

IS-SERVIZZ PUBBLIKU: Il-proċeduri li l-aktar jiġu bżonn l-uffiċjali pubbliċi



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UFFIĊĊJU TAS-SEGRETARJU PERMANENTI EWLIENI
UFFIĊĊJU TAL-PRIM MINISTRU

Is-Servizz Pubbliku jaħdem qatigh sabiex jagħti servizz ta' kwalità lill-klijenti kollha tiegħu. Servizz ta' kwalità hu msejjes fuq erba' pilastri, li huma l-Vuči, id-Disinn, il-Pakkett u l-Kontabilità.

Is-Servizz Pubbliku qed jaħdem bis-sħiħ biex jagħti servizz ta' kwalità anke lill-klijenti interni tiegħu, jiġifieri l-uffiċjali pubbliċi li jaħdmu fid-diversi dipartimenti tal-Gvern. Għal dan l-għan, twaqqaf *One-Stop-Shop* għall-Uffiċjali Pubbliċi fi ħdan il-People & Standards Division. Dan jassisti lill-uffiċjali pubbliċi f'kulma għandu x'jaqsam mal-kundizzjonijiet tax-xogħol tagħhom.

Uffiċjali pubbliċi jistgħu jaċċessaw is-servizzi tal-*One-Stop-Shop* bil-posta, bit-telefown jew bl-*e-mail* jew billi jagħmlu appuntament.

Il-*One-Stop-Shop* jinkorpora fih Grievance Help Desk li jassisti lill-uffiċjali pubbliċi biex iressqu allegata inġustizzja. Il-każijiet jiġu evalwati minn Grievances Board.

Għal aktar tagħrif ċemplilna jew ibagħtilna *e-mail* fl-indirizz indikat fi tmiem dan il-fuljett.

The Public Service strives to give a high quality service to all its clients. A high quality service is based on four pillars, which are Voice, Design, Delivery and Accountability.

The Public Service makes a continuous effort to give a high quality service to its internal clients too. These are the public officers who work in the various Government departments. For this reason, the Public Officers' One-Stop-Shop has been established within the People & Standards Division (P&SD) to cater for all the queries relating to employment conditions that a public officer may have.

Public officers may access the services of the One-Stop-Shop either by post, phone or e-mail, or by making an appointment.

The One-Stop-Shop incorporates a Grievance Help Desk which assists public officers in lodging a grievance in case of an alleged injustice. Grievances are evaluated by a Grievances Board.

If you require our assistance feel free to phone us or send us an e-mail at the address indicated at the end of this leaflet.

M

Għadni kif dħalt fis-Servizz Pubbliku. Xi rrid nagħmel biex niżgura li nithallas is-salarju tiegħi malajr kemm jista' jkun?

T

- Inti għandek tirċievi l-ewwel salarju sa mhux aktar tard mit-tieni ħlas ta' salarju minn meta tidhol mal-Gvern.
- Ara li d-dettalji personali tiegħek jaslu għand l-uffiċjal inkarigat mis-salarji fid-dipartiment tiegħek. Dawn għandhom jinkludu d-dettalji tal-bank u l-IBAN.
- Imla l-formola **FS4** u pproduċi kopja tal-formola **FS3** tal-impjegj preċedenti jekk fl-istess sena li dħalt fis-Servizz Pubbliku kont taħdem xi mkien ieħor.
- Agħti d-dettalji tal-*e-mail* tiegħek lill-uffiċjal inkarigat mis-salarji, fejn tixtieq li tibda tirċievi l-*payslip* u l-**FS3** tiegħek.

F'każ ta' diffikultà, irrikorri għand l-uffiċjal inkarigat mis-salarji fid-dipartiment tiegħek.

Q

I have recently joined the Public Service. What should I do to ensure that I am paid my salary as soon as possible?

A

- You should receive your first salary by not later than the second pay from the effective date of appointment.
- Make sure to provide the salaries officer within your department with your personal details, inclusive of bank details and IBAN.
- Fill in the **FS4** Form and produce a copy of your **FS3** Form if you have previously worked with another employer during the current year of employment with the Public Service.
- Provide the salaries officer with a valid e-mail address, where you would like to receive your payslip and **FS3** Form.

In case of difficulty, always refer your queries to the salaries officer within your department.

M

Kif nista' navvanza fil-karriera tiegħi fis-Servizz Pubbliku?

T

Uffiċjali pubbliċi huma intitolati għal:

- Żidiet annwali fis-salarju tagħhom, sakemm jilhqgħu l-massimu tal-iskala, soġġetti għal prestazzjoni sodisfaċenti;
- Progressjoni għal skala ogħla fi ħdan l-istess grad, skont il-ftehim settorali rispettiv; u
- Promozzjoni għal grad ogħla, jew wara numru ta' snin ta' servizz sodisfaċenti jew permezz ta' proċess ta' għażla wara sejha għall-applikazzjonijiet, skont il-ftehim settorali rispettiv.

Uffiċjali pubbliċi jistgħu japplikaw għal kwalunkwe grad jew pożizzjoni rreklamata pubblikament, sakemm jissodisfaw il-kriterji tal-eligibbiltà. Importanza tingħata lill-kwalifiki, l-esperjenza u l-mertu, qabel l-anzjanità fis-Servizz. Aktar dettalji jinstabu fil-*Manual on Resourcing Policies and Procedures*, aċċessibbli minn **publicservice.gov.mt**.

Q

How can I advance in my Public Service career?

A

Public officers are entitled to:

- Yearly increments within their salary scale, until they reach the maximum of the scale, subject to satisfactory performance;
- Progression to a higher scale within the same grade, as provided in the respective sectoral agreement; and
- Promotion to a higher grade, either after a number of years of satisfactory service or through a selection process following a call for applications, as provided in the respective sectoral agreement.

Public officers may apply for any grade or position advertised publicly, provided they satisfy the eligibility criteria. Importance is given to qualifications, experience and merit, before seniority in the Service. Further details are available in the *Manual on Resourcing Policies and Procedures* on **publicservice.gov.mt**.

M

Jien impjegat tas-Servizz Pubbliku. Fejn nista' nsib dettalji ta' x'vakanzi jeżistu?

T

Tkun tista' tapplika għal vakanzi jekk tkun temmejt b'suċċess il-perjodu ta' prova (*probation*), u allura meta tkun ikkonfermat fil-ħatra tiegħek. Kull nhar ta' Ġimgħa fuq **<https://intra.gov.mt>** issib is-sejħiet kollha għall-vakanzi.

Imbagħad hemm ukoll:

- *Ir-Recruitment Portal* tas-Servizz Pubbliku - **recruitment.gov.mt**
- Is-sit tad-Dipartiment tal-Infurmazzjoni - **doi.gov.mt**

Q

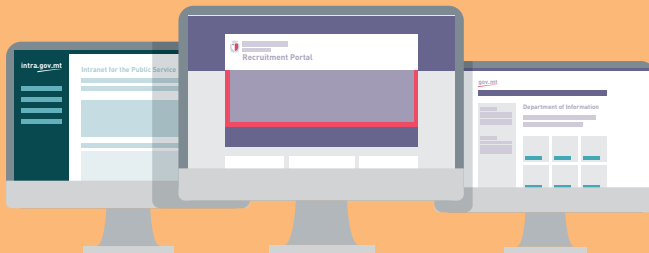
I am already in the Public Service. Where can I find details of what vacancies are available?

A

You may apply for vacancies once you have successfully completed your probation period and therefore have been confirmed in your appointment. Every Friday on **<https://intra.gov.mt>** you may find all calls for vacancies.

There are also:

- The Government Recruitment Portal - **recruitment.gov.mt**
- The Department of Information site - **doi.gov.mt**



M

Fejn nista' nsib dettalji rigward korsijiet disponibbli?

T

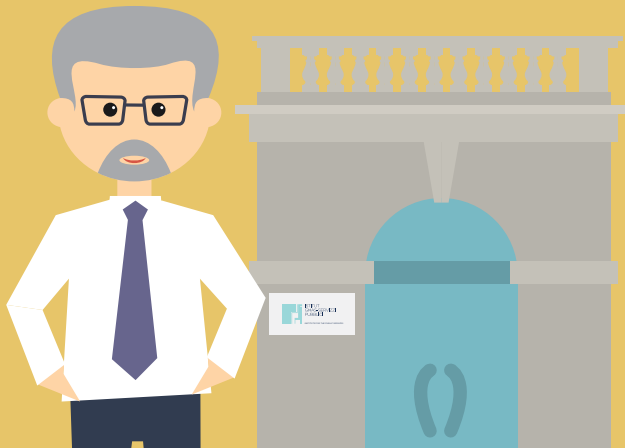
- L-Istitut għas-Servizzi Pubbliċi joffri ħafna korsijiet f'diversi livelli għall-uffiċjali pubbliċi f'firxa wiesgħa ta' suġġetti u ħiliet.
- Lista ta' korsijiet disponibbli flimkien mal-formola tal-applikazzjoni għall-korsijiet tinsab fis-sit tal-Istitut għas-Servizzi Pubbliċi fuq **instituteforpublicservices.gov.mt**.

Q

Where can I find details regarding available courses?

A

- The Institute for the Public Services offers several courses at different levels for public officers in a wide range of topics and skills.
- A list of available courses and the course application form are published on the Institute for the Public Services' website on **instituteforpublicservices.gov.mt**.



M

Nista' nħalli parti mill-*vacation leave* ta' din is-sena għas-sena d-dieħla?

T

- Uffiċjali pubbliċi jistgħu jakkumulaw parti mill-*vacation leave* tagħhom, li ma teċċedix nofs l-ammont (50%) tas-sena kurrenti, għas-sena suċċessiva, bl-approvazzjoni tad-Direttur tagħhom.
- Jekk tixtieq takkumula xi *vacation leave* biex tużah is-sena d-dieħla, għandek titkellem mad-Direttur tiegħek, kmieni kemm jista' jkun matul is-sena, sabiex ikun jista' jsir pjanar adegwat.
- Iktar dettalji jinsabu fil-Kodiċi dwar l-Immaniġġar tas-Servizz Pubbliku (PSMC), aċċessibbli minn **publicservice.gov.mt**.



Q

Can I utilize part of this year's vacation leave entitlement next year?

A

- Public officers may accumulate (carry over) a proportion not exceeding fifty per cent (50%) of their vacation leave entitlement to the following year, on the authority of their Director.
- If you intend to accumulate vacation leave for utilisation next year, you should discuss this with your Director, as early during the calendar year as possible, to allow for adequate planning.
- Further details are given in the Public Service Management Code on **publicservice.gov.mt**.



M

Għandi impenji personali li minħabba fihom ma nistax naħdem fuq bażi *full-time*. Nista' naħdem fuq skeda b'sigħat imnaqqsa?

Q

I have personal commitments owing to which I cannot work on a full-time schedule. Can I work on reduced hours?

T

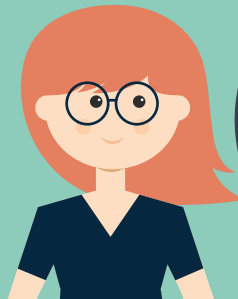
- Uffiċjali pubbliċi li temmew b'suċċess il-perjodu ta' prova tagħhom jistgħu japplikaw biex jaħdmu fuq skeda b'sigħat imnaqqsa (bejn 20 u 35 siegħa fil-ġimgħa) kemm għal raġunijiet ta' familja kif ukoll għal raġunijiet personali oħra.
- Iktar dettalji jinsabu fil-Manwal dwar Miżuri għal Bilanċ bejn ix-Xogħol u l-Familja, aċċessibbli minn **publicservice.gov.mt**.

Il-formola tal-applikazzjoni hija wkoll inkluża fl-istess manwal.

A

- Public officers who have successfully completed their probationary period may apply to work on reduced hours (between 20 and 35 hours per week) either for family reasons or for other personal reasons.
- Further details are given in the Manual on Work-Life Balance Measures on **publicservice.gov.mt**.

The application form is also included in the same manual.



M

**Min jista' japplika għat-telework?
Kif nista' napplika?**

T

- Uffiċjali pubbliċi li temmew b'suċċess il-perjodu ta' prova tagħhom jistgħu japplikaw għal *telework* jekk il-prestazzjoni, il-karatteristiċi u l-ħiliet tagħhom, kif ukoll in-natura ta' xogħolhom, ikunu adattati għat-*telework*.
- Jekk taħseb li tissodisfa dawn il-kriterji, ikkuntattja lid-Direttur tiegħek biex tiddiskutu liema partijiet mix-xogħol tiegħek tista' tagħmel mid-dar. Imbagħad għandek tapplika b'mod formali billi tuża l-formola apposta li hemm fil-Manwal dwar Miżuri għal Bilanċ bejn ix-Xogħol u l-Familja, aċċessibbli minn **publicservice.gov.mt**.

Q

Who is eligible to apply for telework? How can I apply?

A

- Public officers who have successfully completed their probationary period may apply for telework if their job performance, traits, skills as well as the nature of their job are suitable for telework.
- If you think that you meet these criteria, contact your Director to discuss which tasks you can do away from the office. You should then formally apply for telework using the prescribed form in the Manual on Work-Life Balance Measures on **publicservice.gov.mt**.



M

Kif nista' napplika biex niġi trasferit/a?

T

- Għandek tagħmel talba lid-Direttur (*People Management*) fil-Ministeru tiegħek.
- *Transfers* fl-istess Ministeru jiġu approvati u jitmexxew mill-istess Ministeru. *Transfers* għal Ministeru ieħor isiru bi qbil bejn is-Segretarji Permanenti rispettivi.

It-talba tiegħek għandha tinkludi:

- ismek u n-numru tal-ID;
- il-grad/pożizzjoni tiegħek fil-preżent;
- raġunijiet validi għat-trasferiment;
- id-Dipartiment/Ministeru fejn tixtieq tiġi trasferit/a.

Għandek tirċievi risposta fi żmien ħamest ijiem. Iktar dettalji jinsabu fuq il-*Manual on Resourcing Policies and Procedures*, aċċessibbli minn **publicservice.gov.mt**.

Q

How should I apply for a transfer?

A

- You are to address a transfer request to the Director responsible for People Management within your Ministry.
- Intra-Ministerial transfers are approved and implemented by the same Ministry. Inter-Ministerial transfers require endorsement by the respective Permanent Secretaries.

Your request should include:

- your name and ID number;
- the grade/position you currently hold;
- cogent reasons for your transfer;
- the Department/Ministry you would like to be transferred to.

You should receive a reply within five working days. Further details are given in the *Manual on Resourcing Policies and Procedures* on **publicservice.gov.mt**.

M

Ġejt imqabbad nagħmel xogħol li huwa ogħla minn tal-grad tiegħi. Kif nista' nkun naf jekk iniek eliġibbli għal *deputising allowance*?

T

- Tkellem mad-Direttur tiegħek jew mas-Sezzjoni tal-*People Management* fi ħdan il-Ministeru fejn taħdem. Jekk il-kundizzjonijiet ikunu sodisfatti, id-Direttur tiegħek għandu jressaq talba formali lid-Direttur (*People Management*). Għandek tingħata risposta fi żmien ħamest ijiem ta' xogħol.
- Iktar dettalji jinsabu fuq il-Manwal dwar l-*Allowances*, aċċessibbli minn **publicservice.gov.mt**.

Q

I have been assigned duties which are higher than my grade's. How can I know whether I am eligible for a deputising allowance?

A

- Contact your Director or the People Management Section within your Ministry. If the conditions are satisfied, your Director shall make a formal request to the Director responsible for People Management. You should expect a final reply within five working days.
- Further details are given in the Manual on Allowances on **publicservice.gov.mt**.



M

X'għandi nagħmel jekk għandi problema fuq il-post tax-xogħol li qed taffettwani personalment?

T

- L-Employee Support Programme (ESP) jipprovdi support dirett lill-impjegati li jkunu qed jesperjenzaw probemi personali, emozzjonali u/jew ta' mġiba li jkunu qed jaffettwaw lhom il-bilanċ bejn ix-xogħol u l-ħajja privata.
- Is-servizzi tal-ESP huma kunfidenzjali u mingħajr ħlas.
- Tista' tikkuntattja lill-ESP bit-telefown fuq **22001210** jew bl-e-mail fuq **esp.opm@gov.mt**.

Q

What should I do if I have a problem at the workplace which is affecting my wellbeing?

A

- The Employee Support Programme (ESP) provides direct support to public employees experiencing personal, emotional and/or behavioural problems which are interfering with their work-life balance.
- The ESP's services are confidential and free of charge.
- You may contact the ESP by telephone on **22001210** or by e-mail on **esp.opm@gov.mt**.



EMPLOYEE
SUPPORT
PROGRAMME



2200 1210

M

X'għandi nagħmel jekk inħoss li ttieħdet deciżjoni inġusta fil-konfront tiegħi?

T

- Jekk ressaqt l-ilment tiegħek mad-Direttur (*People Management*) u bqajt insodisfatt, tista' tirreġistra l-allegata inġustizzja mal-Grievance Help Desk (GHD) fi hdan il-*One-Stop-Shop* għall-uffiċjali pubbliċi. Il-*grievance* tiegħek tista' tiġi evalwata mill-Grievances Board.
- Il-Grievances Board jagħmel l-istħarriġ tiegħu u jagħti rakkomandazzjonijiet biex tiġi indirizzata s-sitwazzjoni fl-iqsar żmien possibbli.
- Tajjeb tara Direttiva Nru 8-1 għat-termini ta' żmien li matulhom għandhom jingħatawlek it-tweġibiet. Issibha fuq **psd.gov.mt**.

Q

What should I do if I feel aggrieved by a decision taken in my regard?

A

- If you sought redress through the Director responsible for People Management and you are still not satisfied, you may lodge a grievance with the Grievance Help Desk (GHD) within the public officers' One-Stop-Shop. The grievance may be evaluated by the Grievances Board.
- The Grievances Board will look into the matter and will issue recommendations addressing the situation in a timely manner.
- You may wish to read Directive 8-1 for a clear timeframe by which you should receive your answers. It is accessible from **psd.gov.mt**.

Aktar tagħrif

Dejjem tajjeb li tikkonsulta l-Kodiċi dwar l-Immaniġġar tas-Servizz Pubbliku (PSMC), li hu mqassam f'dawn is-sitt kapitli:

Kapitlu 1 - *HR Planning, Selection and Appointment under Delegated Authority in the Malta Public Service*

Kapitlu 2 - *Attendance and Remuneration*

Kapitlu 3 - *Leave Entitlements*

Kapitlu 4 - *Work-Life Balance Measures*

Kapitlu 5 - *Employee Wellbeing: Empowering Employees*

Kapitlu 6 - *Conduct and Discipline*

Il-PSMC huwa kumplementat b'dawn il-manwali:

- *Manual on Resourcing Policies and Procedures*
- *Manual Regarding Positions of Assistant Director, Senior Manager, Manager and Assistant Manager in the Public Service*
- *Manual on the Procedure and Computation of Salaries*
- *Manual on Allowances*
- *Manual on Special Leaves*
- *Manual on Work-Life Balance Measures*
- *Manual on Transport and Travel Policies and Procedures*
- *Manual on Social Security Contributions, Benefits and Pensions*
- *Treasury Pension Manual*

Further Information

It is always advisable to consult the Public Service Management Code (PSMC). The PSMC is structured into six chapters:

- Chapter 1 – HR Planning, Selection and Appointment under Delegated Authority in the Malta Public Service
- Chapter 2 – Attendance and Remuneration
- Chapter 3 – Leave Entitlements
- Chapter 4 – Work-Life Balance Measures
- Chapter 5 – Employee Wellbeing: Empowering Employees
- Chapter 6 – Conduct and Discipline

The PSMC is complemented by these manuals:

- Manual on Resourcing Policies and Procedures
- Manual Regarding Positions of Assistant Director, Senior Manager, Manager and Assistant Manager in the Public Service
- Manual on the Procedure and Computation of Salaries
- Manual on Allowances
- Manual on Special Leaves
- Manual on Work-Life Balance Measures
- Manual on Transport and Travel Policies and Procedures
- Manual on Social Security Contributions, Benefits and Pensions
- Treasury Pension Manual


Kif tikkuntattjana

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L-Uffiċċju tal-Prim Ministru
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Contact details

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