VERŻJONI ELETTRONIKA

L.N. 171 of 2016

PUBLIC ADMINISTRATION ACT (CAP. 497)

Servizz.gov Agency (Establishment as an Agency) Order, 2016

IN exercise of the powers conferred by article 36 of the Public Administration Act, the Prime Minister has made the following Order:-

Citation.

1. The title of this Order is the Servizz.gov Agency (Establishment as an Agency), 2016.

Interpretation.

2. In this Order, unless the context otherwise requires -

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"the Act" means the Public Administration Act;

"the Agency" means the Servizz.gov Agency;

"Agency Performance Agreement" means the Agreement as provided for in article 8;

"Minister" means the Minister responsible for the public administration and includes any person authorised by such Minister in that behalf.

Establishment of the Servizz.gov Agency.

3. There is hereby established an Agency, to be known as the Servizz.gov Agency which shall carry out functions related to the provision of access to as many as possible of Government services to service users, in partnership with the responsible Departments and Government entities, through the Servizz.gov regional-based hubs, multi-channel, one-stop service.

Functions and duties of the Agency.

4. The Agency shall have the following functions:

(a) to provide access to and facilitate delivery of Government services to service users in a reliable and timely manner in partnership with the responsible Departments and Government entities;

(b) to liaise with and ensure the necessary coordination between Departments and Government entities in the implementation of service delivery measures or initiatives proposed by the Government or the Agency from time to time;

(c) to incrementally expand the reach of Government services through additional or improved services, convenient access times, channels, and increase usage of relevant services

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which provide value to their users;

(d) to contribute inputs to related initiatives, amongst others, simplification of administrative processes, one-stop-shops, service delivery, eGovernment, call centre improvement, case management systems and quality management within the wider public administration;

(e) to provide the necessary management and administrative support to the above functions, ensuring best value for money spent; and

(f) to assist Government in any other related activity as directed by the Minister from time to time.

Minister responsible for Agency.

5. (1) The Minister responsible for the Agency shall be the Minister responsible for the public administration.

(2) The Principal Permanent Secretary shall supervise the Agency in terms of article 39 of the Act:

Provided that the Principal Permanent Secretary may be assisted in such supervision by another Permanent Secretary in accordance with the proviso to article 13(5) of the Act:

Provided further that if a Minister, other than the Prime Minister, assumes responsibility for the Agency, its supervision shall fall under the Permanent Secretary of that Ministry.

Agency to be subject to the Act.

6. The Agency shall be subject to the provisions of Title 2 of Part III of the Act and shall be regulated thereby.

Financial arrangements Cap. 174.

7. The Agency shall be governed by the provisions of the Financial Administration and Audit Act unless otherwise stated in the Agency Performance Agreement between the Principal Permanent Secretary and the Servizz.gov Agency in which case the provisions of the Agency Performance Agreement shall prevail.

Other special arrangements applying to the Agency.

8. The operations of the Agency shall follow an Agency Performance Agreement which is to be agreed to between the Principal Permanent Secretary and the Servizz.gov Agency.

Head of the Agency.

9. The Agency shall be headed by a Chief Executive Officer who shall perform all the functions and duties of the Chief Executive Officer of the Agency as stipulated in the Act.

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Deployment of public officers and recruitment with the Agency.

10. (1) Public officers deployed with the Agency shall be deemed to be detailed with the Agency in accordance with article 43 of the Act.

(2) Subject to the provisions of the Act and of any other legislation, the Agency shall have authority to engage its own employees.

Advisory Board.

11. (1) The Minister responsible for the Agency may establish an Advisory Board to assist the Chief Executive Officer in the discharge of his duties.

(2) The Advisory Board established under this article shall be chaired by the Chief Executive Officer and shall consist of not less than two and not more than four members appointed by the Minister responsible for the Agency.

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(3) The remuneration paid to members of the Agency Advisory Board shall be in accordance with the directives and guidelines issued according to the provisions of article 42(3) of the Act.

Amends the Fourth Schedule to the Act.

12. In the Fourth Schedule to the Public Administration Act, immediately before the item "Sustainable Energy and Water Conservation Unit" there shall be added the following Agency:

Agency	Agency Function
"Servizzi.gov Agency	To carry out functions related to the provision of access to as many as possible of Government services to service users, in partnership with the responsible Departments and Government entities, through the Servizz.gov regional-based hubs, multi-channel, one-stop service.".

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