

Public Authority	Malta Gaming Authority
Description of the department/directorate/entity's structure	https://www.mga.org.mt/about-us/organisation-chart/
Description of the department/directorate/entity's functions and responsibilities	The Malta Gaming Authority is the regulator for the Gaming industry in Malta. We seek to protect players' rights while ensuring that Malta retains its position as a reputable jurisdiction worldwide. The MGA is committed to keeping gaming free from criminals and criminal activity and seeks to consolidate all regulatory functions relating to gaming activities.
General description of the categories of documents the department/directorate/entity holds (including exempt documents)	<p>The Authority holds documents falling under the following main categories:</p> <ul style="list-style-type: none"> • Enforcement Files • Investigation Files • Due Diligence files • Files pertaining to licensees • Major player Reports • Inspection Reports • AML database • Banking Matters Suppliers' Invoices files • Request for Payment files • Budgets/ Forecast • Management Accounts files • Finance Y/end files

	<ul style="list-style-type: none"> • Auditors' Files • Fixed asset register file • Operations Receipts file • Public Procurement • Suppliers 'Agreements/ Contracts • FOI/ Parliamentary Questions • Tax reports • Industry performance Returns • Other statistics • Questionnaire/ Survey Response • Project Files • Quality Management files • Court Cases • EU/ Internal Matters • Legal advice • Data Protection • Template Contracts • Committees • General Remote • General Casinos • General Gaming Devices • General Bingo Halls • General Advertising/Non-Profit • General Amusement Machines • Domestic Authority Relations • Human Resources files • Sponsorship Agreements • Tenders
Description of all manuals and similar types of documents which contain policies, principles, rules or guidelines in accordance with	<ul style="list-style-type: none"> • Internal Procedures Policies and Manuals • Draft legislation

<p>which decisions or recommendations are made in respect of members of the public (including bodies corporate and employees of the public authority in their personal capacity)</p>	<ul style="list-style-type: none"> • Directives • Guidelines • Policy Files • Consultation Documents
<p>Statement of the information that needs to be available to members of the public who wish to obtain access to official documents from the public authority, which statement shall include particulars of the officer or officers to whom requests for such access should be sent</p>	<p>The FOI officers of the Malta Gaming Authority may be contacted by e-mail foi.mga@mga.org.mt or by telephone 25469000.</p> <p>FOI Requests may be submitted by e-mail to foi.mga@mga.org.mt, through the FOI Portal www.foi.gov.mt via the e-ID or through the online form.</p>
<p>Details of Internal Complaints Procedure</p>	<p>An applicant whose request for information is refused, or who is otherwise not satisfied with the information provided, its format or the extension of the deadline for the submission of the requested information, may address a complaint to the Malta Gaming Authority (hereinafter referred to as the 'Authority'), by using the Internal Complaints Procedure explained hereunder.</p> <p>The complaint will be addressed to the Authority's FOI Officer, who shall bring the complaint to the attention of the officer responsible. The officer responsible shall be the Chief Executive Officer or any other senior Director reporting to him as he may direct. The officer responsible shall reply to the applicant within 10 working days from the receipt of the complaint. The applicant shall also be informed that he or she may appeal the decision or otherwise address a complaint to the Information and Data Protection Commissioner in accordance with the Freedom of Information Act (Cap. 496 of the Laws of Malta) within a maximum of 60 days from the receipt of the final communication from the Authority.</p> <p>The officer responsible shall inform the applicant of the decision taken with respect to his or her complaint, and in the event of confirmation</p>

	<p>of a decision not to release the pertinent information, shall explain the reasons thereof. Whenever the applicant's complaint is related to the format of the information provided or to an extension of the deadline for the submission of information by the Authority, and the original decision is upheld, the applicant shall be given an explanation as to why his or her complaint cannot be positively addressed.</p> <p>An applicant may also make use of the Internal Complaints Procedure to report failure to meet deadlines or to send notifications. In those cases where the request for information can be met, but has not been met within the deadlines specified by the Act the officer responsible shall waive any applicable fees for the submission of information.</p>
Other Information	<p>Opening Hours: Summer & Winter: 9.00am-5.00pm</p> <p>Relevant Forms including the Complaint Form may be accessed from the website www.foi.gov.mt</p> <p>Payments of fees due may only be made by cheque payable to the Malta Gaming Authority.</p> <p>Emails sent over the weekend will be replied to on the next working day.</p>
Public Authority Contact Details	<p><i>Address:</i> Malta Gaming Authority, Building SCM 02-03, Level 4, SmartCity, Ricasoli, Malta, SCM 1001</p> <p><i>General telephone number:</i> +35625469000</p>