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My e-Justice space

Malta



Malta

Malta is considered a leader in e-government services in Europe.[1] Its online system is accessed via an e-ID account, connected to the residents' e-IDs. Depending on the competent authority and the type of service, the services can be accessed through different websites. Additionally, some requests must be sent via e-mail as opposed to electronic forms.

The e-ID account can be requested via email, phone or in person. Where an email address was not provided by the customer, or a change in email is required, the request for the eID account and the request for the change in the personal email can only be done in person. The eID account is a requirement to use eGovernment Services. All Maltese citizens and eResidence document holders over the age of 14 can register for the e-ID account. More information is available [here](#).

The [servizz.gov](#) website is an online guide to government services that can be accessed both online and on-site.

[1] See eGovernment Benchmark 2021:

<https://www.gov.mt/en/Government/DOI/Press%20Releases/Pages/2021/November/12/pr212032en.aspx>; and

eGovernment Benchmark 2022: <https://digital-strategy.ec.europa.eu/en/library/egovernment-benchmark-2022>

Possibility to lodge an application for legal aid

An application for legal aid can be launched in person or online by accessing this [link](#).

For more information, consult the [Legal Aid Brochure](#).

Compensation

Maltese and EU citizens are entitled to claim compensation for criminal injuries they have sustained as long as such injuries were subject to criminal proceedings or reported to the Police. Compensation can be claimed either by the victim him/herself, by a dependent or by any other person that has incurred expenses as a result of crime sustained by the victim.

Possibility to complete the procedure fully online: No. The application is available online to print, and then compile manually as it requires a signature.

More information can be found [here](#).

Initiation of a civil case online

Purpose and scope: A limited number of civil cases can be initiated online via the [eCourts](#) platform, a list of which can be found [here](#). However, other cases must be initiated in person.

Competent authority: Court Services Agency

Conditions of access:

- Eligibility requirements: N/A
- Identification and authentication requirements: Verification and log-in to initiate a civil case are possible via e-ID.
- Documents to be provided: Online form to be filled in. A scanned copy of the signed application must be attached with the eForm. Applicable supporting documents can be attached.

Legal effects of electronic document: The scanned copy submitted online is considered to be the original document.

Possibility to complete the procedure fully online: Only the initiation of the filing of certain civil cases can be completed online.

Cost: Depends on the case. Schedule of costs is annexed in the Code of Organisation and Civil Procedure, Chapter 12 of the Laws of Malta.

Link: <https://ecourts.gov.mt/onlineservices/JForms/Index?jFormJurisdictionId=1>

More information how to initiate a civil case in Malta is available [here](#).

Electronic service of judicial documents

In Malta, documents cannot be served electronically in civil proceedings.

Participation in judicial auctions

Online judicial auctions are currently not available in Malta.

Access to mediation services

Purpose and scope: Mediation services in Malta are available for those who wish to use it on a voluntary basis. *Separation and/ or divorce mediation should be referred to the Family Court, and not to the Malta Mediation Centre.*

Competent authority: Malta Mediation Centre

Conditions of access:

- Eligibility requirements: Mediation can be used in disputes involving civil, family (e.g., inheritance disputes or disputes arising out of family-owned businesses), social, commercial or industrial matters.
- Identification and authentication requirements: Verification and log-in to request mediation are possible via e-ID.
- Documents to be provided: An online form must be submitted.

Legal effects of electronic document: N/A

Possibility to complete the procedure fully online: Yes.

Cost: Depends on the type of mediation:

- Family mediations disputes - €35
- Mediations involving Voluntary Organisations as defined under the Voluntary Organisation Act (Art. 3) - €35
- Mediations involving any other Authority established by law - €50
- Disputes that do not involve a monetary value - €70
- For all other disputes - €120

Link:

https://www.servizz.gov.mt/en/Pages/Police_Justice-and-Defence/Justice/Courts-of-Justice/WEB2253/default.aspx

More information on how to access mediation in Malta is available [here](#).

Company formation and access to information on companies

Purpose and scope: The Malta Business Registry has an online system that allows users to register a company and submit commonly used forms. The system allows for company names to be reserved online. Furthermore, all statutory forms and notices are available on the website. The Malta Business Registry also allows to search for a company. This is available without logging into the platform.

Competent authority: Malta Business Registry

Conditions of access:

- Eligibility requirements: N/A
- Identification and authentication requirements: The website requires registration for which personal details are required. Online services are available following logging in to the platform.
- Documents to be provided: N/A

Legal effects of electronic document: N/A

Possibility to complete the procedure fully online: Yes.

Cost: To access the fee structure relative to the registration of a company, follow this [link](#).

Link: <https://registry.mbr.mt/ROC/>

More information on how to register a company in Malta is available [here](#) and [here](#).

Translation services (incl. machine translation and its legal impact)

Purpose and scope: The Office of the State Advocate, together with the Malta Information Technology Agency (MITA) and the University of Malta (UoM), have launched the National Language Technology Platform (NLTP) called 'Traduzzjoni.mt' that provides high-quality machine translation of text to and from the 24 official EU languages. The platform is particularly helpful for the translation of legal text and text related to the public health sector.

Competent authority: Ministry for National Heritage, the Arts and Local Government

Conditions of access:

- Eligibility requirements: The NLTP is freely accessible to all users
- Identification and authentication requirements: In addition to free access, the platform also offers the CAT tool which enables users to register with their CORP account (if they are Government of Malta employees) or with the E-ID. This feature will enable users who are translating full documents to save their work and return to it at a later point.
- Documents to be provided: N/A

Legal effects of electronic document: N/A

Possibility to complete the procedure fully online: Yes.

Cost: Free of charge

Link: <https://traduzzjoni.mt>

More information on the NLTP project can be accessed [here](#).

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