

Public Authority	Agriculture and Rural Payments Agency, MAFA
Description of the department/directorate/entity's structure	The Department is headed by a Director General (DG ARPA), with two Chief Coordinators and an Assistant Director overseeing the various units within ARPA: Authorisation IACS Schemes (Unit A1) Authorisation Non-IACS Schemes (Unit A2) Controls (Unit A3) Internal Audit Service (Unit B) Accounts (Unit C1) Communication & Reporting (Unit C2) Monitoring Accreditation & Assurance (Unit C3) IT Solutions (Unit C4) Payments (Unit C5) Authorisation EAFRD Non-IACS (Unit C6) Administration (Unit D1) Procurement (Unit D2) Legal Office (Unit D3) Customer Care (Unit D4)
Description of the department/directorate/entity's functions and responsibilities	The Agriculture and Rural Payments Agency (ARPA) 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. Objectives: • Operate an effective administrative set-up • Ensure an efficient, effective and timely processing of claims • Attain effective control procedures that would ensure that there is no risk to the Community Funding

	• Provide accurate and timely information to the Commission, the local entities and to the farming community.
General description of the categories of documents the department/directorate/entity holds (including exempt documents)	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
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)	Manual of Procedures: Unit A1 Front Office Unit C1 Agri-Environmental-Climate Measures Unit C1 Areas with Natural Constraints Unit C1 Agri-Environment Climate Measures – AECM Unit C1 Direct Aid Unit C2.1 Apiculture Programme Unit C2.1 AGRIM/AGREX Licences Unit C2.1 School Scheme 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 C3.2 On-the-Spot-Checks - Other Direct Aid to Beekeepers Unit C3.2 Controls - Investment Measures Unit C3.2 On-the-Spot-Checks - Roadshows

	Unit C3.3 Land Parcel Identification System Unit C4 Payments Unit C5 Accounts Unit D2 Quality Control on all Measures
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 Agriculture and Rural Payments Agency, MAFA may be contacted by e-mail foi.mafa@gov.mt or by telephone 22924298 / 22924301. FOI Requests may be submitted by e-mail to foi.mafa@gov.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 address a complaint to the Freedom of Information Officer. Complaints may be submitted by e-mail to foi.mafa@gov.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 Public 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 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. 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
Other Information	Payments are made at: MAFA Cash Office Agriculture Research & Innovation Hub Triq l-Ingiered Marsa MRS 3300 Opening Hours: 8:00am to 12:00pm Cheque Payments can be addressed to same address and should be made payable to: Permanent Secretary - MAFA
Public Authority Contact Details	Address: ARPA, Luqa Road, Qormi QRM 9075 General telephone no.: 22 92 61 48 (ARPA Front Office) Generic e-mail address: arpa.mafa@gov.mt