

The Freedom of Information (FOI) Act (Cap. 496) promotes transparency and accountability in government by establishing the right to the public to information held by public authorities. The following information is being provided in fulfilment of the obligations set in Article 17 of the Act. **(Last updated – 28th November 2024)**

Public Authority	The National Literacy Agency
Description of the department/directorate/entity's structure	Organization Chart
Description of the department/directorate/entity's functions and responsibilities	About Us (gov.mt)
General description of the categories of documents the department/directorate/entity holds (including exempt documents)	• HR files • Information and standard operating procedures related to programmes and services offered by the Agency and data related to participation in these programmes and services • Internal letter circulars • Data protection and document retention policies • Annual reports • Internal quality assurance reports • Senior Management Team meetings minutes • Finance section documentation • Agreements and memoranda of understanding entered with other entities, corporate bodies, or individuals • Documentation related to ongoing research and policy/strategy development
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)	• Public Administration Act, including Code of Ethics for Public Employees and Board Members • Public Service Management Code, including applicable Manuals and Directives • Public Finance Management Act and Public Procurement Regulations • Applicable policies and strategies, in particular the National Literacy Strategy and the Language in Education policies
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	The FOI officers of the National Literacy Agency may be contacted by e-mail nla@ilearn.edu.mt or by telephone 25982907. FOI Requests may be submitted by e-mail to nla@ilearn.edu.mt, through the FOI Portal https://foi.gov.mt/ via the e-ID or through the online form.
Details of Internal Complaints Procedure	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 submit a complaint to the Public Authority by e-mail to nla@ilearn.edu.mt

	through the FOI portal https://foi.gov.mt/ via the e-ID or through the online form. The complaint should be addressed to the FOI Officer, who shall bring the complaint to the attention of the officer responsible (i.e. the most senior official within the department). 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 Ministry, 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.
Other Information	Working Hours: Winter (1 October - 15 June): Monday to Friday - 07:30 – 16:30 Summer (16 June - 30 September): Monday to Friday – 7:30 – 13:30 Payments in cash can be made at the National Literacy Centre, Joseph Abela Scolaro Street, Hamrun. Payments can also be made by cheque payable to the National Literacy Agency or by digital transfer on the IBAN number MT54VALL22013000000040023748325.
Public Authority Contact Details	Contact Us (gov.mt)