTMENT	Malta College of Arts, Science and Technology (MCAST)
OMBUDSMAN CASE REFERENCE	UU 0005
BRIEF DETAILS OF CASE	A complaint from a Senior Lecturer, alleging that MCAST were hindering them from developing further their professional work at the institution by failing to put into practice appropriate procedures. Additionally, the complainant alleged malpractice when MCAST had withdrawn two internal calls for applications from the portal.
ACTION TAKEN AND MANAGEMENT COMMENTS	Following an amicable resolution of the complaint, the Commissioner for Education closed the investigation, and the complainant acknowledged the closure while expressing continued commitment to dialogue and improvement at MCAST.
STATUS LAST YEAR	Pending at Ombudsman

CASE CLOSED AND RECOMMENDATION IMPLEMENTED

SECTOR/DEPARTMENT	Malta College of Arts, Science and Technology (MCAST)
OMBUDSMAN CASE REFERENCE	CEDUC-23-4152
BRIEF DETAILS OF CASE	A complaint regarding the allocation of marks at a selection process.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>Following the Final Opinion issued by the Commissioner for Education (CfE), which found no evidence of maladministration or bias in the selection process for a Lecturer, MCAST provided feedback outlining its intended actions. It agreed to implement Directive 4.2 within its internal procedures and proposed that detailed notes be kept during interviews instead of recordings.</p> <p>The CfE reviewed MCAST's feedback and, while initially critical of the decision not to record interviews, ultimately accepted the proposal based on GDPR concerns and legal advice. MCAST submitted revised internal procedures reflecting both recommendations, and the CfE confirmed that appropriate action had been taken and proceeded to close the case.</p>
RECOMMENDATION BY OMBUDSMAN	<p>The CfE issued two recommendations:</p> <ol style="list-style-type: none"> that prompt and effective measures be implemented to ensure full compliance by all MCAST employees, particularly those in administrative roles, with the provisions of Directive 4.2; and that all interviews conducted for positions within MCAST be comprehensively video-recorded, subject to the explicit consent of each interviewee, with such recordings retained for a clearly defined and predetermined duration to facilitate potential appeals or the pursuit of judicial or extra-judicial remedies, including recourse to the Office of the Ombudsman.
STATUS LAST YEAR	Pending at Ombudsman

REPLY ON BEHALF OF THE PRIME MINISTER SENT TO THE OMBUDSMAN

SECTOR/DEPARTMENT

Ministry for Education, Sport, Youth, Research and Innovation (MEYR)

OMBUDSMAN CASE REFERENCE

CEDUC-22-2985

BRIEF DETAILS OF CASE

A complaint by a secondary school Teacher teaching Maltese for not being given qualification allowance for their Master's and for a proof reading course.

ACTION TAKEN AND MANAGEMENT COMMENTS

On 3 April 2023, the CfE had issued the Final Opinion wherein he sustained the case and made a recommendation.

Subsequently, the case had been referred to the Prime Minister on 29 May 2023.

RECOMMENDATION BY OMBUDSMAN

The CfE recommended that the complainant be paid the MQF Level 5 allowance with effect from the date on which they would have been entitled to it, in accordance with the practice followed by the Education Division and before the decision was taken in 2020.

ACTION FOLLOWING REFERRAL OF THE CASE IN TERMS OF ARTICLE 22(4) OF THE OMBUDSMAN ACT

The case was monitored in coordination with the People and Standards Division and the Ministry for Education, Sport, Youth, Research and Innovation, both of which confirmed that the complainant became eligible for the qualification allowance as of 1 January 2025.

Additionally, the Principal Permanent Secretary, acting on behalf of the Prime Minister, formally informed the Ombudsman and the Commissioner for Education that the recommendation outlined in the Final Opinion was being implemented for all officers in comparable circumstances to ensure fairness and equal treatment.

STATUS LAST YEAR

The Ombudsman referred the case to the Prime Minister in terms of article 22(4) of the Ombudsman Act



SECTOR/DEPARTMENT**Malta College of Arts, Science and Technology (MCAST)****OMBUDSMAN CASE REFERENCE****CEDUC-23-4196****BRIEF DETAILS OF CASE**

A complaint regarding an evaluation process held for an HR post.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Commissioner for Education (CfE) informed MCAST of a complaint concerning a recruitment process, requesting documentation and information related to the call for applications, including approval from the Board of Governors, the assessment criteria, the composition of the Selection Board, and marks allocated to the applicants. The details of the complaint itself were not disclosed.

MCAST provided the requested information and clarifications over several communications. The CfE issued a Final Opinion recommending improvements to MCAST's recruitment process.

MCAST initially acknowledged the recommendations and informed the CfE of its intended actions, including reviewing the recommendations at the Senior Management level. Following this review, MCAST decided:

1. To align with MEYR's practice of not disclosing Interviewing Board members' identities to candidates, with a provision allowing candidates to raise objections to the panel without prior disclosure of its composition.
2. To reject the recommendation for video recording interviews, citing GDPR concerns, technical challenges, and potential discomfort for candidates.
3. To amend the Appeals Board composition procedure to enhance impartiality and independence.

The CfE referred the case to the Prime Minister, in accordance with Article 22(4) of the Ombudsman Act, signalling unresolved concerns about the implementation of the recommendations.

RECOMMENDATION BY OMBUDSMAN

The recommendations of the Commissioner were as follows:

1. That in the recruitment procedure for senior administrative posts within MCAST, the composition of the interviewing panel should be communicated in advance to all applicants to enable them to challenge for cause any member of the panel (the final decision whether to abstain or otherwise resting with panel collectively);
2. That all such interviews as well as interviews for teaching posts should be fully video-recorded with the express permission of each interviewee, and the recording kept for a known and pre-determined period of time to enable applicants to appeal or to seek judicial or extra judicial (including recourse to the Ombudsman) redress;
3. That any and every Board of Appeal set up by the College to hear appeals from any administrative decision, including recruitment to senior administrative posts and to teaching posts, should be effectively and in practice independent of the parties, contrary to what happened in this case.

ACTION FOLLOWING REFERRAL OF THE CASE IN TERMS OF ARTICLE 22(4) OF THE OMBUDSMAN ACT

The CfE's Final Opinion found no objective evidence of unfairness or malpractice in the selection process and confirmed that the presence of the College Principal and Deputy Principal Administration on the selection board was justified. In response, MCAST reviewed the recommendations and committed to strengthening its recruitment procedures. While the recommendation to disclose the selection board's composition in advance was not accepted due to confidentiality concerns, MCAST agreed to adopt Public Service practices by requiring board members to sign declarations on conflict of interest and impartiality. Candidates will also be allowed to raise objections to board members prior to interviews, with internal procedures updated to reflect these changes.

The second recommendation, to video record interviews with the interviewee's consent, was not adopted. Instead, MCAST will enhance accountability by documenting the questions posed and responses given during interviews. The third recommendation, calling for an independent Appeals Board, was fully accepted, and MCAST was to revise its procedures to ensure impartiality in appeal processes. These measures demonstrate a commitment to improving transparency and fairness in recruitment, while maintaining alignment with established public service standards.

STATUS LAST YEAR

The Ombudsman referred the case to the Prime Minister in terms of article 22(4) of the Ombudsman Act

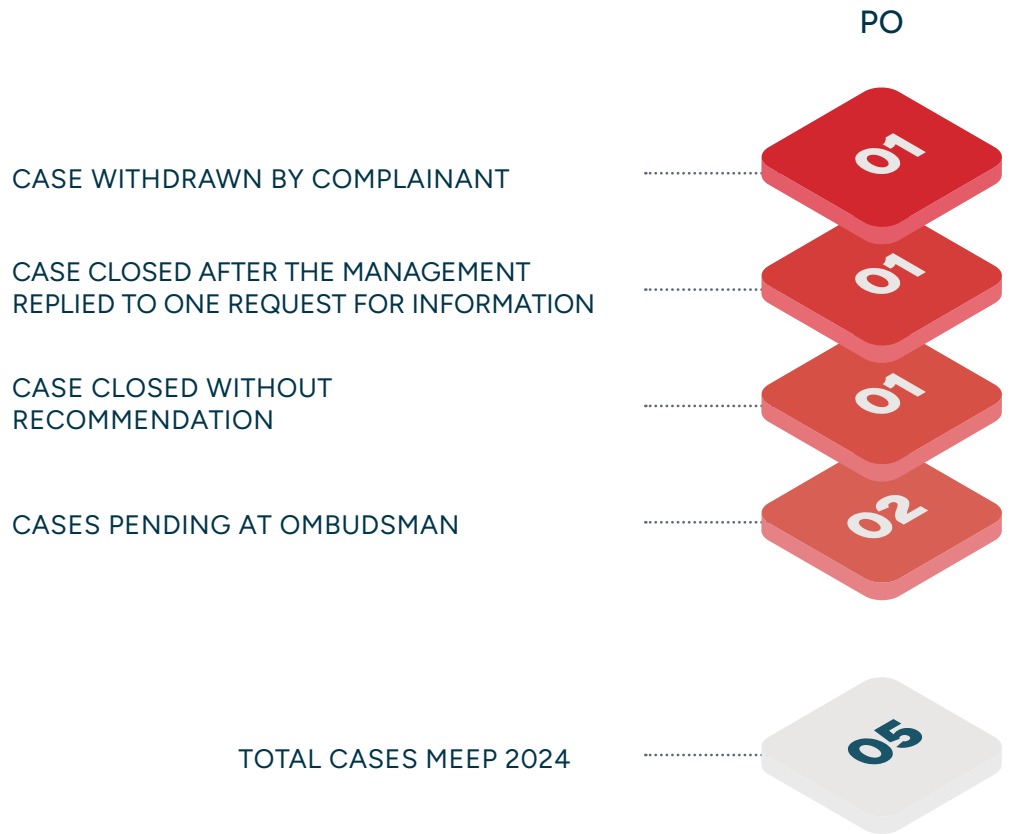
CASES PENDING AT OMBUDSMAN

SECTOR/DEPARTMENT	Ministry for Education, Sport, Youth, Research and Innovation (MEYR)
OMBUDSMAN CASE REFERENCE	CEDUC-21-2179
BRIEF DETAILS OF CASE	A complaint regarding a contract for service.
ACTION TAKEN AND MANAGEMENT COMMENTS	The CfE invited MEYR to provide a response prior to finalising its opinion on the case. MEYR clarified that the complainant was engaged under a 'Contract for Service' rather than a 'Contract of Service' and asserted that the complaint was unfounded. The Ministry maintained that it had acted in accordance with legal provisions and had not exerted any undue pressure on the complainant, as the terms of the contract were clearly defined.
STATUS LAST YEAR	Pending at Ombudsman

SECTOR/DEPARTMENT	Ministry for Education, Sport, Youth, Research and Innovation (MEYR)
OMBUDSMAN CASE REFERENCE	CEDUC-21-2181
BRIEF DETAILS OF CASE	A complaint regarding a contract for service.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The case, submitted on 3 August 2021, concerned a complainant requesting a change from a 'Contract for Service' to an indefinite 'Contract of Service', along with equal employment conditions to those performing similar duties. The matter was closed on 15 October 2021, following the initiation of court proceedings by the complainant.</p> <p>After the conclusion of the court case, the Commissioner for Education (CfE) sought feedback from MEYR on 3 December 2024, as no formal response had been provided earlier. In January 2025, MEYR clarified that the complainant had knowingly accepted a 'Contract for Service', and the Court found no legal violation by the Ministry, thereby deeming the complaint unfounded.</p>
STATUS LAST YEAR	Case closed due to court proceedings



MINISTRY FOR THE **ECONOMY, ENTERPRISE AND STRATEGIC PROJECTS**







PARLIAMENTARY OMBUDSMAN 2024

CASE WITHDRAWN BY COMPLAINANT

SECTOR/DEPARTMENT	Commerce Department
OMBUDSMAN CASE REFERENCE	OMB-24-5250
BRIEF DETAILS OF CASE	A complaint regarding the registration of a trademark. The complaint was withdrawn by the applicant, and the Office of the Ombudsman did not pursue the investigation.

CASE CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT	Malta Gaming Authority (MGA)
OMBUDSMAN CASE REFERENCE	OMB-24-4435
BRIEF DETAILS OF CASE	A complaint regarding alleged false prize advertisement by an online casino game.
ACTION TAKEN AND MANAGEMENT COMMENTS	The MGA conducted an investigation on the allegations made by the complainant, which resulted in no evidence supporting the claimant's claims. Following clarification from the MGA, the Office of the Ombudsman closed the case.

CASE CLOSED AFTER THE MANAGEMENT REPLIED TO ONE REQUEST FOR INFORMATION

SECTOR/DEPARTMENT	Malta Enterprise (ME)
OMBUDSMAN CASE REFERENCE	OMB-24-4472
BRIEF DETAILS OF CASE	A complaint regarding the Micro Invest Scheme. ME clarified that the complainant was still within the timeframe to submit an application under the Micro Invest Scheme.
ACTION TAKEN AND MANAGEMENT COMMENTS	Following the clarification, the Office of the Ombudsman proceeded to close the case.

CASES PENDING AT OMBUDSMAN

SECTOR/DEPARTMENT	Malta Business Registry Agency (MBR)
OMBUDSMAN CASE REFERENCE	OMB-24-5420
BRIEF DETAILS OF CASE	A complaint regarding access of information denied by the MBR.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The complainant approached the Ombudsman, citing legal provisions giving the right for the general public to access the Beneficial Owner Register. The MBR Registrar declined the request, explaining that public access had been closed following a ruling by the Court of Justice of the European Union (CJEU) thus invalidating the legal provision cited by the complainant.</p> <p>The CJEU judgment stressed the need to balance transparency and anti-money laundering objectives with the privacy rights of beneficial owners.</p> <p>As the complainant did not qualify as a competent authority or subject person and did not establish a legitimate interest, the Registrar found that references to due diligence alone were insufficient.</p> <p>The Ombudsman continues to review the case, with the investigation still ongoing pending further updates.</p>
SECTOR/DEPARTMENT	Ministry for the Economy, Enterprise and Strategic Projects (MEEP)
OMBUDSMAN CASE REFERENCE	OMB-24-4749
BRIEF DETAILS OF CASE	A complaint concerning a refund of payment in relation to a Qualification Allowance which had been granted erroneously.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>A complaint was lodged by a public officer after being requested to refund a qualification allowance received over several years. The complainant argues that the allowance has been approved by management and that recovery of such money was prescribed.</p> <p>The Ministry and the People and Standards Division explained that the allowance had been paid in error, as the qualification presented did not meet the eligibility criteria under the Public Service Management Code. The allowance was discontinued, and recovery initiated.</p> <p>The Ombudsman observed that the complainant had been misguided when the allowance was approved and recommended that recovery of the entire amount was unjust, particularly with respect to sums prescribed by law.</p> <p>The Ministry, relying on legal advice, maintained the requirement for recovery under the Civil Code while providing the option of instalment-based repayment.</p>
RECOMMENDATION BY OMBUDSMAN	The Ombudsman found the Ministry's decision unreasonable and incorrect under Article 22(1)(b) and (d) of the Ombudsman Act, and recommended withdrawal of the refund request.

MEEP PRE-2024

for further information on the case: Governance Action on the Parliamentary Ombudsman Annual Report 2023

PARLIAMENTARY OMBUDSMAN

CASES PENDING AT OMBUDSMAN

SECTOR/DEPARTMENT	Malta Gaming Authority (MGA)
OMBUDSMAN CASE REFERENCE	OMB-23-3985
BRIEF DETAILS OF CASE	A complaint regarding online casinos.
ACTION TAKEN AND MANAGEMENT COMMENTS	The Authority conducted an assessment, engaged with the licensees, and facilitated negotiations, including settlement offers and counter offers. The matter was eventually settled to the satisfaction of both the complainant and the licensees.
STATUS LAST YEAR	Pending at Ministry

SECTOR/DEPARTMENT	Malta Gaming Authority (MGA)
OMBUDSMAN CASE REFERENCE	S 0110 (N 0211), S 0111 (N 0281)
BRIEF DETAILS OF CASE	A complaint regarding dues owed following the insolvency of a gaming company.
ACTION TAKEN AND MANAGEMENT COMMENTS	The Office of the Ombudsman informed Ministry for the Economy, Enterprise and Strategic Projects that the case was still under investigation.
STATUS LAST YEAR	Pending at Ombudsman



MINISTRY FOR THE **ENVIRONMENT, ENERGY AND PUBLIC CLEANLINESS**

CASES CLOSED WITHOUT
RECOMMENDATION

06

CASES CLOSED AFTER REPLYING TO
ONE REQUEST FOR INFORMATION

13

CASES CLOSED WITHOUT
RECOMMENDATION AFTER ACTION TAKEN

06

CASES CLOSED AND
RECOMMENDATION IMPLEMENTED

02

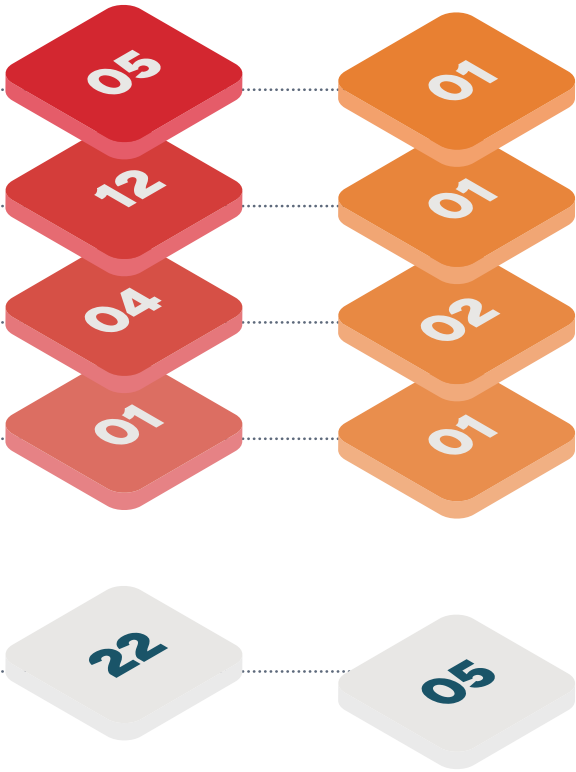
TOTAL CASES MEEC 2024*

27



PO

CEP



* excluding cases registered with other Ministries



PARLIAMENTARY OMBUDSMAN 2024

CASES CLOSED WITHOUT RECOMMENDATION

<p>SECTOR/DEPARTMENT</p> <p>OMBUDSMAN CASE REFERENCE</p> <p>BRIEF DETAILS OF CASE</p> <p>ACTION TAKEN AND MANAGEMENT COMMENTS</p>	<p>Automated Revenue Management Services Limited (ARMS Ltd)</p> <p>OMB-24-4404</p> <p>A complaint regarding continued receipt of water and electricity bills after the premises were returned to the Housing Authority (HA).</p> <p>Upon investigation, ARMS found that the account remained in the complainant's name due to a missing transfer form. The HA later accepted responsibility for the charges and requested meter removal. The case was then closed by the Office of the Ombudsman.</p>
<p>SECTOR/DEPARTMENT</p> <p>OMBUDSMAN CASE REFERENCE</p> <p>BRIEF DETAILS OF CASE</p> <p>ACTION TAKEN AND MANAGEMENT COMMENTS</p>	<p>Automated Revenue Management Services Limited (ARMS Ltd)</p> <p>OMB-24-4432</p> <p>A complaint regarding alleged non-receipt of utility bill credits due for power cuts in summer 2023, despite the complainant having written to ARMS several times.</p> <p>Upon investigation, ARMS confirmed that consumers affected by power interruptions exceeding six hours were automatically credited on their utility bills based on average past consumption. It was verified that the complainant's account had experienced a prolonged power outage, and the appropriate credit was applied to the account. The complainant was informed, and the case was closed by the Parliamentary Ombudsman.</p>
<p>SECTOR/DEPARTMENT</p> <p>OMBUDSMAN CASE REFERENCE</p> <p>BRIEF DETAILS OF CASE</p> <p>ACTION TAKEN AND MANAGEMENT COMMENTS</p>	<p>Automated Revenue Management Services Limited (ARMS Ltd)</p> <p>OMB-24-4583</p> <p>A complaint regarding alleged unfair service charge on unoccupied premises with no consumption.</p> <p>Following case review, ARMS proposed an ex-gratia settlement covering dues for the past five years. The complainant agreed to the proposal and was advised to settle the balance and request meter removal. Subsequently, the Office of the Ombudsman closed the case.</p>
<p>SECTOR/DEPARTMENT</p> <p>OMBUDSMAN CASE REFERENCE</p> <p>BRIEF DETAILS OF CASE</p> <p>ACTION TAKEN AND MANAGEMENT COMMENTS</p>	<p>Automated Revenue Management Services Limited (ARMS Ltd)</p> <p>OMB-24-4932</p> <p>A complaint regarding alleged difficulties in accessing ARMS bills online.</p> <p>The Office of the Ombudsman confirmed that the complainant had regained access to the online system following the reset link provided by ARMS. Subsequently, the Office of the Ombudsman closed the case.</p>

SECTOR/DEPARTMENT

Enemalta PLC

OMBUDSMAN CASE REFERENCE

OMB-24-5224

BRIEF DETAILS OF CASE

A complaint regarding safety concerns about distribution cables hanging dangerously close to the balcony of a residential property.

ACTION TAKEN AND MANAGEMENT COMMENTS

Enemalta clarified that the cable-related works were carried out by a third-party company. Following communication between Enemalta and the third-party company, the latter confirmed that none of the cables carried electricity and agreed to resolve the issue.

The complainant later confirmed that the matter had been addressed, and the Parliamentary Ombudsman subsequently closed the case.

CASES CLOSED AFTER THE MANAGEMENT REPLIED TO ONE REQUEST FOR INFORMATION

SECTOR/DEPARTMENT

Automated Revenue Management Services Limited (ARMS Ltd)

OMBUDSMAN CASE REFERENCE

OMB-24-4539, OMB-24-4542

BRIEF DETAILS OF CASE

Complaint alleging unfair treatment in the compensation scheme application for July 2023 power cuts.

ACTION TAKEN AND MANAGEMENT COMMENTS

ARMS confirmed that the complainant received an ex-gratia rebate for a power outage exceeding 24 hours. The case was subsequently closed by the Office of the Ombudsman.

SECTOR/DEPARTMENT

Automated Revenue Management Services Limited (ARMS Ltd)

OMBUDSMAN CASE REFERENCE

OMB-24-4563

BRIEF DETAILS OF CASE

Complaint alleging unfair treatment regarding the compensation scheme for July 2023 power cuts.

ACTION TAKEN AND MANAGEMENT COMMENTS

Upon investigation, ARMS determined that the account was ineligible for an ex-gratia payment as the outage lasted less than six hours. The case was then closed by the Office of the Ombudsman.

SECTOR/DEPARTMENT

Automated Revenue Management Services Limited (ARMS Ltd)

OMBUDSMAN CASE REFERENCE

OMB-24-4619

BRIEF DETAILS OF CASE

A complaint regarding an objection to ARMS Ltd policy whereby failure to settle dues on one leased property could lead to disconnection of services in other properties registered under the same name. The complainant argued that disconnection should have applied only to the specific account in default.

ACTION TAKEN AND MANAGEMENT COMMENTS

Upon receipt of the case, ARMS confirmed that, in line with regulation 67 of Subsidiary Legislation 545.01, if an account or a request for payment, duly presented to a consumer, is not paid within fourteen days of its presentation, or if the deposit required in terms of regulation 8 is not made within fourteen days of the request, the supply of current to any account held by the said consumer may be suspended without any previous notice being given.

ARMS further clarified that, as an internal policy, suspension is first applied to the account with outstanding dues. If the amounts remain unpaid, ARMS then proceeds to suspend services on any other accounts registered under the same name.

The complainant was informed accordingly, and the case was subsequently closed by the Parliamentary Ombudsman.

SECTOR/DEPARTMENT

Automated Revenue Management Services Limited (ARMS Ltd)

OMBUDSMAN CASE REFERENCE

OMB-24-4700

BRIEF DETAILS OF CASE

A complaint alleging unfair treatment regarding the compensation scheme for July 2023 power cuts.

ACTION TAKEN AND MANAGEMENT COMMENTS

Upon investigation, Enemalta reviewed the case and accepted the complainant's request, granting a credit for the power interruption. Other cases of a similar nature have been treated in the same manner by Enemalta. The case was then closed by the Parliamentary Ombudsman.

SECTOR/DEPARTMENT

Automated Revenue Management Services Limited (ARMS Ltd)

OMBUDSMAN CASE REFERENCE

OMB-24-4701

BRIEF DETAILS OF CASE

A complaint regarding alleged overcharging of water consumption by ARMS.

ACTION TAKEN AND MANAGEMENT COMMENTS

Upon investigation, ARMS confirmed that the module attached to the meter had not transmitted correct actual readings for a certain period. Once accurate readings became available, the registered consumption was adjusted and charges were updated accordingly. The complainant was informed, and the case was closed by the Parliamentary Ombudsman.

SECTOR/DEPARTMENT

Automated Revenue Management Services Limited (ARMS Ltd)

OMBUDSMAN CASE REFERENCE

OMB-24-4793

BRIEF DETAILS OF CASE

A complaint alleging unfair treatment regarding the compensation scheme for July 2023 power cuts.

ACTION TAKEN AND MANAGEMENT COMMENTS

ARMS confirmed that the complainant qualified for an ex-gratia rebate due to an outage exceeding 24 hours, and the Office of the Ombudsman subsequently closed the case.

SECTOR/DEPARTMENT	Automated Revenue Management Services Limited (ARMS Ltd)
OMBUDSMAN CASE REFERENCE	OMB-24-4890
BRIEF DETAILS OF CASE	A complaint regarding alleged unfair water and electricity charges by ARMS.
ACTION TAKEN AND MANAGEMENT COMMENTS	ARMS reviewed and recalculated the contested bills, and subsequently issued a credit on the complainant's account. The case was then closed by the Office of the Ombudsman.
SECTOR/DEPARTMENT	Automated Revenue Management Services Limited (ARMS Ltd)
OMBUDSMAN CASE REFERENCE	OMB-24-5075
BRIEF DETAILS OF CASE	Complaint regarding continued receipt of ARMS bills after the property, belonging to the Lands Authority (LA), had been returned to the Government.
ACTION TAKEN AND MANAGEMENT COMMENTS	Following communication with the LA, ARMS confirmed that the meters were transferred, and all outstanding dues settled by the Authority. The complainant was informed accordingly, and the case was subsequently closed by the Parliamentary Ombudsman.
SECTOR/DEPARTMENT	Automated Revenue Management Services Limited (ARMS Ltd)
OMBUDSMAN CASE REFERENCE	OMB-24-5104
BRIEF DETAILS OF CASE	A complaint regarding an alleged irregular issue of bills by ARMS and the receipt of an abnormally high bill.
ACTION TAKEN AND MANAGEMENT COMMENTS	The complainant was informed about the possibility of a water leak in the premises, which correspondence was also provided to the Office of the Ombudsman. As no further feedback was received from the complainant, the case was subsequently closed by the Office of the Ombudsman.
SECTOR/DEPARTMENT	Enemalta PLC
OMBUDSMAN CASE REFERENCE	OMB-24-5590
BRIEF DETAILS OF CASE	Complaint against Enemalta over inadequate compensation for damages from a high-voltage cable fault.
ACTION TAKEN AND MANAGEMENT COMMENTS	The Office of the Ombudsman requested a detailed breakdown of how Enemalta calculated the compensation amount. Enemalta provided the breakdown with supporting evidence, explaining that the complainant's claim exceeded the reasonable value of the items being replaced, taking into account age, original purchase price, and market comparisons. It maintained that its offers reflected a fair and proportionate assessment based on depreciation and comparable market values. The Office of the Ombudsman later informed the Ministry that it did not find Enemalta Advisory Board's computation unreasonable, and the case was closed

SECTOR/DEPARTMENT	Wasteserv (Malta) Ltd
OMBUDSMAN CASE REFERENCE	OMB-24-4675
BRIEF DETAILS OF CASE	A complaint alleging that Wasteserv was not allowing an elderly persons' home to dispose of waste at civic amenity sites, as the waste had allegedly been categorised as commercial.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>Wasteserv clarified that civic amenity sites are reserved for householders and bulky waste collectors operating through Local Councils. It stated that the waste in question originated from commercial activity and should have therefore been disposed of at designated facilities subject to gate fees, in line with applicable regulations.</p> <p>The entity had already provided such information to the complainant via email.</p> <p>Subsequently, the Office of the Ombudsman proceeded to close the case.</p>

CASES CLOSED WITHOUT RECOMMENDATION AFTER ACTION TAKEN

SECTOR/DEPARTMENT	Automated Revenue Management Services Limited (ARMS Ltd)
OMBUDSMAN CASE REFERENCE	OMB-24-4323
BRIEF DETAILS OF CASE	A complaint regarding a faulty meter transmitter that resulted in the failure to issue actual water and electricity bills.
ACTION TAKEN AND MANAGEMENT COMMENTS	It was confirmed that the complainant had received an updated bill and that the faulty meter transmitter had been repaired. ARMS confirmed that the issues were resolved and that meter readings were again being transmitted automatically. The complainant was informed, and the case was closed by the Parliamentary Ombudsman.

SECTOR/DEPARTMENT	Automated Revenue Management Services Limited (ARMS Ltd)
OMBUDSMAN CASE REFERENCE	OMB-24-5443
BRIEF DETAILS OF CASE	A complaint regarding a request to transfer water and electricity account from a late relative's name to the complainant's name which was not processed accordingly.
ACTION TAKEN AND MANAGEMENT COMMENTS	ARMS opened a new account in the complainant's name and informed the complainant. Following a billing issue, ARMS clarified the charges with the complainant, who subsequently settled the amount. The case was then closed by the Parliamentary Ombudsman.

SECTOR/DEPARTMENT	Automated Revenue Management Services Limited (ARMS Ltd)
OMBUDSMAN CASE REFERENCE	OMB-24-5483
BRIEF DETAILS OF CASE	A complaint regarding an additional address linked to the complainant's ARMS online account.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The complainant requested the removal of an incorrect address linked to their ARMS online account and an explanation of how the error occurred.</p> <p>ARMS confirmed that the incorrect address had been removed, allowing the complainant to access their account. ARMS later clarified that the issue arose because an account had mistakenly been transferred into the complainant's name. Once identified, the account was closed and reopened under the correct person.</p> <p>The complainant confirmed the correction, and the case was closed by the Parliamentary Ombudsman.</p>

SECTOR/DEPARTMENT

Enemalta PLC

OMBUDSMAN CASE REFERENCE

OMB-24-5208

BRIEF DETAILS OF CASE

A complaint regarding frequent daily power cuts experienced throughout 2024.

ACTION TAKEN AND MANAGEMENT COMMENTS

Enemalta confirmed to the Office of the Ombudsman that instances of high voltage were recorded, with variations within set limits. Tuning was carried out on the transformer to stabilise voltage, and planned upgrades to the transformer and voltage stabilisation system were underway. Enemalta later confirmed that the low voltage feeder works were completed.

The complainant was informed, and subsequently the Office of the Ombudsman closed the case.

CASE CLOSED AND RECOMMENDATION IMPLEMENTED

SECTOR/DEPARTMENT

Regulator for Energy and Water Services (REWS)

OMBUDSMAN CASE REFERENCE

OMB-24-4594

BRIEF DETAILS OF CASE

A complaint in connection with the storage of gas cylinders and the lack of response from REWS to an email sent by the complainant.

ACTION TAKEN AND MANAGEMENT COMMENTS

REWS confirmed that the storage site had the necessary authorisations and provided documentation upon request from the Office of the Ombudsman. Following further inquiries, REWS submitted a report of a surprise inspection, which identified a minor non-compliance that was immediately addressed.

The Parliamentary Ombudsman issued his Final Opinion, with several recommendations aimed at improving transparency, public access to information, and the complaints process for third parties. REWS agreed to revise its procedures, including changes to its authorisation application process, public access documentation, and the introduction of a third-party complaint mechanism.

The Ombudsman acknowledged the progress made and confirmed that the recommendations had been satisfactorily implemented. Subsequently, the Parliamentary Ombudsman closed the case.

RECOMMENDATION BY OMBUDSMAN

- a. that the necessary legislative measures be taken to ensure that the public be given the opportunity to make representations every time an authorisation is being assessed to be granted or renewed;
- b. that necessary legislative measures be taken to ensure that authorisation conditions be made accessible to the public; and
- c. that a clear and user-friendly complaints procedure be put in place for third parties not being "consumers";
- d. that the Regulator carry out a comprehensive regulatory review of its practices and procedures (including enforcement) of the regulations of sale of LPG from a fixed point of sale;
- e. that all LPG fixed point of retail authorisations be scrutinised to ensure that requirements as set out at law are fully justified.

COMMISSIONER FOR ENVIRONMENT AND PLANNING 2024

CASE CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT

Environment and Resources Authority (ERA)

OMBUDSMAN CASE REFERENCE

CEP-24-4470

BRIEF DETAILS OF CASE

A complaint alleging inequitable and unfair treatment in discharging cement from vessel to silo at Laboratory Wharf, Paola.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant alleged unfair treatment in the enforcement of environmental permit conditions, claiming that while their company used a specialised vessel to unload cement in an environmentally compliant manner, other operators were allowed to use general cargo carriers, causing environmental harm without intervention from ERA.

ERA explained that the relevant environmental conditions stemmed from the development permit and clarified that not all operators had access to enclosed unloading systems. It stated that inspections were being carried out to ensure general compliance and that one operator was in the process of acquiring a dedicated vessel.

The Commissioner for Environment and Planning (CEP) raised concerns about the lack of uniform enforcement and asked ERA to clarify how it was ensuring fair treatment across operators. ERA responded that non-compliance may lead to penalties and could affect future permit renewals. It also acknowledged that some operators were facing challenges in meeting specific permit conditions and confirmed that monitoring was ongoing.

The CEP issued a Final Opinion stating that there were no irregularities in the process of granting extensions to operators to implement enclosed unloading systems. The case was closed.

Following the closure of the case, ERA also confirmed the introduction of SL 549.172 in May 2025 and referred to the second schedule of this legislation. It explained that the regulations include a transitional period allowing legally established operations—such as cement packing facilities and cement terminals—to operate under a clearance until they are formally covered by an environmental permit. This clearance was available until 11 November 2025. ERA further stated that all cement silos are subject to equal conditions.

CASE CLOSED AFTER THE MANAGEMENT REPLIED TO ONE REQUEST FOR INFORMATION

SECTOR/DEPARTMENT

Water Services Corporation (WSC)

OMBUDSMAN CASE REFERENCE

CEP-24-4454

BRIEF DETAILS OF CASE

A complaint regarding excessive delays in the construction of a road in Mellieħa, due to pending works by the WSC.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Ombudsman requested information from the WSC regarding the progress and expected completion of works, due to residents facing unsafe conditions and damages from the unfinished road. WSC clarified that its responsibility was limited to the water and wastewater infrastructure and provided an estimated timeline for trenching, pipe-laying, reservoir connections, and backfilling. Once WSC completed its part, the project was handed over to Infrastructure Malta, which finalised the roadworks. The Parliamentary Ombudsman closed the case upon confirmation of completion.

CASES CLOSED WITHOUT RECOMMENDATION AFTER ACTION TAKEN

SECTOR/DEPARTMENT	Environment and Resources Authority (ERA)
OMBUDSMAN CASE REFERENCE	CEP-24-5128/1 (Not included in the statistics, registered with another ministry)
BRIEF DETAILS OF CASE	A complaint alleging inaction by the authorities against irregular operations at a quarry.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The case was registered under the Planning Authority (PA) within the Ministry for Gozo and Planning.</p> <p>ERA was requested to provide details of any enforcement action taken. The Ombudsman sought clarification on whether inspections had been carried out and whether fines imposed under a Stop and Compliance Order had been recovered. ERA confirmed that the maximum fine threshold had been reached. ERA explained that it follows a Standard Operating Procedure whereby legal action to recover fines is only initiated after an Order is closed; in this case, the Order remains active due to ongoing illegality. Under Article 60(1) of Cap. 549, ERA may withhold environmental permits if fines are owed, and it consistently applies this as a post-decision condition.</p> <p>ERA, in coordination with the Planning Authority, has intensified enforcement by installing a monitored camera at the site entrance to prevent further material entry. A Method Statement was requested to assess site levels and void spaces, along with a phasing plan for site closure. Although a Method Statement was submitted, it was deemed unsatisfactory and referred back to the operator for revision.</p> <p>The Commissioner for Environment and Planning informed the complainant of the actions taken and closed the case.</p>
SECTOR/DEPARTMENT	Environment and Resources Authority (ERA)
OMBUDSMAN CASE REFERENCE	CEP-24-5225
BRIEF DETAILS OF CASE	A complaint regarding alleged lack of public cleanliness in Swieqi.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The complainant raised concerns about littering in Swieqi and queried the effectiveness of enforcement measures. ERA was asked to clarify its position and actions taken in this regard.</p> <p>ERA explained that it was actively addressing the issue through dedicated patrol officers, regular monitoring of known hotspots, and collaboration with Local Councils and the public.</p> <p>ERA stated that its approach includes issuing fines and warning letters, as well as using CCTV surveillance in areas prone to littering. The Commissioner for Environment and Planning informed the complainant that ERA was fulfilling its responsibilities in this regard. The case was subsequently closed.</p>

SECTOR/DEPARTMENT

Environment and Resources Authority (ERA)

OMBUDSMAN CASE REFERENCE

CEP-24-5251

BRIEF DETAILS OF CASE

A complaint regarding alleged illegal dumping at Magħtab.

ACTION TAKEN AND MANAGEMENT COMMENTS

ERA was requested to clarify whether the site was being regularly monitored, the outcome of any inspections, whether fines had been imposed and paid, and what further action would be taken to prevent ongoing irregularities.

ERA confirmed that the site was subject to a Stop and Compliance Order issued on all occupants listed in the Lands Authority lease and that regular monitoring revealed persistent illegalities. The Order had accrued daily penalties up to the maximum €75,000 under the Daily Penalties (Environment) Regulations (SL 549.72), payable once remedial action is completed, and the Order can be closed.

ERA further reported that additional enforcement measures had been implemented, including fines for vehicles entering the site, surveillance through newly installed cameras, and physical inspections on roads leading to the facility. The Authority also noted that further action could be taken as deemed necessary.

Following ERA's response and actions, the Ombudsman informed the complainant that the case was being closed, with the Ministry notified of the closure accordingly.

CASE CLOSED AND RECOMMENDATION IMPLEMENTED

SECTOR/DEPARTMENT

Enemalta PLC

OMBUDSMAN CASE REFERENCE

CEP-24-5146

BRIEF DETAILS OF CASE

A complaint regarding the rejection of a claim for damages allegedly sustained after trenching works by Enemalta in front of a private residence.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Commissioner for Environment and Planning (CEP) sought comments from Enemalta before issuing the Final Opinion.

Following the issuance of CEP's Final Opinion, Enemalta contacted the complainant to confirm that, in line with the CEP's recommendation, their request had been processed and reimbursement would be made without prejudice.

The CEP was informed of the action taken and subsequently closed the case.

RECOMMENDATION BY OMBUDSMAN

Enemalta acted unfairly against a request for damages in a house drainage connection following cable works, and it should reimburse the complainant for damages sustained following such cable works.

CASE CLOSED DUE TO COURT PROCEEDINGS

SECTOR/DEPARTMENT

Environment and Resources Authority (ERA)

OMBUDSMAN CASE REFERENCE

CEP-24-5016/2 (Not included in the statistics, registered with another ministry)

BRIEF DETAILS OF CASE

A complaint alleging inadequate response to report on irregularities at a quarry.

ACTION TAKEN AND MANAGEMENT COMMENTS

The case was registered with the Planning Authority (PA) within the Ministry for Gozo and Planning. Concerns included excavation and material processing without the necessary permits, as well as obstruction of third-party access. The matter was also referred to ERA for their comments and review.

ERA explained that an enforcement notice had already been issued by the PA, and that it was processing an environmental permit application submitted by the operator. ERA also stated that it was conducting inspections to ensure general compliance.

Further concerns were raised regarding the presence of plastics and mixed waste at the site. ERA initially reported no records of such activity, but later confirmed receipt of reports alleging plastic incineration. Investigations were initiated, and ERA stated that enforcement action would be taken if the allegations were substantiated.

The CEP suspended the investigation due to ongoing court proceedings and closed the case.

MEEC PRE-2024

for further information on the case: Governance Action on the Parliamentary Ombudsman Annual Report 2023

PARLIAMENTARY OMBUDSMAN

CASE CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT

Water Services Corporation (WSC)

OMBUDSMAN CASE REFERENCE

OMB-21-2482

BRIEF DETAILS OF CASE

A complaint regarding alleged inequality of pay for equal work. The complainant carried out the same duties as higher scaled employees who benefitted from a higher remuneration package.

ACTION TAKEN AND MANAGEMENT COMMENTS

The case concerned a complaint seeking clarification on the differing roles of Multi-Skilled Fitters (MSF) (Scale 13) and Fitters (Scale 15) within the WSC. The Ombudsman requested job descriptions and further details on the additional duties carried out by MSFs.

WSC provided documentation outlining distinctions between the two roles, noting that MSFs perform all Fitter duties in addition to administrative tasks and specific technical responsibilities. An interview was later held with the Operations Manager. After an extended review period with no new developments, the Ombudsman decided not to proceed further and closed the case.

STATUS LAST YEAR

Pending at Ombudsman

CASE PENDING AT OMBUDSMAN

SECTOR/DEPARTMENT

Water Services Corporation (WSC)

OMBUDSMAN CASE
REFERENCE

OMB-23-4220

BRIEF DETAILS OF CASE

A complaint by a WSC employee whose request to avail themselves from injury leave after they sustained an injury at the place of work was not approved.

ACTION TAKEN
AND MANAGEMENT
COMMENTS

The case is still being investigated by the Office of the Ombudsman.

STATUS LAST YEAR

Pending at Ombudsman



MINISTRY FOR **FINANCE**

CASES CLOSED WITHOUT
RECOMMENDATION

CASES CLOSED AFTER THE MANAGEMENT
REPLIED TO ONE REQUEST FOR INFORMATION

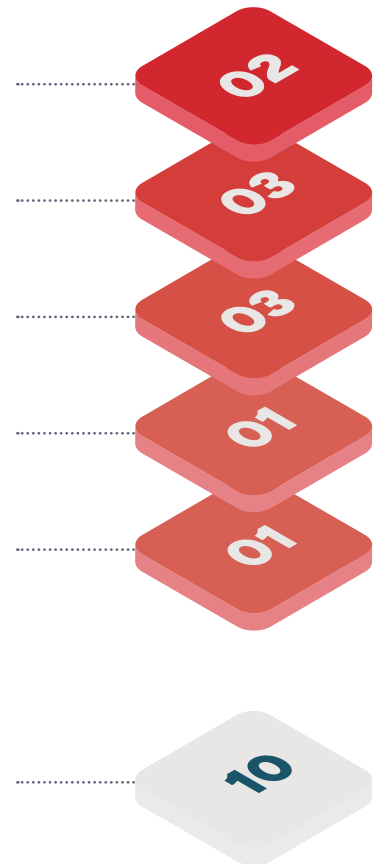
CASES CLOSED WITHOUT
RECOMMENDATION AFTER ACTION TAKEN

CASE PENDING AT OMBUDSMAN

CASE PENDING AT MINISTRY

TOTAL CASES MFIN 2024

PO







PARLIAMENTARY OMBUDSMAN 2024

CASES CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT	Malta Tax and Customs Administration (Inland Revenue) (MTCA)
OMBUDSMAN CASE REFERENCE	OMB-24-4395
BRIEF DETAILS OF CASE	Complaint regarding tax status with MTCA following complainant's spouse's death.
ACTION TAKEN AND MANAGEMENT COMMENTS	The Ombudsman requested clarification regarding the complainant's tax status and refund. MTCA explained that the refund had already been deposited, and that a new account was created for the complainant to file declarations as single. The Ombudsman confirmed the case as closed.

SECTOR/DEPARTMENT	Ministry for Finance (MFIN)
OMBUDSMAN CASE REFERENCE	OMB-24-4416
BRIEF DETAILS OF CASE	A complaint regarding an application submitted under the Property Acquisition Grant Scheme 2023.
ACTION TAKEN AND MANAGEMENT COMMENTS	The Office of the Ombudsman informed MFIN that it would not proceed with its investigation and closed the case.

CASES CLOSED AFTER THE MANAGEMENT REPLIED TO ONE REQUEST FOR INFORMATION

SECTOR/DEPARTMENT	Air Malta
OMBUDSMAN CASE REFERENCE	OMB-24-4351
BRIEF DETAILS OF CASE	A complaint regarding lack of post-interview feedback following a vacancy application.
ACTION TAKEN AND MANAGEMENT COMMENTS	The Office of the Ombudsman was informed that the complainant had not achieved the required score during the interview and was therefore not considered further in the selection process. The case was closed following this explanation.

SECTOR/DEPARTMENT	Malta Tax & Custom Administration (Customs) (MTCA)
OMBUDSMAN CASE REFERENCE	OMB-24-4430
BRIEF DETAILS OF CASE	A complaint regarding the issuance of an import license for the release of a watch.
ACTION TAKEN AND MANAGEMENT COMMENTS	A complaint regarding a watch with an alligator strap, which raised issues under protected species regulations. The Customs Department explained the legal reasons why the item was not released, and the Ombudsman closed the case.

SECTOR/DEPARTMENT

Malta Tax and Customs Administration (Inland Revenue) (MTCA)

OMBUDSMAN CASE REFERENCE

OMB-24-4913

BRIEF DETAILS OF CASE

A complaint regarding a fine for unpaid provisional tax.

ACTION TAKEN AND MANAGEMENT COMMENTS

A complaint was lodged regarding the imposition of a fine on provisional tax despite sufficient tax credits to cover the amount due. The Commissioner for Revenue replied that the additional provisional tax paid had been refunded in full, as no balances were outstanding.

The Office of the Ombudsman confirmed the case as closed.

CASES CLOSED WITHOUT RECOMMENDATION AFTER ACTION TAKEN

SECTOR/DEPARTMENT

Malta Tax and Customs Administration (Inland Revenue) (MTCA)

OMBUDSMAN CASE REFERENCE

OMB-24-5378

BRIEF DETAILS OF CASE

A complaint regarding a request for a refund.

ACTION TAKEN AND MANAGEMENT COMMENTS

A complaint regarding the application for a refund paid as the remainder of stamp duty on a donation deed. MTCA confirmed that the complainant would be refunded the amount, and the Ombudsman later closed the case.

SECTOR/DEPARTMENT

Malta Tax and Customs Administration (Inland Revenue) (MTCA)

OMBUDSMAN CASE REFERENCE

OMB-24-5524

BRIEF DETAILS OF CASE

A complaint regarding an alleged tax error.

ACTION TAKEN AND MANAGEMENT COMMENTS

A complaint regarding an error in tax refunds, where fines and interest were being charged incorrectly. MTCA later confirmed that refunds were issued, and the Ombudsman closed the case.

SECTOR/DEPARTMENT

Malta Tax and Customs Administration (VAT) (MTCA)

OMBUDSMAN CASE REFERENCE

OMB-24-4615

BRIEF DETAILS OF CASE

A complaint regarding an application for a reverse osmosis grant.

ACTION TAKEN AND MANAGEMENT COMMENTS


The Commissioner for Revenue confirmed that the refund was issued, and the Ombudsman closed the case.

CASE PENDING AT OMBUDSMAN

SECTOR/DEPARTMENT	Malta Tax and Customs Administration (Inland Revenue) (MTCA)
OMBUDSMAN CASE REFERENCE	OMB-24-5565
BRIEF DETAILS OF CASE	A complaint regarding an alleged penalty fee charged unfairly by MTCA.
ACTION TAKEN AND MANAGEMENT COMMENTS	A complaint regarding an adjustment in the 2023 tax return and an allegedly unfair penalty. MTCA confirmed that the late filing penalty was removed, and a refund would be issued.

CASE PENDING AT MINISTRY

SECTOR/DEPARTMENT	Malta Tax & Custom Administration (Customs) (MTCA)
OMBUDSMAN CASE REFERENCE	OMB-24-4949
BRIEF DETAILS OF CASE	A dispute over alleged unfair disciplinary warning to an employee.
ACTION TAKEN AND MANAGEMENT COMMENTS	A complaint regarding an alleged unfair warning given to the complainant following an email they sent, which they claimed was discriminatory and indicative of double standards in the Public Administration. The case is under review by MTCA.



MFIN PRE-2024

for further information on the case: Governance Action on the Parliamentary Ombudsman Annual Report 2023

PARLIAMENTARY OMBUDSMAN

CASE CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT	Air Malta
OMBUDSMAN CASE REFERENCE	OMB-23-4056
BRIEF DETAILS OF CASE	A complaint regarding alleged discrimination by Air Malta and the Government.
ACTION TAKEN AND MANAGEMENT COMMENTS	The Office of the Ombudsman informed the Ministry that the case was closed.
STATUS LAST YEAR	Pending at Ombudsman

CASE CLOSED AND RECOMMENDATION IMPLEMENTED

SECTOR/DEPARTMENT	Malta Statistics Authority (MSA)
OMBUDSMAN CASE REFERENCE	OMB-23-3400
BRIEF DETAILS OF CASE	A complaint regarding the refusal of an application for a senior post at the National Statistics Office (NSO).
ACTION TAKEN AND MANAGEMENT COMMENTS	MFIN sought confirmation from MSA on the implementation of the Ombudsman's recommendations. MSA confirmed that the recommendations are being implemented through information published on its website and in its manual of procedures. The Office of the Ombudsman proceeded to close the case.
STATUS LAST YEAR	Pending at Ombudsman

CASE PENDING AT OMBUDSMAN

SECTOR/DEPARTMENT	Malta Tax & Custom Administration (Customs)
OMBUDSMAN CASE REFERENCE	S 0046
BRIEF DETAILS OF CASE	A complaint in connection with the refusal by Customs Department to release a consignment of items.
ACTION TAKEN AND MANAGEMENT COMMENTS	The Ombudsman confirmed that case is still being investigated.
STATUS LAST YEAR	Pending at Ombudsman

CASE PENDING AT MINISTRY

SECTOR/DEPARTMENT

Ministry for Finance (MFIN)

OMBUDSMAN CASE REFERENCE

OMB-23-3886

BRIEF DETAILS OF CASE

A complaint regarding a grant issued for former port workers.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Ombudsman investigated a complaint regarding the Ministry's failure to implement an Appeals Board recommendation on the Former Port Workers Grant. The complaint focused on situations where disagreements among heirs about appointing a representative prevented eligible beneficiaries from accessing the grant.

MFIN acknowledged the complexity of the issue and confirmed that efforts were underway to find a solution. It later announced plans to amend Government notices published in the Government Gazette between 2017 and 2022 concerning the once-only grant for persons who were formerly licensed port workers between 4 April 1973 and 1 June 2007, and who were not licensed thereafter.

The planned amendment, to be published in the Government Gazette, will retroactively apply to applications submitted within the original deadlines. It will allow heirs to appoint a lawyer or notary of their choice to represent them, thereby resolving disputes and facilitating access to the grant for eligible beneficiaries.

MFIN subsequently informed the Ombudsman that the draft Government Notice was being discussed with the Ministry for Social Policy and Children's Rights (MSPC) and referred to its legal advisors for review. Publication in the Government Gazette will proceed once a final draft is agreed between MFIN and MSPC.

STATUS LAST YEAR

Pending at Ministry



MINISTRY FOR
**FOREIGN AFFAIRS
AND TOURISM**

CEP

CASE CLOSED AFTER THE MANAGEMENT
REPLIED TO ONE REQUEST FOR INFORMATION



TOTAL CASES MFT 2024*





COMMISSIONER FOR ENVIRONMENT AND PLANNING 2024

CASE CLOSED AFTER THE MANAGEMENT REPLIED TO ONE REQUEST FOR INFORMATION

SECTOR/DEPARTMENT	Malta Tourism Authority (MTA)
OMBUDSMAN CASE REFERENCE	CEP-24-4669
BRIEF DETAILS OF CASE	A complaint regarding alleged limitations for the public in enjoying Mellieħa bay during the summer season.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>This investigation focused on assuring that the MTA had adequate procedures in order to protect the right balance between the commercial interests and the public use.</p> <p>The Ombudsman Office requested MTA to provide the procedures adopted in identifying the limits assigned for commercial use; the ratio of the areas allocated for commercial use (sunbeds and umbrellas) to the areas to be left free for the public; and enforcement procedures adopted periodically in relation to these allocations.</p> <p>MTA replied to the Commissioner for Environment and Planning (CEP), stating that a procedure was established under the aegis of the agreements issued and signed by the Lands Authority. The MTA conducts an annual land survey to designate the area of sandy beach. MTA monitors this set-up through the presence of beach management supervisors on a daily basis and also using enforcement officers within the Regulatory Directorate of the MTA. Additionally, MTA presented a plan indicating the ratio of the areas allocated for commercial use.</p> <p>The CEP informed MTA that the case was considered closed since the actions taken by the MTA were laudable.</p>

CASE CLOSED WITHOUT RECOMMENDATION AFTER ACTION TAKEN

SECTOR/DEPARTMENT	Malta Tourism Authority (MTA)
OMBUDSMAN CASE REFERENCE	CEP-24-4758/3 (Not included in the statistics, registered with another ministry)
BRIEF DETAILS OF CASE	An investigation following a complaint regarding pavement obstructions by irregular outside catering establishments in Vittoriosa.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The case was registered with the Ministry for Home Affairs, Security and Employment; however, the Commissioner for Environment and Planning (CEP) requested MTA to provide the procedures adopted in identifying the limits assigned for tables and chairs; the ratio of the pavement allocated for tables and chairs to the areas that are free of obstructions.</p> <p>MTA carried out several inspections, and reported that one establishment had tables and chairs outside the designated area, receiving a warning letter and potential fine for further breaches; another complied with regulations, requiring no action; and the third establishment had illegal table placement, resulting in a warning letter and potential fine for repeat violations. MTA stated that it would continue monitoring these establishments and asked other authorities to report any breaches for possible further action, including license suspension.</p> <p>The CEP confirmed that the investigation verified the agencies acted appropriately and proceeded to close the case.</p>

MFT PRE-2024

for further information on the case: Governance Action on the Parliamentary Ombudsman Annual Report 2023

PARLIAMENTARY OMBUDSMAN

CASE PENDING AT OMBUDSMAN

SECTOR/DEPARTMENT

Ministry for Foreign Affairs and Tourism

OMBUDSMAN CASE REFERENCE

U 0218

BRIEF DETAILS OF CASE

A complaint regarding an officer posted abroad claiming that, as part of their remuneration package, they were entitled to allowances, mainly consisting of disbursements incurred for healthcare costs, as well as schooling fees. The allowances had been withheld with effect from August 2019.

The complainant held that no adequate justification had been provided for such action.

ACTION TAKEN AND MANAGEMENT COMMENTS

The case was still being investigated by the Ombudsman.

STATUS LAST YEAR

Pending at Ombudsman



MINISTRY FOR **GOZO AND PLANNING**

COMPLAINT NOT UPHELD

02

CASES CLOSED WITHOUT
RECOMMENDATION

04

CASES CLOSED AFTER THE MANAGEMENT
REPLIED TO ONE REQUEST FOR INFORMATION

03

CASES CLOSED WITHOUT
RECOMMENDATION AFTER ACTION TAKEN

06

CASE CLOSED AND
RECOMMENDATION IMPLEMENTED

01

CASE CLOSED AND RECOMMENDATION
PARTIALLY IMPLEMENTED

01

CASE CLOSED DUE TO
COURT PROCEEDINGS

01

CASE REFERRED TO THE PRIME MINISTER

01

REPLY ON BEHALF OF THE PRIME MINISTER
SENT TO THE OMBUDSMAN

02

CASE PENDING AT OMBUDSMAN

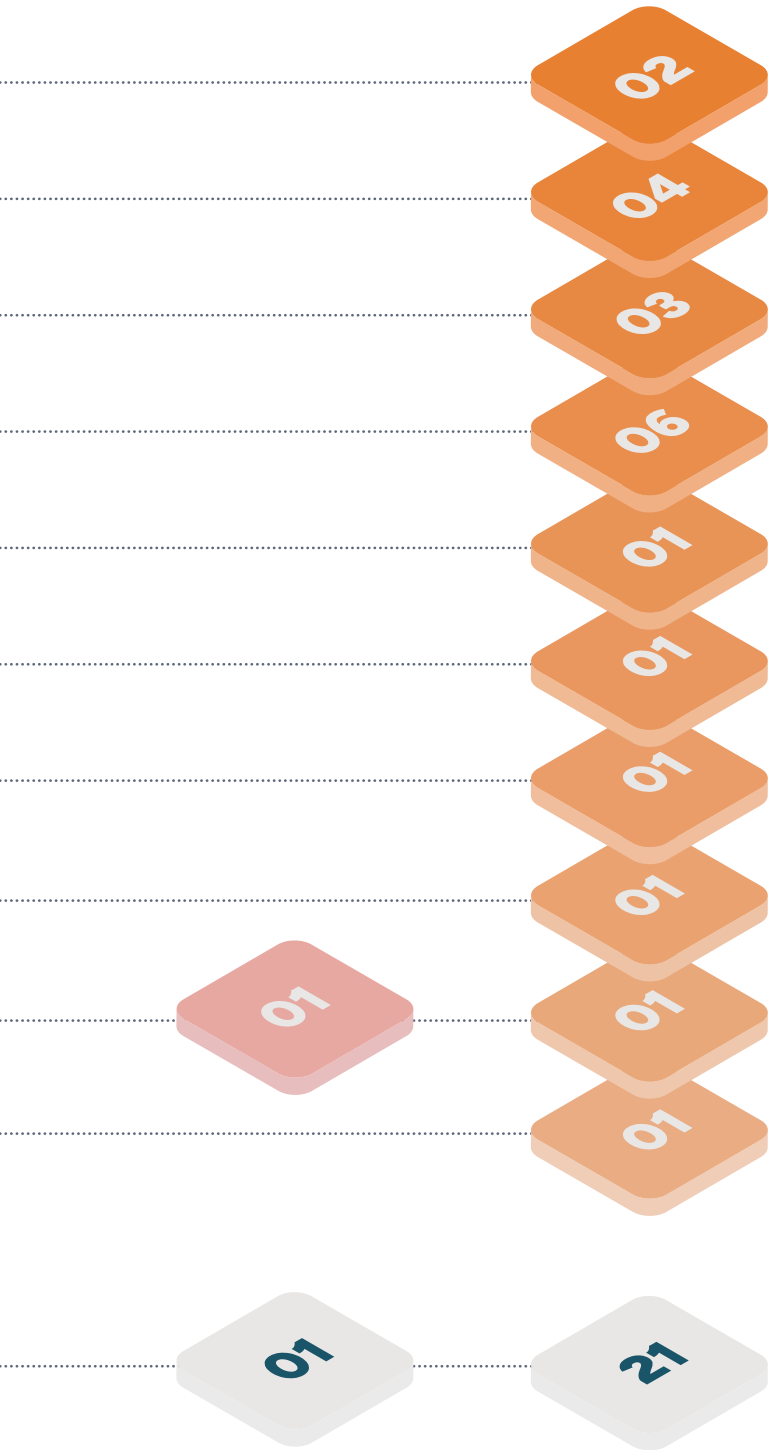
01

TOTAL CASES MGP 2024

22

PO

CEP





PARLIAMENTARY OMBUDSMAN 2024

REPLY ON BEHALF OF THE PRIME MINISTER SENT TO THE OMBUDSMAN

SECTOR/DEPARTMENT	Gozo Channel (Operations) Limited (GCOL)
OMBUDSMAN CASE REFERENCE	OMB-24-4958
BRIEF DETAILS OF CASE	A complaint from an EU citizen who, despite being over 60, was asked to pay at the Gozo ferry ticket booth and argued that the 60+ policy should apply.
ACTION TAKEN AND MANAGEMENT COMMENTS	GCOL responded that fares were applied in accordance with Regulation 4 of the Gozo Passengers and Goods Services (Fares) Regulations, which specifically applied to holders of the "Karta Anzjan". Following the Ombudsman's Final Opinion, GCOL was asked to confirm its intentions regarding implementation of the recommendation within one month, after which the case was referred to the Prime Minister.
RECOMMENDATION BY OMBUDSMAN	In his Final Opinion the Ombudsman stated that he found the complaint justified and recommended that any person who holds a legally valid identification document issued by a member state of the EU shall avail of all the rights and conditions of carriage by the GCOL as a Maltese national holding such identification document relating to age 60+ produced upon travelling.
ACTION FOLLOWING REFERRAL OF THE CASE IN TERMS OF ARTICLE 22(4) OF THE OMBUDSMAN ACT	In response, the company sought legal guidance from the State Advocate to ensure that its operational practices did not contravene European Union non-discrimination principles. The State Advocate advised that implementing a residency requirement in Malta, irrespective of nationality, would be sufficient to satisfy the relevant provisions of European Union law. Subsequent to these consultations, the necessary amendments to the applicable regulations were coordinated among GCOL, the Ministry for Gozo and Planning, and the Ministry for Transport, Infrastructure and Public Works. The draft regulations underwent review and approval by the Legislation Unit within Transport Malta, were duly signed by the competent authorities, and submitted for Cabinet consideration. The resulting legal notice was published in the Government Gazette on 1 August 2025.

COMMISSIONER FOR ENVIRONMENT AND PLANNING 2024

COMPLAINTS NOT UPHELD

SECTOR/DEPARTMENT	Planning Authority (PA)
OMBUDSMAN CASE REFERENCE	CEP-24-4614
BRIEF DETAILS OF CASE	A complaint regarding the mishandling of a refund for building levy fees.
ACTION TAKEN AND MANAGEMENT COMMENTS	The Commissioner for Environment and Planning (CEP) requested the PA to confirm once all procedural requirements had been fulfilled and any refund due in relation to a refused development application had been issued. Following a review of the payment records, the PA clarified that no refund was applicable, and that the applicant was, in fact, liable for a substantial outstanding amount. CEP concluded that the claim was unfounded and unjustified and proceeded to close the case.

SECTOR/DEPARTMENT

Planning Authority (PA)

OMBUDSMAN CASE REFERENCE

CEP-24-4670

BRIEF DETAILS OF CASE

A complaint regarding the absence of enforcement measures in relation to a supermarket development.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Commissioner for Environment and Planning (CEP) requested the PA to comment on a complaint concerning a supermarket development. In its response, the PA outlined the immediate actions taken by its Compliance and Enforcement Directorate, which included site inspections, verification of permit conditions, and engagement with the developer to ensure adherence to planning regulations.

Following a review of the findings and measures implemented, CEP concluded that the alleged infringements were not substantiated and determined that no breach of planning rules had occurred.

The CEP subsequently closed the case.

CASES CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT

Planning Authority (PA)

OMBUDSMAN CASE REFERENCE

CEP-24-4645

BRIEF DETAILS OF CASE

A complaint regarding alleged irregular occupation of public land for commercial purposes.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Commissioner for Environment and Planning (CEP) raised concerns about the inconvenience caused to third parties, particularly in emergency situations, and requested information on the enforcement actions being undertaken.

In response, the PA stated that enforcement related to public land occupation should be addressed through a coordinated effort involving the Malta Tourism Authority, Lands Authority, Transport Malta, the Local Council, and the Malta Police Force.

Subsequently, the CEP closed the case.

SECTOR/DEPARTMENT

Planning Authority (PA)

OMBUDSMAN CASE REFERENCE

CEP-24-4577

BRIEF DETAILS OF CASE

A complaint regarding an unauthorised temporary vehicular access point due to nearby roadworks being carried out.

ACTION TAKEN AND MANAGEMENT COMMENTS

In the final report, the Commissioner for Environment and Planning (CEP) confirmed that the unauthorised access had been closed and noted that any initial miscommunication within the PA's Enforcement Section had been superseded by subsequent developments.

SECTOR/DEPARTMENT	Planning Authority (PA)
OMBUDSMAN CASE REFERENCE	CEPOI-24-5116
BRIEF DETAILS OF CASE	Commissioner for Environment and Planning (CEP)'s own initiative on a development permit.
ACTION TAKEN AND MANAGEMENT COMMENTS	Immediately upon initiating the investigation on his own initiative, the CEP notified the Ministry for Gozo and Planning that, given the submission of an application under Article 80 of the Development Planning Act during the course of the inquiry, the case was to be deemed closed.

SECTOR/DEPARTMENT	Planning Authority (PA)
OMBUDSMAN CASE REFERENCE	CEP-24-5252
BRIEF DETAILS OF CASE	A complaint alleging inaction in addressing illegal dumping on agricultural land.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>In its formal reply to the Commissioner for Environment and Planning (CEP), the PA confirmed that an Enforcement Notice had been issued following investigations, along with the imposition of daily fines. PA further explained that the case was under appeal, and as such, additional enforcement measures were temporarily suspended. Nonetheless, instructions were issued to the contravener to block access to the site to prevent further activity.</p> <p>Following review of the information provided, the CEP informed the office that the case was considered closed.</p>

CASES CLOSED AFTER THE MANAGEMENT REPLIED TO ONE REQUEST FOR INFORMATION

SECTOR/DEPARTMENT	Planning Authority (PA)
OMBUDSMAN CASE REFERENCE	CEP-24-4386
BRIEF DETAILS OF CASE	A complaint regarding lack of response to correspondence.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The complainant expressed dissatisfaction with the level of customer service concerning the release of a Bank Guarantee associated with an unused development permit related to a pavement.</p> <p>Following confirmation from the relevant Local Council, the PA released the Bank Guarantee and furnished the Commissioner for Environment and Planning (CEP) with the required information. CEP acknowledged the response and proceeded to close the case.</p>

SECTOR/DEPARTMENT	Planning Authority (PA)
OMBUDSMAN CASE REFERENCE	CEP-24-4422
BRIEF DETAILS OF CASE	A complaint alleging lack of enforcement action following reported violations.
ACTION TAKEN AND MANAGEMENT COMMENTS	The Commissioner for Environment and Planning (CEP) formally requested the submission of inspection records, including associated reports and stop notices, by the specified deadline. In response, the PA refuted the allegation, provided the requested documentation and photographic evidence, and affirmed that routine monitoring inspections were being conducted to ensure adherence to issued instructions. Subsequently the CEP closed the case.

SECTOR/DEPARTMENT

Planning Authority (PA)

OMBUDSMAN CASE REFERENCE

CEP-24-4595

BRIEF DETAILS OF CASE

A complaint alleging undue delay in processing a revocation request for a development permit.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Commissioner for Environment and Planning (CEP) requested the PA to establish a date by which a decision would be made. Subsequently, the CEP informed the complainant of the hearing date and proceeded to close the case.

CASES CLOSED WITHOUT RECOMMENDATION AFTER ACTION TAKEN

SECTOR/DEPARTMENT

Planning Authority (PA)

OMBUDSMAN CASE REFERENCE

CEP-24-4541

BRIEF DETAILS OF CASE

An investigation regarding delayed action and inadequate communication on a report on the re-development of a supermarket complex.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Commissioner for Environment and Planning (CEP) requested the Authority's response to the complaint and details of any enforcement measures undertaken.

The PA confirmed that, following a meeting with the complainant, additional on-site inspections were carried out and monitoring procedures were implemented.

Subsequently, the CEP informed the Ministry for Gozo and Planning that the case had been closed.

SECTOR/DEPARTMENT

Planning Authority (PA)

OMBUDSMAN CASE REFERENCE

CEP-24-4618

BRIEF DETAILS OF CASE

A complaint alleging undue delay in processing a revocation request for a development permit.

ACTION TAKEN AND MANAGEMENT COMMENTS

The PA expressed its support for transparency initiatives and confirmed that an internal process had been initiated to address the matter. In response, the Commissioner for Environment and Planning (CEP) recommended that access to information on permit revocation processes, currently available to architects via the eApps system, be extended to the general public to enhance transparency.

The PA subsequently confirmed that the recommended administrative procedures had been fully implemented. The CEP then considered that no further investigation was necessary and proceeded to close the case.

SECTOR/DEPARTMENT

Planning Authority (PA)

OMBUDSMAN CASE REFERENCE

CEP-24-5128

BRIEF DETAILS OF CASE

A complaint alleging inaction by the relevant authorities in addressing irregular operations at a quarry.

ACTION TAKEN AND MANAGEMENT COMMENTS

The PA confirmed that the quarry operator had been instructed to stop introducing material onto the site and had complied. PA also raised concerns about the illegal deposition of material beyond the licensed boundary.

Following the investigation, the Commissioner for Environment and Planning (CEP) referred the findings to another authority (Environment and Resources Authority), which conducted follow-up inspections and confirmed ongoing monitoring of the site's restoration. CEP then informed the complainant of the actions taken and formally closed the case.

SECTOR/DEPARTMENT

Planning Authority (PA)

OMBUDSMAN CASE REFERENCE

CEP-24-5144

BRIEF DETAILS OF CASE

A complaint by an ex-employee regarding a claim for work-related compensation prior to their retirement.

ACTION TAKEN AND MANAGEMENT COMMENTS

Multiple meetings were convened between the claimant, the Commissioner for Environment and Planning (CEP), and the Legal Office of the Planning Authority to assess the validity of the compensation request.

Following these discussions, the matter was considered resolved by all parties involved, and the CEP formally concluded the case.

SECTOR/DEPARTMENT

Planning Authority (PA)

OMBUDSMAN CASE REFERENCE

CEP-24-5178

BRIEF DETAILS OF CASE

A complaint alleging inaction regarding reinstatement of illegal structures.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complaint concerned the reinstatement of an illegal BBQ and shed that had previously been removed following enforcement action, supported by evidence from the applicant's architect. The Commissioner for Environment and Planning (CEP) sought clarification from the PA regarding the apparent lack of action. PA responded that a site inspection had found the shed to be wheel-mounted and not present at the time. CEP maintained that if the structures were illegal, they should be removed entirely, irrespective of their mobility, and recommended further inspections.

Following additional inspections, PA confirmed that instructions for demolition had been issued and that the structure had been removed. However, CEP received new photographic evidence from the complainant indicating the structures were still present and requested verification. PA subsequently reopened the case and reassessed enforcement procedures to ensure compliance with permit conditions. CEP acknowledged the actions taken and closed the case.

SECTOR/DEPARTMENT

Planning Authority (PA)

OMBUDSMAN CASE REFERENCE

CEP-24-5262

BRIEF DETAILS OF CASE

A complaint regarding alleged inaction on an irregular demolition of facade.

ACTION TAKEN AND MANAGEMENT COMMENTS

A complaint was submitted to the Commissioner for Environment and Planning (CEP) regarding the complete dismantling of a facade that was required to be retained under the development permit. CEP notified the PA of the breach and requested its comments. In response, PA confirmed that site works had been halted and that it had initiated the process to forfeit the related Bank Guarantee.

CEP subsequently informed the complainant of PA's pending decision and confirmed that an official warning had been issued to the applicant to cease all works. As appropriate enforcement action had been taken, CEP proceeded to close the case.

CASE CLOSED AND RECOMMENDATION IMPLEMENTED

SECTOR/DEPARTMENT

Planning Authority (PA)

OMBUDSMAN CASE REFERENCE

CEP-24-5405

BRIEF DETAILS OF CASE

A complaint alleging excessive information requests related to a regularisation application.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Commissioner for Environment and Planning (CEP) submitted a complaint concerning purportedly excessive information requests made by the PA in connection with a regularisation application, which were deemed to exceed the parameters established under Subsidiary Legislation 552.26. In its response, the PA refuted the allegations, invoking the provisions of SL 552.26.4(3), and furnished detailed observations addressing each of the contested requests under review.

Following the issuance of the Final Opinion by CEP, which concluded that the complaint was partially substantiated, the PA formally acknowledged the recommendations. It affirmed that, where procedural modifications were warranted, the appropriate Directorates had been instructed to implement the necessary adjustments.

RECOMMENDATION BY OMBUDSMAN

CEP recommended that PA should avoid imposing requirement not explicitly mandated by regulations and to clarify guidelines to reduce misunderstandings and delays in the application process.

CASE CLOSED AND RECOMMENDATION PARTIALLY IMPLEMENTED

SECTOR/DEPARTMENT	Planning Authority (PA)
OMBUDSMAN CASE REFERENCE	CEP-24-4983
BRIEF DETAILS OF CASE	A complaint against a motorcycle repair shop, allegedly operating without a permit.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The Final Opinion issued by the Commissioner for Environment and Planning (CEP) prompted a formal response from the PA, which accepted the first recommendation and committed to implementing it. However, PA disagreed with the second recommendation, clarifying that the enforcement notice was based on the absence of a development permit, not on the assumption that the activity was newly established. It argued that the existence of the activity prior to the relevant legislation was supported by verified documentation. PA maintained that applying daily fines under Subsidiary Legislation 552.24 retroactively would be unlawful and could lead to legal liability. It emphasised that the law does not mandate daily fines in every breach and pointed to evidence, such as trading licenses and receipts all dated prior to the enactment of the regulation on 24 November 2012, to support its position.</p> <p>Based on this, PA concluded that its decision not to impose daily penalties was legally justified. CEP proceeded to close the case.</p>
RECOMMENDATION BY OMBUDSMAN	<ol style="list-style-type: none"> 1. The Executive Chairperson should file a report in any pending application indicating that the irregular use is ongoing so that any decision by the Planning Board or its delegate follows the Development Planning Act. 2. The Executive Chairperson should impose daily penalty and administrative fines on the Stop and Enforcement Notice reference EC/00074/24 in line with Regulations.

CASE CLOSED DUE TO COURT PROCEEDINGS

SECTOR/DEPARTMENT	Planning Authority (PA)
OMBUDSMAN CASE REFERENCE	CEP-24-5016
BRIEF DETAILS OF CASE	Complaint alleging inadequate response to report on irregularities at a quarry.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The Commissioner for Environment and Planning (CEP) requested updates from the PA regarding quarry operations, which led to confirmation that only the removal of stockpiled material was permitted. PA reported that this condition was being upheld through regular site inspections.</p> <p>CEP later called for coordinated action among PA, the Building and Construction Authority (BCA), and the Environment and Resources Authority (ERA) to address the matter collectively.</p> <p>Following a joint meeting, PA confirmed that crusher material had been removed and clarified that observed activities, such as soil carting and excavation, did not breach the Development Planning Act. PA also noted that quarry operations, infilling, and issues involving property damage or nuisance fall outside its remit.</p> <p>The investigation was ultimately suspended due to ongoing court proceedings, and the CEP closed the case.</p>

CASE REFERRED TO THE PRIME MINISTER IN TERMS OF ARTICLE 22(4) OF THE OMBUDSMAN ACT

SECTOR/DEPARTMENT

Planning Authority (PA)

OMBUDSMAN CASE REFERENCE

CEP-24-4460

BRIEF DETAILS OF CASE

A complaint regarding development permits for equine stables following the implementation of the Rural Policy and Design Guidance (RPDG).

ACTION TAKEN AND MANAGEMENT COMMENTS

Following the issuance of the Final Opinion by the Commissioner for Environment and Planning (CEP), which included several recommendations, the matter was escalated to the Prime Minister prior to receiving a formal response from the PA. Subsequently, PA submitted its feedback, confirming its immediate commitment to implement recommendations 6 and 7. The remaining recommendations required either amendments to the RPDG or collaboration with the Veterinary Regulation Directorate (VRD). Recommendations 3 and 5 were identified for future policy revision.

PA outlined its ongoing collaboration with the Ministry for Agriculture, Fisheries and Animal Rights (MAFA), aimed at improving data sharing and permit control mechanisms, and affirmed its commitment to enhanced regulatory oversight. Following a meeting with the Permanent Secretary MAFA, PA confirmed that a Legal Notice would be issued in due course.

RECOMMENDATION BY OMBUDSMAN

The recommendations outlined in the Final Opinion issued by the CEP were as follows:

1. **Mandatory Submission of Equine List** - The PA should require that all applications for stables include a list of equines registered under the applicant's name, issued by the VRD. The number of stables applied for must not exceed the number of equines listed.
2. **Equine List as Approved Document** - The equine registration list should be treated as an approved document rather than a supporting document, ensuring stronger compliance oversight.
3. **Time-Bound Permits** - Permits should be issued for a definite period of three years, with a condition that stables must be dismantled unless the permit is renewed.
4. **Prevent Duplicate Permits** - The PA should maintain a comprehensive list of equines already issued permits. This list should be updated regularly to prevent issuing multiple permits for the same equine.
5. **Revise Stable Size Limits in RPDG** - The RPDG should be amended to reduce the area allowed per stable. It proposes: - 20 square meters per stable for the first three stables. - 15 square meters per stable for additional stables.
6. **Enforce Compliance with Permit Conditions** - The PA must ensure all conditions are complied with. If information required by specific conditions is not submitted on time, the system should flag the file for immediate review.
7. **Upload Compliance Certificates** Final compliance certificates must be uploaded to the PA file system for easier verification of adherence to permit conditions.

ACTION FOLLOWING REFERRAL OF THE CASE IN TERMS OF ARTICLE 22(4) OF THE OMBUDSMAN ACT

In response to the recommendations outlined in the Final Opinion, a series of coordinated actions have been undertaken through collaboration between the PA and the VRD, with support from the MAFA. These include the issuance of Government Notice No. 626 on 22 April 2025, granting a three-month amnesty period for equine registration updates, and the distribution of detailed letters and pre-filled declaration forms to equine owners. Additionally, a Memorandum of Understanding was signed on 14 April 2025 between MAFA and PA to formalise cooperation in the assessment, monitoring, and regulation of stables housing equines under development permissions.

Under this framework, MAFA is tasked with managing the Livestock Database, ensuring accurate linkage between equines and permitted stables, issuing and renewing registration certificates, and notifying PA of unused or non-compliant stables. Concurrently, PA is responsible for evaluating planning applications based on MAFA's data, enforcing permit conditions, conducting inspections, and initiating enforcement actions where necessary.

With reference to Recommendation 5, the Planning Authority (PA) indicated that a revision of the Rural Policy is anticipated following the formal approval of the draft legislation and accompanying legal notices. This sequence is considered necessary to ensure that all legal implications are thoroughly assessed in light of the enacted provisions.

REPLY ON BEHALF OF THE PRIME MINISTER SENT TO THE OMBUDSMAN

SECTOR/DEPARTMENT	Planning Authority (PA)
OMBUDSMAN CASE REFERENCE	CEP-24-5123
BRIEF DETAILS OF CASE	A complaint regarding failure to disclose the names of officers endorsing Case Office Reports.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The Commissioner for Environment and Planning (CEP) launched an investigation into the PA's lack of transparency regarding the disclosure of officer names on Case Officer Reports, the openness of summary application hearings, and the identification of Planning Board Commission members. In its Final Opinion, CEP concluded that complainants should be able to identify the officer responsible for a report, arguing that without such transparency, the public cannot effectively challenge potential conflicts of interest.</p> <p>The PA disagreed with the recommendations, citing legal provisions that do not require public hearings or the disclosure of officer identities. It maintained that report responsibility lies with the Chairperson and that officers operate under a strict code of ethics. Due to the unresolved disagreement, the case was referred to the Prime Minister in terms of Article 22(4) of the Ombudsman Act</p>
RECOMMENDATION BY OMBUDSMAN	CEP recommended that the identities of responsible officers, including Case Officers and Endorsing Officers, be made publicly accessible, and that the decision-making process be conducted in an open forum.
ACTION FOLLOWING REFERRAL OF THE CASE IN TERMS OF ARTICLE 22(4) OF THE OMBUDSMAN ACT	The Principal Permanent Secretary, on behalf of the Prime Minister replied to the Parliamentary Ombudsman and the CEP, reiterating that applications under the Summary Procedure are processed in terms of SL 552.13, specifically regulation 18. Furthermore, these applications are published on the website of the Department of Information, in the Government Gazette, with established time frames for the submission of representations, as stated in regulation 11(2)(b). If representations are received, the application is not processed under the Summary Procedure.

CASE PENDING AT OMBUDSMAN

SECTOR/DEPARTMENT	Ministry for Gozo and Planning (MGP)
OMBUDSMAN CASE REFERENCE	CEP-24-4362
BRIEF DETAILS OF CASE	A complaint regarding damages caused to a field following roadworks.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The Commissioner for Environment and Planning (CEP) lodged a complaint on behalf of a landowner, raising concerns that nearby road construction could cause soil runoff into the claimant's field during heavy rainfall, and requested the construction of a protective soil retention wall. The MGP took appropriate action, and CEP was later informed that the wall had been rebuilt, supported by photographic evidence.</p> <p>MGP confirmed that the case remained pending at the Office of the CEP.</p>

MGP PRE-2024

for further information on the case: Governance Action on the Parliamentary Ombudsman Annual Report 2023

PARLIAMENTARY OMBUDSMAN

CASE CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT	Ministry for Gozo and Planning (MGP)
OMBUDSMAN CASE REFERENCE	OMB-23-4141
BRIEF DETAILS OF CASE	A request for financial compensation following damage caused to a car on a road that was under construction.
ACTION TAKEN AND MANAGEMENT COMMENTS	In October 2024, the Ombudsman informed the MGP that the case was to be considered closed.
STATUS LAST YEAR	Pending at Ombudsman

COMMISSIONER FOR ENVIRONMENT AND PLANNING

THE OMBUDSMAN REFERRED THE CASE TO THE PRIME MINISTER IN TERMS OF ARTICLE 22(4) OF THE OMBUDSMAN ACT

SECTOR/DEPARTMENT	Planning Authority (PA)
OMBUDSMAN CASE REFERENCE	CEP-23-4203
BRIEF DETAILS OF CASE	A complaint regarding the regulations on penalty schedules (L.N. 552.25) under the Development Planning Act.
ACTION TAKEN AND MANAGEMENT COMMENTS	In April 2025, the Commissioner for Environment and Planning (CEP) submitted the Final Opinion, inclusive of the relevant recommendations, to the Ministry for Gozo and Planning. Following the absence of any formal response from the Ministry, the CEP proceeded to refer the matter to the Prime Minister in May 2025 for further consideration.
RECOMMENDATION BY OMBUDSMAN	CEP recommended the following: <ol style="list-style-type: none"> 1. The maximum penalty is to be increased to Euro 100,000 2. With regard to development of mobile items, a written warning is to be issued. In the case of another offence within one month of the first offence, items are to be confiscated and a fine, similar to the one established under the clamping and removal of vehicles regulations, is to be effected (Subsidiary Legislation 65.13).
ACTION FOLLOWING REFERRAL OF THE CASE IN TERMS OF ARTICLE 22(4) OF THE OMBUDSMAN ACT	The recommendations put forth by the CEP were under deliberation at policy-making level.
STATUS LAST YEAR	Pending at Ministry

PENDING AT MINISTRY

SECTOR/DEPARTMENT	Planning Authority (PA)
OMBUDSMAN CASE REFERENCE	CEP-23-3552
BRIEF DETAILS OF CASE	A complaint regarding the regulations on penalty schedules (L.N. 552.25) under the Development Planning Act.
ACTION TAKEN AND MANAGEMENT COMMENTS	Investigations are still underway by the PA.
STATUS LAST YEAR	Pending at Ministry

COMMISSIONER FOR HEALTH

CASE PENDING AT OMBUDSMAN

SECTOR/DEPARTMENT	Ministry for Gozo and Planning (MGP)
OMBUDSMAN CASE REFERENCE	CH-23-4113
BRIEF DETAILS OF CASE	A complaint regarding the non-payment of specific allowances.
ACTION TAKEN AND MANAGEMENT COMMENTS	The Commissioner for Health confirmed that investigation on the case was still ongoing.
STATUS LAST YEAR	Pending at Ombudsman



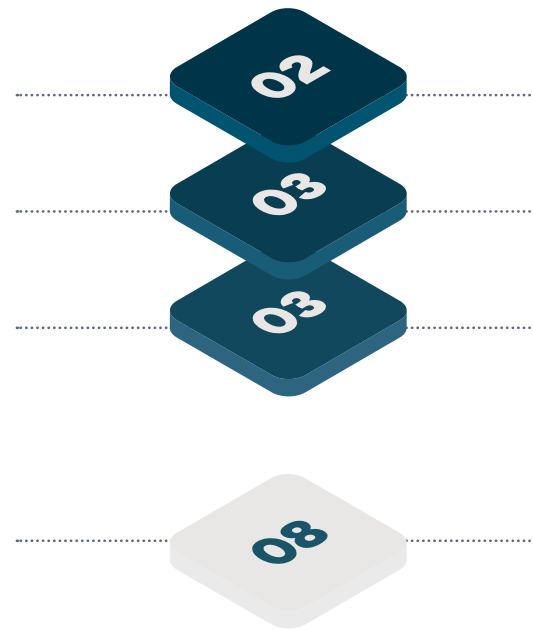
MINISTRY FOR
**HEALTH AND
ACTIVE AGEING
(ACTIVE AGEING)**

CASES CLOSED WITHOUT
RECOMMENDATION

CASES CLOSED WITHOUT
RECOMMENDATION AFTER ACTION TAKEN

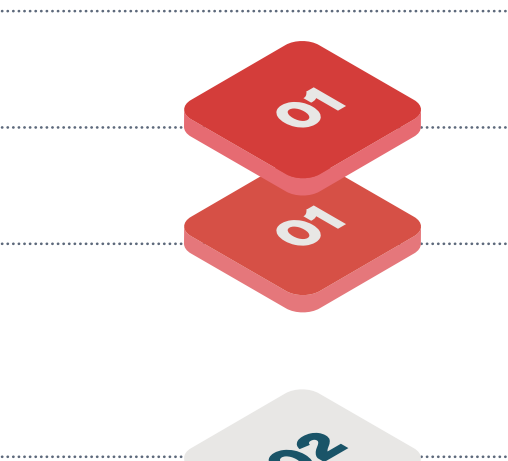
CASES PENDING AT OMBUDSMAN

TOTAL CASES MHA (AA) 2024



PO

CFH





PARLIAMENTARY OMBUDSMAN 2024

CASE CLOSED WITHOUT RECOMMENDATION AFTER ACTION TAKEN

SECTOR/DEPARTMENT	Active Ageing and Community Care (AACC)
OMBUDSMAN CASE REFERENCE	OMB-24-4874
BRIEF DETAILS OF CASE	A complaint filed by a non-governmental organisation on behalf of a refugee who was deemed ineligible for admission to residential care.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The Ministry for Health and Active Ageing (MHA) (AA) clarified that when an application from a foreign national is submitted to <i>Centru Servizz Anzjan</i>, the applicant's eligibility for state-subsidised services must first be verified. In this case, further consultation was made with the International Protection Agency to confirm the applicant's eligibility.</p> <p>Following a request from the Office of the Ombudsman, MHA (AA) confirmed that the application was being handled in line with established procedures.</p> <p>The Ombudsman closed the case, expressing appreciation for the Ministry's cooperation.</p>

CASE PENDING AT OMBUDSMAN

SECTOR/DEPARTMENT	St. Vincent De Paul Residence (SVPR)
OMBUDSMAN CASE REFERENCE	OMB-24-4798
BRIEF DETAILS OF CASE	A complaint by a non-governmental organisation (NGO) regarding their eviction from the cat café at SVPR.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>An NGO, previously contracted to manage the facility failed to uphold key responsibilities, including cleanliness, proper cat care, and adherence to animal welfare standards. After SVPR regained control in December 2023, it discovered severe violations—such as overcrowding with over 340 cats and unsanitary conditions—leading to significant expenses for clean-up and veterinary care. The NGO has since initiated legal proceedings, while SVPR denies any mistreatment and maintains that the animals are now receiving appropriate care.</p> <p>The Ombudsman informed the Ministry that the investigation remained ongoing, with the Office of the Ombudsman continuing to collect relevant information.</p>

COMMISSIONER FOR HEALTH 2024

CASES CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT	Active Ageing and Community Care (AACC)
OMBUDSMAN CASE REFERENCE	CH-24-4672
BRIEF DETAILS OF CASE	A complaint from a paying resident at a retirement home, alleging that they were informed that they qualified for the Public Partnership Scheme.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The Ministry clarified that the complainant, with a Barthel Index of 19/20 and a Mini Mental State Exam score of 25/30, was assessed as having low dependency.</p> <p>Following a further request for clarification by the Commissioner for Health (CfH), MHA stated the complainant was not eligible for PPS and did not require Long-Term Care (LTC) admission. However, it should be noted that Private Homes retain the discretion to admit individually privately into their LTC facilities, even if they do not meet the formal criteria.</p> <p>CfH informed that this case was to be considered closed.</p>

SECTOR/DEPARTMENT	St. Vincent De Paul Residence (SVPR)
OMBUDSMAN CASE REFERENCE	CH-24-4781
BRIEF DETAILS OF CASE	A complaint regarding the use of dining rooms at SVPR for election purposes.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The Ministry explained that polling booths at SVPR were set up in dining and common areas, with clear instructions to relocate residents to alternative dining spaces to avoid disruption. These polling booths would be dismantled by the following Monday, a few days after the election at SVPR.</p> <p>A complaint was later raised about residents eating in corridors, prompting an investigation by the Commissioner for Health (CfH), who found that while alternative dining areas were available, the setup caused some discomfort due to space constraints and residents' resistance to change.</p> <p>The CfH suggested that future elections avoid using dining areas. The Ministry replied that CfH's suggestions was duly noted and although such practice has been in place for years, it will liaise with the Electoral Commissioner to explore more suitable moving forward. Subsequently the CfH confirmed that the case was to be considered closed.</p>

CASES CLOSED WITHOUT RECOMMENDATION AFTER ACTION TAKEN

SECTOR/DEPARTMENT

Active Ageing and Community Care (AACC)

OMBUDSMAN CASE REFERENCE

CH-24-4684

BRIEF DETAILS OF CASE

A complaint by a relative of a resident at a retirement home, regarding refurbishing works carried out at the premises, and the alleged dangerous lift.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complaint was referred to the Ministry and Occupational Health & Safety Authority (OHSA), highlighting concerns that the patients lift, originally equipped with glass side panel, had been covered, potentially posing a safety risk to residents.

The Ministry confirmed that the patients lift in question met all legal safety standards and was regularly maintained. There is no specific requirement for lifts to have glass sides, and most care homes, including newly built ones, use lifts without them. These lifts safely transport thousands of residents daily in accordance with established guidelines.

Following OHSA's submission of their report outlining specific instructions, the Ministry emailed the Commissioner for Health (CfH) with evidence confirming that all directives by OHSA had been implemented.

The CfH informed the Ministry that this case was closed.

SECTOR/DEPARTMENT

Active Ageing and Community Care (AACC)

OMBUDSMAN CASE REFERENCE

CH-24-5125

BRIEF DETAILS OF CASE

A complaint about disagreement over the Home Help services delivered to an elderly individual.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Commissioner for Health (CfH) requested the Ministry's comments.

The Ministry provided a detailed overview of the situation involving an elderly individual who made use of the Home Help services. A disagreement rose between the individual and the assigned helper, leading to the termination of the service agreement. A new helper was assigned, however the individual declined the service because it was scheduled in the afternoon.

In response to a request for a clear resolution, the Ministry stated that other options were also declined by the individual, however, finally the individual later agreed to another agreement, and the service resumed accordingly. The CfH proceeded to close the case.

CASES PENDING AT OMBUDSMAN

SECTOR/DEPARTMENT

St. Vincent De Paul Residence (SVPR)

OMBUDSMAN CASE REFERENCE

CH-24-4812

BRIEF DETAILS OF CASE

A complaint involving an employee at SVPR, following the withdrawal of their appointment.

ACTION TAKEN AND MANAGEMENT COMMENTS

An employee at SVPR was promoted but later declined the position after learning it required day shifts, preferring to continue night duties. Despite formally rejecting the role, official records still reflected the promotion, prompting a complaint and an investigation by the Commissioner for Health (CfH). The Ministry clarified that the employee had reverted to their previous grade and resumed night shifts, attributing the delay in updating records to miscommunication between SVPR and the Corporate Services Directorate. The Ministry maintained that procedures were followed correctly and provided supporting documentation throughout the inquiry.

In his Final Opinion, the CfH highlighted administrative shortcomings within SVPR's HR department, particularly concerning attendance records and communication gaps. The Ministry acknowledged these issues during a meeting with senior officials and accepted responsibility, while clarifying that they did not influence the reversal of the appointment. In response, the Ministry committed to corrective measures, including improved oversight of attendance documentation and the recruitment of additional staff to alleviate HR workload and enhance responsiveness, with the aim of ensuring timely and effective communication with the People and Standards Division in future matters.

RECOMMENDATION BY OMBUDSMAN

The CfH strongly recommended that management take all necessary steps to ensure that similar situations are handled promptly and correctly in the future, thereby avoiding administrative inconsistencies and maintaining professional standards.

SECTOR/DEPARTMENT

St. Vincent De Paul Residence (SVPR)

OMBUDSMAN CASE REFERENCE

CH-24-5580

BRIEF DETAILS OF CASE

A complaint regarding alleged harassment and bullying against an employee by their superior and a colleague.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Ministry explained that the employee had requested to bypass their superior by reporting directly to the CEO—a request that was denied to preserve organisational structure. Despite being referred to the Harassment and Bullying Policy, the employee continued to avoid direct communication with the superior.

A review of internal correspondence found no evidence of harassment. The case led to continued correspondence between the Ministry and the Commissioner for Health, including requests for contact details of the superior named in the complaint.

MHA (AA) PRE-2024

for further information on the case: Governance Action on the Parliamentary Ombudsman Annual Report 2023

COMMISSIONER FOR HEALTH

CASE CLOSED WITHOUT RECOMMENDATION AFTER ACTION TAKEN

SECTOR/DEPARTMENT

St. Vincent De Paul Residence (SVPR)

OMBUDSMAN CASE REFERENCE

CH-23-4055

BRIEF DETAILS OF CASE

A complaint by an employee expressing dissatisfaction with the calculation of the vacation leave entitlement following a period of suspension.

ACTION TAKEN AND MANAGEMENT COMMENTS

In response to directives from the People and Standards Division, the Ministry informed the Commissioner for Health (CfH) that steps would be taken to adjust the complainant's vacation leave entitlement accordingly.

Subsequently, CfH confirmed that the case was considered closed.

STATUS LAST YEAR

Pending at Ombudsman



MINISTRY FOR HEALTH AND ACTIVE AGEING (HEALTH)

CASE WITHDRAWN BY COMPLAINANT

01

CASES CLOSED WITHOUT
RECOMMENDATION

16

CASES CLOSED AFTER THE MANAGEMENT
REPLIED TO ONE REQUEST FOR INFORMATION

12

CASES CLOSED WITHOUT
RECOMMENDATION AFTER ACTION TAKEN

16

CASE CLOSED AND
RECOMMENDATION IMPLEMENTED

01

CASES PENDING AT OMBUDSMAN

05

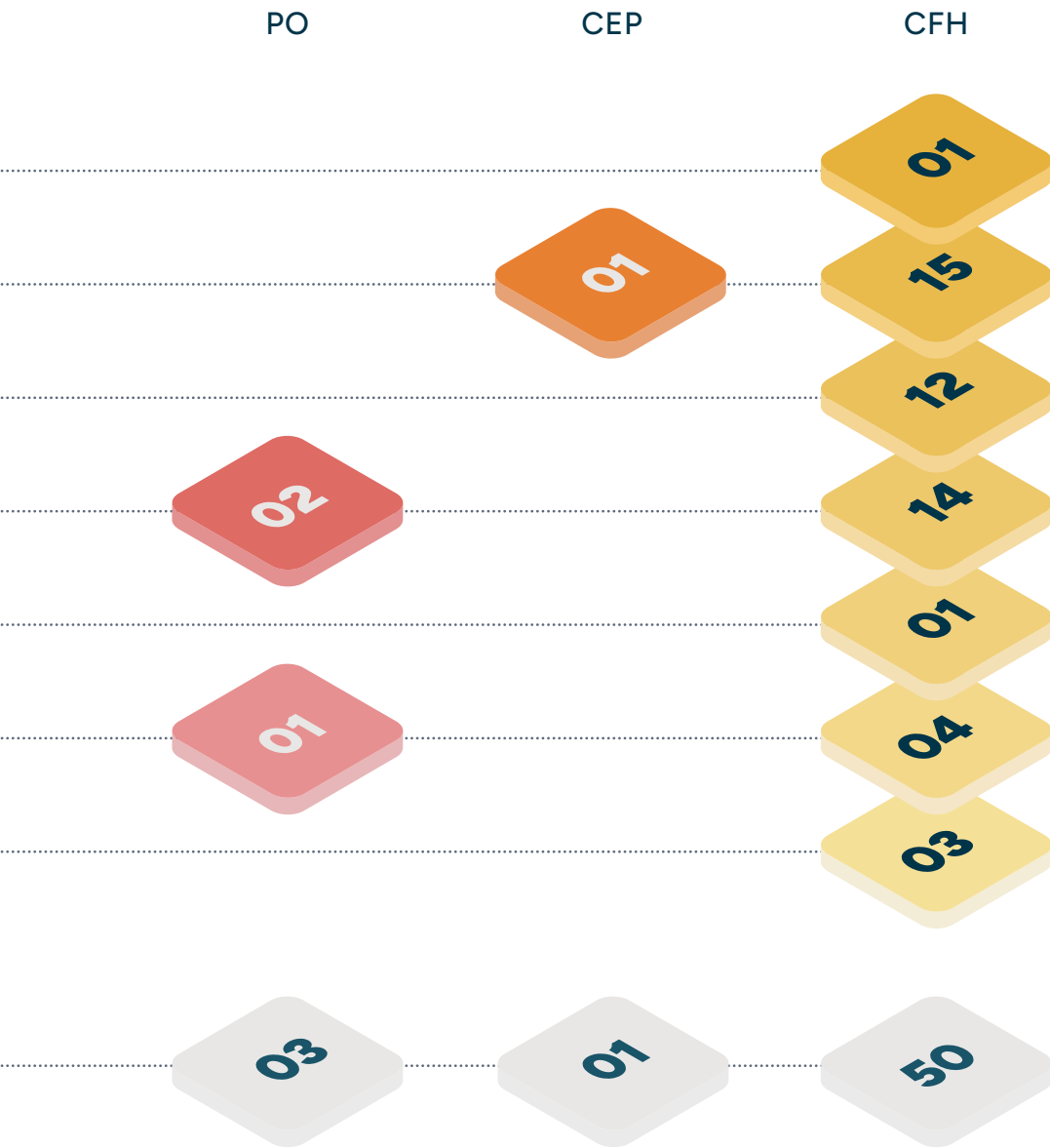
CASES PENDING AT MINISTRY

03

TOTAL CASES MHA (H) 2024

54







PARLIAMENTARY OMBUDSMAN 2024

CASES CLOSED WITHOUT RECOMMENDATION AFTER ACTION TAKEN

SECTOR/DEPARTMENT	Health Care Funding
OMBUDSMAN CASE REFERENCE	OMB-24-4328
BRIEF DETAILS OF CASE	A claim over non-issuance of the European Health Insurance Card, despite having obtained the Certificate of Registration and the Identity Card.
ACTION TAKEN AND MANAGEMENT COMMENTS	The Ministry for Health and Active Ageing informed the Ombudsman that, according to its databases, claimant was still completing the process of relocating to Malta. After further verification confirmed that all documentation was in order, and that application was processed, the Ombudsman proceeded to close the case.

SECTOR/DEPARTMENT	Ministry for Health and Active Ageing (Health)
OMBUDSMAN CASE REFERENCE	OMB-24-4272
BRIEF DETAILS OF CASE	A claim for compensation for alleged hospital negligence.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>Following a series of consultations between the pertinent stakeholders and the Commissioner for Health (CfH), it was mutually agreed that, given the sensitive nature of the case, no further correspondence would be pursued. Later the CfH was informed that subsequent to discussion held with all stakeholder, the parties reached an agreement.</p> <p>The CfH subsequently confirmed that the case had been concluded, as the matter was deemed resolved.</p>

CASE PENDING AT OMBUDSMAN

SECTOR/DEPARTMENT	Mount Carmel Hospital (MCH)
OMBUDSMAN CASE REFERENCE	OMB-24-5243
BRIEF DETAILS OF CASE	Alleged abuse of authority in employment termination at Mount Carmel Hospital.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The Ministry for Health and Active Ageing (MHA - H) informed the Ombudsman that the matter concerned employees whose services were procured through third parties.</p> <p>MHA (H) continued to follow the case and was informed by the Office of the Ombudsman that further investigations were being carried out by their office.</p>

COMMISSIONER FOR ENVIRONMENT AND PLANNING 2024

CASE CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT	Environmental Health
OMBUDSMAN CASE REFERENCE	CEP-24-4565
BRIEF DETAILS OF CASE	A complaint regarding drainage leakage in a private garage in Marsascala.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>A meeting with all the pertinent stakeholders was held at the office of the Commissioner for Environment and Planning (CEP).</p> <p>The Environmental Health Directorate investigated the complaint extensively and legal action was instituted against the defaulters. The CEP confirmed that all procedures had been followed and advised claimant on further legal options.</p> <p>The CEP closed the case.</p>

COMMISSIONER FOR HEALTH 2024

CASE WITHDRAWN BY COMPLAINANT

SECTOR/DEPARTMENT	Mater Dei Hospital (MDH)
OMBUDSMAN CASE REFERENCE	CH-24-4520
BRIEF DETAILS OF CASE	A complaint regarding a hip revision surgery unavailable locally.

CASES CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT	Human Resources (HR)
OMBUDSMAN CASE REFERENCE	CH-24-4434
BRIEF DETAILS OF CASE	A complaint concerning alleged seniority-based discrimination in the appointment for an acting (temporary) role.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The Ministry for Health and Active Ageing clarified that the appointment of the Acting (temporary) position was based on operational needs rather than seniority, in line with the applicable Public Service Management Code provisions.</p> <p>Complainant was successful in the call for applications that was later issued for the post. Claimant was offered a temporary acting role in the post, until petitions by other applicants were resolved.</p> <p>The Commissioner for Health subsequently closed the case.</p>

SECTOR/DEPARTMENT

Human Resources (HR)

OMBUDSMAN CASE REFERENCE

CH-24-5119

BRIEF DETAILS OF CASE

A complaint raised by officers in the Practitioner Stream regarding allowance entitlement.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Ministry, in coordination with the union and the Industrial Relations Unit, agreed that employees within the Practitioner Stream would receive a fixed annual allowance of 10% of their basic salary, applied retroactively with effect from 1 January 2021 or from their respective appointment date, whichever was later. Additional allowances, including class and training allowances, were introduced through a subsequent amendment and set to take effect from 1 January 2024.

Once all clarifications were provided, the Commissioner for Health closed the case.

SECTOR/DEPARTMENT

Karin Grech Rehabilitation Hospital

OMBUDSMAN CASE REFERENCE

CH-24-4267

BRIEF DETAILS OF CASE

Concerns over discontinued prosthetic service provided by a private health system.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Ministry for Health and Active Ageing (MHA - H) assured the Commissioner for Health (CfH) that, following the termination of the private provider, the Prosthetic Department maintained a consistent, reliable, and high-quality service provision.

Following a meeting involving the CfH, MHA (H) and patients' representatives, CfH proceeded to close the case.

SECTOR/DEPARTMENT

Mater Dei Hospital (MDH)

OMBUDSMAN CASE REFERENCE

CH-24-4321

BRIEF DETAILS OF CASE

A complaint regarding an unresolved communication issue between a Health Centre doctor and the MDH customer care.

ACTION TAKEN AND MANAGEMENT COMMENTS

Various communications were exchanged between the Office of the Commissioner for Health (CfH) and the Ministry for Health and Active Ageing with a view to investigate the complaint further.

The CfH was informed that after further investigations it resulted that the Primary Health Care doctor, initially had sent a complaint to an email address that was in use during the covid-19 pandemic, but which had been disabled since. In fact, the doctor making the complaint had submitted other different complaints with different case subjects to the active MDH customer care address and were all dealt with and replied to in a timely manner.

The CfH confirmed case as closed.

SECTOR/DEPARTMENT

Mater Dei Hospital (MDH)

OMBUDSMAN CASE REFERENCE

CH-24-4415

BRIEF DETAILS OF CASE

A complaint regarding lack of communication on a patient's position on an operation waiting list.

ACTION TAKEN AND MANAGEMENT COMMENTS

MDH held a meeting with the Commissioner for Health (CfH) regarding the alleged lack of transparency in surgical waiting list rankings. MDH provided the requested details, including the claimant's ranking on the list, while clarifying that such rankings are fluid and subject to change, depending on the urgency and complexity of other cases. The Ministry for Health and Active Ageing emphasised that this type of information was being shared solely for the CfH's review and was not to be communicated to the claimant.

The CfH proceeded to close the case.

SECTOR/DEPARTMENT

Mater Dei Hospital (MDH)

OMBUDSMAN CASE REFERENCE

CH-24-4982

BRIEF DETAILS OF CASE

A complaint concerning an extended wait for a scheduled operation.

ACTION TAKEN AND MANAGEMENT COMMENTS

Initially, claimant consulted a particular consultant and was placed on the respective surgical waiting list in December 2021. Claimant later refused the intervention and consulted another two different orthopaedic specialists. The last orthopaedic specialist whom claimant consulted, and included the claimant in the respective waiting list and the original intervention date was regained.

Following a review and documentation request by the Commissioner for Health, the case was officially closed.

SECTOR/DEPARTMENT

Mater Dei Hospital (MDH)

OMBUDSMAN CASE REFERENCE

CH-24-4994

BRIEF DETAILS OF CASE

An inquiry regarding the Child Development Assessment Unit's (CDAU) processes and referrals.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Ministry for Health and Active Ageing forwarded a detailed report outlining procedures at the CDAU.

Following further stakeholder consultations, the Commissioner for Health confirmed that the case was closed.

SECTOR/DEPARTMENT

Mater Dei Hospital (MDH)

OMBUDSMAN CASE REFERENCE

CH-24-5226

BRIEF DETAILS OF CASE

A complaint by an employee who was not permitted to work the hours for which prior approval had been sought.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Ministry for Health and Active Ageing informed the Commissioner for Health (CfH) that the claimant's request for a 28-hour weekly schedule was declined due to roster policy. An alternative 30-hour schedule was offered but was refused by the complainant. Eventually, the claimant requested a re-assignment, which was approved and effected.

The case was formally closed by the CfH.

SECTOR/DEPARTMENT

Office of the Chief Medical Officer (OCMO)

OMBUDSMAN CASE REFERENCE

CH-24-4654

BRIEF DETAILS OF CASE

A complaint alleging adverse effects following a change in medication from branded to biosimilar.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Ministry for Health and Active Ageing (MHA - H) advised the Commissioner for Health (CfH) that any concerns regarding the ineffectiveness of a specific medication brand should be formally reported by the responsible clinician through an adverse drug reaction form, accompanied by supporting evidence. The CfH sought clarification on whether the medication was being supplied temporarily due to shortages or intended for long-term dispensation. In response, the MHA (H) provided details of the awarded tender and its validity period.

Subsequently, the CfH marked the case as closed.

SECTOR/DEPARTMENT

Office of the Chief Medical Officer (OCMO)

OMBUDSMAN CASE REFERENCE

CH-24-4710

BRIEF DETAILS OF CASE

A complaint alleging ineffectiveness of dispensed biosimilar medication for the management of a medical condition.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Ministry for Health and Active Ageing (MHA - H) informed the Commissioner for Health (CfH), that a pilot initiative involving a vouchering system for select branded medications was launched to assess the feasibility of broader procurement. The MHA (H) indicated that a comprehensive evaluation, including budgetary constraints, resource allocation, and operational readiness, would be necessary before expanding access to branded treatments. However, administrative transitions and leadership changes within key departments led to delays in progress and communication.

Meanwhile, the CfH continued to monitor the patient's clinical status through periodic documentation. A medical review confirmed that the patient's medical condition was well managed with biologic therapy, with symptom recurrence during a brief treatment suspension further validating its effectiveness.

Based on this evidence and the specialist's assessment, the CfH concluded the case.

SECTOR/DEPARTMENT

Office of the Superintendent of Public Health (SPH)

OMBUDSMAN CASE REFERENCE

CH-24-4297

BRIEF DETAILS OF CASE

A complaint regarding difficulties encountered in obtaining recognition of a physiotherapy degree.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Ministry for Health and Active Ageing clarified that the Council for the Professions Complementary to Medicine, under the Health Care Professions Act, is responsible for maintaining professional registers, setting ethical standards, advising the Minister, and managing registration fees. It was also explained that the recognition of professional qualifications falls under the jurisdiction of the Ministry for Education, Sport, Youth, Research and Innovation, as outlined in the relevant regulations.

Following this clarification, the Commissioner for Health continued to review the case and later confirmed the case officially closed.

SECTOR/DEPARTMENT

Office of the Superintendent of Public Health (SPH)

OMBUDSMAN CASE REFERENCE

CH-24-4579

BRIEF DETAILS OF CASE

A complaint regarding the refusal to issue a specialist certificate despite Appeals Committee ruling.

ACTION TAKEN AND MANAGEMENT COMMENTS

The case was reviewed by the Special Accreditation Committee. A detailed report addressing the Commissioner's for Health (CfH) queries was subsequently provided by the Ministry for Health and Active Ageing. Subsequently the CfH confirmed closure of case.

SECTOR/DEPARTMENT

Office of the Superintendent of Public Health (SPH)

OMBUDSMAN CASE REFERENCE

CH-24-4896

BRIEF DETAILS OF CASE

A complaint concerning a Health Care Professions Appeals Committee decision which was still pending with the Medical Council.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Ministry for Health and Active Ageing (MHA - H) forwarded a detailed report, outlining the case and its timeline, to the Commissioner for Health (CfH). The CfH enquired whether the claimant would be granted a one-time opportunity to sit for the aptitude test. MHA (H) responded that, under Medical Council policy, doctors are permitted two attempts at the statutory exam, and since the claimant had only sat once previously, they were still eligible for a one-time resit. After a few months of investigation, the CfH informed MHA (H) that the case was considered closed.

SECTOR/DEPARTMENT

People Management Division

OMBUDSMAN CASE REFERENCE

CH-24-4534

BRIEF DETAILS OF CASE

A complaint regarding the termination of a definite employment contract and the alleged underpayment of salaries.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Commissioner for Health (CfH) was informed that the claimant was on an extension of contract. When the official result was published, it transpired that the claimant was not successful, and subsequently they verbally informed HR that they would be ceasing their duties immediately. Consequently, a new appointee was designated and payments for complainant were stopped as specified in the extension letter.

After reviewing all material and confirming that the necessary steps had been taken, the CfH officially closed the case.

SECTOR/DEPARTMENT

Treatment Abroad Coordination Office

OMBUDSMAN CASE REFERENCE

CH-24-4697

BRIEF DETAILS OF CASE

A complaint regarding denial of oncology treatment in the United Kingdom (UK) to a foreigner holding a residence permit.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Ministry for Health and Active Ageing (MHA - H) informed the Commissioner for Health (CfH) that the claimant's request to continue oncology treatment in the UK was denied after it was revealed that their condition predated the payment of national insurance contributions on claimant's part. MHA (H) explained that approving such care would set a dangerous precedent, enable the misuse of public funds and undermine established entitlement procedures.

The CfH questioned why free treatment had initially been provided if the claimant had not been eligible. MHA (H) clarified that entitlement concerns only surfaced after deeper cost investigations revealed the pre-existing condition, which had not been disclosed by the claimant. The government reserved the right to recover funds for treatment already administered.

CfH closed the case after further documentation was reviewed.

CASES CLOSED AFTER THE MANAGEMENT REPLIED TO ONE REQUEST FOR INFORMATION

SECTOR/DEPARTMENT

Central Procurement and Supplies Unit (CPSU)

OMBUDSMAN CASE REFERENCE

CH-24-4529

BRIEF DETAILS OF CASE

A complaint regarding the non-availability of a specific medicine required for a particular treatment.

ACTION TAKEN AND MANAGEMENT COMMENTS

Soon after the case was received, the Commissioner for Health (CfH) was informed that patient's consultant confirmed that stock was stored at the Medical Investigations and Treatment Unit (MITU) for patient administration. He was also informed that patient was given treatment through MITU.

In March 2024, the CfH confirmed case as closed.

SECTOR/DEPARTMENT

Human Resources (HR)

OMBUDSMAN CASE REFERENCE

CH-24-5013

BRIEF DETAILS OF CASE

A complaint regarding the refusal of a request for the provision of a copy of the collective agreement.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Ministry for Health and Active Ageing (MHA) informed the Commissioner for Health (CfH) that public officers were never restricted from accessing information about how sectoral agreements affected them. They could consult their respective Director Corporate Services, and the Industrial Relations Unit within the People and Standards Division for further clarification. However, the agreements in full, were never shared, owing to commercial sensitivity.

Subsequently, the CfH proceeded to close the case.

SECTOR/DEPARTMENT	Mater Dei Hospital (MDH)
OMBUDSMAN CASE REFERENCE	CH/5/P88
BRIEF DETAILS OF CASE	A preliminary investigation by the Office of the Commissioner for Health (CfH), regarding the quality of certain medical devices in use at the Ministry for Health and Active Ageing (MHA - H).
ACTION TAKEN AND MANAGEMENT COMMENTS	MHA forwarded various voluminous documentation which were requested by the CfH. Subsequently, the CfH informed MHA (H) that the case was to be considered as closed.
SECTOR/DEPARTMENT	Mater Dei Hospital (MDH)
OMBUDSMAN CASE REFERENCE	CH-24-4501
BRIEF DETAILS OF CASE	A complaint concerning delay in issuance of psychologist report from the Child Development Assessment Unit (CDAU).
ACTION TAKEN AND MANAGEMENT COMMENTS	The Commissioner for Health (CfH) was informed that the child had attended several sessions at the CDAU since referral to the service. Despite ongoing staffing challenges affecting psychological services, CDAU undertook to complete the report in due course. CfH closed the case.
SECTOR/DEPARTMENT	Mater Dei Hospital (MDH)
OMBUDSMAN CASE REFERENCE	CH-24-4560
BRIEF DETAILS OF CASE	A complaint concerning a specific pump which was not delivered by the scheduled date.
ACTION TAKEN AND MANAGEMENT COMMENTS	The Commissioner for Health (CfH) was informed that the pump had been successfully delivered to the complainant. Shortly thereafter, the CfH confirmed the case as closed.
SECTOR/DEPARTMENT	Mater Dei Hospital (MDH)
OMBUDSMAN CASE REFERENCE	CH-24-4811
BRIEF DETAILS OF CASE	A complaint regarding delays in the verification and endorsement of a child's psychologist report.
ACTION TAKEN AND MANAGEMENT COMMENTS	The Commissioner was informed that the report had been sent to the parents by email and registered mail. Delays were due to a high caseload and limited resources. Subsequently, the CfH closed the case.

SECTOR/DEPARTMENT	Mater Dei Hospital (MDH)
OMBUDSMAN CASE REFERENCE	CH-24-4875
BRIEF DETAILS OF CASE	A complaint regarding pending psychological reports at the Child Assessment Development Unit (CDAU).
ACTION TAKEN AND MANAGEMENT COMMENTS	The Ministry informed the Commissioner for Health (CfH) that the MDH Psychology Department had completed the reports and submitted them for review and signature, with delivery to parents expected within two weeks. The delay was attributed to a high caseload and limited staffing at the CDAU. Subsequently the CfH closed the case.

SECTOR/DEPARTMENT	Ministry for Health and Active Ageing (Health)
OMBUDSMAN CASE REFERENCE	CH-24-4453
BRIEF DETAILS OF CASE	A request for a branded medication to manage a child's condition.
ACTION TAKEN AND MANAGEMENT COMMENTS	The Commissioner for Health (CfH) was informed that in order to ensure thorough and comprehensive assessments of submissions related to psychiatric conditions, the Advisory Psychiatrists Expert Group (APEG) was established to provide specialised insight and recommendations to the Exceptional Medical Treatment Committee (EMTC), if and as required. The objective of the APEG was to provide expert opinions, recommendations, and insights to aid the EMTC in making well-informed decisions regarding the access to and usage of exceptional medicines for psychiatric treatment. In September 2024, MHA (H) was informed that case was to be considered as closed.

SECTOR/DEPARTMENT	Ministry for Health and Active Ageing (Health)
OMBUDSMAN CASE REFERENCE	CH-24-4658
BRIEF DETAILS OF CASE	A complaint regarding a prosthesis complication.
ACTION TAKEN AND MANAGEMENT COMMENTS	The Commissioner for Health (CfH) was presented with a reply, addressing all the medical and technical issues that the patient was facing, and subsequently the CfH closed the case.

SECTOR/DEPARTMENT	Office of the Chief Medical Officer (OCMO)
OMBUDSMAN CASE REFERENCE	CH-24-5124
BRIEF DETAILS OF CASE	A complaint regarding unavailability of prescribed medication.
ACTION TAKEN AND MANAGEMENT COMMENTS	The Commissioner for Health (CfH) was notified that although this medication had been unavailable for some time, the necessary stock was subsequently distributed to the designated pharmacies, and deliveries were completed via courier services. The Ministry for Health and Active Ageing was informed by the CfH that case was to be considered as closed.

SECTOR/DEPARTMENT

Office of the Chief Medical Officer (OCMO)

OMBUDSMAN CASE REFERENCE

CH-24-5285

BRIEF DETAILS OF CASE

A complaint concerning an approved paediatric treatment which was still unavailable despite authorisation.

ACTION TAKEN AND MANAGEMENT COMMENTS

Shortly after the case was received, the Ministry for Health and Active Ageing informed the Commissioner for Health (CfH) that Pharmacies of Your Choice were supplied with the requested treatment.

The CfH confirmed case as closed.

SECTOR/DEPARTMENT

Office of the Superintendent of Public Health (SPH)

OMBUDSMAN CASE REFERENCE

CH-24-5041

BRIEF DETAILS OF CASE

A complaint from a group of Genetic Counsellors/Genomic Care Coordinators regarding the official recognition of their profession by the Council for the Professions Complementary to Medicine.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Ministry for Health and Active Ageing informed the Commissioner for Health (CfH) that the profession would fail the proportionality test and, therefore, could not be formally recognised as a registrable profession. Despite this, it was clarified that the lack of registration did not hinder employment opportunities.

The CfH later concluded the case.

CASES CLOSED WITHOUT RECOMMENDATION AFTER ACTION TAKEN

SECTOR/DEPARTMENT

Karin Grech Rehabilitation Hospital

OMBUDSMAN CASE REFERENCE

CH-24-4757

BRIEF DETAILS OF CASE

A complaint regarding delayed provision of custom orthopaedic footwear for a child with disability.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Commissioner for Health (CfH) was presented with a detailed report outlining the timeline of events and confirming that the claimant had been regularly followed and consulted. The delay in ordering the shoes was acknowledged, and it was confirmed that delivery was imminent. An appointment was scheduled, and the shoes were eventually provided, with the family expressing their gratitude in writing.

The Commissioner kept the relevant authorities informed throughout the investigation and later confirmed the case as closed.

SECTOR/DEPARTMENT

Mater Dei Hospital (MDH)

OMBUDSMAN CASE REFERENCE

CH-24-4405

BRIEF DETAILS OF CASE

A complaint regarding prolonged wait for a corneal transplant.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Commissioner for Health (CfH) was informed that corneal transplants rely on organ donations, which had declined following the pandemic. Efforts were underway to develop strategies aimed at increasing donor rates. The transplant waiting list was managed chronologically, but prioritisation also depended on medical urgency and donor availability.

Subsequent updates highlighted collaborative progress among relevant stakeholders to finalise procedural details and regulatory requirements. Licensing updates and internal documentation were nearing completion to support the transplant process.

Later, it was reported that preparations were underway to receive corneal tissues from Germany, with procedures scheduled to commence shortly. Significant efforts to recruit local donors led to a record number of transplants performed in 2024.

Following these developments, the Commissioner concluded the case.

SECTOR/DEPARTMENT

Mater Dei Hospital (MDH)

OMBUDSMAN CASE REFERENCE

CH-24-4564

BRIEF DETAILS OF CASE

Complaint from a parent of a child with Autism Spectrum Disorder stating that the report of the psychologist assessing the child was not forwarded.

ACTION TAKEN AND MANAGEMENT COMMENTS

The investigation showed no record of communication through MDH Customer Care, as it resulted that the report was requested directly from the Psychology Department. However, the Commissioner for Health (CfH) was informed that the psychologist's report had been forwarded to the parent.

Subsequently, the CfH closed the case.

SECTOR/DEPARTMENT

Mater Dei Hospital (MDH)

OMBUDSMAN CASE REFERENCE

CH-24-4735

BRIEF DETAILS OF CASE

A complaint regarding a three-month delay in securing an appointment at the pain clinic, and the shortage of needles.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Ministry for Health and Active Ageing (MHA (H)) informed the Commissioner for Health (CfH) that the consultant had contacted claimant to follow up on treatment prescribed by a local dermatologist but was still awaiting a response.

MHA (H) further clarified that the needles in question were intended for use in pain clinic procedures and were subject to an ongoing formal procurement process. Nonetheless, a limited quantity had already been delivered and distributed according to urgency.

An appointment was subsequently scheduled, and claimant was seen at the pain clinic.

Following this development, the CfH concluded the matter and closed the case.

SECTOR/DEPARTMENT	Mater Dei Hospital (MDH)
OMBUDSMAN CASE REFERENCE	CH-24-4951
BRIEF DETAILS OF CASE	A complaint regarding a long-pending CT Scan and improper scheduling of Schedule V renewal appointment.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The Ministry for Health and Active Ageing (MHA - H) informed the Commissioner for Health (CfH) that CT colonography wait times rose from 9 to 14 months due to system changes and downtime. However, urgent cases could be fast-tracked or referred to Gozo.</p> <p>MHA (H) also confirmed that claimant's Schedule V renewal was processed online, while referrals for other medications were initially misdirected due to outdated clinic information. The issue was later clarified during a follow-up at the Paola Health Centre, with the claimant expressing satisfaction. Measures were taken to improve communication with doctors on clinic availabilities to avoid future errors.</p> <p>CfH proceeded to close the case.</p>
SECTOR/DEPARTMENT	Mater Dei Hospital (MDH)
OMBUDSMAN CASE REFERENCE	CH-24-5143
BRIEF DETAILS OF CASE	A complaint regarding a request for a medical summary which was not provided.
ACTION TAKEN AND MANAGEMENT COMMENTS	The Commissioner for Health (CfH) was notified that the case summary was sent to the patient concerned. Shortly thereafter, the CfH proceeded to close the case.
SECTOR/DEPARTMENT	Mater Dei Hospital (MDH)
OMBUDSMAN CASE REFERENCE	CH-24-5211
BRIEF DETAILS OF CASE	A complaint regarding misplaced dentures at MDH.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The Commissioner for Health (CfH) was informed that the dentures were removed in the casualty department but could not be located. The Ministry confirmed they were replaced.</p> <p>Subsequently, CfH closed the case.</p>
SECTOR/DEPARTMENT	Mater Dei Hospital (MDH)
OMBUDSMAN CASE REFERENCE	CH-24-5227
BRIEF DETAILS OF CASE	A complaint regarding a pending operation with extended waiting period.
ACTION TAKEN AND MANAGEMENT COMMENTS	The Commissioner for Health (CfH) was informed that claimant's operation was initially scheduled but had to be postponed due to bed shortages and a surge in trauma cases. The procedure was completed a month later, and the case was subsequently confirmed as closed by the CfH.

SECTOR/DEPARTMENT

Office of the Chief Medical Officer (OCMO)

OMBUDSMAN CASE REFERENCE

CH-24-4731

BRIEF DETAILS OF CASE

A complaint regarding delay in access to approved treatment listed on the National Formulary.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complaint concerned the prolonged unavailability of a treatment that had been approved for inclusion in the Government Formulary by both the Government Formulary List Advisory Committee and the Advisory Committee on Health Care Benefits over three years before.

The Commissioner for Health (CfH) was informed that delays in providing a status update were due to leadership changes within the respective departments, which necessitated a handover period and familiarisation with ongoing issues. With support from the Central Procurement and Supplies Unit management, a pilot initiative was launched to streamline procurement processes, and the treatment in question was selected as one of the first items under this new approach.

The tender was subsequently published and awarded, and the claimant was eventually supplied with the required medication.

The CfH proceeded to close the case.

SECTOR/DEPARTMENT

Office of the Chief Medical Officer (OCMO)

OMBUDSMAN CASE REFERENCE

CH-24-4832

BRIEF DETAILS OF CASE

A complaint concerning non-supply of diabetes monitoring equipment and lack of response from customer care section.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Ministry for Health and Active Ageing informed to the Commissioner for Health (CfH), that since 2017, insulin-dependent Type 2 diabetics who exchanged their Schedule II card for a Schedule V card were eligible for a glucose monitor and strips

The claimant, having retained their Schedule II card, was initially excluded from this benefit. However, corrective measures were announced to extend the entitlement to Schedule II card holders as well. The CfH received official confirmation via DH Circular 161/2024. Subsequently, CfH closed the case.

SECTOR/DEPARTMENT

Office of the Chief Medical Officer (OCMO)

OMBUDSMAN CASE REFERENCE

CH-24-5042

BRIEF DETAILS OF CASE

A complaint concerning alleged harm from alternative medication administration.

ACTION TAKEN AND MANAGEMENT COMMENTS

Concerns were raised about adverse effects following a change in treatment administration. Although the new method was generally considered more efficient and cost-effective, the patient experienced severe side effects and requested to revert to the previous form. After reviewing the case and consulting relevant stakeholders, the Commissioner for Health (CfH) supported the request.

Later, the Ministry notified the CfH that the original treatment was made available. Subsequently, CfH proceeded to close the case.

SECTOR/DEPARTMENT

Office of the Chief Medical Officer (OCMO)

OMBUDSMAN CASE REFERENCE

CH-24-5438

BRIEF DETAILS OF CASE

A complaint regarding delayed referral to Assisted Reproductive Treatment (ART) clinic.

ACTION TAKEN AND MANAGEMENT COMMENTS

The case involved a significant delay in claimant's referral to the ART clinic due to an administrative error and a technical issue. By the time the issue was identified and resolved, claimant had already pursued private treatment. The Ministry for Health and Active Ageing issued an apology and collaborated with Health Informatics to implement safeguards, including a cross-verification mechanism and the development of a new referral system to prevent future occurrences.

Following direct engagement between claimants and hospital management, a refund process was initiated once all the required documentation was submitted. Payment was subsequently processed, and the Commissioner for Health officially closed the case after claimant confirmed receipt.

SECTOR/DEPARTMENT

Office of the Chief Medical Officer (OCMO)

OMBUDSMAN CASE REFERENCE

CH-24-5536

BRIEF DETAILS OF CASE

A complaint regarding unavailability of essential paediatric medication.

ACTION TAKEN AND MANAGEMENT COMMENTS

Immediate action was taken and different stakeholders exchanged very sensitive data on the medication concerned.

Soon after, the Commissioner for Health confirmed that the medication had been supplied and proceeded to close the case.

SECTOR/DEPARTMENT

Primary Health Care (PHC)

OMBUDSMAN CASE REFERENCE

CH-24-5286

BRIEF DETAILS OF CASE

Request for reimbursement due to inaccurate spectacle prescription resulting in avoidable costs.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Ministry for Health and Active Ageing stated that Primary Healthcare had investigated the case and was ready to provide the patient with a new voucher for free spectacles. However, since the patient preferred a refund, the Finance Department at Primary Healthcare was authorised to proceed with reimbursement.

The reimbursement was subsequently approved and processed, following which the Commissioner for Health proceeded to close the case.

CASE CLOSED AND RECOMMENDATION IMPLEMENTED

SECTOR/DEPARTMENT	Mater Dei Hospital (MDH)
OMBUDSMAN CASE REFERENCE	CH-24-4417
BRIEF DETAILS OF CASE	A complaint concerning alleged unprofessional medical treatment of a deceased patient.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>A series of meetings were held between the Office of the Commissioner for Health (CfH), the Ministry for Health and Active Ageing (MHA - H) and MDH management to address concerns regarding visiting policies for patients receiving last rites. It was agreed that the standard operating procedure (SOP) governing these visits would be reviewed and shared with the CfH. MDH clarified that the previous SOP had been revoked during the COVID-19 pandemic and was in the process of being reissued.</p> <p>Following the CfH's Final Opinion, MHA (H) responded with a detailed reply addressing all recommendations. MDH acknowledged the emotional impact caused by restricted visits and issued a formal apology. To prevent recurrence, Nursing Management developed a revised SOP incorporating stakeholder feedback and introducing an appeal mechanism for relatives to challenge visiting decisions. The finalised SOP was approved and made publicly accessible, and the CfH subsequently closed the case.</p>
RECOMMENDATION BY OMBUDSMAN	<ol style="list-style-type: none"> An officially approved policy governing such situations be drawn up, published and circulated to all healthcare professionals. This policy or SOP was to include all the stakeholders so that similar episodes do not recur. Once published, all wards were to apply it in the same manner to avoid similar situations. The patients should be provided with means where they could appeal a nurse's decision.

CASES PENDING AT OMBUDSMAN

SECTOR/DEPARTMENT	Human Resources (HR)
OMBUDSMAN CASE REFERENCE	CH-24-5401
BRIEF DETAILS OF CASE	A complaint by an officer alleging incomplete allowance disbursement under Sectoral Agreement.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The Commissioner for Health (CfH) was informed that while the class allowance was granted, the technical allowance was withheld due to eligibility criteria outlined in a new agreement. Claimants were required to submit a portfolio demonstrating at least 120 hours of hands-on technical duties annually. In this case, claimant failed to provide the requested documentation, preventing the Head of Department from confirming eligibility. The Commissioner raised concerns about whether this requirement was uniformly applied across the board.</p> <p>The Ministry for Health and Active Ageing (MHA - H) clarified that the portfolio requirement was explicitly stated in the sectoral agreement and communicated during implementation sessions. HR departments were instructed to verify eligibility through Heads of Department, who were responsible for confirming that the technical duties had been performed. The People & Standards Division confirmed that the portfolio served as the official validation tool and was consistently used across the Public Service.</p> <p>In response to further queries, MHA (H) provided CfH with sample portfolios submitted by other employees to demonstrate compliance.</p>

SECTOR/DEPARTMENT	Mater Dei Hospital (MDH)
OMBUDSMAN CASE REFERENCE	CH-24-5581
BRIEF DETAILS OF CASE	A claim for reimbursement of treatment costs and unaddressed correspondence at MDH.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The Ministry notified the Commissioner for Health (CfH) that claimant had been transferred from Gozo General Hospital (GGH) to MDH and classified as "Payment Required" due to the absence of a valid residency permit and proof of paid social security contributions at the time of admission. Although documentation was submitted later, the Billing Department maintained that eligibility for free healthcare is assessed based on status at the time of treatment. Despite multiple communications explaining this, the claimant escalated the matter to the Ombudsman after requesting a refund.</p> <p>The CfH later enquired why GGH had issued a refund while MDH had not, prompting further review. It was confirmed that claimant's residency and employment status had not been regularised during the hospitalisation period and national insurance contributions were only paid afterwards. The refund issued by GGH was deemed erroneous and GGH was instructed to recoup the funds.</p>
SECTOR/DEPARTMENT	Ministry for Health and Active Ageing (Health)
OMBUDSMAN CASE REFERENCE	CH-24-5597
BRIEF DETAILS OF CASE	A confidential case
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The Commissioner for Health (CfH) requested case documentation periodically and scheduled private meetings with relevant stakeholders, due to the sensitivity of the matter.</p> <p>The CfH confirmed that the investigation was still ongoing.</p>
SECTOR/DEPARTMENT	Treatment Abroad Coordination Office
OMBUDSMAN CASE REFERENCE	CH-24-5080
BRIEF DETAILS OF CASE	A complaint regarding a request for a child's medical transfer from UK to Poland.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The Commissioner for Health (CfH) was notified that the procedure proposed by the child's parents, led by a specialist in Warsaw, involved multiple complex interventions which were very expensive. Although the case was approved under the Cross-border Healthcare scheme, which permits treatment in private institutions with partial reimbursement based on domestic rates, the parents requested full upfront reimbursement. This was not possible due to the absence of a bilateral agreement with Poland as well as the scheme's regulations regarding the need of a patient to acquire prior authorisation and to settle the payment directly, before receiving the related reimbursements.</p> <p>The CfH suggested exploring the possibility of the Polish consultant performing the operation in Malta. The Ministry for Health and Active Ageing (MHA - H) deemed the proposal unfeasible due to the technical complexity and extended recovery process.</p> <p>In response to the CfH's request, MHA (H) provided a general treatment plan for children with similar conditions and emphasising that plans should be tailored according to the patient's needs, following updated imaging and clinical assessments.</p>

CASES PENDING AT MINISTRY

SECTOR/DEPARTMENT	Environmental Health
OMBUDSMAN CASE REFERENCE	CH-24-5334
BRIEF DETAILS OF CASE	A claim regarding a contract of sale of a grave in Mosta (Durumblat).
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>A process to address instances of missing and pending documentation (receipts, affidavits, etc) was initiated between the Ministry for Health and Active Ageing and the Concessionaire.</p> <p>Despite efforts to collect documentation and prepare files, delays occurred due to pending documentation and a tax ruling from the Inland Revenue Department. The Environmental Health Directorate continued to organise files, including claimant's and planned to expedite contract signing once the tax issue was resolved.</p>
SECTOR/DEPARTMENT	Health Care Funding
OMBUDSMAN CASE REFERENCE	CH-24-5076
BRIEF DETAILS OF CASE	A complaint regarding entitlement to Maltese healthcare for non-EU parents of a United Kingdom (UK) person.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The case concerned the foreign parents of a British national residing in Malta, under the UK Withdrawal Agreement. The UK national was granted free public healthcare on account of their economic activity, whilst one parent, an Indian national also residing in Malta under Article 18(1), was denied access to free healthcare as they were not economically active. The Ministry for Health and Active Ageing (MHA - H) clarified that under Article 18(iii) of the Withdrawal Agreement and Directive 2004/38/EC, the parents could not be considered as dependants. Although the directive defines "family members" to include ascending relatives, it does not permit automatic eligibility to healthcare benefits. MHA (H) emphasised that self-sufficient individuals must hold private health insurance, as supported by Maltese legislation and Identità's residency application requirements. The Commissioner for Health (CfH) challenged this interpretation, arguing that, being employed in Malta and covered by the national social security system, the claimant was entitled to extended healthcare rights for their dependent parent under Regulation 883/2004. CfH further asserted that as a family member of a UK national, with permanent residence under the Withdrawal Agreement, the parent was entitled to equal treatment in healthcare access.</p> <p>MHA (H) referred the case to its Legal Consultants.</p>
SECTOR/DEPARTMENT	Human Resources (HR)
OMBUDSMAN CASE REFERENCE	CH-24-5142
BRIEF DETAILS OF CASE	A complaint regarding alleged non-response to a harassment and bullying complaint.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The Ministry for Health and Active Ageing (MHA - H), in coordination with the People and Standards Division (P&SD), reviewed claimant's allegations of harassment and bullying. It was acknowledged that the Administration had failed to investigate the matter promptly due to a miscommunication between the said offices. An apology was issued, and a commitment was made to proceed with the necessary investigation.</p> <p>The P&SD undertook a fact-finding exercise to examine the claims. Upon completion, the findings were referred to MHA (H) for internal review, subsequent to which the Commissioner for Health would be notified of the Ministry's stance on the matter.</p>

MHA (H) PRE-2024

for further information on the case: Governance Action on the Parliamentary Ombudsman Annual Report 2023

COMMISSIONER FOR HEALTH

CASES CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT	Office of the Chief Medical Officer (OCMO)
OMBUDSMAN CASE REFERENCE	CH-23-3961
BRIEF DETAILS OF CASE	A complaint regarding adverse reactions to medication.
ACTION TAKEN AND MANAGEMENT COMMENTS	Throughout multiple exchanges, the Commissioner for Health (CfH) was consistently informed that an alternative medication was already listed on the Government Formulary List. The Ministry for Health and Active Ageing maintained its stance and reaffirmed that the request could not be approved. The case was subsequently marked as closed by the CfH.
STATUS LAST YEAR	Pending at Ombudsman

SECTOR/DEPARTMENT	Office of the Chief Medical Officer (OCMO)
OMBUDSMAN CASE REFERENCE	HT 0042 & HT 0087
BRIEF DETAILS OF CASE	A complaint regarding the refusal of a medication by the Exceptional Medical Treatment Committee.
ACTION TAKEN AND MANAGEMENT COMMENTS	In August 2025, the Commissioner for Health was informed that the medication was available, was added to the formulary list and requested closure of case.
STATUS LAST YEAR	Pending at Ministry

CASES CLOSED WITHOUT RECOMMENDATION AFTER ACTION TAKEN

SECTOR/DEPARTMENT	Human Resources (HR)
OMBUDSMAN CASE REFERENCE	CH-23-3901
BRIEF DETAILS OF CASE	A complaint regarding ineligibility to apply for the post of Staff Nurse after failing to present the required registration certificate.
ACTION TAKEN AND MANAGEMENT COMMENTS	The Ministry informed the Commissioner for Health (CfH) that claimant was abroad and that the appointment would proceed following the completion of medical tests and the receipt of results. Subsequently the claimant agreed to commence duties and the CfH proceeded to close the case.
STATUS LAST YEAR	Pending at Ombudsman

SECTOR/DEPARTMENT	Office of the Chief Medical Officer (OCMO)
OMBUDSMAN CASE REFERENCE	CH-22-3301
BRIEF DETAILS OF CASE	A request for a specific medicine to be supplied by the National Health Service.
ACTION TAKEN AND MANAGEMENT COMMENTS	In November 2024, the Commissioner for Health was informed that the requested medication was available. The Commissioner replied that the case would be closed as soon as claimant received the requested medication. The case was closed.
STATUS LAST YEAR	Pending at Ministry

CASES CLOSED AND RECOMMENDATION IMPLEMENTED

SECTOR/DEPARTMENT	Office of the Superintendent of Public Health (SPH)
OMBUDSMAN CASE REFERENCE	CH-21-2395
BRIEF DETAILS OF CASE	A complaint by an Association, contesting the qualifications required for registration as Medical Physicist in view of the established recommendations by the EU and the International Atomic Energy Agency.
ACTION TAKEN AND MANAGEMENT COMMENTS	The Commissioner for Health (CfH) was informed that a contract for the holding of a proportionality test had been awarded and initial discussions were held regarding legal aspects and proposed amendments to the Medical Physics benchmarking document. A preliminary report was submitted by the contractor. However, further reviews were required, together with referral to the Malta Further and Higher Education Authority, a potential public consultation process and Cabinet's final approval, prior to finalisation. The case was later marked as closed by the CfH.
RECOMMENDATION BY OMBUDSMAN	<ol style="list-style-type: none"> 1. The regulation of any health care profession should be as exact and precise as possible to avoid ambiguity. It should not be subject to interpretation as it may otherwise be abused of. Avoiding all possible ambiguities is mainly the responsibility of the regulator who should safeguard the health and wellbeing of our public. 2. Council for Professions Complementary to Medicine should not abrogate its responsibility of making sure that the regulated professions of which it is responsible are of the highest calibre possible and regulating this responsibility to an educational entity over which they have no jurisdiction, and no control is simply best avoided.
STATUS LAST YEAR	Pending at Ministry

SECTOR/DEPARTMENT	Office of the Chief Medical Officer (OCMO)
OMBUDSMAN CASE REFERENCE	HT 0010
BRIEF DETAILS OF CASE	An own initiative investigation by the Commissioner for Health (CfH) about patient safety at the Neonatal Paediatric Intensive Care Unit (NPICU).
ACTION TAKEN AND MANAGEMENT COMMENTS	In May 2025, the CfH was informed that the selected candidate had officially taken up the position and commenced employment. Shortly thereafter, the CfH marked the case as resolved.
RECOMMENDATION BY OMBUDSMAN	The appointment of a Scientific Officer at NPICU.
STATUS LAST YEAR	Pending at Ministry

SECTOR/DEPARTMENT

Office of the Chief Medical Officer (OCMO)

OMBUDSMAN CASE REFERENCE

HT 0026

BRIEF DETAILS OF CASE

A complaint regarding adverse reaction resulting from a change-over from a branded to a generic anti-epileptic drug.

ACTION TAKEN AND MANAGEMENT COMMENTS

Following discussions between the Commissioner for Health, the Ministry, and pertinent stakeholders, an agreement was reached to reimburse the claimant for medication expenses incurred from a specified date onward, subject to the provision of proof of payment. This reimbursement was approved on the basis that medication resulted difficult to be procured by the Ministry, even though it was approved and added to the government formulary list. The Commissioner later confirmed the case as closed.

RECOMMENDATION BY OMBUDSMAN

1. Claimant be refunded the expenses against proof of payment for specific branded products.
2. The Central Procurement and Supplies Unit (CPSU) is officially tasked to procure the medicines immediately and if this proves to be impossible for CPSU then the parents are fully refunded the expenses incurred in buying the medication themselves.
3. A cost benefit analysis of what it costs for CPSU to procure such one-off items as opposed to the patients being reimbursed should be undertaken as these one-off items are very taxing on the CPSU infrastructure which is already under a lot of pressure.

STATUS LAST YEAR

Pending at Ministry

CASES CLOSED AND RECOMMENDATION NOTED

SECTOR/DEPARTMENT

Office of the Superintendent of Public Health (SPH)

OMBUDSMAN CASE REFERENCE

CH-22-3184

BRIEF DETAILS OF CASE

Claimants stated that although they were ECG Technicians, they were performing duties pertaining to the Physiological Measures Class.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Commissioner for Health (CfH) sought clarification on his second recommendation, stating that no comments had been provided in Ministry for Health and Active Ageing (MHA (H)) HA's response. MHA (H) reiterated that whilst no changes could be made to agreements which were still in force, his recommendation would be taken on board when discussions and negotiations with the pertinent union/s on a new sectoral agreement were due. Subsequently, the CfH closed the case.

RECOMMENDATION BY OMBUDSMAN

1. A register held by the Council for the Professions Complimentary to Medicine for Clinical Physiologists should be created.
2. Call for applications for the different posts should be very specific and should reflect what was needed. This had to be implemented by making sure that the issues were discussed in the sectoral agreements when still in the discussion phase.

STATUS LAST YEAR

Pending at Ombudsman

SECTOR/DEPARTMENT	Human Resources (HR)
OMBUDSMAN CASE REFERENCE	HU 0057
BRIEF DETAILS OF CASE	A complaint regarding an ambiguous working environment caused by unclarified definitions of roles and responsibilities related to physiological measurements.
ACTION TAKEN AND MANAGEMENT COMMENTS	Following meetings held between the Commissioner for Health (CfH) and the Ministry, the latter confirmed that while existing agreements could not be altered, the recommendation would be considered during future negotiations with the relevant unions. The case was subsequently closed by the CfH.
RECOMMENDATION BY OMBUDSMAN	Separate and distinct Calls should be issued for the Post of Scientific Officer – Physiological Measurements (or Clinical Physiologists) as the Chief Scientific Officer on the one hand and for ECG Technicians on the other hand. The eligibility criteria should obviously be different for the two posts so as to reflect the role that are to play in patient care.
STATUS LAST YEAR	Pending at Ombudsman

CASES PENDING AT MINISTRY

SECTOR/DEPARTMENT	Office of the Chief Medical Officer (OCMO)
OMBUDSMAN CASE REFERENCE	CH-23-3420
BRIEF DETAILS OF CASE	A complaint by an association regarding the availability of a specific medication.
ACTION TAKEN AND MANAGEMENT COMMENTS	The introduction of the medication was initially delayed owing to issues with the Bill of Quantity, prompting the development of a simplified procurement system. The medication was included among the prioritised products under this new approach. Following submission to the Department of Contracts, the bidding process was concluded and succeeded by the evaluation process. However, owing to technical issues on the e-PPs, the process remained pending.
STATUS LAST YEAR	Pending at Ministry

SECTOR/DEPARTMENT	Office of the Chief Medical Officer (OCMO)
OMBUDSMAN CASE REFERENCE	CH-23-4130
BRIEF DETAILS OF CASE	A complaint regarding the refusal of a request for an exceptional medicine by the Exceptional Medicinal Treatment Committee.
ACTION TAKEN AND MANAGEMENT COMMENTS	The Action Committee on Health Care Benefits recommended the inclusion of the medication on the Government Formulary List. The procurement process for these medications was initiated, and progress updates were expected to follow.
STATUS LAST YEAR	Pending at Ministry

SECTOR/DEPARTMENT

Office of the Chief Medical Officer (OCMO)

**OMBUDSMAN CASE
REFERENCE**

CH-22-3317

BRIEF DETAILS OF CASE

A complaint regarding the refusal of a medication by the Exceptional Medical Treatment Committee.

**ACTION TAKEN
AND MANAGEMENT
COMMENTS**

The Commissioner was informed that the requested medication was initially under review by the Advisory Committee on Healthcare Benefits (ACHCB), with applications received primarily for its use in treating epilepsy rather than mental health conditions. Discussions continued, and Health Technology Assessments were scheduled to evaluate its suitability for adult patients.

Following appraisal by Government Formulary List Advisory Committee, the medication was formally recommended for inclusion on the Government Formulary for treating children aged two and above, as well as adults diagnosed with a particular syndrome.

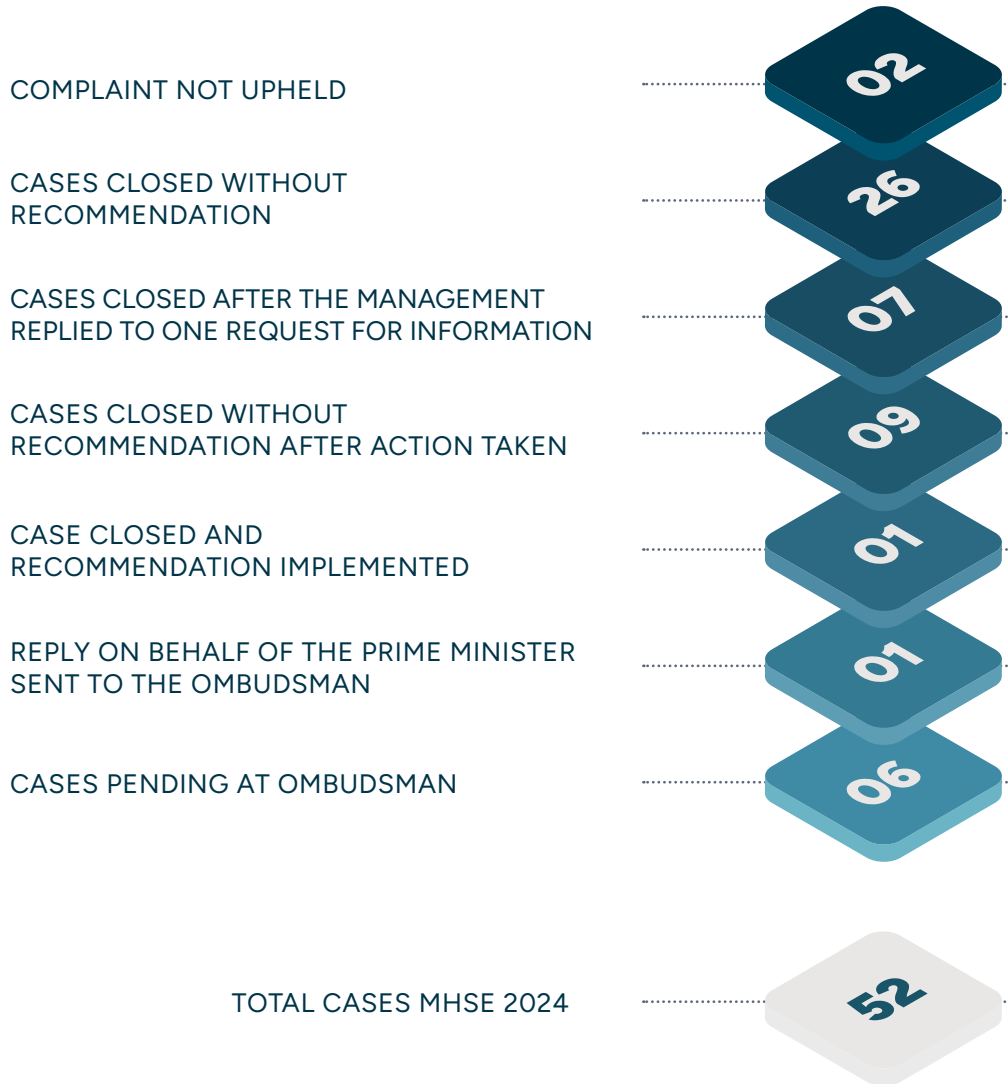
The ACHCB was awaiting guidance from the Ministry for Finance regarding funding for the procurement of medicines, according to priority.

STATUS LAST YEAR

Pending at Ministry



MINISTRY FOR **HOME AFFAIRS, SECURITY AND EMPLOYMENT**



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PARLIAMENTARY OMBUDSMAN 2024

COMPLAINT NOT UPHELD

SECTOR/DEPARTMENT	Malta Police Force (MPF)
OMBUDSMAN CASE REFERENCE	OMB-24-5197
BRIEF DETAILS OF CASE	A complaint in connection with disciplinary proceedings instituted against a Malta Police Force officer.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The complaint regarded disciplinary proceedings initiated against an officer under psychiatric care, with medical advice warning that such action could worsen their condition. The Ombudsman highlighted provisions allowing for rehabilitation and requested suspension of the proceedings. The Ministry for Home Affairs, Security and Employment (MHSE) confirmed that the case was being handled according to standard procedures and later suspended the disciplinary process to allow the officer time to seek care. However, following a medical assessment indicating a chronic condition, MHSE reviewed the case internally and maintained that disciplinary action could proceed.</p> <p>The Ombudsman questioned the officer's fitness for duties involving firearms and sought clarification on similar cases. The Ministry responded that the officer had been assigned office duties and was not permitted to carry weapons, in line with established practice. It was noted that any referral to a Medical Board would only occur after the disciplinary process concluded.</p> <p>The Ombudsman ultimately found that the authorities had acted within the appropriate legal and procedural framework and closed the case.</p>

CASES CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT	Armed Forces of Malta (AFM)
OMBUDSMAN CASE REFERENCE	OMB-24-4397
BRIEF DETAILS OF CASE	A complaint regarding the lack of response by the AFM Complaints Board.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The Ministry for Home Affairs, Security and Employment informed the Ombudsman's Office that a formal reply could not be issued, as the matter was categorised as a grievance.</p> <p>Subsequently, the Ombudsman closed the case.</p>

SECTOR/DEPARTMENT	Armed Forces of Malta (AFM)
OMBUDSMAN CASE REFERENCE	OMB-24-4561
BRIEF DETAILS OF CASE	A complaint regarding lack of response by the AFM Complaints Board.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The Ministry for Home Affairs, Security and Employment (MHSE) informed the Ombudsman's Office that a formal reply could not be issued, as the matter was categorised as a grievance.</p> <p>However, at the Ombudsman's request, the complainant's service record was forwarded for review.</p> <p>Subsequently, the Ombudsman closed the case.</p>

SECTOR/DEPARTMENT	Armed Forces of Malta (AFM)
OMBUDSMAN CASE REFERENCE	OMB-24-4954
BRIEF DETAILS OF CASE	A complaint regarding AFM Complaints Board's handling of cases filed post-9 March 2013.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>A complaint was submitted challenging the AFM Complaints Board's procedure, alleging it had considered cases outside the scope defined by a specific General Order 99 of 2017. The complainant disputed recommendations involving four servicemen eligible for promotion. The Ombudsman requested extensive documentation, including service records, petitions, board decisions, and procedural details. The Ministry for Home Affairs, Security and Employment (MHSE) initially responded that the cases fell outside the Board's terms of reference and therefore did not warrant further review, but the Ombudsman insisted on full disclosure under legal provisions.</p> <p>Following further exchanges, the Ministry provided the requested documents and clarified that no formal proceedings or merit assessments had been conducted due to the cases being outside the Board's remit. It confirmed that the appeals board was operational, with outcomes dependent on representations made by appellants. The Ombudsman also inquired about ex gratia payments to petitioners, and the Ministry confirmed that none had been issued.</p> <p>The Ombudsman subsequently closed the case.</p>
SECTOR/DEPARTMENT	Detention Services (DS)
OMBUDSMAN CASE REFERENCE	OMB-24-5051
BRIEF DETAILS OF CASE	A complaint regarding an appeal concerning return procedure from Malta.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The Parliamentary Ombudsman (PO) reported receiving a complaint regarding an individual detained at Safi Detention Centre.</p> <p>This was considered a Confidential Case.</p> <p>Eventually, the PO marked this case as closed.</p>
SECTOR/DEPARTMENT	Identità
OMBUDSMAN CASE REFERENCE	OMB-24-4418
BRIEF DETAILS OF CASE	A complaint by an employee requesting an investigation regarding eligibility criteria and subsequent selection process for a promotion within the agency.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>An officer submitted a complaint after being excluded from a promotion opportunity due to eligibility criteria requiring extended experience or managerial service. The officer, who did not meet the specified threshold, questioned the stricter conditions compared to a previous call and requested access to selection documentation. The agency responded that the criteria were endorsed through union consultation and aligned with the specific requirements of the role, while also committing to enhancing transparency and staff development.</p> <p>The Ombudsman noted that the agency's reply did not fully address the concerns raised, particularly regarding the inconsistency in experience requirements and the absence of qualification-based eligibility. Further documentation was requested, including selection files and records of union correspondence. The agency later clarified that the complainant had resigned without applying for the post and that certain records were unavailable due to the departure of a senior official.</p> <p>The case was subsequently closed upon review of the available material.</p>

SECTOR/DEPARTMENT

Identità

OMBUDSMAN CASE REFERENCE

OMB-24-4639

BRIEF DETAILS OF CASE

A complaint regarding delayed implementation of EU Blue Card Regulations.

ACTION TAKEN AND MANAGEMENT COMMENTS

A complaint was lodged regarding the delayed implementation of Directive (EU) 2021/1883, which had been transposed into Maltese legislation to strengthen the rights and entitlements of EU Blue Card applicants. The complainant contended that the agency had not yet enforced the updated provisions, resulting in undue hardship and inequitable treatment. Although the agency confirmed that implementation efforts and staff training were in progress, the complainant's application remained pending beyond the 90-day statutory timeframe. In response, the Ombudsman highlighted that more favourable national safeguards—such as the five-day processing period under the Key Employee Initiative—should be applied and requested a definitive timeline for processing.

Subsequently, the agency confirmed that the application had been approved and the residence card printed, ready for collection. Additionally, Identità undertook to update the publicly available information to reflect the new legislative framework.

The case was subsequently closed.

SECTOR/DEPARTMENT

Identità

OMBUDSMAN CASE REFERENCE

OMB-24-4784

BRIEF DETAILS OF CASE

A complaint regarding the delay in the authorisation and issuance of an EU Blue Card.

ACTION TAKEN AND MANAGEMENT COMMENTS

A complaint regarding the delayed issuance of an EU Blue Card was resolved after the application reached its final processing stage and an approval in principle was granted.

The Ombudsman concluded the case shortly thereafter.

SECTOR/DEPARTMENT

Identità

OMBUDSMAN CASE REFERENCE

OMB-24-4957

BRIEF DETAILS OF CASE

A complaint concerning the request for the issue of an alien passport.

ACTION TAKEN AND MANAGEMENT COMMENTS

A complaint was submitted requesting the issuance of an alien passport, as the complainant's spouse was unable to renew their original passport issued by the United Arab Emirates (UAE) without risking imprisonment upon return. The Ombudsman sought Identità's comments, highlighting the severity of the situation.

Following an investigation, the Ministry for Home Affairs, Security and Employment clarified that an alien passport may only be issued to individuals who meet the eligibility criteria of a protection program. The complainant was advised that, although an alien passport could not be granted, a one-time travel document could be considered to facilitate the renewal of a passport via the UAE Embassy in Rome. However, this option was declined by the complainant due to concerns regarding the safety of their spouse.

The Ombudsman subsequently confirmed that the case had been closed.

SECTOR/DEPARTMENT

Identità

OMBUDSMAN CASE REFERENCE

OMB-24-5077

BRIEF DETAILS OF CASE

A complaint regarding a long-pending application for a resident permit.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant expressed concern regarding a residence permit application that remained unresolved despite the completion of biometric data collection.

Identità subsequently clarified that the application had undergone full processing but was ultimately refused due to an objection raised by one of the relevant stakeholders. The complainant was formally notified of the refusal and informed of their right to appeal the decision before the Immigration Appeals Board.

The Ombudsman thereafter concluded the case.

SECTOR/DEPARTMENT

Identità

OMBUDSMAN CASE REFERENCE

OMB-24-5083

BRIEF DETAILS OF CASE

A complaint concerning registration of foreign nationals at private residence despite the individuals in question never having resided there.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant contacted the agency on multiple occasions and lodged a police report, requesting the removal of these individuals from the registered address. The Ombudsman sought clarification regarding the actions undertaken to address the matter.

Identità responded that the complainant had been advised to submit a police report, which was duly filed. It further clarified that the individuals were applicants under a separate residency programme administered by the Residency Malta Agency (RMA), and that Identità's involvement was limited to issuing residence documentation based on instructions received from RMA. The matter was subsequently resolved, and the individuals were removed from both the complainant's address and Identità's records. The Ombudsman later confirmed closure of the case.

SECTOR/DEPARTMENT

Identità

OMBUDSMAN CASE REFERENCE

OMB-24-5350

BRIEF DETAILS OF CASE

A complaint regarding a long pending request for a residence card.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant, acting on behalf of another party, reported that an application had remained pending for a period of five months, notwithstanding the applicant being registered as their dependent.

Identità clarified that it had continued to request additional documentation to substantiate the claimed two-year relationship. Following a subsequent reminder, the Ombudsman formally concluded the case.

SECTOR/DEPARTMENT

Identità

OMBUDSMAN CASE REFERENCE

OMB-24-5454

BRIEF DETAILS OF CASE

A complaint from a non-Maltese national, after alleged misinformation by Identità.

ACTION TAKEN AND MANAGEMENT COMMENTS

A complaint was lodged by a non-Maltese national who alleged that they had been misinformed by Identità regarding the permissibility of travel using a renewed Residence Card. Relying on the Agency's advice, the complainant attempted to travel to Catania but was denied check-in by the airline, incurring a financial loss of €242. The complainant sought reimbursement, attributing the incident to inaccurate guidance and insufficient support. The matter was escalated, prompting the Agency to initiate an internal investigation.

Identità subsequently clarified that third-country nationals legally residing in Malta are permitted to travel to other Schengen States for up to 90 days within a 180-day period, provided they possess both a valid residence document and a passport. However, travel is not permitted while the residence permit is still under processing. The Agency affirmed that the advice given was accurate and noted that the complainant had not submitted the original query. The Ombudsman thereafter proceeded to close the case.

SECTOR/DEPARTMENT

Identità

OMBUDSMAN CASE REFERENCE

OMB-24-5468

BRIEF DETAILS OF CASE

A complaint by an employee regarding the non-payment of performance bonus.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complaint was submitted by an employee regarding the non-payment of a performance bonus, and the Ombudsman requested comments and clarification on the matter.

In response, Identità explained that the performance bonus is discretionary and based on merit, not an automatic entitlement. The employee's supervisor had assessed the individual's performance as consistently poor across several areas, with the exception of attendance. Despite repeated reminders, the employee continued to make errors, prompting the Human Resources Department to implement a performance improvement plan, which the employee initially accepted but later requested to have removed from their personal file.

The agency maintained that the decision to withhold the bonus was justified given the documented performance concerns.

The Ombudsman proceeded to close the case.

SECTOR/DEPARTMENT

Identità

OMBUDSMAN CASE REFERENCE

OMB-24-5605

BRIEF DETAILS OF CASE

A complaint concerning the loss of a house purchase agreement during the biometric appointment process.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant alleged the loss of a house purchase agreement during a biometric appointment. Identità stated that the complainant had not followed the instructions outlined in the invitation email regarding the change of address. During a subsequent appointment, they completed the necessary forms, presented the original agreement, and confirmed that a replacement would be arranged through their notary. Identità's officer advised them to submit a copy of the new agreement for file replacement.

Identità stated that the matter had been resolved directly by the agency without involving the Ombudsman. Eventually, the Ombudsman formally closed the case.

SECTOR/DEPARTMENT**Independent Police Complaint Board****OMBUDSMAN CASE REFERENCE****OMB-24-4457****BRIEF DETAILS OF CASE**

A complaint regarding alleged interference by members of the Police Corps with an individual's lawful right to protest.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complaint was submitted following a protest at Maghtab, where the individual alleged that a police officer obstructed a poster displayed on their car during an EU delegation visit. The Police provided bodycam footage, and the Independent Police Complaint Board (IPCB) reviewed all available recordings, including the complainant's own. The evidence showed no obstruction or misconduct by the officers. The complainant later clarified that they were seeking a public apology and the reposting of the livestream, not disciplinary action. IPCB found no infringement of the right to protest, deemed the complaint unjustified, and the case was subsequently closed by the Parliamentary Ombudsman.

SECTOR/DEPARTMENT**Independent Police Complaint Board****OMBUDSMAN CASE REFERENCE****OMB-24-4458****BRIEF DETAILS OF CASE**

A complaint concerning alleged inappropriate, biased, and discriminatory treatment.

ACTION TAKEN AND MANAGEMENT COMMENTS

On 29 February 2024, PO informed that the complainant, through their lawyer, had referred their grievance to the Independent Police Complaints Board on February 7, 2023. They claimed to have experienced "unbecoming, prejudicial, discriminatory treatment," which led to seek psychological assistance. PO asked if there was awareness of this complaint and whether the Police had submitted their report to the Board.

On 5 March 2024, the Police informed that it was aware of the complaint lodged with the IPCB and had submitted its feedback on 24 March 2023. Subsequently, on 1 December 2023, the Police submitted an internal report in response to another request by IPCB.

PO acknowledged the reply through an email dated 2 April 2024.

On 28 March 2025, PO confirmed that the case was closed.

SECTOR/DEPARTMENT**International Protection Agency (IPA)****OMBUDSMAN CASE REFERENCE****OMB-24-4499****BRIEF DETAILS OF CASE**

A complaint by a third-country national whose Subsidiary Protection was revoked.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complaint was submitted by an advocate on behalf of a third-country national whose Subsidiary Protection had lapsed due to late renewal. The advocate argued that the reinstatement request was treated as a new application, leaving the individual without access to reception conditions or legal work rights, and at risk of refoulement. The IPA clarified that such requests are treated as reviews under the relevant legislation, not new applications, and that the individual was not entitled to asylum-related benefits during the process. A letter was issued confirming that the request was under review and shared with immigration authorities to mitigate any risk of removal.

The Ministry for Home Affairs, Security and Employment later confirmed that the request had been concluded and a decision issued. Communication difficulties arose due to the individual's movements between countries and legal complications, including a conviction for using a false passport.

IPA informed the legal advisor of the outcome, and the Parliamentary Ombudsman subsequently closed the case.

SECTOR/DEPARTMENT

International Protection Agency (IPA)

OMBUDSMAN CASE REFERENCE

OMB-24-5470

BRIEF DETAILS OF CASE

A complaint by a third-country national whose Subsidiary Protection was revoked.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complaint was submitted by an advocate on behalf of a third-country national whose Subsidiary Protection had been revoked due to failure to renew within the required timeframe. The individual requested reinstatement under the relevant legislation and sought access to reception conditions, including an Asylum Seeker Document, arguing that the lack of documentation prevented legal employment and caused financial hardship. The agency clarified that the protection had lapsed due to prolonged inaction and that the individual was not considered an applicant for protection, thus not entitled to reception benefits. Temporary documentation could be obtained through the police while the request was under review.

The Ministry for Home Affairs, Security and Employment cited various factors contributing to delays, including the complainant's criminal conviction, changes in their country situation, and a backlog of similar cases. A decision was eventually issued by the International Protection Agency, maintaining the withdrawal of protection, and communicated to the complainant. The Parliamentary Ombudsman subsequently closed the case.

SECTOR/DEPARTMENT

Local Enforcement Systems Agency (LESA)

OMBUDSMAN CASE REFERENCE

OMB-24-4621

BRIEF DETAILS OF CASE

A complaint regarding alleged absence of Tow Zone notification at the time of parking.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant argued that no signage was present at the time of parking to indicate an upcoming tow zone. While abroad, the complainant received notification of a contravention and later paid €200 to retrieve the vehicle. The appeal was rejected by the agency, which cited adherence to SL 65.13 and confirmed that signage had been placed prior to the towing. The agency maintained that the vehicle owner remained responsible, even when not in the country.

Concerns were raised regarding the Local Enforcement System (LES) e-services portal, which was promoted as a means to prevent towing by facilitating contact with registered vehicle owners. Although the complainant was registered, they maintained that no notification was received. The agency clarified that, while not legally required to inform owners, records indicated unsuccessful attempts to reach the complainant. The Ombudsman later closed the case.

SECTOR/DEPARTMENT

Malta Police Force (MPF)

OMBUDSMAN CASE REFERENCE

OMB-24-4733

BRIEF DETAILS OF CASE

A complaint regarding inaction by the Police on various reports of alleged abuse and intimidation.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant alleged harassment, threats, verbal abuse, property damage, and physical intimidation by individuals associated with a commercial enterprise. The complainant stated that these incidents had been reported to the Police over several years and, following property damage, they had installed a CCTV system. A detailed list of reports and incidents was submitted for review.

The Ministry for Home Affairs, Security and Employment provided a summary of police actions taken in response to the reports, noting that the complainant had received guidance and updates on each occasion. The Local Enforcement System Agency (LESA) confirmed that officers had been deployed to the site multiple times but observed no contraventions. LESA clarified that enforcement is based on direct observation or authorised CCTV footage, and private residential systems cannot be used due to legal constraints. The case was subsequently formally closed by the Ombudsman.

SECTOR/DEPARTMENT**Malta Police Force (MPF)****OMBUDSMAN CASE REFERENCE****OMB-24-4753****BRIEF DETAILS OF CASE**

A complaint concerning the withdrawal of security by the Police.

ACTION TAKEN AND MANAGEMENT COMMENTS

A complaint was lodged regarding the withdrawal of police protection, which the complainant claimed placed their life at risk due to ongoing threats from individuals involved in a past life attempt.

The Ministry for Home Affairs, Security and Employment explained that the decision followed multiple threat assessments, which concluded that the risk level had decreased over time. Protection had been in place for nearly 30 years, and the final decision to withdraw close protection, while maintaining a fixed police point, was based on constant intelligence and the declining threat posed by the individuals involved.

The Ombudsman found the initial response lacking in clarity and requested further explanation from the Police. After reviewing the case and meeting with the relevant authorities, the Ombudsman concluded that the Police had acted appropriately, followed established procedures, and fulfilled their duty to protect life. The decision to scale down protection over time, rather than fully remove, was deemed justified, and the case was formally closed.

SECTOR/DEPARTMENT**Malta Police Force (MPF)****OMBUDSMAN CASE REFERENCE****OMB-24-4774****BRIEF DETAILS OF CASE**

A complaint regarding alleged inaction by the Police, following a report on a fraud case.

ACTION TAKEN AND MANAGEMENT COMMENTS

A complaint was submitted alleging police inaction in a fraud case, where the accused had failed to repay funds, missed a scheduled police appointment, and had a history of similar offenses. The complainant also claimed bias, unfair treatment, and wrongful confiscation of personal belongings.

The Ministry for Home Affairs, Security and Employment responded that the case was investigated alongside other similar complaints, resulting in the arrest and arraignment of the alleged fraudster on multiple charges and remained in custody. Regarding the mistreatment claim, the Professional Standards Unit found that the complainant had been restrained due to disruptive behaviour, and was later deemed mentally fit by medical staff.

The case was subsequently closed by the Ombudsman.

SECTOR/DEPARTMENT**Malta Police Force (MPF)****OMBUDSMAN CASE REFERENCE****OMB-24-5084****BRIEF DETAILS OF CASE**

A complaint regarding an alleged unfair towing of a vehicle.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complaint was raised after a vehicle was towed from a space near tow-zone signage, with the complainant arguing that no clear notice was posted at the specific location and that the signage did not define the zone's boundaries. The Ombudsman requested clarification from the authorities, including confirmation of the legal basis for the tow-zone designation and whether it had been published in the Government Gazette.

The Ministry for Home Affairs, Security and Employment confirmed that the tow-zone was duly published in the Government Gazette and appropriate signage was placed, which the complainant acknowledged. It was clarified that no-parking zones apply to entire areas and not individual spaces, particularly in the context of public festivities. The Ombudsman requested the police report related to the incident, and following its submission, the case was formally closed.

SECTOR/DEPARTMENT

Ministry for Home Affairs, Security and Employment (MHSE)

OMBUDSMAN CASE REFERENCE

OMB-24-4931

BRIEF DETAILS OF CASE

A complaint by a former employee requesting a service pension based on their years of service.

ACTION TAKEN AND MANAGEMENT COMMENTS

A former Civil Protection Department employee submitted a complaint after receiving no substantive response to their request for a service pension, despite multiple follow-ups and legal representation. MHSE reviewed the employment history and confirmed that the individual did not qualify for a service pension, as eligibility requires meritorious service within a pensionable grade.

The Ombudsman sought clarification on whether the complainant had been officially notified and received confirmation that a letter had been sent to their lawyer. Further inquiries about the length of service were addressed, and MHSE reiterated that the complainant did not meet the legal criteria for a service pension entitlement.

The Ombudsman agreed with this assessment, and the case was closed.

CASES CLOSED AFTER THE MANAGEMENT REPLIED TO ONE REQUEST FOR INFORMATION

SECTOR/DEPARTMENT

Correctional Services Agency (CSA)

OMBUDSMAN CASE REFERENCE

OMB-24-4650

BRIEF DETAILS OF CASE

A query about an inmate's condition in prison.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Ombudsman requested an update on the complainant's condition, and it was confirmed by the Correctional Services Agency that the individual was no longer in custody, having been released.

SECTOR/DEPARTMENT

Identità

OMBUDSMAN CASE REFERENCE

OMB-24-4620

BRIEF DETAILS OF CASE

A complaint regarding a refusal to accept Advocate's signature as witness on minor's identity card application.

ACTION TAKEN AND MANAGEMENT COMMENTS

The application was rejected due to the absence of a professional stamp or warrant. The complainant argued that such requirements were outdated and not applicable to all professions. Although the identity card was eventually issued, the complainant had to secure a witness with the required credentials.

The Ministry for Home Affairs, Security and Employment clarified that the witness section of the application is essential for verifying identity and preventing fraud, and that the inclusion of professional details and a stamp is necessary for legitimacy. The Ombudsman subsequently closed the case.

SECTOR/DEPARTMENT

Identità

OMBUDSMAN CASE REFERENCE

OMB-24-4706

BRIEF DETAILS OF CASE

A complaint concerning the refusal of the Public Registry (Marriage Section) to publish marriage banns.

ACTION TAKEN AND MANAGEMENT COMMENTS

A couple lodged a complaint after their request to publish marriage banns was denied by the Marriage Section. One of the complainants had resided in Malta for 22 years, and together they had six children and had been in a relationship for eighteen years. They claimed that repeated attempts over the past decade to formalise their union had been unsuccessful due to the Public Registry's refusal, which they argued infringed upon their right to marry under Article 12 of the European Convention on Human Rights. Despite raising the matter with Identità, they received no response.

The Ministry for Home Affairs, Security and Employment explained that the Marriage Registry could not proceed with the application as one of the complainants, a rejected asylum seeker, lacked essential documentation including a passport, birth certificate, and a free status certificate. Additionally, the individual did not hold recognised protection status. The Public Registry advised that the couple could appeal to the court, which may then issue a directive to proceed.

The case was subsequently closed.

SECTOR/DEPARTMENT

Identità

OMBUDSMAN CASE REFERENCE

OMB-24-4819

BRIEF DETAILS OF CASE

A complaint regarding the refusal to accept documents issued by a foreign authority, which prevented the complainant from applying for a Maltese identity and passport.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Ombudsman requested comments on the matter, particularly in light of a Court of Appeal judgement addressing a similar issue. The complainant had raised concerns regarding the registration of a Swedish birth certificate under Article 244 of the Civil Code.

The Ministry for Home Affairs, Security and Employment responded that the complainant was asked to submit an English version of the Extract of the Population Register, along with the original document and transliteration of specific Swedish characters. It clarified that the referenced Court judgement on surname changes was not applicable, as the issue in question related to the place of birth. Identità extended support to the complainant by offering assistance with the transliteration process, thereby helping to mitigate additional expenses.

The Ombudsman subsequently closed the case.

SECTOR/DEPARTMENT

Identità

OMBUDSMAN CASE REFERENCE

OMB-24-4927

BRIEF DETAILS OF CASE

A complaint by a refugee regarding delay in processing a Family Residence Permit Renewal application

ACTION TAKEN AND MANAGEMENT COMMENTS

Although permits for their spouse and younger child were issued, the application for their elder child remained pending despite confirmation that all documents had been submitted correctly. The family intended to travel soon and sought clarification on the delay.

Identità explained that the applications had been submitted at different times and contained errors in the supporting documentation, which led to processing delays. Additional assistance was provided due to language barriers, and the remaining applications were nearing completion with biometric data already captured. The Ombudsman proceeded to close the case thereafter.

SECTOR/DEPARTMENT

Malta Police Force (MPF)

OMBUDSMAN CASE REFERENCE

OMB-24-4651

BRIEF DETAILS OF CASE

A complaint regarding inaction by the Police following the submission of a report.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant alleged police inaction following a report about dishonoured cheques issued on behalf of a company. The complainant claimed they were denied a copy of the police report and was informed that no action would be taken due to the cheques being post-dated. The Ministry for Home Affairs, Security and Employment responded that the Police had conducted a thorough investigation, kept the complainant informed, and advised that any disagreement with the decision could be pursued through the Law Courts.

The case was subsequently closed by the Ombudsman.

SECTOR/DEPARTMENT

Malta Police Force (MPF)

OMBUDSMAN CASE REFERENCE

OMB-24-5587

BRIEF DETAILS OF CASE

A complaint re alleged maladministration, abuse of power and systemic failures within the MPF.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant claimed they were coerced, threatened, and falsely imprisoned, with their spouse's phone searched without consent. They also cited malicious prosecution and systemic failures within the Police Force, resulting in emotional distress for their family.

The Ministry for Home Affairs, Security and Employment replied that the complainant had previously submitted a formal complaint to the Professional Standards Office, which investigated an incident involving the complainant's behaviour and arrest at a Police Station. The complainant missed multiple appointments to provide a statement and ultimately withdrew the complaint. Due to the lack of cooperation, a full investigation could not proceed, and the case was subsequently closed.

CASES CLOSED WITHOUT RECOMMENDATION AFTER ACTION TAKEN

SECTOR/DEPARTMENT

Community Malta Agency

OMBUDSMAN CASE REFERENCE

OMB-24-4289

BRIEF DETAILS OF CASE

A complaint in connection with an extended delay in the citizenship application process.

ACTION TAKEN AND MANAGEMENT COMMENTS

The applicant had made repeated inquiries but was consistently informed that the matter was still under review. The Ministry for Home Affairs, Security and Employment (MHSE) explained that citizenship applications require thorough assessment, including background checks and consultation with relevant authorities, and therefore no specific timeframe could be provided. Despite assurances that the outcome would be communicated imminently, the applicant continued to report a lack of progress.

Following further inquiries from the Ombudsman, the MHSE confirmed that the application for Maltese citizenship had been finalised and the outcome communicated to the applicant. The Ombudsman acknowledged the conclusion of the process and formally closed the case.

SECTOR/DEPARTMENT	Identità
OMBUDSMAN CASE REFERENCE	OMB-24-4280
BRIEF DETAILS OF CASE	A complaint regarding the refusal of a request to collect a Residence Permit on behalf of a sick relative.
ACTION TAKEN AND MANAGEMENT COMMENTS	A complainant, acting under Power of Attorney, was initially denied permission to collect a relative's Residence Permit, despite the relative being hospitalised abroad and unable to travel due to visa constraints. Given the medical circumstances, an exception was granted, allowing the complainant to collect the permit. Identità later confirmed that the permit was successfully issued and retrieved. The Ombudsman proceeded to close the case.
SECTOR/DEPARTMENT	Identità
OMBUDSMAN CASE REFERENCE	OMB-24-4581
BRIEF DETAILS OF CASE	A complaint regarding delay in the processing of a 'Change in Employer' application form.
ACTION TAKEN AND MANAGEMENT COMMENTS	The complainant's residence permit application, initially delayed despite repeated follow-ups, was eventually processed and approved. The permit was collected, and the case was formally closed.
SECTOR/DEPARTMENT	Identità
OMBUDSMAN CASE REFERENCE	OMB-24-4975
BRIEF DETAILS OF CASE	A complaint regarding confusion and delays in the visa renewal process.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>A complaint was submitted regarding confusion and delays in the visa renewal process, including unclear rejection notices, blocked resubmission attempts, and difficulty contacting the agency for assistance. The complainant also raised concerns about the online system's limitations, such as a 50MB upload cap and lack of a centralised database, while family members continued to await their visas. The Ombudsman requested feedback on these issues in relation to service standards.</p> <p>Identità replied that the residence permits had been issued and collected. It acknowledged the concerns raised and confirmed that a comprehensive review of its customer service was underway, including the appointment of a Head of Customer Experience and plans to outsource customer care services. Efforts were also being made to introduce alternative communication channels to improve service delivery.</p> <p>The case was subsequently closed by the Ombudsman.</p>
SECTOR/DEPARTMENT	Identità
OMBUDSMAN CASE REFERENCE	OMB-24-5240
BRIEF DETAILS OF CASE	A complaint regarding issues in accessing Identità for an identity card renewal appointment.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>A complaint was raised by an EU national residing in Malta who was unable to schedule an online appointment for their Identity Card renewal due to not receiving a required code.</p> <p>Identità attempted direct contact with the complainant but was unsuccessful, so guidance was provided via email, and a step-by-step video guide was uploaded to the agency's website. Identità offered its continued availability to provide further assistance if requested by the complainant.</p> <p>Shortly thereafter, the Ombudsman proceeded to close the case.</p>

SECTOR/DEPARTMENT

Identità

OMBUDSMAN CASE REFERENCE

OMB-24-5404

BRIEF DETAILS OF CASE

A complaint regarding an application for a Maltese Residence Permit.

ACTION TAKEN AND MANAGEMENT COMMENTS

A complaint was submitted regarding a Maltese residence permit application based on a marital relationship. The complainant, who held an Italian *Permesso di Soggiorno* under International Subsidiary Protection, was advised to relinquish their Italian residency to proceed with the Maltese application. This raised concerns about losing Subsidiary Protection status and travel rights, which the complainant argued would hinder the exercise of rights as a family member of an EU national.

Identità later clarified that the refugee status could be retained despite renouncing the Italian permit. Upon receiving confirmation from the Italian *Questura*, the application was approved, and the complainant collected the Residence Card. Subsequently, the Ombudsman closed the case.

SECTOR/DEPARTMENT

Identità

OMBUDSMAN CASE REFERENCE

OMB-24-5440

BRIEF DETAILS OF CASE

A complaint regarding an application for a Maltese residence permit.

ACTION TAKEN AND MANAGEMENT COMMENTS

A complaint was lodged concerning a Maltese residence permit application based on a marital relationship. The complainant, holding an Italian *Permesso di Soggiorno* under International Subsidiary Protection, was advised to relinquish their Italian residency to proceed with the Maltese application. This raised concerns about potentially losing Subsidiary Protection status and travel rights, which the complainant argued would hinder the exercise of entitlements as a family member of an EU national.

Following a reminder, Identità clarified that the complainant had contested the requirement but later confirmed the renouncement with the Italian *Questura*. The application was subsequently resubmitted, and after a biometrics appointment, it entered the final vetting stage with expedited processing.

The case was later closed by the Ombudsman.

SECTOR/DEPARTMENT

Jobsplus

OMBUDSMAN CASE REFERENCE

OMB-24-4750

BRIEF DETAILS OF CASE

A request by a voluntary organisation for its members to follow a Food Handling course.

ACTION TAKEN AND MANAGEMENT COMMENTS

A voluntary organisation providing food and services to those in need requested that its senior volunteers be allowed to attend a Food Handling Course. The agency initially declined, citing a policy that restricts training to individuals of working age. The complainant argued that the volunteers, though over retirement age, remained active and required the training to perform their duties effectively. The Parliamentary Ombudsman (PO) recommended the agency reconsider, noting the potential benefit to the community.

Following a review, the Ministry for Home Affairs, Security and Employment clarified that while JobsPlus training is intended for individuals seeking employment, the requested course could be accommodated through an alternative scheme.

The PO subsequently concluded the matter and closed the case.

SECTOR/DEPARTMENT**Malta Police Force (MPF)****OMBUDSMAN CASE REFERENCE****OMB-24-5558****BRIEF DETAILS OF CASE**

A complaint concerning the non-payment of Performance Bonus and Telephony Allowance during the period of suspension.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Ministry for Home Affairs, Security and Employment (MHSE) clarified that the Police Department was to issue a pro-rata Performance Bonus to the complainant as per legal provisions and noted that no separate Telephony Allowance existed. However, if the complainant was referring to the On Call Duty Allowance, MHSE confirmed that it had already been included in a scheduled salary disbursement.

The Ombudsman later followed up to confirm that payment had been processed and proceeded to close the case.

CASE CLOSED AND RECOMMENDATION IMPLEMENTED**SECTOR/DEPARTMENT****Local Enforcement Systems Agency (LESA)****OMBUDSMAN CASE REFERENCE****OMB-24-4917****BRIEF DETAILS OF CASE**

A complaint in connection with the towing of a vehicle.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant raised concerns about the visibility of signage and the fairness of the towing action. The Ministry for Home Affairs, Security and Employment (MHSE) provided the Parliamentary Ombudsman (PO) photographic evidence and clarified its procedures, including the appeal process and the role of Customer Care Department during vehicle release. It also explained that vehicles may be released free of charge or at a reduced rate in specific circumstances, such as unjust towing, medical emergencies, or travel abroad. MHSE confirmed that these procedures had been in place and were updated in January 2024 to reflect additional considerations.

Following the PO's Final Opinion, the LESA refunded the complainant and acknowledged the recommendations, committing to greater transparency and confirming the existence of an appeals process and notification system. PO noted that waiting eight days before sending a standard mail notification may be excessive, especially with daily storage fees of €15. MHSE replied that LESA based its notification process on Article 8A of SL 65.13, which required written notice to the Authority within eight days of taking possession of any vehicle, regardless of its condition, unless reclaimed by the lawful owner within that period.

The PO accepted the explanation and proceeded to close the case.

RECOMMENDATION BY OMBUDSMAN

The Ombudsman recommended the following:

1. Towing Action: It was considered that the photos produced by LESA did not provide evidence that notices were put in a visible location 48 hrs prior to the towing action. The towing action was, therefore, unjustified and it was recommended that the €200 be refunded.
2. Customer Review Stage: It was recommended that personnel be made aware of Directive 4.2 and that it be abided by. Moreover, LESA must ensure that clear and consistent information is provided to vehicle owners wishing to challenge a towing action.
3. Appeal process: LESA's internal appeal mechanism was considered somewhat opaque and failed to provide the general public with the comfort that their case was being considered appropriately. Therefore, it was recommended that information as to its composition and process adopted in examining an appeal be published on the LESA website.

REPLY ON BEHALF OF THE PRIME MINISTER SENT TO THE OMBUDSMAN**SECTOR/DEPARTMENT**

Local Enforcement Systems Agency (LESA)

OMBUDSMAN CASE REFERENCE

OMB-24-4740

BRIEF DETAILS OF CASE

A complaint alleging improper towing due to absence of advance signage

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant requested proof that notices had been posted 48 hours prior, but received no concrete evidence and had their appeal rejected. The agency later provided photographic evidence showing that the permit had been affixed three days before the towing, asserting compliance with standard procedures and relevant legislation. The Parliamentary Ombudsman (PO) issued a Final Opinion, wherein he observed that the photographic evidence provided did not show in any way that appropriate notices were affixed in:

- a. a clearly visible location;
- b. in the area concerned; and
- c. 48 hours prior to the towing action.

In response, the LESA defended the use of .jpg format images, arguing that mobile phones commonly store photos in this format and that metadata concerns had never been previously raised. The agency maintained that signage was installed in accordance with legal requirements and objected to specific conclusions in the Ombudsman's report. The case was referred to the Prime Minister under the Ombudsman Act.

RECOMMENDATION BY OMBUDSMAN

PO stated that the photos provided were simply not fit for purpose and in particular the metadata photo of a .jpg file should never have been deemed as acceptable 'evidence'. He, therefore recommended that the complainant be reimbursed the €200 towing fee.

ACTION FOLLOWING REFERRAL OF THE CASE IN TERMS OF ARTICLE 22(4) OF THE OMBUDSMAN ACT

The Principal Permanent Secretary, on behalf of the Prime Minister, replied to the PO acknowledging that while the current practice employed by LESA for evidencing notice placement was not without limitations, it nonetheless offered a reasonable level of verification. This approach had previously been recognised by the Ombudsman's Office in the context of similar complaints. LESA confirmed that alternative methods for capturing evidence were under consideration; however, until such methods were to be formally adopted by the relevant authorities, the agency did not accept the recommendation that the existing photographic evidence was inadequate. LESA maintained that, under the existing conditions, the system in use sufficiently demonstrated that notices were affixed in a timely manner.

Additionally, LESA indicated no objection to reimbursing the €200 towing fee incurred by the complainant, provided that the concerns raised were deemed justified.

CASES PENDING AT OMBUDSMAN

SECTOR/DEPARTMENT	Correctional Services Agency (CSA)
OMBUDSMAN CASE REFERENCE	OMB-24-5423
BRIEF DETAILS OF CASE	The complainant, a CSA employee, alleged a discrimination resulting from the non-payment of an allowance to them between June 2014 and July 2024.
OMBUDSMAN CASE REFERENCE	OMB-24-5425
BRIEF DETAILS OF CASE	The complainant, a CSA employee, alleged a discrimination resulting from the non-payment of an allowance to them between the year 2018 and July 2024.
OMBUDSMAN CASE REFERENCE	OMB-24-5426
BRIEF DETAILS OF CASE	The complainant, a CSA employee, alleged a discrimination resulting from the non-payment of an allowance to them between April 2021 and July 2024.
OMBUDSMAN CASE REFERENCE	OMB-24-5427
BRIEF DETAILS OF CASE	The complainant, a CSA employee, alleged a discrimination resulting from the non-payment of an allowance to them between April 2021 and July 2022.
OMBUDSMAN CASE REFERENCE	OMB-24-5428
BRIEF DETAILS OF CASE	The complainant, a CSA employee, alleged a discrimination resulting from the non-payment of an allowance to them between August 2021 and July 2024.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The Ministry for Home Affairs, Security and Employment (MHSE) replied that the Special Duty Allowance was introduced on 13 May 1994 for Correctional Service Officers engaged in riskier duties and was subject to approval by the Director (Correctional Services). Eligible roles included the Special Response Team, Prisoners' Escorts, and officers in Special or Maximum Security Divisions.</p> <p>In the 2021 Collective Agreement, the allowance was increased. It applied to officers performing certain demanding duties, subject to approval from the Chief Executive Officer, and only officers currently in eligible roles could continue receiving it. On 4 June 2024, a communication from Permanent Secretary MHSE confirmed that all uniformed personnel at CSA would receive the allowance with effect from 1 June 2024.</p> <p>The Office of the Ombudsman confirmed that investigation was still in progress.</p>

SECTOR/DEPARTMENT

Identità

OMBUDSMAN CASE REFERENCE

OMB-24-5482

BRIEF DETAILS OF CASE

A complaint regarding a rejected request to reflect dual citizenship on Permanent Residency Card.

ACTION TAKEN AND MANAGEMENT COMMENTS

An individual with dual citizenship filed a complaint after applying for permanent residency and requesting that both nationalities be reflected on their residency card. The card was ultimately issued under the UK Withdrawal Agreement, which the complainant claimed was done without consent, potentially affecting their voting rights as an EU citizen. They proposed that their EU citizenship be explicitly noted on the document, prompting the Parliamentary Ombudsman to seek further clarification on the issue.

The Ministry for Home Affairs, Security and Employment (MHSE) replied to the Ombudsman, explaining that individuals with dual citizenship have the right to choose the legal basis for their residency in Malta, either under the EU/UK Withdrawal Agreement or Directive 2004/38 EC, but not both. It was noted that the complainant had opted for residency under the Withdrawal Agreement but later requested that their EU citizenship be reflected on the residence document to enable voting rights. MHSE clarified that such a notation was not legally or technically feasible and would not guarantee voting eligibility due to limitations in the electoral database system. As a solution, MHSE recommended switching the residency basis to Directive 2004/38 EC while retaining permanent residency status, which would support the desired electoral participation.

COMMISSIONER FOR ENVIRONMENT AND PLANNING **2024**

COMPLAINT NOT UPHELD

SECTOR/DEPARTMENT

Malta Police Force (MPF)

OMBUDSMAN CASE REFERENCE

CEP-24-4526

BRIEF DETAILS OF CASE

A complaint about alleged irregularities adjacent a take-away food establishment.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant expressed concern regarding persistent disturbances outside a food outlet, noting that multiple reports had been submitted to the police without any improvement in the situation. The Malta Police Force clarified that individuals waiting on the pavement did not breach any legal provisions, and the Commissioner for Environment and Planning agreed with this explanation.

The Police advised that any future incidents should be reported directly to the relevant authorities, including through the Online Police Reporting System. Following this clarification, the Commissioner proceeded to formally close the case.

CASES CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT

Malta Police Force (MPF)

OMBUDSMAN CASE REFERENCE

CEP-24-4644/1 (Not included in the statistics, registered with another ministry)

BRIEF DETAILS OF CASE

A complaint regarding alleged unauthorised extension of outdoor structures in a public square.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Commissioner for Environment and Planning (CEP) registered the case with the Ministry for Culture, Lands and Local Government and concurrently sought feedback from the Ministry for Home Affairs, Security and Employment (MHSE) regarding the unauthorised occupation of public space in a square, involving the placement of tables, chairs, and umbrellas. This situation was reportedly causing inconvenience to elderly residents, particularly in relation to access to transport for medical purposes. Despite repeated complaints to the Police, the issue remained unresolved.

MHSE confirmed that criminal proceedings had been initiated against several individuals and that inspections had identified multiple permit violations. Subsequent correspondence confirmed that the Police were actively addressing the matter and that court proceedings were in progress against certain establishment owners. As no further investigation into the actions of the authorities was deemed necessary, complainants were advised to continue reporting any concerns to the relevant entities.

The CEP formally concluded the case in relation to the MHSE.

SECTOR/DEPARTMENT

Malta Police Force (MPF)

OMBUDSMAN CASE REFERENCE

CEP-24-4645/1 (Not included in the statistics, registered with another ministry)

BRIEF DETAILS OF CASE

A complaint regarding irregular occupation by tables, chairs and umbrellas in a public square.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Commissioner for Environment and Planning (CEP) registered the case with the Ministry for Gozo and Planning and simultaneously requested input from the Ministry for Home Affairs, Security and Employment (MHSE) concerning the unauthorised occupation of public space in a square, involving the placement of tables, chairs, and umbrellas. The competent authority reported that although a concession had been granted for 111 square meters, a substantially larger area was being occupied, resulting in public disorder due to the presence of unapproved structures.

MHSE confirmed that the Police were cooperating with the competent authorities and that criminal proceedings had been initiated against several individuals following coordinated inspections which identified multiple permit violations. CEP acknowledged the enforcement actions taken. It was subsequently confirmed that court proceedings were ongoing and that the Police were actively addressing the matter. As no further investigation into MHSE's actions was deemed necessary, complainants were advised to continue reporting any concerns to the appropriate authorities.

The CEP formally concluded the case in relation to the MHSE.

SECTOR/DEPARTMENT

Malta Police Force (MPF)

OMBUDSMAN CASE REFERENCE

CEP-24-4758

BRIEF DETAILS OF CASE

A complaint about pavement obstructions from outside catering outlets in Vittoriosa.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Commissioner for Environment and Planning (CEP) suggested that the relevant authorities implement clear boundary markings for public land, enforce regulations, suspend licenses for unapproved extensions, and remove unauthorised structures. The CEP requested updates on actions taken.

The Ministry for Home Affairs, Security and Employment (MHSE) clarified that the Police do not oversee other entities and are not responsible for enforcing licensing matters unless criminal proceedings are initiated by the competent authority. Their role is limited to assisting with inspections and acting upon formal referrals for prosecution.

The Commissioner acknowledged the responses received and confirmed that the investigation found the agencies involved in the case had acted appropriately, with a fine issued to one catering establishment.

Although CEP proceeded to close the case, he recognised ongoing enforcement challenges and reaffirmed a commitment to strengthening regulatory frameworks and permit conditions.

SECTOR/DEPARTMENT

Malta Police Force (MPF)

OMBUDSMAN CASE REFERENCE

CEP-24-4887

BRIEF DETAILS OF CASE

A complaint regarding irregular occupation by tables, chairs and umbrellas in a public square.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Commissioner for Environment and Planning (CEP) noted that the competent authority had confirmed only a limited portion of the public space had been legally granted for use, while a significantly larger area was being occupied, leading to public disorder. The Ministry for Home Affairs, Security and Employment (MHSE) acknowledged these concerns and confirmed that the Police were cooperating with the relevant authorities, with criminal proceedings initiated against several individuals.

The CEP acknowledged the enforcement measures undertaken and confirmed that coordinated inspections had identified multiple permit violations, with court proceedings in progress against certain establishment owners. As such, no further investigation into the actions of the authorities was deemed necessary. Complainants were advised to continue reporting any concerns to the appropriate entities, while matters concerning private property, such as obstructions at an apartment block entrance, were considered the responsibility of the condominium.

MHSE was formally notified by the CEP that the case had been closed.

MHSE PRE-2024

for further information on the case: Governance Action on the Parliamentary Ombudsman Annual Report 2023

PARLIAMENTARY OMBUDSMAN

COMPLAINT NOT UPHELD

SECTOR/DEPARTMENT	Local Enforcement Systems Agency (LESA)
OMBUDSMAN CASE REFERENCE	OMB-23-4256
BRIEF DETAILS OF CASE	A complaint regarding a vehicle towed from a parking space in Sliema.
ACTION TAKEN AND MANAGEMENT COMMENTS	In April 2025, the Ombudsman noted that the investigation showed that the Police had acted reasonably; the vehicle blocking garage access had created an obstruction, justifying its removal by the authorities. Therefore, he proceeded to close the case.
STATUS LAST YEAR	Pending at Ombudsman

CASES CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT	Identità
OMBUDSMAN CASE REFERENCE	OMB-23-4194
BRIEF DETAILS OF CASE	A complaint regarding the refusal of a request to deregister a lessee.
ACTION TAKEN AND MANAGEMENT COMMENTS	In November 2024, Parliamentary Ombudsman informed the Ministry for Home Affairs, Security and Employment that the case was to be considered closed.
STATUS LAST YEAR	Pending at Ombudsman

SECTOR/DEPARTMENT	Malta Police Force (MPF)
OMBUDSMAN CASE REFERENCE	OMB-23-3455
BRIEF DETAILS OF CASE	A complaint from five officers regarding alleged injustice suffered.
ACTION TAKEN AND MANAGEMENT COMMENTS	In November 2024, the Parliamentary Ombudsman informed the Ministry for Home Affairs, Security and Employment that the case was formally closed.
STATUS LAST YEAR	Pending at Ombudsman

CASE CLOSED AND RECOMMENDATION IMPLEMENTED

SECTOR/DEPARTMENT	Identità
OMBUDSMAN CASE REFERENCE	OMB-22-2772
BRIEF DETAILS OF CASE	The complainant requested a refund for research that they did not order.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The Parliamentary Ombudsman (PO) issued the Final Opinion stating that Identità should have done the complainant's research under the category 'Transfer of Notes' instead of 'Fidi Notes'.</p> <p>The Ministry for Home Affairs, Security and Employment (MHSE) confirmed that the Agency would refund the complainant, subject to verification of receipts. This decision was based on the specific circumstances of the case and did not set a precedent for other complaints under review.</p> <p>Subsequently, MHSE confirmed that Identità effected the reimbursement in line with the Final Opinion. The PO then confirmed that the case was formally closed.</p>
RECOMMENDATION BY OMBUDSMAN	Identità was recommended to process all applicable reimbursements upon submission of the relevant receipts.
STATUS LAST YEAR	Pending at Ombudsman

REPLY ON BEHALF OF THE PRIME MINISTER SENT TO THE OMBUDSMAN

SECTOR/DEPARTMENT	Malta Police Force (MPF)
OMBUDSMAN CASE REFERENCE	OMB-23-3511
BRIEF DETAILS OF CASE	A complaint by a Police Officer who was requesting a replacement of the Long and Efficient Service Medal since they had lost it.
ACTION TAKEN AND MANAGEMENT COMMENTS	The Parliamentary Ombudsman had referred the case to the Prime Minister in terms of Article 22(4)
RECOMMENDATION BY OMBUDSMAN	Ombudsman recommended that complainant should be presented with a replacement medal forthwith.
ACTION FOLLOWING REFERRAL OF THE CASE IN TERMS OF ARTICLE 22(4) OF THE OMBUDSMAN ACT	<p>The Principal Permanent Secretary, on behalf of the Prime Minister, informed the Ombudsman that the stand taken by the Cabinet Office and the current procedure were to be maintained and, in the circumstances, the recommendation made related to this case could not be accepted.</p> <p>Later, the Parliamentary Ombudsman confirmed that the case was formally closed.</p>
STATUS LAST YEAR	The Ombudsman referred the case to the Prime Minister in terms of Article 22(4) of the Ombudsman Act.

CASES PENDING AT OMBUDSMAN

SECTOR/DEPARTMENT	Armed Forces of Malta (AFM)
OMBUDSMAN CASE REFERENCE	OMB-22-2824
BRIEF DETAILS OF CASE	A complainant, through their lawyer, argued that two warrant officers were given backdated promotions to Lieutenant even though they did not attend the Late Entry Officer Course (LEOC).
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The Parliamentary Ombudsman (PO) requested details regarding the number of Armed Forces of Malta (AFM) personnel promoted to the rank of Lieutenant through decisions made by the AFM Injustices Board. Additional documentation was sought, including copies of the Board's decisions and confirmation of commissioning by the President of Malta under Regulation 3(1) of the Appointment and Conditions of Service of the Regular Force (S.L.220.03), along with the relevant Government Gazette.</p> <p>The Ministry for Home Affairs, Security and Employment (MHSE) responded that the AFM was compiling the requested information and noted that no case involving the individual in question had been presented to the Board. Subsequently MHSE provided the PO with a list of personnel promoted to Lieutenant.</p> <p>The case remained under active investigation by the PO.</p>
STATUS LAST YEAR	Pending at Ombudsman
SECTOR/DEPARTMENT	Armed Forces of Malta (AFM)
OMBUDSMAN CASE REFERENCE	OMB-23-4213
BRIEF DETAILS OF CASE	A complaint regarding alleged discriminatory treatment with respect to the procedures adopted by the Army for advancement to Officer rank.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>MHSE inquired with the AFM regarding the transfer of personal files or dossiers to the Parliamentary Ombudsman, and AFM confirmed that the relevant documents had been forwarded and subsequently returned.</p> <p>The case remained under investigation by the Parliamentary Ombudsman.</p>
STATUS LAST YEAR	Pending at Ministry
SECTOR/DEPARTMENT	Correctional Services Agency (CSA)
OMBUDSMAN CASE REFERENCE	OMB-23-3490
BRIEF DETAILS OF CASE	<p>A confidential case</p> <p>Allegations that prison authorities did not take any action to a report made with prison authorities.</p>
ACTION TAKEN AND MANAGEMENT COMMENTS	The Office of the Ombudsman confirmed that the case remains open and investigation is ongoing.
STATUS LAST YEAR	Pending at Ombudsman

SECTOR/DEPARTMENT	Correctional Services Agency (CSA)
OMBUDSMAN CASE REFERENCE	OMB-23-3824
BRIEF DETAILS OF CASE	Complaints by an inmate regarding the refusal of a release on parole, and an issue to access their medical file.
ACTION TAKEN AND MANAGEMENT COMMENTS	The Office of the Ombudsman confirmed that the investigation was still in progress.
STATUS	Pending at Ombudsman
SECTOR/DEPARTMENT	Malta Police Force (MPF)
OMBUDSMAN CASE REFERENCE	OMB-23-3909
BRIEF DETAILS OF CASE	A complaint regarding alleged mistreatment.
ACTION TAKEN AND MANAGEMENT COMMENTS	The Office of the Ombudsman confirmed that the case remains open, with the investigation ongoing.
STATUS	Pending at Ombudsman
SECTOR/DEPARTMENT	Ministry for Home Affairs, Security and Employment (MHSE)
OMBUDSMAN CASE REFERENCE	OMBOI-21-2461
BRIEF DETAILS OF CASE	Parliamentary Ombudsman's own-initiative investigation on allegations of maladministration within the Corradino Correctional Facility (CCF).
ACTION TAKEN AND MANAGEMENT COMMENTS	The Ombudsman sent the final report and requested MHSE to advise whether the recommendations detailed in the report would be implemented. The MHSE issued a formal response to the Ombudsman's report, outlining the recommendations that have already been implemented. It further highlighted the substantial and ongoing efforts aimed at continuing the transformation of the CCF into a system that is genuinely oriented towards the holistic rehabilitation of individuals.
STATUS LAST YEAR	Pending at Ombudsman

MINISTRY FOR
**INCLUSION AND THE
VOLUNTARY SECTOR**

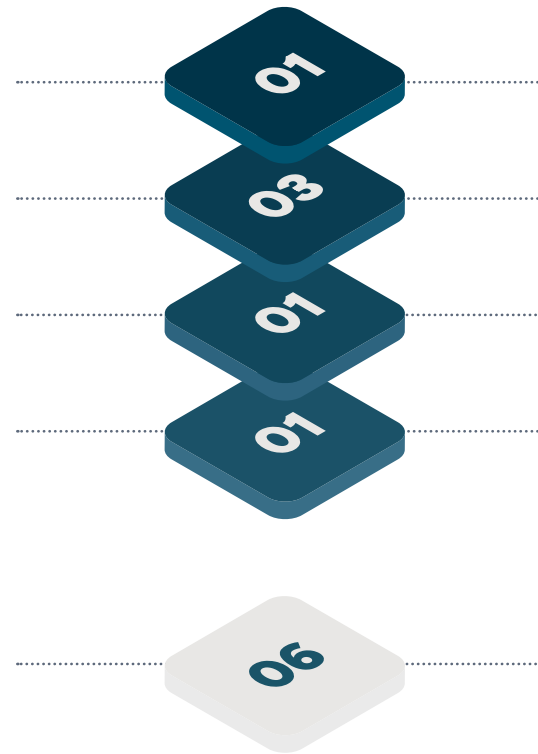
COMPLAINT NOT UPHELD

CASES CLOSED WITHOUT
RECOMMENDATION

CASE CLOSED WITHOUT
RECOMMENDATION AFTER ACTION TAKEN

CASE PENDING AT OMBUDSMAN

TOTAL CASES MIV 2024 *



PO

CFH



* excluding cases registered with other Ministries



PARLIAMENTARY OMBUDSMAN 2024

COMPLAINT NOT UPHELD

SECTOR/DEPARTMENT

Office of the Commissioner for Voluntary Organisations (OCVO)

OMBUDSMAN CASE REFERENCE

OMB-24-4794

BRIEF DETAILS OF CASE

A complaint regarding a non-profit organisation that refused to register with the OCVO.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant maintained that they were not obliged to register with the OCVO, and that it was causing them prejudice by directing organisations not to contribute towards or assist in the efforts of the voluntary organisations to help the poor, homeless and destitute.

OCVO clarified its legal duty to regulate such organisations under the Voluntary Organisations Act and confirmed that the organisation in question was acting in breach of the law. Despite multiple attempts to assist and encourage enrolment, the organisation refused to comply. OCVO also highlighted that public entities, including Ministries and the Archdiocese, had withdrawn support following verification of the organisation's non-enrolled status.

After reviewing the case, the Parliamentary Ombudsman (PO) concluded that the complaint was not justified. The PO emphasised that voluntary organisations must operate within a legal framework to be eligible for public collections and related support, and that OCVO had acted appropriately and in good faith.

The case was subsequently closed.

CASES CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT

Aženzija Sapport (AS)

OMBUDSMAN CASE REFERENCE

OMB-24-4474

BRIEF DETAILS OF CASE

A complaint concerning a trade union's challenge to a disciplinary action on an employee at AS.

ACTION TAKEN AND MANAGEMENT COMMENTS

AS issued a written warning and transferred an employee following allegations of a non-consensual body search on a vulnerable service user. Despite the accuser later admitting to fabricating the claim, the Agency maintained its disciplinary decision, citing findings from an independent board and the need to protect the service user's wellbeing. AS emphasised that the disciplinary action was based on multiple testimonies and aligned with its internal policies and collective agreement. Operational changes were made to prevent further contact between the complainant and the service user, with the employee eventually relocated to a preferred centre.

The Office of the Ombudsman questioned the Agency's refusal to reconsider the case in light of new evidence, but AS expressed concern that the service user may have been manipulated. The Agency reiterated its duty to safeguard vulnerable individuals and justified its actions as proportionate and protective.

After reviewing the disciplinary file and receiving further clarification, the Ombudsman's Office concluded its inquiry and formally closed the case.

SECTOR/DEPARTMENT**Independent Community Living Appeals Board (ICLA)****OMBUDSMAN CASE REFERENCE****OMB-24-4877****BRIEF DETAILS OF CASE**

A complaint regarding fund allocation under the Independent Community Living (ICL) Scheme for a person with disability.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainants raised concerns over inconsistent funding allocations under the ICL Scheme, and submitted an appeal, arguing that a €276 reimbursement shortfall, which was deducted from a later monthly payment, was unfairly calculated using outdated rates. They also claimed that the appeal process lacked transparency, and that the full 2023 allocation was not fully utilised. Additionally, they criticised the administrative burden placed on persons with disability, particularly the requirement to submit monthly documentation for refunds, which they argued hindered independent living. A request was made to allow more flexible reporting intervals, such as every four weeks.

In response, the ICLA rejected the appeal in full, citing procedural deficiencies including an unsigned and improperly addressed appeal letter and the appellant's absence from the initial hearing. The Board clarified that the €9/hour subsidy for personal assistants excludes other expenses such as petrol or meals, which were also part of the appeal. It maintained that refund calculations were made according to the applicable rates for each period and that requests to alter reporting formats must align with established criteria set by Agenzija Ssupport. The Board later provided the Memorandum of Procedures governing the scheme, outlining the rules for both ICL Fund and Personal Assistance Fund.

SECTOR/DEPARTMENT**Independent Community Living Appeals Board (ICLA)****OMBUDSMAN CASE REFERENCE****OMB-24-5317****BRIEF DETAILS OF CASE**

A complaint regarding funding application for a Personal Assistant (PA) support for an individual with disability.

ACTION TAKEN AND MANAGEMENT COMMENTS

A complaint concerning a parent seeking additional funding for PA services under the Independent Community Living (ICL) Scheme for their child. The person with disability had been granted 25 hours of PA support but required an increase to 40 hours to attend sixth form, contingent on PA services for daily activities. The request was denied, and a subsequent appeal to the ICLA was also rejected without explanation. The complainant viewed this as unjust and discriminatory, particularly given existing precedents. The Ombudsman noted promotional material on the ICL website highlighting successful post-secondary attendance enabled by PA support, and requested clarification, policy documents, and public literature related to the PA Fund.

The ICLA stated that policy matters fell under Agenzija Ssupport and that each case was assessed individually. The Board cited prior misuse of funds and discrepancies in reported hours, including conflicting expense submissions and differing justifications between the original request and the appeal. It advised that a new application should be submitted to the ICLA. Although a refund of misused funds was considered, it was ultimately waived.

In March 2025, following a formal request, the Ombudsman, received the Memorandum of Procedures governing the PA Fund for 2023–2025, covering both ICL and PA Fund schemes, and was informed that the PA Fund policy was under review as part of ongoing reform.

The Ombudsman proceeded to formally close the case.

CASE CLOSED WITHOUT RECOMMENDATION AFTER ACTION TAKEN

SECTOR/DEPARTMENT

Commission for the Rights of Persons with Disability (CRPD)

OMBUDSMAN CASE REFERENCE

OMB-24-4786/1 (Not included in the statistics, registered with another ministry)

BRIEF DETAILS OF CASE

Alleged discrimination and accessibility hardship due to Housing Authority's (HA) failure to install a lift in a partially owned building.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainants, including a person with chronic health issues and a Blue Badge, claimed the lack of a lift amounted to discrimination and caused significant hardship. Although the CRPD had investigated and found no grounds for discrimination, citing fire safety regulations from the Civil Protection Department (CPD), the complainants remained dissatisfied.

CRPD clarified that installing the lift would breach planning permit conditions and emphasised that disability rights do not justify unlawful construction. The Ombudsman later confirmed CRPD's findings.

A resolution was reached between the HA and the CPD, resulting in approval for the lift installation at the complainant's residence.

CASES PENDING AT OMBUDSMAN

SECTOR/DEPARTMENT

Aġenzija Sapport (AS)

OMBUDSMAN CASE REFERENCE

OMB-24-4519/1 (Not included in the statistics, registered with another ministry)

BRIEF DETAILS OF CASE

A complaint referring to alleged abusive and illegal parking spaces in Siġġiewi.

ACTION TAKEN AND MANAGEMENT COMMENTS

This case was registered with the Ministry for Culture, Lands and Local Government.

A complaint was lodged with the Office of the Ombudsman concerning alleged misuse of 41 reserved and communal parking bays in Siġġiewi, issued under the disability Blue Badge Scheme. The Ombudsman requested confirmation from the Ministry and the Commission for the Rights of Persons with Disability regarding the procedures and legal basis for these allocations, as well as details on how holders of the EU Disability Card obtain such parking privileges. The Ministry clarified that Transport Malta is responsible for allocating parking spaces for persons with disabilities under Regulation 78 of the Motor Vehicles Regulations, while the issuance of the EU Disability Card and Blue Badge involves separate processes and eligibility criteria.

Further clarification was provided by AS, where it explained its role in conducting medical assessments for Personalised Reserved Parkings (PRPs) upon referral from Transport Malta. These assessments follow criteria outlined in Legal Notice 113 of 2024, and the results are communicated back to Transport Malta. The Agency also noted that if a Blue Badge is not renewed following reassessment, and the individual holds a PRP, Transport Malta is informed accordingly. The application processes, responsibilities, and distinctions between the EU Disability Card and Blue Badge were outlined in detail to the Ombudsman's Office.

SECTOR/DEPARTMENT

Aġenzija Sapport (AS)

OMBUDSMAN CASE REFERENCE

OMB-24-5268/1 (Not included in the statistics, registered with another ministry)

BRIEF DETAILS OF CASE

A complaint in connection with a refused application for a Personalised Reserved Parking (PRP).

ACTION TAKEN AND MANAGEMENT COMMENTS

The case details from the Ombudsman were directed to both AS and Transport Malta (TM), which falls under the remit of the Ministry for Transport, Infrastructure, and Public Works (MTIP). However, the case itself was formally registered with MTIP.

The complainant, who was granted a Blue Badge Parking permit in 2019 and had it renewed until 2027, applied in 2023 for a PRP space. Initially deemed ineligible, the complainant appealed the decision, and TM suspended the refusal pending review. In May 2024, TM requested a new application under the updated criteria outlined in Legal Notice 113 of 2024. The complainant submitted the required documentation but was later informed in August 2024 that they still did not qualify for a PRP. They expressed frustration, claiming the process disregarded the pending appeal and treated the application as a new request.

AS clarified that while it administers the Blue Badge scheme, PRP requests fall under TM's remit, with AS responsible solely for conducting medical assessments. AS confirmed that the complainant had undergone two assessments—one in September 2023 and another in July 2024—both resulting in a recommendation of ineligibility based on medical criteria. AS emphasised that these evaluations were carried out by independent medical professionals, not a formal medical board.

SECTOR/DEPARTMENT

Office of the Commissioner for Voluntary Organisations (OCVO)

OMBUDSMAN CASE REFERENCE

OMB-24-4928

BRIEF DETAILS OF CASE

Allegations of intimidation and humiliation during a Voluntary Organisation (VO) meeting.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant, a founder of a VO, claimed that during a past meeting held with OCVO they had been "bullied, threatened, belittled and reduced to nothing" in front of the meeting attendees.

OCVO stated that the case reflected a prolonged and complex dispute between the complainant, an administrator and founder of a voluntary organisation, and OCVO. The organisation had faced persistent governance issues, including unresolved disagreements among founders, failure to formalise resignations, and non-compliance with statutory requirements. Despite multiple meetings and legal guidance from OCVO, the complainant resisted collaboration, withheld key documents, and failed to follow procedures for administrative changes.

Regarding the allegations of misconduct during meetings were raised, OCVO clarified the complainant had ample means of re-dress as per Article 25 of the VO Act. Notwithstanding the continuous assistance from OCVO to abide by law, the complainant put in a bad light OCVO with unfounded and disparaging remarks.

OCVO maintained that it acted impartially and in good faith, offering repeated assistance to help the organisation meet its legal obligations. The complainant's conduct, including exclusion of other administrators and refusal to engage transparently, was cited as a barrier to resolution.

COMMISSIONER FOR HEALTH 2024

CASE CLOSED WITHOUT RECOMMENDATION AFTER ACTION TAKEN

SECTOR/DEPARTMENT

Aġenzija Sapport (AS)

OMBUDSMAN CASE REFERENCE

CH-24-4711

BRIEF DETAILS OF CASE

A complaint regarding failure to follow up an admission request for an autistic minor to Santa Rosa facility.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Ministry provided the Commissioner for Health (CfH) with a detailed account of its ongoing interventions and offers by AS, highlighting the family's lack of cooperation despite multiple offers of support, including respite services, counselling, and the Independent Community Living (ICL) Scheme. The social worker maintained frequent contact and explored various options, but the parent remained insistent on residential placement at Santa Rosa, which the agency did not pursue in line with its de-institutionalisation policy.

The social worker provided a comprehensive overview of the case, and the CfH acknowledged the agency's efforts while encouraging flexibility in service provision. AS agreed, to escalate the case to the ICL board, conduct a residential placement report, and assist with respite arrangements. The CfH later confirmed the child's situation had improved and closed the case, commending the agency for its professionalism.



MINISTRY FOR **JUSTICE AND REFORM OF THE CONSTRUCTION SECTOR**

CASES CLOSED WITHOUT
RECOMMENDATION



CASES CLOSED WITHOUT
RECOMMENDATION AFTER ACTION TAKEN



CASE CLOSED AND
RECOMMENDATION NOTED



CASE CLOSED AND RECOMMENDATION
NOT ACCEPTED



CASE PENDING AT OMBUDSMAN



TOTAL CASES MJR 2024



PO

CEP





PARLIAMENTARY OMBUDSMAN 2024

CASE CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT	Occupational Health and Safety Authority (OHSA)
OMBUDSMAN CASE REFERENCE	OMB-24-4371
BRIEF DETAILS OF CASE	Concerns arising over a selection process for a technical post at the OHSA.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The complainant alleged that the call was tailored to benefit a particular employee not currently holding the position, thereby excluding other eligible staff from promotion.</p> <p>In line with Article 19 of the Ombudsman Act, OHSA was required to submit the full selection process file, related approvals, appointment results, previous calls for similar technical management roles, and relative collective agreements.</p> <p>Following a preliminary meeting and subsequent correspondence, the Ombudsman closed the case.</p>

CASE CLOSED AND RECOMMENDATION NOT ACCEPTED

SECTOR/DEPARTMENT	Building and Construction Authority (BCA)
OMBUDSMAN CASE REFERENCE	OMB-24-5287
BRIEF DETAILS OF CASE	Concerns raised over selection procedure at the BCA.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The Ombudsman requested documentation and clarification from the BCA regarding the selection process.</p> <p>BCA responded with the required material and maintained that after reviewing the complainant's application, it transpired that they had been ineligible due to not meeting the mandatory experience criteria outlined in the call for applications.</p> <p>Following BCA's response, the Ombudsman issued the Final Opinion.</p>
RECOMMENDATION BY OMBUDSMAN	The Ombudsman recommended that the selection process be annulled, and that another call for applications be issued, and another Selection Board be instituted.

COMMISSIONER FOR ENVIRONMENT AND PLANNING 2024

CASE CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT	Building and Construction Authority (BCA)
OMBUDSMAN CASE REFERENCE	CEP-24-4934
BRIEF DETAILS OF CASE	A complaint concerning a development in Kalkara.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The Commissioner for Environment and Planning (CEP) informed the complainant that the matter would not be pursued further, as there were alternative means of redress available.</p> <p>Although the case was deemed closed, the CEP proposed a legal amendment, which was subsequently submitted to the BCA for consideration and internal review.</p>

CASES CLOSED WITHOUT RECOMMENDATION AFTER ACTION TAKEN

SECTOR/DEPARTMENT

Building and Construction Authority (BCA)

OMBUDSMAN CASE REFERENCE

CEP-24-4348

BRIEF DETAILS OF CASE

A complaint regarding alleged lack of accountability by the BCA.

ACTION TAKEN AND MANAGEMENT COMMENTS

A complaint was submitted to the Commissioner for Environment and Planning (CEP) alleging a lack of accountability by the BCA regarding Energy Performance Certificate requirements for rental properties. The CEP requested BCA to take action to ensure compliance with regulations whenever a property is rented out to a new tenant. The CEP also requested data on reported non-compliance.

BCA responded with an action plan and confirmed that no reports of non-compliance had been received. CEP closed the case after informing the complainant of the findings, while committing to continue monitoring BCA's adherence to its outlined commitments.

SECTOR/DEPARTMENT

Occupational Health and Safety Authority (OHSA)

OMBUDSMAN CASE REFERENCE

CEP-24-4888

BRIEF DETAILS OF CASE

A complaint regarding alleged unfair fine imposed by the OHSA.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant argued that, despite submitting proof and photographs within the required timeframe to address issues flagged by OHSA, a fine was still imposed.

OHSA responded to the allegations, prompting the Commissioner for Environment and Planning (CEP) to request further clarification and assess the evidence provided. Following additional correspondence and an informal meeting, the CEP found the complainant's documentation to be credible and urged OHSA to reconsider its position.

Following reconsideration of the Complaint, OHSA agreed to refund the fine.

The CEP proceeded to close the case.



CASE CLOSED AND RECOMMENDATION NOTED

SECTOR/DEPARTMENT

Building and Construction Authority (BCA)

OMBUDSMAN CASE REFERENCE

CEP-24-5253

BRIEF DETAILS OF CASE

A complaint challenging the selection process carried out by the BCA in relation to an expression of interest to engage a pool of legal professionals.

ACTION TAKEN AND MANAGEMENT COMMENTS

Following a meeting to discuss the case, the BCA presented its position, asserting that the process was conducted fairly and transparently. The Commissioner for Environment and Planning (CEP) later requested formal comments from BCA before issuing a Final Opinion, which included recommendations for improving future selection procedures.

BCA responded by accepting the recommendations and outlining the steps it would take to enhance transparency and fairness in future calls. Additionally, the complainant was placed on a reserve list for one year in case a vacancy arose. The CEP subsequently confirmed that the case was closed.

RECOMMENDATION BY OMBUDSMAN

1. Lawyers who were not engaged through the Expression of Interest call are to be placed in a reserve list for a period of 1 year from Final Opinion.
2. When issuing similar calls, BCA is to ascertain that:
 - a. the number of vacancies is to be stated and the candidates are to be placed in an order of merit;
 - b. to reserve the right to refuse any particular application in accordance to the justifications given by the Selection Board; and
 - c. to provide the right to appeal against the Selection Board's decision.

CASE PENDING AT OMBUDSMAN

SECTOR/DEPARTMENT

Ministry for Justice and Reform of the Construction Sector (MJR)

OMBUDSMAN CASE REFERENCE

CEP-24-5310

BRIEF DETAILS OF CASE

A complaint by the Chamber of Geologists regarding their designation as a 'Guest Member' rather than a 'Full Member' on the Building and Construction Consultative Council (BCCC).

ACTION TAKEN AND MANAGEMENT COMMENTS

The Commissioner for Environment and Planning (CEP) submitted a complaint on behalf of the Chamber of Geologists, who objected to their designation as Guest Members on the BCCC, a decision endorsed by the Ministry for Justice and Reform of the Construction Sector. The CEP requested the Ministry's comments and issued a Final Opinion, which advised awaiting the Building and Construction Authority's decision on the Chamber's request to be formally included among the nationally constituted bodies forming the BCCC.

Following an informal meeting and further correspondence, the Ministry clarified that an internal review of the BCCC's functions and structure was underway as part of broader reforms in the construction sector. Given the potential for changes to the Council's composition, the Ministry recommended deferring any decisions until the review's outcome is finalised.

MJR PRE-2024

for further information on the case: Governance Action on the Parliamentary Ombudsman Annual Report 2023

PARLIAMENTARY OMBUDSMAN

CASES CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT	Property Market Agency (ex RELU)
OMBUDSMAN CASE REFERENCE	OMB-23-4047
BRIEF DETAILS OF CASE	A complaint by an officer regarding an annual allowance paid to Economic Officers.
ACTION TAKEN AND MANAGEMENT COMMENTS	In July 2025, the Office of the Ombudsman informed the Ministry for Justice and Reform of the Construction Sector that the case was to be considered closed.
STATUS LAST YEAR	Pending at Ombudsman

SECTOR/DEPARTMENT	Property Market Agency (ex RELU)
OMBUDSMAN CASE REFERENCE	OMB-23-4108
BRIEF DETAILS OF CASE	A complaint regarding the RELU's handling of the real estate licensing process.
ACTION TAKEN AND MANAGEMENT COMMENTS	In September 2025, the Office of the Ombudsman informed the Ministry for Justice and Reform of the Construction Sector that case was to be considered closed.
STATUS LAST YEAR	Pending at Ombudsman

CASE PENDING AT OMBUDSMAN

SECTOR/DEPARTMENT	Office of the State Advocate
OMBUDSMAN CASE REFERENCE	OMB-23-3408
BRIEF DETAILS OF CASE	A refusal to transfer and pay the funds awarded by the Courts of Justice in several judgements directly to the complainant and their family.
ACTION TAKEN AND MANAGEMENT COMMENTS	The Office of the Ombudsman informed the Ministry for Justice and Reform of the Construction Sector that this case was still being investigated.
STATUS LAST YEAR	Pending at Ombudsman

COMMISSIONER FOR ENVIRONMENT AND PLANNING

CASE CLOSED AND RECOMMENDATION IMPLEMENTED

SECTOR/DEPARTMENT	Building and Construction Authority (BCA)
OMBUDSMAN CASE REFERENCE	CEP-21-2333
BRIEF DETAILS OF CASE	An investigation regarding the publication of advertisements for the sale of property without the indication of the energy performance of the building.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>During an informal meeting with the Commissioner for Environment and Planning (CEP) held in October 2024, The BCA provided a verbal update on the progress made in implementing the three recommendations outlined in the CEP's Final Opinion. A written update was later submitted to the CEP, detailing the actions taken.</p> <p>Following this submission, the CEP confirmed that the case was officially closed</p>
RECOMMENDATION BY OMBUDSMAN	It was recommended that BCA takes proactive measures to improve compliance with Energy Performance Certificate (EPC) requirements in property advertisements. These included continuing discussions with Estate Agents Section to ensure registered estate agents display EPC ratings in their advertisements, thereby setting an example for the industry. It was also advised that BCA engage with media houses to inform advertisers about this regulatory requirement. Another suggestion was to incentivise compliance by offering discounts on registration fees for those who provide advertisements showing the EPC rating.
STATUS LAST YEAR	Pending at Ministry



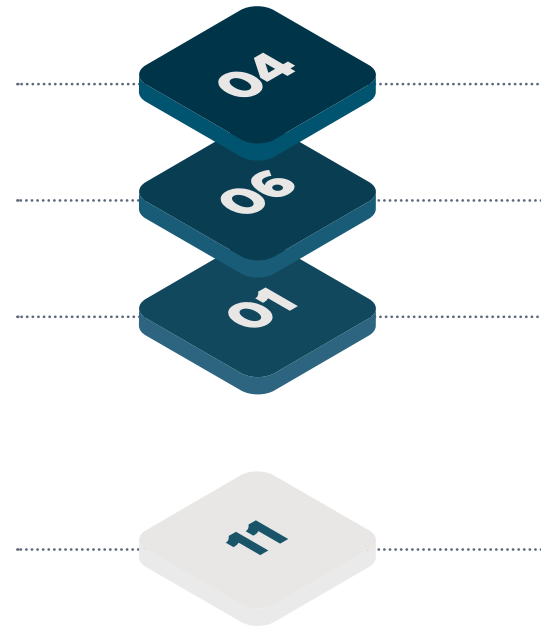
MINISTRY FOR
**SOCIAL AND AFFORDABLE
ACCOMMODATION**

CASES CLOSED WITHOUT
RECOMMENDATION

CASES CLOSED WITHOUT
RECOMMENDATION AFTER ACTION TAKEN

CASE PENDING AT MINISTRY

TOTAL CASES MSAA 2024



PO

CEP





PARLIAMENTARY OMBUDSMAN 2024

CASES CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT

Housing Authority (HA)

OMBUDSMAN CASE REFERENCE

OMB-24-4528

BRIEF DETAILS OF CASE

A complaint regarding a rejected request to acquire an apartment.

ACTION TAKEN AND MANAGEMENT COMMENTS

HA furnished the Office of the Ombudsman with comprehensive procedural information and addressed multiple requests for clarification, including details pertaining to the regulations governing the European Regional Development Fund and specific queries related to designated blocks and units.

Following the submission of the required feedback and the complainant's subsequent notification regarding the way forward, the Ombudsman proceeded to formally close the case.

STATUS

Closed without recommendation

SECTOR/DEPARTMENT

Housing Authority (HA)

OMBUDSMAN CASE REFERENCE

OMB-24-4786

BRIEF DETAILS OF CASE

A complaint in connection with the proposed installation of a lift and ancillary structural work.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Ombudsman was informed that although a development permit for lift installation had been issued by the Planning Authority, the project had stalled due to concerns raised by the Civil Protection Department (CPD) regarding the stairwell width and fire safety compliance. CPD later confirmed its endorsement of the project, provided the building adhered to the established fire safety design guidelines. Discussions between HA and CPD led to an agreed way forward, with a fire engineer's report commissioned for review and endorsement.

Following the endorsement of the fire safety report, the complainant was notified that the lift installation had been included in the upcoming programme. With all necessary approvals in place and the matter resolved, the Office of the Ombudsman formally closed the case.

STATUS

Closed without recommendation

SECTOR/DEPARTMENT**Housing Authority (HA)****OMBUDSMAN CASE REFERENCE****OMB-24-5288****BRIEF DETAILS OF CASE**

A complaint regarding a rejected application for the redemption of an emphyteutic grant.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Ombudsman requested clarification from the HA regarding the policy framework governing the redemption scheme for emphyteutic grants. In response, the HA provided the relevant Legal Notice and explained that Scheme P required property transfers from the Lands Authority (LA). However, LA had formally declined to proceed with such transfers, asserting its sole responsibility for managing the redemption process. As a result, HA closed the scheme in January 2022 and withdrew all pending applications, including the complainants'.

The Ombudsman requested further information regarding 25 pending applications mentioned in internal communications. HA reiterated that, following the LA's decision to discontinue property transfers, an essential requirement for processing applications under Scheme P, it was no longer possible to proceed with these cases, and all affected applicants had been formally notified of the scheme's termination.

STATUS

Closed without recommendation

SECTOR/DEPARTMENT**Housing Authority (HA)****OMBUDSMAN CASE REFERENCE****OMB-24-5567****BRIEF DETAILS OF CASE**

A complaint regarding the refusal of an application for social or alternative accommodation.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Ombudsman acknowledged that the HA had assessed the application and determined that the applicant did not meet the eligibility criteria at that time. A request was made for the relevant file to allow further review of the case.

HA clarified that no file existed, as the application had not been formally accepted due to the applicant's failure to provide sufficient proof of income to support themselves and cover rent if accommodation were allocated. In line with the procedures in place, the application was returned at the entry stage, and a copy was forwarded to the Ombudsman for reference.

The case was subsequently closed by the Ombudsman.

STATUS

Closed without recommendation

CASES CLOSED WITHOUT RECOMMENDATION AFTER ACTION TAKEN

<p>SECTOR/DEPARTMENT</p> <p>OMBUDSMAN CASE REFERENCE</p> <p>BRIEF DETAILS OF CASE</p> <p>ACTION TAKEN AND MANAGEMENT COMMENTS</p> <p>STATUS</p>	<p>Housing Authority (HA)</p> <p>OMB-24-4281</p> <p>A complaint by a long-term resident regarding alleged unequal treatment in the processing of a Property Grant Scheme application.</p> <p>Following legal clarification, the HA confirmed that long-term residents are eligible for First Time Buyer Schemes, and the application was subsequently accepted. However, delays in communication prompted further inquiries from the Ombudsman regarding the status of the decision and correspondence.</p> <p>HA later confirmed that the application had been vetted and approved, pending final clearance from the Commissioner of Revenue. Once finalised, payments due were issued to the complainant.</p> <p>The Office of the Ombudsman closed the case after confirming that the matter had been resolved.</p> <p>Closed without recommendation after action taken</p>
<p>SECTOR/DEPARTMENT</p> <p>OMBUDSMAN CASE REFERENCE</p> <p>BRIEF DETAILS OF CASE</p> <p>ACTION TAKEN AND MANAGEMENT COMMENTS</p> <p>STATUS</p>	<p>Housing Authority (HA)</p> <p>OMB-24-4517</p> <p>A complainant regarding refusal to install a lift in a block of apartments.</p> <p>HA had initially refused a lift installation after determining it did not meet the requirements set by the Commission for the Rights of Persons with Disability and the Civil Protection Department (CPD).</p> <p>Subsequently, HA commissioned an engineer's report and engaged in multiple consultations with the CPD to identify a viable solution. It was agreed to proceed with the installation of the smallest lift available, accompanied by specific fire prevention measures to ensure compliance with stairway width requirements as stipulated in fire safety guidelines.</p> <p>Following the resolution, the complainant was duly informed, and all requisite plans and permits were prepared, and the Ombudsman proceeded to close the case.</p> <p>Closed without recommendation after action taken</p>

<p>SECTOR/DEPARTMENT</p> <p>OMBUDSMAN CASE REFERENCE</p> <p>BRIEF DETAILS OF CASE</p> <p>ACTION TAKEN AND MANAGEMENT COMMENTS</p> <p>STATUS</p>	<p>Housing Authority (HA)</p> <p>OMB-24-4674</p> <p>A complaint regarding water leakage from overlying flat.</p> <p>HA conducted a thorough investigation into the reported water leakage, which included multiple inspections, technical assessments, and meetings with stakeholders. A corrective action plan was agreed upon, and further inspection reports were submitted to the Ombudsman. Additional meetings were held to clarify the scope of remedial works, and a thermal imaging report was commissioned to assess the source of the alleged leak.</p> <p>After final inspections and testing, the Ombudsman concluded that no active water leakage was present and recommended compensation be issued to the complainant and proceeded to close the case.</p> <p>Closed without recommendation after action taken</p>
<p>SECTOR/DEPARTMENT</p> <p>OMBUDSMAN CASE REFERENCE</p> <p>BRIEF DETAILS OF CASE</p> <p>ACTION TAKEN AND MANAGEMENT COMMENTS</p> <p>STATUS</p>	<p>Housing Authority (HA)</p> <p>OMB-24-4779</p> <p>A complaint concerning no dividing wall on roofs of adjacent properties.</p> <p>HA conducted an investigation into the case and held a joint meeting with representatives from the Ministry for Social and Affordable Accommodation and the Office of the Ombudsman. During the meeting, the case history was reviewed in detail, and a corrective action plan was agreed upon. As part of the resolution, HA's architect proposed rebuilding the dividing walls between two leased roofs, with drawings prepared for submission to the Planning Authority.</p> <p>Following the implementation of the agreed works, the property was certified, and the complainant expressed satisfaction with the outcome. HA informed the Ombudsman that the matter had been resolved, and the case was formally closed.</p> <p>Closed without recommendation after action taken</p>
<p>SECTOR/DEPARTMENT</p> <p>OMBUDSMAN CASE REFERENCE</p> <p>BRIEF DETAILS OF CASE</p> <p>ACTION TAKEN AND MANAGEMENT COMMENTS</p> <p>STATUS</p>	<p>Housing Authority (HA)</p> <p>OMB-24-5313</p> <p>A complaint regarding delayed processing of a 'Sir Sid Darek Scheme 2' application.</p> <p>The complainants had submitted an application under Sir Sid Darek Scheme 2 to purchase their leased residence, which they had occupied since 1987. HA informed them that the application could not proceed until the property title was officially transferred from the Lands Authority (LA). Despite repeated follow-ups, HA confirmed that it was still awaiting the LA's approval to initiate the valuation and sale process.</p> <p>The Ombudsman requested updates and HA confirmed that the internal process for transferring ownership had been initiated. Following the completion of the process, the case was subsequently closed by the Ombudsman.</p> <p>Closed without recommendation after action taken</p>

CASE PENDING AT MINISTRY

SECTOR/DEPARTMENT	Housing Authority (HA)
OMBUDSMAN CASE REFERENCE	OMB-24-4385
BRIEF DETAILS OF CASE	A complaint regarding a pending application to acquire ownership under the 'Sir Sid Darek' Scheme.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>HA had informed the complainant that the application remained pending due to the property's status under the Lands Authority (LA), with the transfer yet to be completed.</p> <p>The Ombudsman sought clarification from HA on the grievance and requested an estimated timeframe for finalising the contract.</p> <p>Subsequently, the HA confirmed that the Land Registry had approved the block's registration and that an application to register the detailed plans was submitted and awaiting approval. The Ombudsman then inquired about the typical duration of such approvals and transfers between the Authorities, to which it was clarified that no formal agreements exist regarding the timeframe for handling such request.</p>
STATUS	Pending at Ministry

COMMISSIONER FOR ENVIRONMENT AND PLANNING 2024**CASE CLOSED WITHOUT RECOMMENDATION AFTER ACTION TAKEN**

SECTOR/DEPARTMENT	Housing Authority (HA)
OMBUDSMAN CASE REFERENCE	CEP-24-5407
BRIEF DETAILS OF CASE	A complaint regarding the installation of a lift in a block of flats.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>HA conducted a detailed survey and proposed installing the smallest available lift, which would reduce the stairwell width below 700mm. A fire engineer reviewed the plans and found them non-compliant with British Standard 9991 fire safety regulations, which require a minimum stair width of 750mm. As a result, the lift installation could not be done unless the stairwell was widened.</p> <p>It was subsequently agreed that the project would proceed only if all owners were to sign a formal declaration consenting to the proposed works and undertaking responsibility for maintaining the required fire safety measures following a two-year period. The Civil Protection Department granted its approval subject to specific conditions, including the installation of fire alarm systems, smoke detectors, a staircase pressurisation system, fire extinguishers on each floor, and fire-rated doors within each apartment.</p> <p>Following confirmation that these conditions would be met and the necessary commitments secured, the Commissioner for Environment and Planning formally concluded the investigation and closed the case.</p>
STATUS	Closed without recommendation after action taken

MSAA PRE-2024

for further information on the case: Governance Action on the Parliamentary Ombudsman Annual Report 2023

PARLIAMENTARY OMBUDSMAN

CASES CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT	Housing Authority (HA)
OMBUDSMAN CASE REFERENCE	OMB-23-3759
BRIEF DETAILS OF CASE	A complaint in connection with a long residential lease registered with the HA.
ACTION TAKEN AND MANAGEMENT COMMENTS	The Ombudsman concluded that the HA had not engaged in any form of maladministration and formally confirmed the closure of the case.
STATUS LAST YEAR	Pending at Ombudsman

SECTOR/DEPARTMENT	Housing Authority (HA)
OMBUDSMAN CASE REFERENCE	OMB-21-2364
BRIEF DETAILS OF CASE	A case related to the engagement of a Senior Officer at the HA without a call for applications. The complainant claimed that this was an unfair treatment towards them and other employees who were not given the opportunity to apply for the post.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The Ombudsman issued the Final Opinion concluding that the Housing Authority had acted unjustly by intending to appoint an external candidate to the senior role in question without issuing the required public call for applications. While the complainant requested compensation for salary and pension discrepancies, the Ombudsman determined that such redress would not resolve the core issue, emphasising instead the importance of transparent recruitment practices to prevent similar injustices.</p> <p>The Ministry for Social and Affordable Accommodation formally acknowledged the Ombudsman's findings, affirming that the advice had been duly noted.</p> <p>The Ombudsman proceeded to close the case.</p>
STATUS LAST YEAR	Pending at Ombudsman

CASE CLOSED WITHOUT RECOMMENDATION AFTER ACTION TAKEN

SECTOR/DEPARTMENT

Housing Authority (HA)

OMBUDSMAN CASE REFERENCE

OMB-23-4043

BRIEF DETAILS OF CASE

A complaint regarding a family unable to sell or rent their apartment due to unresolved title issues between the HA and the Lands Authority (LA).

ACTION TAKEN AND MANAGEMENT COMMENTS

The Ombudsman informed LA and HA that the title to the relevant property had been successfully transferred to HA. It was confirmed that the issue previously hindering the transfer of title for the individual units, which were subject to promises of sale, had been resolved.

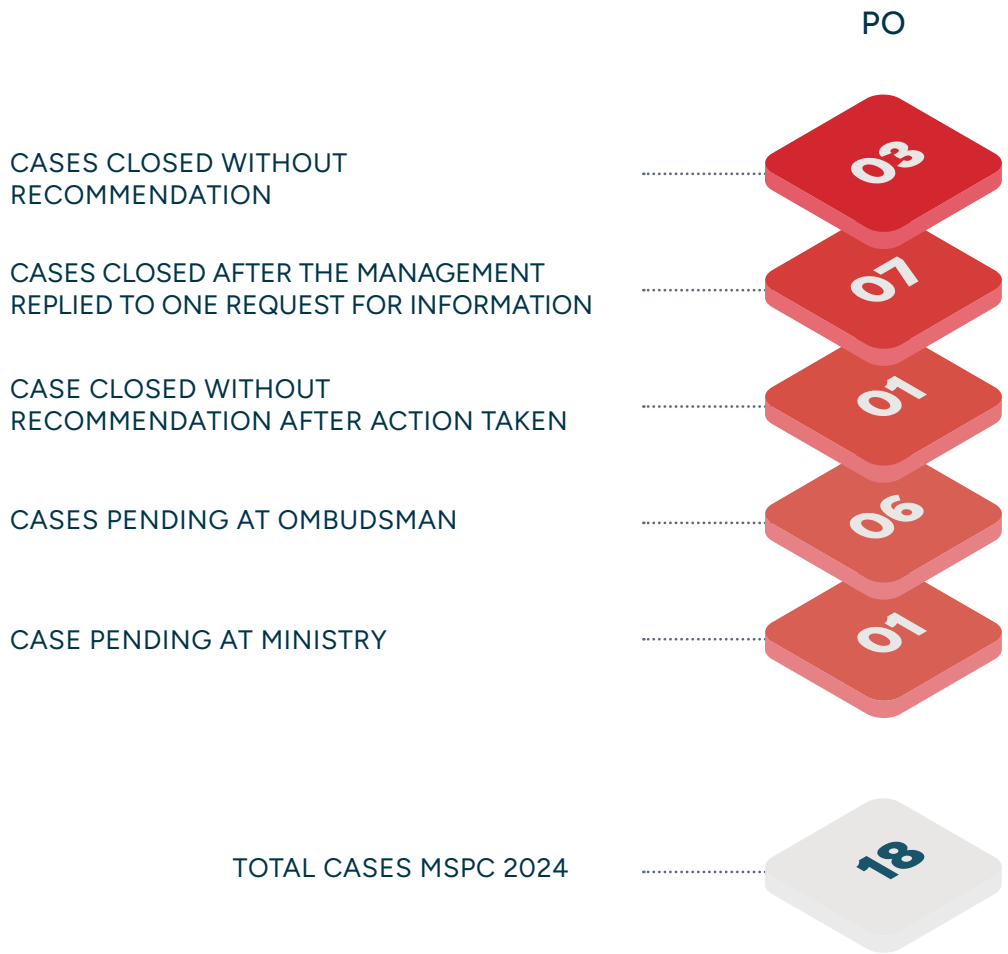
Consequently, the Ombudsman proceeded to close the case.

STATUS LAST YEAR

Pending at Ombudsman



MINISTRY FOR **SOCIAL POLICY AND CHILDREN'S RIGHTS**







PARLIAMENTARY OMBUDSMAN 2024

CASES CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT	Department of Social Security (DSS)
OMBUDSMAN CASE REFERENCE	OMB-24-4363
BRIEF DETAILS OF CASE	A complaint related to the additional cost of living benefit.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The complainant claimed that despite declaring income below the required threshold, they were not awarded the additional cost of living benefit.</p> <p>DSS explained that eligibility was limited to beneficiaries under the Social Security Act (Cap. 318), and since the complainant did not fall within this category, their case could not be assessed.</p> <p>DSS later introduced an online application process allowing individuals to consent to income data sharing for eligibility review. Following this guidance, the complainant submitted an online application, and after reviewing, DSS concluded that the complainant was not eligible for the benefit.</p> <p>The Office of the Ombudsman closed the case.</p>

SECTOR/DEPARTMENT	Department of Social Security (DSS)
OMBUDSMAN CASE REFERENCE	OMB-24-4666
BRIEF DETAILS OF CASE	A complaint concerning non-response to an unemployment benefit application.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The complainant alleged that an application for unemployment benefit had been submitted and had remained under processing.</p> <p>DSS informed the Office of the Ombudsman that the application could not be processed because the complainant failed to declare numerous transactions and possessions. Despite being notified twice to provide this information, the complainant declared only part of what was required. As a result, DSS had to place the application on hold until the missing information was submitted.</p> <p>The Office of the Ombudsman referred the information to the complainant, who replied that they would not provide a copy of the requested documents, as they believed that their oath should suffice. Based on this statement DSS issued an official rejection letter.</p> <p>The Office of the Ombudsman informed DSS that case was closed due to satisfactory information.</p>

SECTOR/DEPARTMENT**Department of Social Security (DSS)****OMBUDSMAN CASE REFERENCE****OMB-24-4857****BRIEF DETAILS OF CASE**

A complaint regarding a pending pension payment owed to the heir of a deceased spouse.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant was informed by the DSS that a payment due to their late spouse had not been issued and would only be released upon submission of a form endorsed by a Notary. They felt distressed receiving such notice years after the spouse's passing and objected to the added expense of notarial services.

In response, DSS advised the Office of the Ombudsman that the process had been simplified, allowing forms to be signed by other authorised professionals and public officers, eliminating the need for beneficiary to bear extra costs.

DSS later confirmed that the payment had been made, and the Office of the Ombudsman closed the case, having received satisfactory information.

CASES CLOSED AFTER THE MANAGEMENT REPLIED TO ONE REQUEST FOR INFORMATION

SECTOR/DEPARTMENT**Department of Social Security (DSS)****OMBUDSMAN CASE REFERENCE****OMB-24-4270****BRIEF DETAILS OF CASE**

Allegation of incorrect contributory pension by an ex-National Health Service (NHS) employee.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant, a former NHS employee, alleged that deductions made under Article 56 of Cap. 318 resulted in an incorrect contributory pension and claimed discriminatory treatment by the DSS. Although the matter was raised with the EU Parliament, it was dismissed due to procedural errors by the United Kingdom (UK).

DSS maintained that the pension awarded was correct, citing a European Court of Justice ruling, affirming that Malta respects pension schemes established by other EU member states. The complainant received both the NHS UK Civil Service pension and a national social security pension under Maltese law.

The Office of the Ombudsman proceeded to close the case.

SECTOR/DEPARTMENT**Department of Social Security (DSS)****OMBUDSMAN CASE REFERENCE****OMB-24-4315****BRIEF DETAILS OF CASE**

A complaint related to the rejection of application for the 'Once-Only-Grant' scheme.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant contended that their late parent qualified for the "Once-Only Grant" scheme and raised concerns over the lack of explanation for the application's rejection.

DSS clarified that the complainant's late parent was not eligible for the "Once-Only Grant" scheme, as they had been employed with Telemalta Corporation since 1975. The scheme was intended for employees who were engaged by Telemalta Corporation between 1 January 1978 and 15 January 1979, and who neither qualified for a service pension nor benefited from any once-only grant schemes issued from 2017 onwards.

The Office of the Ombudsman informed DSS that case is closed due to satisfactory information provided.

SECTOR/DEPARTMENT

Department of Social Security (DSS)

OMBUDSMAN CASE REFERENCE

OMB-24-4813

BRIEF DETAILS OF CASE

A complaint related to a denied request for increased retirement pension benefits.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant claimed their pension revision was incorrectly applied, as it did not take effect from their retirement date.

DSS clarified that the increase was part of a prior budget measure and could only be implemented from January 2024 onward, without retroactive effect.

The Office of the Ombudsman subsequently closed the case.

SECTOR/DEPARTMENT

Department of Social Security (DSS)

OMBUDSMAN CASE REFERENCE

OMB-24-5014

BRIEF DETAILS OF CASE

A complaint related to the termination of disability assistance benefit.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant challenged the termination of their disability assistance benefit during a temporary work period abroad, arguing they remained a Maltese resident.

The DSS clarified that, under the Social Security Act, disability assistance is not payable while abroad, leading to its termination. The benefit resumed upon the complainant's return and reapplication.

The Office of the Ombudsman closed the case after receiving satisfactory information.

SECTOR/DEPARTMENT

Department of Social Security (DSS)

OMBUDSMAN CASE REFERENCE

OMB-24-5573

BRIEF DETAILS OF CASE

A complaint related to an alleged unjustified revision of social security pension.

ACTION TAKEN AND MANAGEMENT COMMENTS

The DSS provided the Office of the Ombudsman with a detailed explanation of the calculation and revision of pension, confirming that the pensionable amount awarded to the complainant was correct.

The Office of the Ombudsman informed the DSS that the case was closed due to satisfactory information.

SECTOR/DEPARTMENT

Department of Social Security (DSS)

OMBUDSMAN CASE REFERENCE

OMB-24-5579

BRIEF DETAILS OF CASE

A complaint regarding the non-payment of children's allowance.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant claimed that the children's allowance was not received due to the closure of their personal bank account.

DSS clarified that the allowance had been issued through the same account since 2014, but recent payments had failed due to an incorrect account number. DSS emphasised the importance of notifying the Department of any changes in personal details. Until a new IBAN was provided, the allowance was issued by cheque.

The Office of the Ombudsman subsequently closed the case.

SECTOR/DEPARTMENT

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

OMBUDSMAN CASE REFERENCE

OMB-24-5149

BRIEF DETAILS OF CASE

A complaint concerning the delay in processing of a retirement pension application submitted by an expatriate.

ACTION TAKEN AND MANAGEMENT COMMENTS

The International Relations Unit (IRU) within the MSPC stated that, contrary to the complainant's allegation, the application was received in October 2023, not earlier. Furthermore, the UK authorities repeatedly provided incorrect references, which caused delays in processing the application. Subsequently, the social security pension was awarded and backdated accordingly. The IRU also presented copies of all correspondence with the complainant, demonstrating ongoing communication throughout the process.

The Office of the Ombudsman thanked the Department of Social Security for the detailed explanation and informed that case was to be considered closed.

CASE CLOSED WITHOUT RECOMMENDATION AFTER ACTION TAKEN

SECTOR/DEPARTMENT

Department of Social Security (DSS)

OMBUDSMAN CASE REFERENCE

OMB-24-5037

BRIEF DETAILS OF CASE

A complaint related to the overpayment of social assistance.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant claimed that the overpayment in social benefits declared by the Department of Social Security (DSS) was unjust.

The DSS explained that the complainant, who was receiving social assistance under Article 50 of the Social Security Act, had their allowance suspended twice due to temporary employment. Overpayments occurred for the periods when the complainant was employed.

The complainant stated they were unaware of the obligation to notify the DSS of new employment and agreed to refund any overpayments but noted discrepancies between the employment dates provided by DSS and those listed on the Jobsplus history form. The DSS was asked to verify this information.

Following a re-evaluation based on additional documentation, including the complainant's FS3 and VAT closure documents, the DSS confirmed that the overpayment had been incorrectly applied and was reimbursed.

Subsequently, the Office of the Ombudsman closed the case.

CASES PENDING AT OMBUDSMAN

SECTOR/DEPARTMENT

Department of Social Security (DSS)

OMBUDSMAN CASE REFERENCE

OMB-24-5166

BRIEF DETAILS OF CASE

A complaint related to retirement measures for persons born prior 1962.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant claimed that their pension was incorrectly revised and not properly increased.

The DSS replied to the Office of the Ombudsman, explaining that the complainant's pension was revised according to the latest budget measure, whereby pensioners born before 1962 would receive the maximum Two-Thirds Pension for the current year. It was noted that, in addition to the Two-Thirds Pension, the complainant also received a Service Pension, bringing the total amount well above the established maximum pensionable income of €14,666.67 per year. Therefore, the amount awarded to the complainant was correct.

The Office of the Ombudsman confirmed that the case was still under investigation.

SECTOR/DEPARTMENT

Department of Social Security (DSS)

OMBUDSMAN CASE REFERENCE

OMB-24-5235

BRIEF DETAILS OF CASE

A complaint regarding rejected applications for Invalidity Pension and Severe Disability Allowance.

ACTION TAKEN AND MANAGEMENT COMMENTS

Due to poor health conditions, the complainant was unable to remain in employment and therefore applied for the Invalidity Assistance and the Severe Disability Pension. However, both applications were rejected by the DSS.

The DSS informed the Office of the Ombudsman that:

- a. the complainant was not entitled for an invalidity pension since the yearly contribution average was less than twenty, and
- b. according to the medical panel appointed under the provisions of Article 106 of Social Security Act (Cap.318), complainant was not eligible for the severe disability assistance.

The Office of the Ombudsman confirmed that the case was still under investigation.

SECTOR/DEPARTMENT

Department of Social Security (DSS)

OMBUDSMAN CASE REFERENCE

OMB-24-5318

BRIEF DETAILS OF CASE

A complaint regarding retirement measures for persons born before 1962.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant claimed that their pension was incorrectly revised and not properly increased.

The DSS replied to the Office of the Ombudsman, explaining that the complainant's pension was revised according to the latest budget measure, whereby pensioners born before 1962 would receive the maximum Two-Thirds Pension for the current year. It was noted that, in addition to the Two-Thirds Pension, the complainant also received a Service Pension, bringing the total amount well above the established maximum pensionable income of €14,666.67 per year. Therefore, the amount awarded to the complainant was correct.

The Office of the Ombudsman confirmed that the case was still under investigation.

SECTOR/DEPARTMENT**Department of Social Security (DSS)****OMBUDSMAN CASE REFERENCE****OMB-24-5556****BRIEF DETAILS OF CASE**

A complaint concerning the calculation of social security contributions for pension entitlement.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant expressed dissatisfaction with the DSS for excluding contributions made during their first two years of employment, between the ages of 16 and 18, when calculating their pension. They argued that this omission resulted in a lower pension award.

DSS responded by referencing Article 2 of the Eleventh Schedule of the Social Security Act, which allows pre-18 contributions to be considered only if the individual lacks sufficient contributions to qualify for a pension—an exception that did not apply in this case.

Following further comments from the complainant, the Office of the Ombudsman requested additional clarification from DSS. DSS reiterated that only the necessary portion of pre-18 contributions may be used to meet the minimum threshold, not the full amount.

The Office of the Ombudsman confirmed that the case remained under investigation.

SECTOR/DEPARTMENT**Department of Social Security (DSS)****OMBUDSMAN CASE REFERENCE****OMB-24-5575****BRIEF DETAILS OF CASE**

A complaint by a foreigner living in Malta regarding the amount of National Insurance (NI) contributions paid.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant disputed the DSS' position that NI contributions paid after pensionable age were not considered in the pension calculation, arguing this interpretation contradicted CAP. 318. They also objected to DSS' advice to seek a refund from the Commissioner of Inland Revenue, insisting that the contributions should be factored into their pension entitlement.

DSS maintained that its calculations were correct and noted that the complainant was informed of the refund option. It also confirmed that foreign contributions were successfully retrieved and included in the pension award. After initial error, DSS clarified that the complainant's pensionable age is 64, not 65, and confirmed that the pension was paid in arrears, including the additional contributions.

The Office of the Ombudsman stated that the case remained under investigation.

SECTOR/DEPARTMENT**Ministry for Social Policy and Children's Rights (MSPC)****OMBUDSMAN CASE REFERENCE****OMB-24-5213****BRIEF DETAILS OF CASE**

A complaint concerning the superannuation policies.

ACTION TAKEN AND MANAGEMENT COMMENTS

A group of former University of Malta (UM) employees claimed that the Government's decision not to take over UM's superannuation policies, after the University ceased its financial contributions to the superannuation scheme, is incorrect.

The MSPC explained that the complaint was addressed to the wrong ministry, since according to Article 72A of the Education Act (Cap. 327), the UM was, and still is, not a government department or entity. Therefore, the superannuation scheme was administered by an autonomous body.

Representatives from the MSPC met with the Office of the Ombudsman. They explained that this case falls outside of the Ministry's remit, and the Office of the Ombudsman agreed that this matter should be directed to UM.

The office of the Ombudsman confirmed that the case was still under investigation.

CASE PENDING AT MINISTRY

SECTOR/DEPARTMENT

Department of Social Security (DSS)

**OMBUDSMAN CASE
REFERENCE**

OMB-24-4492

BRIEF DETAILS OF CASE

A complaint from a group of public officers engaged in 1979, alleging that they should have been entitled to a service pension as the call for applications was issued in February 1979, a month before the Pension Ordinance was amended.

**ACTION TAKEN
AND MANAGEMENT
COMMENTS**

Discussions on the matter are ongoing among all the stakeholders.



MSPC PRE-2024

for further information on the case: Governance Action on the Parliamentary Ombudsman Annual Report 2023

PARLIAMENTARY OMBUDSMAN

CASES CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT	Department of Social Security (DSS)
OMBUDSMAN CASE REFERENCE	OMB-23-3694
BRIEF DETAILS OF CASE	A complaint concerning the request for a revision of the Contributory Pension.
ACTION TAKEN AND MANAGEMENT COMMENTS	In February 2025, the Office of the Ombudsman informed the DSS that the case was closed.
STATUS LAST YEAR	Pending at Ombudsman

SECTOR/DEPARTMENT	Department of Social Security (DSS)
OMBUDSMAN CASE REFERENCE	OMB-23-4033
BRIEF DETAILS OF CASE	A complaint relating to the social assistance benefit awarded against a Temporary Protection Status.
ACTION TAKEN AND MANAGEMENT COMMENTS	In February 2025, the Office of the Ombudsman informed the DSS that the case was considered closed.
STATUS LAST YEAR	Pending at Ombudsman

CASES PENDING AT OMBUDSMAN

SECTOR/DEPARTMENT	Department of Social Security (DSS)
OMBUDSMAN CASE REFERENCE	OMB-23-3520
BRIEF DETAILS OF CASE	A complaint related to a revision of pensions (Social Security and Treasury).
ACTION TAKEN AND MANAGEMENT COMMENTS	As at end of September 2025, the case remained under investigation, as confirmed by the Office of the Ombudsman.
STATUS LAST YEAR	Pending at Ombudsman

SECTOR/DEPARTMENT

Department of Social Security (DSS)

**OMBUDSMAN CASE
REFERENCE**

OMB-23-3690

BRIEF DETAILS OF CASE

A complaint related to overpayment of non-contributory benefits to be settled by heirs.

**ACTION TAKEN
AND MANAGEMENT
COMMENTS**

As at end of September 2025, the case remained under investigation, as confirmed by the Office of the Ombudsman.

STATUS LAST YEAR

Pending at Ombudsman



MINISTRY FOR **TRANSPORT, INFRASTRUCTURE AND PUBLIC WORKS**

CASES CLOSED WITHOUT
RECOMMENDATION



CASES CLOSED WITHOUT
RECOMMENDATION AFTER ACTION TAKEN



CASE CLOSED DUE TO INDUSTRIAL
TRIBUNAL PROCEEDINGS



REPLY ON BEHALF OF THE PRIME MINISTER
SENT TO THE OMBUDSMAN

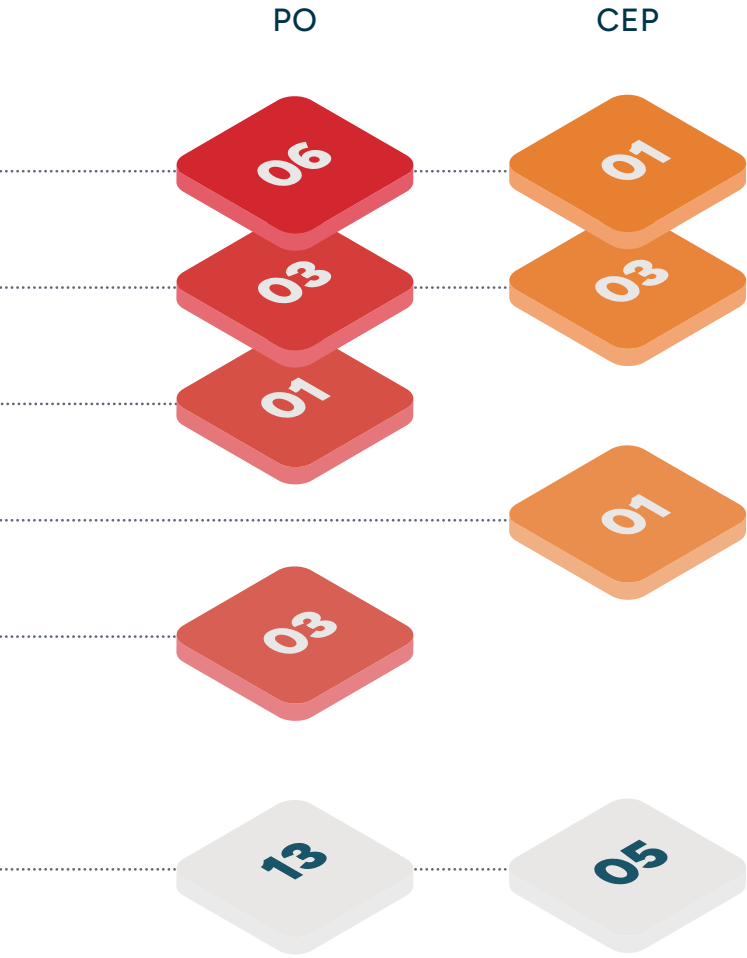


CASES PENDING AT OMBUDSMAN



TOTAL CASES MTIP 2024 *





* excluding cases registered with other Ministries



PARLIAMENTARY OMBUDSMAN 2024

CASES CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT	Transport Malta (TM)
OMBUDSMAN CASE REFERENCE	OMB-24-4282
BRIEF DETAILS OF CASE	A complaint concerning an alleged exorbitant registration tax charged on a vehicle imported for spare parts and which lacked an engine.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The complainant argued that the tax was excessive given the vehicle's condition and highlighted mounting storage costs due to delays in resolving the issue.</p> <p>TM responded by explaining that the tax was calculated according to legal provisions, which require a minimum rate for used vehicles imported from third countries. As the computed tax fell below this threshold, the minimum amount was applied, and TM had no discretion to adjust it.</p> <p>The Ombudsman later closed the case without issuing recommendations and acknowledged TM's cooperation.</p>
SECTOR/DEPARTMENT	Transport Malta (TM)
OMBUDSMAN CASE REFERENCE	OMB-24-4346
BRIEF DETAILS OF CASE	A complaint regarding a call for applications issued by TM.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>A complaint was raised concerning the recruitment process for a specific position within TM, where the applicant claimed they were excluded from the interview stage without any justification, despite escalating the issue to senior officials. The complainant challenged the transparency of the selection, particularly the appointment of the chosen candidate, prompting the Ombudsman to seek clarification on various elements of the process, including interview protocols, application handling, and supporting documentation.</p> <p>Eventually, the Office of the Ombudsman informed the Ministry for Transport, Infrastructure and Public Works that the case had been closed without any recommendations.</p>
SECTOR/DEPARTMENT	Transport Malta (TM)
OMBUDSMAN CASE REFERENCE	OMB-24-4456
BRIEF DETAILS OF CASE	A complaint regarding alleged incorrect information on the logbook of a vehicle.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>A complaint was raised concerning a discrepancy in the registered seating capacity of a vehicle. The complainant had insured the vehicle as a five-seater for several years but later discovered that the official logbook listed it as a four-seater. Citing the vehicle's manual, which indicated that the rear seat could accommodate three passengers, the complainant challenged the accuracy of the registration details.</p> <p>TM responded that the seating capacity reflected the manufacturer's Certificate of Conformity and could not be altered due to safety and regulatory constraints.</p> <p>The Ombudsman requested a copy of the Certificate of Conformity, which TM provided.</p> <p>Eventually, the Office of the Ombudsman informed TM that the case was closed.</p>

SECTOR/DEPARTMENT

Transport Malta (TM)

OMBUDSMAN CASE REFERENCE

OMB-24-4799

BRIEF DETAILS OF CASE

A complaint regarding an application to register a vintage vehicle.

ACTION TAKEN AND MANAGEMENT COMMENTS

A complaint was filed regarding TM's refusal to classify a vehicle as vintage due to a non-original engine modification.

The Vintage Vehicle Classification Committee rejected the request on the basis that the vehicle had been fitted with an engine that was not originally factory-fitted for that specific model, and that deemed the alteration a non-period modification.

After reviewing the case, the Ombudsman found no evidence of administrative wrongdoing and confirmed that the decision aligned with established guidelines. The case was subsequently closed by the Ombudsman.

SECTOR/DEPARTMENT

Transport Malta (TM)

OMBUDSMAN CASE REFERENCE

OMB-24-5061

BRIEF DETAILS OF CASE

A complaint alleging discrimination regarding failed driving tests.

ACTION TAKEN AND MANAGEMENT COMMENTS

A driving test candidate alleged discrimination after failing four tests between July 2023 and March 2024 under three different examiners. TM submitted test reports highlighting multiple faults, including a serious error that required examiner intervention. The candidate denied the findings and planned to contest the results legally.

TM provided further documentation and maintained communication with the Ombudsman, who requested additional test reports.

After reviewing all materials, the Ombudsman confirmed that the case was officially closed.

SECTOR/DEPARTMENT

Transport Malta (TM)

OMBUDSMAN CASE REFERENCE

OMB-24-5368

BRIEF DETAILS OF CASE

A complaint regarding the impoundment of a Germany-registered vehicle owned by an Italian national.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant contested the registration tax and the seizure of the vehicle, requesting clarification and potential reimbursement.

TM responded that the individual held a valid Maltese residence permit, which rendered him ineligible for exemption under Article 18 of the Motor Vehicles Registration and Licensing Act. TM also noted that the complainant had not applied for the "transfer of residence" exemption within the required timeframe and that the vehicle could not be released until all dues were paid.

An additional complication arose due to the absence of the original Part II of the German vehicle registration certificate, which was confirmed as stolen by German authorities via the European Car and Driving Licence Information system. TM maintained that criminal proceedings would have been initiated had the complainant failed to settle the required tax. In response to further queries by the Ombudsman, TM clarified that the vehicle could be exported upon presentation of a travel ticket, and that the complainant had been informed in person by TM officials, at the time of attempting vehicle registration, about the missing documentation.

Supporting legal documentation was provided, and the Ombudsman ultimately closed the case, affirming the legality of TM's actions.

CASES CLOSED WITHOUT RECOMMENDATION AFTER ACTION TAKEN

SECTOR/DEPARTMENT	Transport Malta (TM)
OMBUDSMAN CASE REFERENCE	OMB-24-4789
BRIEF DETAILS OF CASE	Alleged improper parking practices by a car rental operator.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The complainant reported that rental vehicles with 'QZ' plates were parked continuously in both resident and non-resident zones, with little visible enforcement.</p> <p>TM confirmed that inspections had taken place, violations were identified, and citations issued. TM also referenced legal obligations requiring 'K' and 'QZ' plated vehicles to be garaged when not in use. TM also confirmed that similar complaints had been received and addressed, and that enforcement officers had reminded the operator of their obligations.</p> <p>TM stated that as from January 2025, a Special Enforcement Unit has been established, allowing the general public to report such issues via WhatsApp or phone on number 99002663.</p> <p>The Ombudsman proceeded to close the case, acknowledging TM's cooperation.</p>
SECTOR/DEPARTMENT	Transport Malta (TM)
OMBUDSMAN CASE REFERENCE	OMB-24-4891
BRIEF DETAILS OF CASE	A complaint regarding a delay in a pontoon application processing.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>Residents of a particular street in Qormi, reported property damage caused by a speeding vehicle. A diving shop submitted a long-standing complaint regarding the lack of access to a pontoon for its commercial operations.</p> <p>TM acknowledged the legitimacy of the request and confirmed that a berth would be allocated, noting that logistical arrangements were necessary before implementation.</p> <p>TM maintained communication with the Ombudsman throughout the process, and once the berth was successfully assigned, the Ombudsman formally closed the case, expressing appreciation for TM's cooperation.</p>
SECTOR/DEPARTMENT	Transport Malta (TM)
OMBUDSMAN CASE REFERENCE	OMB-24-5333
BRIEF DETAILS OF CASE	A claim by a former employee regarding unpaid arrears under 2013 Collective Agreement Addendum.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>A former TM employee claimed unpaid arrears under an addendum to a collective agreement. TM initially argued that the complainant was not eligible for the arrears, citing the absence of a formal appointment in a position in the Managerial stream. The Ombudsman, however, questioned whether delays in internal vacancy calls may have disadvantaged the complainant's career progression. Following further review and legal consultation, TM revised its position and acknowledged that the complainant had occupied a grade covered by the relevant agreement. TM confirmed that the arrears were justified and would be paid. TM also provided a detailed breakdown of the calculation.</p> <p>The Ombudsman requested a payment timeline and subsequently closed the case upon confirmation of settlement.</p>

CASE CLOSED DUE TO INDUSTRIAL TRIBUNAL PROCEEDINGS

SECTOR/DEPARTMENT	Transport Malta (TM)
OMBUDSMAN CASE REFERENCE	OMB-24-4715
BRIEF DETAILS OF CASE	A complaint by an employee regarding a refused request for an extension of employment beyond retirement age.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>A case was initiated by the Office of the Ombudsman following a complaint from a TM employee nearing retirement age, who alleged that their request to extend employment by one year was denied at the CEO's discretion. TM responded by referencing the Manual on Resourcing & Procedures, explaining that such requests must be submitted to the relevant Permanent Secretary or head of entity, and confirmed that the employee's request had been reviewed and declined.</p> <p>TM subsequently informed the Ombudsman that the complainant had filed proceedings before the Industrial Tribunal, prompting the suspension of the investigation in line with Article 13(5) of the Ombudsman Act. The case was formally closed by the Ombudsman.</p>

REPLY ON BEHALF OF THE PRIME MINISTER SENT TO THE OMBUDSMAN

SECTOR/DEPARTMENT	Transport Malta (TM)
OMBUDSMAN CASE REFERENCE	OMB-24-4958/1 (Not included in the statistics, registered with another ministry)
BRIEF DETAILS OF CASE	A complaint from an EU citizen who, despite being over 60, was asked to pay at the Gozo ferry ticket booth and argued that the 60+ policy should apply.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The case was registered with the Ministry for Gozo and Planning (MGP). TM was involved due to its role in amending Subsidiary Legislation 499.31.</p> <p>In his Final Opinion, the Ombudsman found the complaint to be justified.</p>
RECOMMENDATION BY OMBUDSMAN	The Ombudsman recommended that any person who holds a legally valid identification document issued by a member state of the EU shall avail of all the rights and conditions of carriage by the Gozo Channel Co. Ltd. as a Maltese national holding such identification document relating to age 60+ produced upon travelling.
ACTION FOLLOWING REFERRAL OF THE CASE IN TERMS OF ARTICLE 22(4) OF THE OMBUDSMAN ACT	<p>MGP and Gozo Channel Co. Ltd held discussions with the State Advocate to address concerns related to European Union law. It was agreed that residency in Malta, including Gozo, without differentiating by nationality, would sufficiently meet EU legal obligations.</p> <p>Following this, Gozo Channel Co. Ltd. and MGP met with the State Advocate and TM to coordinate the necessary amendments.</p> <p>The resulting legal notice was published in the Government Gazette on 1 August 2025, and the Office of the Ombudsman was informed accordingly.</p>

CASES PENDING AT OMBUDSMAN

SECTOR/DEPARTMENT

Transport Malta (TM)

OMBUDSMAN CASE REFERENCE

OMB-24-4519/2 (Not included in the statistics, registered with another ministry)

BRIEF DETAILS OF CASE

A complaint regarding alleged abusive and illegal parking spaces in Siġġiewi.

ACTION TAKEN AND MANAGEMENT COMMENTS

Although the case was registered with the Ministry for Culture, Lands and Local Government, the Ombudsman sought clarification from TM regarding the authorisation process for various parking spaces. TM outlined its procedure, which involves application verification, assessment by Agenzija Sapport, site inspection, and final approval with a works order. TM emphasised that any parking spaces not approved through this process are considered illegal. Additionally, TM provided the Ombudsman feedback on all the listed parking bays.

As at end of September 2025, the Ombudsman's office confirmed that investigation was still in progress.

SECTOR/DEPARTMENT

Transport Malta (TM)

OMBUDSMAN CASE REFERENCE

OMB-24-4638

BRIEF DETAILS OF CASE

A petition by residents for traffic calming measures in Qormi street.

ACTION TAKEN AND MANAGEMENT COMMENTS

Residents of a particular street in Qormi, reported property damage caused by a speeding vehicle. They highlighted that this incident was part of a broader pattern of reckless driving in the area.

TM clarified that the implementation of traffic calming measures, such as speed humps, falls under the jurisdiction of the respective Local Council, in accordance with established legislation and TM policies. TM also noted its limited capacity to independently develop traffic management plans or conduct public consultations.

On its part, Qormi Local Council explained that residents must submit a formal written request for traffic calming measures to be considered and emphasised the need to assess potential noise impacts. Final approval for such installations must still be obtained from TM. TM also confirmed that no applications for traffic calming measures had been received for the road in question.

The Office of the Ombudsman confirmed that investigation was ongoing.

SECTOR/DEPARTMENT

Transport Malta (TM)

OMBUDSMAN CASE REFERENCE

OMB-24-5198

BRIEF DETAILS OF CASE

A complaint regarding inadequate enforcement of regulations preventing obstruction of garage entrances.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant urged for legal amendments to better protect garage owners facing repeated obstruction.

In response, TM clarified that while current law does not mandate specific action, the usual practice involves contacting the vehicle owner to request removal. TM also highlighted that if the vehicle owner cannot be reached promptly, the responsible authority should proceed with towing without delay. Towed vehicle owners face an administrative fine, towing charges, and an obstruction penalty of €104.82.

TM argued that improved public awareness of reporting channels, such as the Police, TM, Local Councils, or LESA, would be more effective than legislative changes.

SECTOR/DEPARTMENT

Transport Malta (TM)

OMBUDSMAN CASE REFERENCE

OMB-24-5268

BRIEF DETAILS OF CASE

A complaint regarding the refusal of a personalised parking application.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant challenged the rejection of a Personalised Reserved Parking (PRP) application by TM, despite them being in possession of a valid Blue Badge. The applicant submitted the necessary documentation and pursued an appeal; however, TM maintained that the individual did not satisfy the eligibility requirements as outlined in Act 113. Although the applicant was invited to reapply with updated documentation, the final decision remained unchanged.

Subsequently, the complainant referred the matter to the Ombudsman, naming both TM and Aġenzija Sapport (AS). In its formal response, AS clarified that while it is responsible for issuing Blue Badges based on medical assessments, the administration of the PRP scheme falls exclusively under TM's remit. Nevertheless, AS is required to carry out medical evaluations for PRP applications. In this instance, AS determined that the complainant did not satisfy the eligibility criteria for a PRP, and this outcome was formally communicated to TM.

COMMISSIONER FOR ENVIRONMENT AND PLANNING 2024

CASE CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT

Ministry for Transport, Infrastructure and Public Works

OMBUDSMAN CASE REFERENCE

CEP-24-5196

BRIEF DETAILS OF CASE

A complaint regarding water leakage from road causing household electrical issues.

ACTION TAKEN AND MANAGEMENT COMMENTS

The complainant lamented about water entering their basement from a nearby road, which was also affecting their home's electricity supply. The Commissioner for Environment and Planning (CEP) contacted the Public Works Department (PWD) to explore the possibility of installing a culvert, noting that the respective Local Council was willing to assist but needed technical support. PWD reviewed the case and advised that it could not intervene using public funds, as the issue appeared to be private in nature. The resident was encouraged to seek professional assistance to identify the water source.

CEP later advised the complainant to contact the Environmental Health Directorate for water testing to determine if the issue was caused by rainwater runoff.

Eventually, CEP informed PWD that the case was closed without issuing any recommendations.

CASES CLOSED WITHOUT RECOMMENDATION AFTER ACTION TAKEN

SECTOR/DEPARTMENT	Infrastructure Malta (IM)
OMBUDSMAN CASE REFERENCE	CEP-24-4413
BRIEF DETAILS OF CASE	A complaint regarding noise from a new water culvert at Birżebbuġa.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>Residents of a busy street in Birżebbuġa complained about persistent noise disturbances caused by road gratings.</p> <p>IM initially responded with plans for intervention, leading to the case being closed after confirmation of action taken. However, the case was later reopened when residents reported that the issue persisted. IM subsequently followed up and confirmed that the required works to eliminate the noise had been completed.</p> <p>The Commissioner for Environment and Planning proceeded to close the case.</p>
SECTOR/DEPARTMENT	Infrastructure Malta (IM)
OMBUDSMAN CASE REFERENCE	CEP-24-4454/1 (Not included in the statistics, registered with another ministry)
BRIEF DETAILS OF CASE	A complaint regarding unfinished construction works of a road in Mellieħa.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The case, registered with the Ministry for the Environment, Energy and Public Cleanliness, concerned a road project that had been delayed due to pending water services works. Once these works were completed, the Commissioner for Environment and Planning (CEP) contacted Infrastructure Malta (IM) to request confirmation of the timeline for re-levelling and asphaltting, aimed at resolving ongoing issues related to dust and restricted access for residents.</p> <p>IM later confirmed that the road works had been successfully finalised. Following this confirmation, CEP formally closed the case.</p>
SECTOR/DEPARTMENT	Infrastructure Malta (IM)
OMBUDSMAN CASE REFERENCE	CEP-24-5141
BRIEF DETAILS OF CASE	A complaint regarding persistent noise disturbances caused by culvert gratings in Birżebbuġa.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>IM acknowledged the issue and confirmed that the works had been assigned to a contractor, with temporary noise-reducing measures implemented, such as rubber installation around the gratings, while awaiting permit approvals.</p> <p>IM later confirmed that the temporary measures had been completed and that the contractor had been instructed to expedite the permanent works. Following confirmation that the necessary interventions had been carried out, CEP officially closed the case.</p>

SECTOR/DEPARTMENT**Infrastructure Malta (IM)****OMBUDSMAN CASE REFERENCE****CEP-24-4739****BRIEF DETAILS OF CASE**

A complaint concerning delays in road works at Mellieħa in the vicinity of Manikata.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Commissioner for Environment and Planning (CEP) contacted IM about delays in road works in Mellieħa, specifically near Manikata, and requested updates on the progress.

IM confirmed that works were underway on all affected streets, and CEP later closed the case after receiving confirmation that the road works had been completed.

REPLY ON BEHALF OF THE PRIME MINISTER SENT TO THE OMBUDSMAN**SECTOR/DEPARTMENT****Transport Malta (TM)****OMBUDSMAN CASE REFERENCE****CEP-24-5148****BRIEF DETAILS OF CASE**

A complaint regarding delayed renewal of public service garage licences.

ACTION TAKEN AND MANAGEMENT COMMENTS

TM received a request from the Commissioner for Environment and Planning (CEP) and provided the necessary information. Subsequently, the CEP issued a Final Opinion with recommendations for TM and sharing it with the Planning Authority (PA) and the Chamber of Architects. Due to non-compliance, the Ombudsman and the CEP escalated the matter to the Prime Minister for urgent intervention.

RECOMMENDATION BY OMBUDSMAN

1. TM should proceed with the renewal of the licence for the specified number plate in accordance with sub-articles 5 and 78 of S.L. 499.68.
2. TM should consider renewing all other operator licenses that qualify under the provisions of sub-article 78 of S.L. 499.68 as it was clear that additional operators were facing similar challenges and deadlocks.
3. TM was advised to recommend to the Minister an extension of the transition period under sub-article 78 by an additional 12 months, in light of the current impasse related to the Periti Act, which has arisen due to inconsistencies between the relevant regulations and the Development Planning Act.
4. TM should convene discussions with the PA, the Chamber of Architects and the operators to facilitate the necessary amendments to S.L. 499.68.

ACTION FOLLOWING REFERRAL OF THE CASE IN TERMS OF ARTICLE 22(4) OF THE OMBUDSMAN ACT

The Principal Permanent Secretary, on behalf of the Prime Minister, informed the Ombudsman that TM has implemented the recommendations in the Final Opinion. TM invited the complainant to renew their operator licence under Legal Notice 333/2024, which simplified the process for operators with fewer than five vehicles by requiring only a self-declaration instead of an architect's certificate. Despite this facilitation, the complainant did not proceed with the application, while all other passenger transport service operators successfully renewed their licenses under Legal Notices 269 and 333.

Legal Notice 269/2024 also extended key compliance deadlines, allowing operators with pending development permits more time to meet regulatory requirements. TM and the PA further committed to reviewing the regulations to improve clarity, streamline procedures, and prevent misuse of the licensing framework.

SECTOR/DEPARTMENT

Infrastructure Malta (IM)

OMBUDSMAN CASE REFERENCE

CEP-24-5193/1 (Not included in the statistics, registered with another ministry)

BRIEF DETAILS OF CASE

Complaint regarding lack of traffic calming measures in Mosta/Naxxar.

ACTION TAKEN AND MANAGEMENT COMMENTS

The Office of the Commissioner for Environment and Planning (CEP) initiated an investigation in coordination with the Ministry for Culture, Lands and Local Government, following a series of serious traffic accidents reported in the Mosta/Naxxar area. The Commissioner noted that Transport Malta (TM) had approved a Traffic Management Plan for the locality; however, no steps had been taken to implement the proposed measures.

Upon concluding the investigation, the Commissioner issued a Final Opinion and directed his recommendation to the Mosta Local Council.

In accordance with Article 22(4) of the Ombudsman Act, the case was subsequently referred to the Prime Minister for further consideration.

RECOMMENDATION BY OMBUDSMAN

CEP recommended that the Mosta Local Council implements the same Traffic Management Plan with immediate effect.

ACTION FOLLOWING REFERRAL OF THE CASE IN TERMS OF ARTICLE 22(4) OF THE OMBUDSMAN ACT

An agreement was reached between Mosta Local Council and Infrastructure Malta (IM), wherein the latter committed to accomplish the implementation of the Traffic Management Plan at the identified area in Mosta/Naxxar.

In July 2025, IM informed CEP, the Office of the Prime Minister and MCLG that the necessary works had been completed.

COMMISSIONER FOR HEALTH **2024**

CASE CLOSED WITHOUT RECOMMENDATION AFTER ACTION TAKEN

SECTOR/DEPARTMENT

Transport Malta (TM)

OMBUDSMAN CASE REFERENCE

CH-24-4801/1 (Not included in the statistics, registered with another ministry)

BRIEF DETAILS OF CASE

A complaint regarding difficulties encountered with purchasing an electric wheelchair.

ACTION TAKEN AND MANAGEMENT COMMENTS

While the case was formally registered with the Malta Competition and Consumer Affairs Authority (MCCAA), TM also played an active role in the proceedings.

A Transport Malta official met with the claimant and their parents to review available resources detailing wheelchair-adapted vehicles on the European market. During the meeting, options for support were discussed, and the claimant accepted assistance offered to facilitate access to a suitable vehicle.

Subsequently the Commissioner for Health informed MCCAA that the matter had been resolved and the case was closed.

MTIP PRE-2024

for further information on the case: Governance Action on the Parliamentary Ombudsman Annual Report 2023

PARLIAMENTARY OMBUDSMAN

CASE CLOSED WITHOUT RECOMMENDATION

SECTOR/DEPARTMENT	Transport Malta (TM)
OMBUDSMAN CASE REFERENCE	OMB-23-3494
BRIEF DETAILS OF CASE	A complaint regarding the refusal to issue a Maltese driving license to a foreign citizen living in Malta.
ACTION TAKEN AND MANAGEMENT COMMENTS	Various correspondence was exchanged between TM and the Office of the Ombudsman throughout the course of the investigation. Following this exchange, the Ombudsman ultimately closed the case without issuing any recommendations.
STATUS LAST YEAR	Pending at Ministry

CASE CLOSED AND RECOMMENDATION IMPLEMENTED

SECTOR/DEPARTMENT	Infrastructure Malta (IM)
OMBUDSMAN CASE REFERENCE	OMB-23-3594
BRIEF DETAILS OF CASE	A complaint in connection with damages to a car due to a pothole.
ACTION TAKEN AND MANAGEMENT COMMENTS	<p>The Ombudsman issued a Final Opinion and requested a formal reply. IM responded by confirming that the expenses incurred by the complainant had been refunded and that all recommendations were being implemented.</p> <p>The Office of the Ombudsman later confirmed that the case was closed following IM's actions.</p>
RECOMMENDATION BY OMBUDSMAN	<ol style="list-style-type: none"> 1. When the entity received a request for compensation due to road-related damages, it was expected to assess the case based on the specific circumstances of the incident, rather than shifting responsibility to the party who carried out the works. 2. In instances where unauthorised works were identified, as in the complainant's case, the entity was advised to make every reasonable effort to determine who had carried out those works. 3. The entity was instructed to refund the complainant for the expenses incurred in repairing the damage caused to the vehicle during the incident.
STATUS LAST YEAR	Pending at Ombudsman

CASE PENDING AT OMBUDSMAN

SECTOR/DEPARTMENT	Ministry for Transport, Infrastructure and Public Works
OMBUDSMAN CASE REFERENCE	OMB-23-3558
BRIEF DETAILS OF CASE	A complaint by two employees alleging discriminatory treatment when directed to revert from shift work to a standard five-day week.
ACTION TAKEN AND MANAGEMENT COMMENTS	As at end of September 2025, the Office of the Ombudsman confirmed that the case was still being investigated.
STATUS LAST YEAR	Pending at Ombudsman

COMMISSIONER FOR ENVIRONMENT AND PLANNING**CASE PENDING AT MINISTRY**

SECTOR/DEPARTMENT	Infrastructure Malta (IM)
OMBUDSMAN CASE REFERENCE	CEP-23-3858
BRIEF DETAILS OF CASE	A complaint regarding damages to an arch forming part of the ceiling of an old reservoir during works carried out by IM.
ACTION TAKEN AND MANAGEMENT COMMENTS	IM committed to undertaking rainwater cistern repairs, following a works survey aimed at identifying the necessary interventions. The repair process is being coordinated in consultation with the Superintendence of Cultural Heritage and the Malta Industrial Heritage Association. The Heritage Works Method Statement was submitted to the Superintendent for Cultural Heritage for approval prior to execution of the repair works.
STATUS LAST YEAR	Pending at Ministry



LIST OF
ABBREVIATIONS

ABBREVIATION	FULL
AACC	Active Ageing and Community Care
ACHCB	Advisory Committee on Health Care Benefits
ACM	Arts Council of Malta
ADHD	Attention Deficit Hyperactivity Disorder
AFM	Armed Forces of Malta
APEG	Advisory Psychiatrists' Expert Group
ARMS	Automated Revenue Management Services Limited
ARPA	Agricultural and Rural Payments Agency
ART	Assisted Reproductive Technology
ARUC	Authority for the Responsible Use of Cannabis
AS	Aġenzija Support
BCA	Building and Construction Authority
BCCC	Building and Construction Consultative Council
BCRS	Beverage Container Refund Scheme
BOV	Bank of Valletta
CCF	Corradino Correctional Facility
CCTV	Closed-Circuit Television
CEO	Chief Executive Officer
CEP	Commissioner for Environment and Planning
CFE	Commissioner for Education
CFH	Commissioner for Health
CfR	Commissioner for Revenue
CJEU	EU Court of Justice
CMO	Chief Medical Officer
COLA	Cost of Living Adjustment

CPD	Civil Protection Department
CPSU	Central Procurement & Supplies Unit
CRPD	Commission for the Rights of Persons with Disability
CSA	Correctional Services Agency
CSA	Court Services Agency
CTP	Council for the Teaching Profession
DES	Director for Educational Services
DG	Director General
DIER	Department for Industrial and Employment Relations
DoC	Department of Contracts
DSS	Department of Social Security
ECG	Electrocardiogram
EFTA	European Free Trade Association
EHC	Entitlement Health Card
EHIC	European Health Insurance Card
ELT	English Language Teaching
EMG	Electromyography
EMTC	Exceptional Medicinal Treatment Committee
EPC	Energy Performance Certificate
ERA	Environment and Resources Authority
EU	European Union
FS3	Final Settlement
GA	Governance Action

GAB	Governance of Agricultural Bioresources Agency
GAD	Governance Action Directorate
GCOL	Gozo Channel (Operations) Limited
GDPR	General Data Protection Regulation
GFL	Government Formulary List
GGH	Gozo General Hospital
HA	Housing Authority
HM	Heritage Malta
HR	Human Resources
ICL	Independent Community Living
ICT	Information and Communication Technology
IM	Infrastructure Malta
IMA	Identity Malta Agency (now known as Identità)
IPA	International Protection Agency
IPCB	Independent Police Complaint Board
IRU	Industrial Relations Unit
IRU	International Relations Unit
IT	Information Technology
ITU	Intensive Therapy Unit
JO	Joint Office
LA	Lands Authority
LC	Local Council
LEOC	Late Entry Officer Course
LES	Local Enforcement System

LESA	Local Enforcement Systems Agency
LGD	Local Government Division
LO	Liaison Officer
LOI	Letter of Intent
LRA	Land Registration Agency
LSE	Learning Support Educators
LTC	Long Term Care
MAFA	Ministry for Agriculture, Fisheries and Animal Rights
MATSEC	Matriculation and Secondary Education Certificate Examinations Board
MBR	Malta Business Registry
MCAST	Malta College of Arts, Science and Technology
MCCAA	Malta Competition and Consumer Affairs Authority
MCCF	Malta Community Chest Fund
MCH	Mount Carmel Hospital
MCLG	Ministry for Culture & Local Government
MCM	Medical Council Malta
MDH	Mater Dei Hospital
ME	Malta Enterprise
MEEP	Ministry for the Economy, Enterprise and Strategic Projects
MEFL	Ministry for Lands and the Implementation of the Electoral Programme
MEYR	Ministry for Education, Sport, Youth, Research and Innovation
MFH	Ministry for Health
MFHEA	Malta Further and Higher Education Authority
MFIN	Ministry for Finance
MGA	Malta Gaming Authority
MGF	Malta Gymnastics Federation
MGP	Ministry for Gozo and Planning

MHA	Ministry for Health and Active Ageing
MHAL	Ministry for National Heritage, the Arts and Local Government
MHSE	Ministry for Home Affairs, Security and Employment
MIMCOL	Malta Investment Management Company Limited
MITU	Medical Investigations and Treatment Unit
MJR	Ministry for Justice and Reform of the Construction Sector
MLI	Ministry for Lands and the Implementation of the Electoral Programme
MOU	Memorandum of Understanding
MPF	Malta Police Force
MQRIC	Malta Qualifications Recognition Information Centre
MSA	Malta Standards Authority
MSA	Malta Statistics Authority
MSAA	Ministry for Social and Affordable Accommodation
MSF	Multi-Skilled Fitters
MSPC	Ministry for Social Policy and Children's Rights
MT	Manoel Theatre
MTA	Malta Tourism Authority
MTCA	Malta Tax and Customs Administration
MTIP	Ministry for Transport, Infrastructure and Public Works
MVEAR	Master in Vocational Education Applied Research
NGO	Non-Governmental Organisation
NHS	National Health Scheme
NI	National Insurance
NPICU	Neonatal and Paediatric Intensive Care Unit
NSO	National Statistics Office
NSS	National Sports School

OAG	Office of the Attorney General
OBO	On Behalf Of
OCVO	Office of the Commissioner for Voluntary Organizations
OHSA	Occupational Health and Safety Authority
OMB	Ombudsman
OPM	Office of the Prime Minister
P&SD	People and Standards Division
PA	Planning Authority
PC	Planning Commission
PHC	Primary Healthcare
PHD	Doctor of Philosophy
PLC	Public Limited Company
PO	Parliamentary Ombudsman
POA	Purchase on Account
POYC	Pharmacy of Your Choice
PPE	Personal Protective Equipment
PPP	Public-Private Partnership
PPS	Principal Permanent Secretary
PPS	Public Partnership Scheme
PRP	Personalised Reserved Parking
PS	Permanent Secretary
PSC	Public Service Commission
PSCD	Personal, Social, and Career Development
PSMC	Public Service Management Code
PWD	Public Works Department
RELU	Real Estate Licencing Unit

REWS	Regulator for Energy and Water Services
RMA	Residency Malta Agency
RPDG	Rural Policy and Design Guidance
SEAC	Secondary Education Applied Certificate
SOK	Systems of Knowledge
SOP	Standard Operating Procedure
SPH	Superintendent of Public Health
SVPR	St. Vincent de Paul Residence
TAC	Treatment Abroad Committee
TESS	Tertiary Education Scholarship Scheme
TM	Transport Malta
UAE	United Arab Emirates
UK	United Kingdom
UM	University of Malta
UPE	Union of Professional Educators
VAT	Value Added Tax
VRD	Veterinary Regulation Directorate
WSC	Water Services Corporation



**Coordination and
Implementation**
Division