

Public Authority	Tourism Zones Regeneration Agency
Description of the department/directorate/entity's structure	The Agency is headed by a CEO and a team of 35 employees, representing office staff and skilled employees.
Description of the department/directorate/entity's functions and responsibilities	<p>The Tourism Zones Regeneration Agency has the responsibility of providing maintenance and embellishment of public areas and the improvement of tourism zones.</p> <p>The functions of the Agency are to:</p> <p>Lead in the formulation of regeneration plans with emphasis on holistic sustainable actions, proper urban design, providing liveable places that are attractive to residents and attractive landmarks for visitors to enjoy</p> <p>B) Lead the implementation of the actions emanating from the regeneration plans</p> <p>C) Introduce and implement fully the concept of Town-Centre Management with the involvement of local stakeholders and to focus on those aspects like security, safety and urban amenity</p> <p>D) Manage beaches as an integral part of the touristic area, and implement a comprehensive strategy for effective and holistic beach management</p> <p>E) Provide technical support and upkeep in main tourism areas, that is timely in its intervention in order to provide an efficient service to the business community</p> <p>F) Co-ordinate and monitor urban upkeep, independently or in cooperation with other agencies</p> <p>G) Guide government agencies and private companies to upgrade their urban management interventions so that the service provided in the town-centre is at par with the best efficient service provided in other European countries.</p> <p>H) Encourage the highest levels of quality in the implementation of projects and the</p>

	<p>provision of services and amenities in touristic areas</p> <p>l) Assist in the development of a long-term investment strategy that ensures a project life-cycle</p>
<p>General description of the categories of documents the department/directorate/entity holds (including exempt documents)</p>	<p>HR files, purchase orders and payments, tenders, Strategy document, financial audits, and management accounts.</p>
<p>Description of all manuals and similar types of documents which contain policies, principles, rules or guidelines in accordance with 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>	<p>All applicable manuals and directives as issued by the Government of Malta.</p>
<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 Tourism Zones Regeneration Agency may be contacted by e-mail foi.tzra@gov.mt or by telephone 21376082.</p> <p>FOI Requests may be submitted by e-mail to foi.tzra@gov.mt, through the FOI Portal https://foi.gov.mt via the e-ID or through the online form.</p>

Details of Internal Complaints Procedure	<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 notification indicating whether a request would be met or not, may address a complaint. The complaint should be addressed to the Authority's FOI Officer, who shall bring the complaint to the attention of the officer responsible. 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). The officer responsible shall inform the applicant of the decision taken with respect to his or her complaint, and in the event of confirmation 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 the notification indicating whether a request would be met or not 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. 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	Complaints may be submitted to the Public Authority by e-mail to foi.tzra@gov.mt through the FOI portal https://foi.gov.mt via the e-ID or through the online form. Further information with regards the Freedom of Information Act can be found on https://foi.gov.mt .
Public Authority Contact Details	Address: Tourism Zones Regeneration Agency, Martin Luther King Road, Pembroke General Tel: 21376082 Generic e-mail address: tzra@gov.mt