

Public Authority	<b>Agriculture and Rural Payments Agency, MAFA</b>
Description of the department/directorate/entity's structure	<p>The Department is headed by a Director General (Head ARPA) and a Director and is made up of the following units:</p> <ul style="list-style-type: none"> <li>Front Office (Unit A1)</li> <li>Administration (Unit A2)</li> <li>IT Solutions (Unit A3)</li> <li>Legal Office (Unit A4)</li> <li>Internal Audit Service (Unit B)</li> <li>Authorisation IACS Schemes – EAGF (Unit C1.1)</li> <li>Authorisation IACS Schemes – EAFRD (Unit C1.2)</li> <li>Authorisation Non-IACS Schemes – EAGF (Unit C2.1)</li> <li>Authorisation Non-IACS Schemes – EAFRD (Unit C2.2)</li> <li>IACS Controls (Unit C3.1)</li> <li>Non-IACS Controls (Unit C3.2)</li> <li>LPIS (Unit C3.3)</li> <li>Payments (Unit C4)</li> <li>Accounts (Unit C5)</li> <li>Policy Implementation (Unit D1)</li> <li>Monitoring and Quality Assurance (Unit D2)</li> <li>Accreditation and Risk Management (Unit D3)</li> <li>Communications and Reporting (Unit D4)</li> </ul>
Description of the department/directorate/entity's functions and responsibilities	<p>The Agriculture and Rural Payments Agency is a customer focused organization delivering a quality service, including processing of payment claims and receipts, ensuring compliance with EU rules and regulations and disseminating information to the farming community.</p> <p>Objectives:</p> <ul style="list-style-type: none"> <li>• Operate an effective administrative set-up</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure an efficient, effective and timely processing of claims</li> <li>• Attain effective control procedures that would ensure that there is no risk to the Community Funding</li> <li>• Provide accurate and timely information to the Commission, the local entities and to the farming community.</li> </ul>
<p>General description of the categories of documents the department/directorate/entity holds (including exempt documents)</p>	<p>Accounts Documents  Administration Documents  Application Forms  Authorization Documents  Contracts  Co-operation Agreements  EU Regulations  Manuals of Procedure  Minutes of Board Meetings  National Regulations  Payment Documents  Personnel Policy  Reports</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>Manual of Procedures:</p> <p>Unit A1 Front Office  Unit C1 Agri-Environmental-Climate Measures  Unit C1 Areas with Natural Constraints  Unit C1 Axis 2 - Agri-Environment Measures  Unit C1 Direct Aid  Unit C1 Payment to Convert to Organic Farming Practices and Methods  Unit C2.2 Rural Development Programme 2014-2020 Measures 1-19  Unit C2.2 Rural Development Programme 2014-2020 Measure 20  Unit C3.1 Controls - Direct Payments  Unit C3.1 Controls - Cross Compliance  Unit C3.1 Controls - Agri-Environmental-Climate Measures</p>

	<p>Unit C3.1 Controls - Measure 11 (Organic Farming)  Unit C3.1 Controls - Measure 13.3 (ANC)  Unit C3.1 Controls - Measure 212 (LFA)  Unit C3.1 Controls - Measure 214 (Agri-Environmental Measures)  Unit C3.2 On-the-Spot-Checks - Other Direct Aid to Beekeepers  Unit C3.2 Controls - Investment Measures  Unit C3.2 On-the-Spot-Checks - New School Scheme (School Fruit)  Unit C3.2 On-the-Spot-Checks - New School Scheme (School Milk)  Unit C3.3 Land Parcel Identification System  Unit C4 Payments  Unit C5 Accounts  Unit D2 Quality Control on all Measures</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 Agriculture and Rural Payments Agency, MAFA may be contacted by e-mail <a href="mailto:foi.mafa@gov.mt">foi.mafa@gov.mt</a> or by telephone 22924298 / 22924331.</p> <p>FOI Requests may be submitted by e-mail to <a href="mailto:foi.mafa@gov.mt">foi.mafa@gov.mt</a> , through the FOI Portal <a href="http://www.foi.gov.mt">www.foi.gov.mt</a> 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 notification indicating whether a request would be met or not, may address a complaint to the Freedom of Information Officer.</p> <p>Complaints may be submitted by e-mail to <a href="mailto:foi.mafa@gov.mt">foi.mafa@gov.mt</a> , through the FOI portal <a href="http://www.foi.gov.mt">www.foi.gov.mt</a> via the E-ID or through the online form.</p> <p>The complaint should be addressed to the Public Authority’s FOI Officer, who shall</p>

	<p>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).</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 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 Public 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><b>Payments are made at:</b>  MAFA Cash Office  Government Farm  Għammieri  Marsa</p> <p>Opening Hours: 8:00am to 12:00pm</p> <p>Cheque Payments can be addressed to same address and should be made payable to:  Permanent Secretary - MAFA</p>
Public Authority Contact Details	Address: ARPA, Luqa Road, Qormi QRM 9075

	General telephone no.: 22 92 61 48 (ARPA Front Office)
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	Generic e-mail address: <a href="mailto:arpa.mafa@gov.mt">arpa.mafa@gov.mt</a>
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