

Public Authority	Water Service Corporation
Description of the department/directorate/entity's structure	Link to Organisational Structure may be found at: http://www.wsc.com.mt/freedom-of-information/
Description of the department/directorate/entity's functions and responsibilities	<p>Subject to the provisions of Chapter 355 and to any requirement provided under any other law, the Corporation may:</p> <ul style="list-style-type: none"> (a) to acquire, produce, keep, distribute, sell, export or otherwise dispose of water for domestic, commercial, industrial or other purposes; (b) to conserve, augment and operate water resources and sources of water supply; (c) to undertake and perform such other functions relating to water conservation, supply and distribution as it may deem appropriate; (d) to provide for the treatment and for the disposal or re-use, as appropriate, of sewage and waste water; (e) to provide as appropriate for the use of storm water run-off from urban and rural areas; (f) to generate new forms and services of revenue, even if not directly or indirectly related to the use of water for domestic, commercial, industrial or other purposes; <p>In addition:</p> <ul style="list-style-type: none"> (a) to develop, maintain and promote a safe and efficient production and distribution system in order to satisfy, as economically as possible, all reasonable demands for water; (b) to determine the short-term and long-term objectives of the Corporation in relation

to water supply, disposal and re-use and to develop the necessary strategy and policies to reach these objectives;

(c) (i) to provide, improve and extend such a system of public sewers and to cleanse and maintain these sewers so as to ensure that the drainage system operates and continues to operate safely and effectively;

(c) (ii) to make provisions for the operation of these sewers and such further provisions as are necessary from time to time for effectively dealing with the contents of these sewers by means of sewage treatment and disposal works or otherwise;

(d) to have regard in performing its duty under this sub-article of the need to provide for the treatment and disposal or otherwise of trade effluent;

(e) to promote the proper disposal of waste water and storm water run-off;

(f) to advise the Minister on any matter relating to any of its functions under Chapter 355;

(g) to manage and operate all undertakings and other installations and all property, transferred to and vested in the Corporation by virtue of Chapter 355 or otherwise acquired by the Board for the purposes of any of its functions;

(h) to hold and administer and, if and when it thinks fit, to realise any assets it may hold from time to time;

(i) to promote the reasonable use of water and encourage the conservation and appropriate re-use of water resources;

(j) to carry out tests relating to water fittings for the purpose of preventing the waste, undue consumption, misuse, erroneous measurement or contamination of

water;

(k) to provide training courses and other schemes in connection with the furthering of the science and technology of water management;

(l) to collaborate with other local organisations in placing and coordinating services including water purification, electrical power, telecommunications, road services, agriculture and industry; and

(m) to promote and undertake alone or in collaboration with other institutions, the research and development of new technology and new ideas in the production and treatment of water, in distribution and disposal networks, water desalination and polishing, sewage treatment disposal and re-use, plant, transport and equipment, water resources management and water catchment management.

In addition:

(a) acquire, construct, reconstruct, maintain and operate any installation;

(b) acquire any property which the Corporation considers necessary or expedient for the purposes of constructing, extending or maintaining any installation or otherwise carrying out its functions under Chapter 355;

(c) do all acts and things necessary for the purpose of carrying out its functions under Chapter 355: provided that the opening and breaking up of the surface of any street for any of the purposes aforesaid shall not be undertaken without the approval of the Authority for Transport in Malta;

(d) carry on, whether as principal or as agent or as a contractor, or in collaboration with any other person or persons, all such other activities as may appear to the Corporation requisite, advantageous or convenient to be carried out for or in connection with the performance of any of its functions under this Act or in order to

	<p>make the best use of the assets of the Corporation;</p> <p>(e) exercise, perform, discharge and delegate all such rights powers, duties and functions as are by or under Chapter 355 vested in or assigned to the Corporation;</p> <p>(f) do all such acts as may be necessary or conducive for the proper performance or attainment of its functions;</p> <p>(g) do all such other acts as are incidental to or consequential upon the exercise, performance and discharge of its powers, duties and functions under Chapter 355 or for the attainment of the functions of the Corporation;</p> <p>(h) hold and administer and, if and when it thinks fit, realize any assets it may hold from time to time.</p>
<p>General description of the categories of documents the department/directorate/entity holds (including exempt documents)</p>	<ul style="list-style-type: none"> • Procurement Files • Court and Arbitration Files • ICT related procurement files • Asset management system reports • Administrative files • Annual Reports • Statistics and monthly/quarterly reports • Parliamentary Questions files and correspondence

	<ul style="list-style-type: none"> • Internal memos • Miscellaneous general correspondence files • Email correspondence • Personal files of employees • Recruitment and Selection Processes' files • Data protection related documents • Inventory Records • New Water Files • Contracts for Services, Works and Supplies • Audit reports • Files related to Energy and Water EU co-financed projects, including claims • Policy documents and working documents related to EU and national Policy
<p>Description of all manuals and similar types of documents which contain policies, principles, rules or guidelines in accordance with which</p>	<p>Public Service Management Code Data Protection Manuals Customer Charter ISO processes</p>

<p>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)</p>	
<p>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</p>	<p>FOI Officer Water Services Corporation Qormi Road, Luqa LQA 9043 22443368 dpo@wsc.com.mt</p>
<p>Details of Internal Complaints Procedure</p>	<p>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 Water Services Corporation.</p> <p>The complaint should be addressed to the Corporation's FOI Officer, who shall bring the complaint to the attention of the Chief Executive Officer. The CEO (or his representative) shall reply to the applicant within 10 working days from the receipt of the complaint.</p> <p>The applicant 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).</p> <p>The CEO shall inform the applicant of the decision taken with respect to his or her</p>

	<p>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 Corporation, and the original decision is upheld, the applicant shall be given an explanation as to why his or her complaint cannot be positively addressed.</p> <p>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, any applicable fees for the submission of information shall be waived.</p>
Other Information	<p>FOI requests shall be received by the Legal Office of the WSC, situated at Qormi Road, Luqa. FOI Request and Complaint online form may be accessed from the website www.foi.gov.mt.</p> <p>Working hours for the general public shall be set to Mon-Fri between 8.30a.m and 12.30 for FOI requests and relative payments.</p> <p>Payments can be made in cash (at Accounts Department of the WSC at the address indicated above) or by cheque payable to Water Services Corporation and mailed to the FOI Officer and/or the Accounts Department (as indicated above). The reference number of the Request for which the payment is being made has to be clearly indicated.</p>
Public Authority Contact Details	<p>Water Service Corporation Water Services Corporation Qormi Road, Luqa LQA 9043</p> <p>Website: http://www.wsc.com.mt/freedom-of-information/</p> <p>MEW FOI website: https://energy.gov.mt/en/Pages/The%20Ministry/Freedom_of_Information.aspx</p>

