

# Rizorsi Agrikoli Malta

## WHO WE ARE

The Rizorsi Agrikoli Malta Agency is set up to implement the long-awaited reform in Malta's agricultural sector, as envisioned by the Ministry for Agriculture, Fisheries and Animal Rights.

The Agency was established by the Prime Minister under the Rizorsi Agrikoli Malta (Establishment as an Agency) Order, 2023 in exercise of the powers conferred by article 26(1) of the Public Administration Act (CAP. 595).

## 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 Standard 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://ram.gov.mt/contact/>

## 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 working day, 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 visit our Offices

Our Offices are safe, clean and enable accessibility to services for persons with disability. Waiting time will be of approximately 5 minutes under normal circumstances.

## CLIENT RESPONSABILITIES

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 or at [ram.mafa@gov.mt](mailto:ram.mafa@gov.mt)
- Through, <https://ram.gov.mt/contact/>  
Use Complaints as Subject  
Your confidentiality will be guaranteed. Expect our feedback within 3 working days

### When you contact us by letter or email

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

### Appointments

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 2 working days from the date of request

## HOW TO CONTACT US

- 10A, First Floor, Timber Wharf, Marsa. MRS1443
- Monday to Friday: 8.00 – 16.00 ; Saturday, Sunday, and Public Holidays: Closed
- About – <https://ram.gov.mt/contact/>
- Email: [ram.mafa@gov.mt](mailto:ram.mafa@gov.mt)
- Customer Contact No: +356 23397807 / 23397810