

Treasury

Who we are

The Treasury has the responsibility to maintain effective methods and systems of accounting across Government, effect payments to suppliers for goods and services rendered to Government Departments, monitor Government's cash flow position, raise the necessary financing (in accordance with the Government's borrowing strategies through Treasury Bills and Malta Government Stocks) and issue compensatory payments to Treasury pensioners.

This Charter

This charter outlines the services we provide and the standards of service we aim to achieve and which you as customers expect from us. It will clarify any difficulties customers may encounter when using our services and will convey in simple language the department's policy on customer service. Through this charter we are committing ourselves to provide you with a quality service.

How to contact us

The Treasury is situated at Floriana. You can contact us by:

- visiting us at or writing to:

The Treasury, Development House, Level 2-3,

St Anne Street, Floriana FRN9010

- phoning on: 25967100
- sending a fax on: 25967203
- sending an e-mail on: treasury.malta@gov.mt
- accessing our website on: <http://www.treasury.gov.mt>

When you visit our office we will:

- serve you within fifteen minutes
- deal with you in a clean and welcoming office environment.

When you phone us you can expect us to:

- answer promptly
- identify ourselves.

When you write to us you can expect us to:

- acknowledge your correspondence within one working day of receipt
- send an initial reply within five working days of receipt
- send a final reply to more complex correspondence within ten working days of initial reply.

When you send us an e-mail, you can expect us to:

- send an immediate acknowledgement
- send an initial reply within two working days of acknowledgement
- send a final reply to more complex correspondence within five working days of initial reply.

When you request an appointment, you can expect us to give you an appointment straight away.

In providing information we will:

- give you the most accurate, up-to-date information available to us. Such information will be in full compliance with the Data Protection Act.

Opening hours

The Treasury is open from Monday to Friday:

- between 8.00a.m. to 12.00 noon

Information protected

Personal information provided is protected and used in accordance with the Data Protection Act 2001.

The Treasury collects and processes information to carry out its functions under the Constitution of Malta, Chapter IX - Finance; Malta Treasury Bills Act, Chapter 133; Financial Administration and Audit Act, Chapter 174; Pensions Ordinance, Chapter 93; Accountant General Ordinance, Chapter 160; Local Loans Ordinance, Chapter 161; and General Financial Regulations, LN 40 of 1966.

Our services

The Treasury consists of two main divisions. These are: Government Accounting Operations and Financing and Administration

The Government Accounting Operations

This Division constantly monitors the adherence and compliance to the various accounting standards and regulations. It also liaises with Government and other Accounting bodies regarding accounting methodologies. This Division is entrusted with the gathering, collating and processing of all Government accounting transactions and the issue of financial statements.

The services offered to the public are as follows:

- Notification of stop-payments and re-issuing of cheques
- Notification of stop-payments and re-issuing of expired or mislaid cheques
- Replacement of stale and/or damaged cheques
- Request for image of cashed cheques
- Issuance of replacement cheque in the case of a cheque not having been encashed by payee himself/herself
- Recovery of stop-paid cheques
- Issue of Receipts through a computerised system or manually
- Conscience money – money received anonymously by the Treasury Division

Notification of stop-payments and re-issuing of cheques

You will need to:

- come personally or write a letter of request to: The

Treasury, Development House, Level 2-3, St Anne Street,

Floriana FRN9010

- bring a copy of your valid identity card.

We will:

- issue a letter to Central Bank of Malta within two working days in order to effect the stop-payment
- issue a payment voucher on the same day that acknowledgement of the stop payment from the Central Bank of Malta is received
- send a replacement cheque which should reach you by post within ten working days from when the payment is raised.

Notification of stop-payments and re-issuing of expired or mislaid cheques

You will need to:

- come personally or write a letter of request
- bring a copy of your valid identity card.

We will:

- issue a payment voucher within two working days
- send a replacement cheque by post which should reach you within ten working days from when you notify us.

Replacement of stale and/or damaged cheques

You will need to:

- come personally
- bring the stale cheque together with a covering letter
- bring a copy of your valid identity card.

We will:

- issue a payment voucher within two working days
- send a replacement cheque by post which should reach you within ten working days from when from when you notify us.

Request for image of cashed cheques

You will need to:

- write a letter of request and send it to our office together with a copy of your valid Identity Card.

We will:

- send a letter to Central Bank of Malta within five working days requesting an image of cheque
- send image of cheque by post as soon as this is received from Central Bank of Malta

Issuance of replacement cheque in the case of a cheque not having been encashed by payee himself/herself

Once you have been informed that the cheque was not encashed by yourself you can request for an image to be provided.

We will:

- send letter to Central Bank of Malta within five working days requesting an image of cheque
- send image of cheque by post as soon as this is received from Central Bank of Malta
- send letter within six working days to the Bank where cheque was encashed
- once we receive a refund from the respective bank, we will issue a replacement cheque within six working days.

Recovery of stop-paid cheques

You will need to:

- come personally or write a letter of request
- bring a copy of your valid Identity Card.

We will:

- send a recovery note to Central Bank of Malta within two working days from when this office is informed by client that cheque has been found/received
- ensure that Central Bank of Malta informs all commercial banks about the recovery note so that the client may encash the cheque.

Issue of receipts through a computerised system or manually

We will issue receipts through our computerised system when you come to effect payment on any of the following:

Stock exchange fees
Overpayment in pension
Refund of pension
Treasury bills
Government stocks
Miscellaneous

If the computerised system is 'down', we will:

- issue a receipt manually on the same day of payment and submit to client
- issue a replacement receipt once the computerised system is functioning
- send receipt by post within six working days.

Conscience money - money received anonymously by the Treasury

Conscience money is the term used to define the receipt of money from an unidentified source. Money is received anonymously at the Treasury, on some occasions, with a small note. Such receipt may be effected by post or by an individual whose identity is not requested.

On other occasions, money is received by other departments, mainly the Inland Revenue Division and the Social Security Department. In return, a public officer brings the funds to the Treasury.

You can come personally, otherwise you can remit monies by post at the Treasury's address. The matter will be treated in strict confidentiality.

We will:

- issue a receipt through the computerised system within one working day marked as "unidentified person". The original is given to the person and a copy is kept for our records
- issue a letter to the Department of Information within two working days to publish an advice in the Government Gazette

The Financing and Administration Division

The main function of this Division is the issue of Treasury Bills and Malta Government Stocks, as well as monitoring disbursements on foreign loans. It also assists in initiating action on debt service payments on foreign loans by organising and managing a loan database covering both domestic and external debt.

This Division offers the following services:

- Issue of Government Stocks and their servicing (interests)
- Causa Mortis cases
- Applications for direct Credits (interests paid directly into Stockholder's bank account).

Government Stock Issues and Servicing

The Treasury issues Government Stocks with various interest rates and maturities in order to:

- Finance the Government's borrowing requirement
- Roll-over maturing Stocks

Government Stock Issues are advertised on the local media and the relevant applications may be collected from and lodged at bank branches or authorised financial intermediaries.

We will:

- give advice on how a Stockholder can subscribe to new Stock Issues either by telephone, letter (post, fax or e-mail), within four working days, or verbally if the client calls at the Treasury
- issue interests in dates established by the relative prospectus. Interest will be received by stockholder by due date.

Causa Mortis

This is a legal term which when translated means 'because of death' and comes about in the unfortunate event of a stockholder passing away. The heirs can have the Stocks inherited transferred in their name by a procedure initiated through the heirs' own legal adviser.

As heir, you will need to submit the following documents for registration and filing:

- Statement of Holdings
- Certificate of Death
- Certificates of Wills from (a) Public Registry; (b) Law Courts, Malta and Gozo
- a copy of the will, if any
- Certified list of survivors with addresses and I.D. numbers

- if the deceased was a bachelor or a spinster and died intestate, the declaration of the opening of his/her succession is to be obtained from the Law Courts, Malta and Gozo
- a letter from the heirs or their representative clearly indicating whether the Stocks are to be transferred to the respective heirs in their own names or whether they are to be encashed
- Power of Attorney.

When the above requirements are settled, we will:

- inform the Malta Stock Exchange by letter within two working days and request a confirmation of the deceased person's stockholding
- as soon as confirmation from Malta Stock Exchange is received at the Treasury, submit all documents to the Treasury's

legal adviser within five working days. The process usually takes around thirty days depending on the complexity of the case.

- send within two working days a letter to the heirs for the payment of fees incurred, once legal clearance is given
- when all outstanding fees are paid, within two working days instruct the Malta Stock Exchange by means of a letter, to transfer the Stocks to the heirs.
- Within six working days issue a cheque payment for accumulated dividends to the heirs.

Treasury Bills

Treasury Bills are issued on a weekly basis every Tuesday in order to meet the Government's cash requirements. All applications are on a bidding process with a minimum bid of €50,000. The schedule below established the method of processing the bids submitted.

Tuesday	10.00am Bids are opened
	12.00pm Successful/Unsuccessful bidders notified by fax/e-mail
Friday	10.00am On payment of bid amounts Treasury Bills Certificates are surrendered to successful bidders.

How you can help us

You can help us give you a better service by:

- being courteous and helpful with all our staff
- giving us exact and correct information
- bringing your valid Identity Card with you
- providing us with all the relevant information or documents when these are needed.

If you are not satisfied with our service

If you think that we have failed to maintain our delivery standards for these services and you want to lodge a complaint, you may write at the following address:

- Customer Care Section, The Treasury, Development

House, Level 2-3, St Anne Street, Floriana FRN9010

or send an e-mail on: treasury.malta@gov.mt

We will send you an acknowledgement within 24 hours of receipt of your letter or an e-mail and a full answer within ten working days of acknowledgement.

Learning from you!

We continuously strive to provide a service that meets your needs and we welcome any comments and suggestions for service improvement. Kindly give us your comments and suggestions by filling in the Feedback form found at the back of this booklet and leaving it in the suggestion box or affix a stamp and send it by post to our office.

You can also lodge a complaint, make a suggestion or ask a question by accessing the Customer Care System at www.servizz.gov.mt

All information is correct at time of going to print. More information can be found on the Charter Support Unit website and the Treasury website.

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