

Tax Service Directorate

WHO WE ARE

The Taxpayer Service Directorate serves as the main point of contact for taxpayers, offering guidance on compliance, education, and outreach to enhance voluntary compliance. The registration, filing, and assessment directorate manages taxpayer registration, maintains accurate records, and ensures timely filing through reminders. The Collection and Debt Management Directorate is tasked with collecting tax arrears, issuing demand notices, and enforcing compliance through legal actions and repayment programs. Lastly, the Property Tax Directorate oversees various property-related laws, including registrations for sales contracts and permits for non-residents acquiring property, along with managing the Monte di Pietà operations. Together, these directorates ensure efficient tax administration, compliance, and proper revenue management.

OUR COMMITMENT TO CLIENTS

Level of service to expect when contacting or visiting our Offices:

- o We will treat you with respect and in a professional manner.
- o We guarantee confidentiality on any information exchange.
- o Our service standards are in line with Directive 4-2 Standards for Service of Excellence Offered by the Public Administration to the Public and Public Employees.
- o The list of services offered can be found in the following link <https://cfr.gov.mt/en/eServices/Pages/default.aspx>

WHAT TO EXPECT WHEN YOU CONTACT US

Provide information which is specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. We commit to answer your query within 1 working day, or as per timeframes stipulated in Directive 4-2.

When you contact us by phone

We commit ourselves to answering the phone within 3 rings, in a clear and knowledgeable manner. Staff will identify themselves and treat you with courtesy and respect.

When you visit our Offices

Our Offices are safe, clean and enable accessibility to services for persons with disability. Waiting time will be of approximately 15 - 30 minutes under normal circumstances.

CLIENT RESPONSIBILITIES

Clients are expected to: Provide full and correct information. Treat staff with courtesy and respect. Adhere to timeframes and allocated appointments when applicable.

WE VALUE YOUR FEEDBACK

If you would like to submit feedback, suggestions, or complaints kindly:

- o Contact us as per details shown here: [Contact Form](#)
- o Through [servizz.gov](#) by calling on 153, or online on [Submit a Complaint](#)

Your confidentiality will be guaranteed. Expect our feedback within 1 working day.

When you contact us by letter or email

We will send an acknowledgment within 1 working day from receipt of your letter or email

Appointments

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 3 working days from the date of request. However, appointments may be dependent on department waiting lists and urgent requests which may take priority.

HOW TO CONTACT US

- o TaxPayer Services Directorate, Block 4 Vincenzo Dimech Street Floriana FRN 1900, Malta
- o Monday, Tuesday, Thursday, Friday & Saturday: 08:00-13:00;
Wednesday 08:00-13:00 & 16:30-19:00, Sundays & Public Holidays: Closed
- o <https://cfr.gov.mt/en/Pages/Home.aspx>
- o Contact us: servizz@gov.mt or Freephone 153
- o Through Social Media:

