public service

Community Malta Agency

WHO WE ARE

Community Malta Agency is a Government Agency established by means of the Community Malta Agency (Establishment) Order (S.L. 595.38) which is responsible for administering all Maltese citizenship-related matters. This includes accepting and processing applications for the acquisition of Maltese citizenship by birth, by registration, by naturalisation through long term residence, for exceptional services by merit.

OUR COMMITMENT TO CLIENTS

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

- We will treat you with respect and in a professional manner.
- We guarantee confidentiality on any information exchange.
- 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
- The list of services offered can be found in the following link *https://komunita.gov.mt*

WHAT TO EXPECT WHEN YOU CONTACT US

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 1-3 working days, 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 contact us by letter or email

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

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.

Appointments

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 30 working days from the date of request. However, appointments may be dependent on department waiting lists and urgent requests which may take priority.

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:

- Contact us as per details shown here: *info.akm@komunita.gov.mt*
- Through servizz.gov by calling on 153, or online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 3 working days

HOW TO CONTACT US

- Community Malta Agency, Mediterranean Conference Centre, Old Hospital Str Valletta VLT 1645, Malta
  https://komunita.gov.mt/en/
- **Citizenship**: Monday to Friday: 07:30-11:30; Wednesday, Weekends, & Public Holidays: Closed
  Contact us: *citizenship.akm@komunita.gov.mt* or +356 2122 5232
  Inquiries (Certificates of citizenship, including acquisition of citizenship by birth, registration, naturalization, dual/multiple citizenship, or renunciation of citizenship.
- **Citizenship by Merit**: Monday to Friday: 08:00-15:00; Weekends, & Public Holidays: Closed
  Contact us: *info.akm@komunita.gov.mt*