VETERINARY AND PHYTOSANITARY REGULATION DEPARTMENT

Client Service Charter

12/13/2019
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1. VETERINARY AND PHYTOSANITARY REGUALTION DEPARTMENT (MAIN OFFICES)

1.1 WHO WE ARE

The Veterinary and Phytosanitary Regulation Department is part of the Ministry for Sustainable Development Environment and Climate Change co-ordinates and regulate activities to ensure compliancy with requirements of animal health, animal welfare, plant protection, feed and food law. VPRD aims at protecting local agriculture and contributes to its sustainability by preventing the introduction and spreading of pests and diseases in Malta.

The Animal Welfare Promotion and Services is responsible to promote and safeguard the welfare of all animals by dedicating resources towards improving their lives through the provision of appropriate housing, nutrition, medical care, humane treatment and handling.

The Plant Protection Directorate is responsible for the plant health aspects of import and export arrangements applicable to plants and their propagation material, plant pests, plant produce and growing media entering Malta. This plant health work is performed as import and export controls of plants, plant products and their growing media at the points of entry into the Maltese Islands. The aim of this work is to prevent the spread and introduction primarily of quarantine pests of plant material and plant products but also of pests and diseases affecting quality and to promote appropriate measures for their control. As an aid to this role, the Plant Health Directorate has diagnostic laboratories.

The Veterinary Regulation Directorate is responsible to make sure that all stakeholders under its remit satisfy the requirements of animal health, welfare, feed and food law which are relevant to their activities and that official controls are carried out to verify compliance of these stakeholders based on planned schedules and following consolidated instructions or guidelines given to staff.

The Veterinary Medicines Section was set up with the purpose of regulating the placing on the market, retail, distribution and use of veterinary medicinal products. It promotes the responsible use of good quality, safe and effective veterinary medicinal products.
The National Veterinary Laboratory enjoying National Reference Laboratory status, providing laboratory service and support to the Veterinary Regulation Directorate in accordance to obligations and requirements in National and Commission Legislation.

The Customer Care Front Office within the Veterinary and Phytosanitary Regulation Department coordinates issues related to requests for service and information with the relevant customer care offices within the line directorates under the Veterinary and Phytosanitary Regulation Department.

1.1.1 How can you contact us

You can contact us by:

Coming personally or writing to the:

   The Veterinary and Phytosanitary Regulation Department
   Triq il-Biċċerija
   Albertown, MRS 1123
   Marsa

And for:

General enquiries and for Veterinary Regulation, veterinary medicines and National Veterinary Laboratory related matters by phoning us on 22925588.
Plant Protection enquiries by phoning us on 22926535 or Freephone 80072310.
Animal Welfare related matters by phoning us on 22924113 or Freephone 1717 for emergencies only.

Sending us an e-mail on – infovprd.mesdc@gov.mt for general queries;
plantprotection.mesdc@gov.mt for Plant Protection related queries;
animalwelfare.mesdc@gov.mt for Animal Welfare related queries;
veterinaryregulation.mesdc@gov.mt for Veterinary Regulation related queries.

Accessing our web site at – https://agriculture.gov.mt/en/vprd/Pages/feedback.aspx. As much as possible, you are encouraged to use our generic e-mail account infovprd.mesdc@gov.mt.
You can find us also by following the below map:

https://www.google.com/maps/place/Veterinary+and+Phytosanitary+Regulation+Division/@35.877452,14.4946962,17z/data=!4m5!3m4!1s0x130e5be8360c4dd2f:0x6f6179760f0bbcd3!8m2!3d35.8778912!4d14.4979327

1.1.2 Opening hours

Hours during which we are open to the public for general queries and information, are
Monday to Friday all year round:

07:00 hrs to 15:00 hrs

1.1.3 Information

We shall endeavour to keep and provide clear, accurate and up-to-date information about our services, including through the main avenue for the provision of such information, our website

We shall treat personal data pertaining to customers and employees as confidential and use it only as permitted by the General Data Protection Regulation (EU) 2016/679 (GDPR) and the Data Protection Act (Cap 586) The VPRD Data Protection Policy can be accessed on:


1.2 OUR SERVICES

The services offered by our Department are:

- Animal Welfare Promotion and Services
- Plant Protection Services
- Veterinary Regulation Services

1.3 OUR CHARTERED SERVICES

Details of the Chartered Services offered are indicated in the respective Sections as follows for:

1.3.1 Animal Welfare and Promotion Services - Refer to Section 2
1.3.2 Plant Protection Services Veterinary Regulation Services – Refer to Section 3
1.3.3 Veterinary Regulation Services – Refer to Section 4
1.3.4 National Veterinary Laboratory Services – Refer to Section 5
1.3.5 Veterinary Medicinals Services – Refer to Section 6
1.3.6 Emergency Service Scheme – Refer to Section 7
1.3.7 Customer Care Front Office – Refer to Section 8

Eligibility and access

Any member of the public can benefit from VPRD services as detailed in the respective sections. Services are offered to the general public and stakeholders.

Your responsibilities

You can help us provide you with a better service if you:

- Clearly identify yourself and be clear and concise in presenting your request.
- Present any necessary documents and application forms as may be required.
- By ensuring that contact details for issues which require follow-up are accurate and up to date.
- When effecting payments via cheque: by ensuring that the cheque corresponds to the billing form, is written correctly and legibly, and that the back account holds sufficient funds. Kindly write your identity card number and contact number on the back of the cheque in order that you may be contacted in case we find difficulties in processing the cheque.
What you can expect

- **Service by Telephone:** We will respond promptly and courteously and put you in touch with the member/s of staff most qualified to meet your request. In order to ensure that you receive accurate information, we may ask you to detail the services that you ask for in writing or in electronic form, rather than over the telephone. If we cannot process your request, we will suggest other sources that could assist in collecting the information you require.

- **Personal Callers:** You may call personally at the Department or any of the listed offices and meet our members of staff. We will be polite and courteous in our dealings with you. Kindly fix an appointment prior to visiting us to ensure that we will be able to attend to your request in the best possible manner. We shall inform you if appointment is delayed for any inevitable reason. All the premises are served with access for the elderly and the disabled. The premises where face-to-face services are offered have a waiting area/room where customers can wait seated in a clean environment whilst waiting to receive their service.

- **Communication through Letters, Faxes and Email:**

  We will endeavour to:

  - reply according to standards of service;
  - ensure that all communications from our end carry a contact name and telephone number or e-mail address. An acknowledgement is given/sent within 24 hours.
  - If we realise that there is going to be a delay in providing you with the information you require i.e that the request is going to take more than five working days, we will let you know immediately and tell you when you can expect to receive the information that you have requested.

**You can help us by**

You can help us to provide a better service if you:
• Ensure that any communication is carried out strictly either in Maltese or in English.
• Explain to the respective offices the information or services that you require. The explanations should be clear and where possible concise.
2. ANIMAL WELFARE PROMOTION AND SERVICES DIRECTORATE

2.1 WHO WE ARE

The Animal Welfare Promotion and Services Directorate whose main activity is to protect the health and welfare of stray and domesticated animals and prevent cruelty; our main aim being the safety and psychological wellness of animals.

The Animal Welfare Directorate is responsible to respond to public referrals relating to the control of stray dogs and cats, handling of dangerous dogs and inspections of animals. The Directorate is in constant liaison with NGOs to re-home stray dogs and cats collected by Animal Welfare Officers either when performing rescue operations or when doing any inspections. The Animal Welfare Directorate provides the necessary after care and shelter until the animals are taken up by the different NGOs for a more long term homing.

2.1.1 How can you contact us

You can contact us by:

Coming personally or writing to the:
Animal Welfare Promotion and Services Directorate
Luqa Road
Qormi QRM9072
Malta

- Phoning on 22924113 or Freephone 1717 for emergency rescues only.
- Sending an e-mail on animalwelfare.mesdc@gov.mt
- Accessing our web site at https://agriculture.gov.mt/en/animalwelfare. Where possible, you are encouraged to use our generic e-mail account animalwelfare.mesdc@gov.mt
- Accessing our Mobile App by downloading it from Android OS or iOS
- You can find us also by following the below map:
2.1.1 Opening hours

Hours during which we are open to the public are as follows:

General queries and information

Monday to Friday:
08:00 to 13:00

Adoptions

Monday to Sunday:
10:00 – 14:00

2.1.2 Information

We shall endeavour to keep and provide clear, accurate and up-to-date information about our services, including the provision of such information through our website:

2.2 OUR SERVICES

The services offered by our Directorate are:

1. One-stop shop for central delivery of services.
2. 24/7 Animal Ambulance Service to provide assistance to stray animals that are either injured or sick.
3. Inspections and law enforcement relating to bad animal welfare conditions, abandonment and cruelty to animals.
4. Promotion in schools and participation in fairs and exhibitions to create awareness about animal welfare.
5. One-stop-shop serves as a link between the general public and services offered by AWPSD.

2.3 OUR CHARTERED SERVICES

2.3.1 One-stop shop

The scope of the one-stop shop is to:

- provide quality guidance and assistance to the public on the range of services offered by Veterinary and Phytosanitary Regulation Department, regarding Animal welfare;
- offer services from one central point thus saving time and administrative resources;

The one-stop shop offers the following services:

- Provision of general information concerning the services offered by the Veterinary and Phytosanitary Regulation Department related to Animal Welfare issues;
- Guidance and assistance concerning services whereby an overview of the services by the AWPSD is given;
- Give guidance regarding procedures to adopt/foster a pet and query about microchipping procedures and legislation regulating the animal welfare;
- Receipt of complaints;
- Receipt of reports on emergency, report abuse;
• All the necessary paperwork relating to transfer of ownership procedures (in case of adoptions) and communication with the respective NGO will be carried out by the Customer Relations Officer.

Eligibility and Access

Any member of the public can benefit from the customer services. Services are offered to the general public and stakeholders.

Your responsibilities

You can help us provide you with a better service if you:

• Clearly identify yourself and be clear and concise in presenting your request.
• Present any necessary details as may be required.
• By ensuring that contact details for issues which require follow-up are accurate and up to date
• Ensure that any communication is carried out strictly either in Maltese or in English.

What you can expect

Service by Telephone: We will respond promptly and courteously and put you in touch with the member/s of staff most qualified to meet your request. In order to ensure that you receive accurate information, we may ask you to detail the services that you ask for in writing or in electronic form, rather than over the telephone. If we cannot process your request, we will suggest other sources (including the Veterinary Regulation Directorate) that could assist in collecting the information you require.

Personal Callers: You may call personally at the One-Stop Shop and meet our members of staff. We will be polite and courteous in our dealings with you. Kindly fix an appointment prior to visiting us to ensure that we will be able to attend to your request in the best possible manner.

We will endeavour to:
• reply according to standards of service;
• ensure that all communications from our end carry a contact name and telephone number or e-mail address. An acknowledgement is given/sent within 24 hours.

2.3.2 Animal Welfare Inspections

The objective of inspections carried out by the Animal Welfare Promotion and Services Directorate is to ensure that animals are being kept in compliance to the Animal Welfare Act and any other relevant subsidiary legislation.

Inspections are normally carried out either:
• following reports by the general public or
• ad-hoc following suspects.

Eligibility and access

The General Public can report any abuse, cruelty; and/or life-threatening situations directly to the Animal Welfare Promotion and Services Directorate 24/7 on freephone 1717 or through the mobile app.

Your responsibilities

• Ensure that all animals are kept in compliance with existing regulations relating to welfare and upkeep of animals.

What you can expect

• You can expect us to explain the reason of the inspection on site, prior to the initiation of the inspection.

• You can expect us to draw a detailed report of the inspection with recommendations and findings within five working days from the inspection.

You can help us by

• providing the necessary required documentation
• co-operating with the inspectors by allowing the Animal Welfare Officers to go around the premises and take any photos of the animals.
2.3.3 Animal Rescue

The animal ambulance provides assistance to animals that are either involved in accidents or lost and roaming in streets. If futile, the animal would be treated as a stray, and taken for treatment and provided shelter within the Animal Welfare Directorate.

Eligibility and access

- The public may report any stray animals that may be injured or abandoned by contacting the Animal Welfare Directorate on 1717 or through the mobile app.

Your responsibilities

- To ensure that in instances where animals are sick/injured or in danger, immediate action is taken by reporting the case to the Animal Welfare Directorate for their assistance.

What you can expect

You can expect us to:

- be on site within the least time possible
- Provide the necessary assistance to safeguard the wellbeing of the animal involved

You can help us by

- providing us with the exact location
- co-operating with the Animal Welfare Officers when performing the rescue operation.

2.3.4 Distribution of Funds

2.3.4.1 Animal Welfare Fund

The Animal Welfare Fund provides financial assistance to voluntary organisations that work within the Animal Welfare sector. This fund is directed mainly towards animal shelters, NGOs, and other groups that offer a service to assist animals. This fund enables animal shelters and NGOs to effect improvements to animal care.
Eligibility and access

Animal Sanctuaries, NGOs, and other groups that offer a service to assist animals may benefit from such funds. Interested parties are invited to complete an application indicating the project that they intend to carry out during the year. Funds will then be distributed based on eligibility in line with the published guidelines.

Your responsibilities

You can help us provide you with a better service if you:

- provide all the required documentation with the application
- include a detailed description of the project

What you can expect

You can normally expect to:

- receive the relevant payment within the timeframes as indicated on the application;
- to be informed of any issues relating to the grant.

2.3.4.2 Grant to NGOs relating to free veterinary services

The Animal Welfare Promotion and Services Directorate provides a one-time annual grant to provide support to non-government, not-for-profit organisations to cater for specific expenses related to veterinary services/treatment.

Eligibility and access

Non-Governmental Organisations that are enrolled with the Commissioner for Voluntary Organisations and compliant with the Voluntary Organizations Act, 2007 and its subsidiary legislation are eligible for such grant.

Upon request, eligible NGOs are to provide the following information three times annually:

- a signed declaration indicating the number of animals under their care on the particular date specified by AWPSD; and
- The relative microchip numbers of animals under their care.
Information relating to dogs will be verified with the National Livestock Database whereas information relating to cats will be entered on the Intertrace. Animal Welfare Officers will then perform an inspection at each NGO to verify a random check of the list submitted by each NGO. Payment will be allocated only for microchipped animals that are registered in the Intertrace. The grant for veterinary services will be based on the average of head counts found during the three inspections.

**Your responsibilities**

- You can help us provide you with a better service if you:
  - provide the required information within the stipulated timeframe of 7 days as specified by the AWPSD;
  - provide correct information;
  - report any transfers/adoptions to the Ministry for the Environment, Sustainable Development and Climate Change within 24 hours by sending an email to animalpassports.mesdc@gov.mt;

**What you can expect**

You can normally expect to:

- receive the relevant payment in respect of all the micro-chipped animals under your care within within 60 days from last batch of information submitted by the Non-Governmental Organistaion.
- to be informed of any issues relating to the grant.

**2.3.4.3 Adoptions by NGOs**

The Animal Welfare Promotion and Services Directorate provides a one-time time payment to non-government, not-for-profit organisations as a compensation for every dog/cat adopted. The payment varies according to the category depending on the size and age of the dog/cat.
Eligibility and access

NGOs that are enrolled with the Commissioner for Voluntary Organisations and compliant with the Voluntary Organizations Act, 2007 and its subsidiary legislation are eligible to adopt dogs/cats from the Animal Welfare Promotion and Services Directorate. Representatives from Non-Governmental Organisations [working with animals] who reports to adopt any animal from the Animal Welfare Directorate must:

- be over 18 years of age.
- present a valid identification.

The opening hours for viewing and adoptions are as indicated in Section 1.2.

Your responsibilities

If you adopt a cat or a dog you must ensure that:

- the necessary transfer has been affected.
- the animal is neutered [if not already neutered].
- required vaccinations must be given accordingly.
- animal is kept in adequate conditions.

What you can expect

You can normally expect to be given:

- an abstract of its medical records.
- a copy of the adoption form.
- a copy of the microchip and transfer details.

You can help us by

- being courteous and helpful with all our staff.
- provide a valid identification card [ID Card, Driving Licence or Passport].
- bring with you the necessary carrier/leash to transport the animal.
3. PLANT PROTECTION DIRECTORATE

3.1 WHO WE ARE

The Plant Protection Directorate is the Maltese National Plant Protection Organisation (NPPO) in terms of the International Plant Protection Convention and the Maltese Competent Authority responsible for Plant Health at European level. The role of the Plant Protection Directorate is to regulate and co-ordinate activities in order to control the introduction and dispersion of major pests and diseases harmful to plant production and to encourage the production of good quality and healthy plants, as foreseen in the International Plant Protection Convention (IPPC) and the European Union’s legislative provisions.

The Plant Protection Directorate also monitors the production and marketing of plant reproductive material, regulates plant variety rights and access/benefit sharing of genetic resources as well as promotes and undertakes work in connection with the conservation of healthy plant genetic resources through various methods.

The Plant Protection Directorate has diagnostic laboratories equipped to carry out tests that enable the identification of plant diseases, seed testing laboratories to assess the purity and quality of seeds and service laboratories for the testing of soil and irrigation water. These laboratories provide services that support the Directorate’s functioning as a regulatory plant protection organisation and provide testing and interpretation services that allow for advisory services to be provided to farmers and the general public on regulated pests and diseases and the health of plants that can be tested at the facilities available within the Plant Protection Directorate.

3.1.1 How can you contact us

You can contact us by:

Coming personally or writing to the:

    Plant Protection Directorate (map included)
    Plant Biotechnology Centre
110, Annibale Preca Street Lija LJA 1915, Malta

Or

Plant Protection Directorate (map included)
17, Dahlet I-estringitur
Attard, Malta

And

Phoning us on 22926535 or Freephone 80072310

Sending us an e-mail on – plantprotection.mesdc@gov.mt

Accessing our web site at – www.plantprotection.gov.mt As much as possible, you are encouraged to use our generic e-mail account plantprotection.mesdc@gov.mt

Reporting of Harmful Organisms through the mobile application – Malta Flora and Fauna – Control of Harmful Organisms

You can find us also by following the below map:

https://www.google.com.mt/maps/dir/Triq+Santa+Katarina,+%C4%A6'Attard,+Malta/Triq+Annibale+Preca,+Attard/35.8967095,14.4413111/@35.8961152,14.4373345,1486m/data=!3m1!1e3!4m15!4m14!1m5!1m11s0x130e502fef1d9ff7:0x4aef339058b673b5!2m2!1d14.4365218!2d35.8947441!1m5!1m0!3e0
For Laboratory Services related to soil and irrigation water testing, you can contact us by coming personally or writing to:

Plant Protection Directorate,
Soil and Irrigation Water Laboratory,
National Agriculture Research & Development Centre,
Ghammieri, Marsa

Phone: 22924120 / 192 / 193

3.1.2 Opening hours

Hours during which we are open to the public for general queries and information, are Monday to Friday:

Winter

1st October to 15th June
7:00 – 16:00hrs

Summer

16th June to 30th September

07:00 to 13:00

3.1.3 Information

We shall endeavour to keep and provide clear, accurate and up-to-date information about our services, including through the main avenue for the provision of such information, our website www.plantprotection.gov.mt

3.2 OUR SERVICES

The services offered by our Directorate are:

- Inspections of imported consignments from third countries through identity and physical (phytosanitary) checks, and examination of accompanying documentation.
• Phytosanitary and quality surveillance of intra-trade EU commodities (plant and plant products) and local production of plants and plant products to maintain the plant health status of Malta.

• Provision of export phytosanitary certification to enable traders and local producers to export their produce.

• Endorsement of trade licences.

• Registration of traders, importers and nurseries.

• Registration of collective centres for potato and citrus.

• Inspection during felling of palm trees and issuance of destruction form for palm trees.

• Diagnosis of plant pests and diseases that may be important quarantine organisms and offering advice to growers on their control and eradication, if necessary.

• Provision of soil and irrigation water testing and interpretation of results to growers.

• Provision of service for testing of the purity of seeds.

• Provision of advice on the quality of seeds and plant propagation material and on plant variety rights.

• Registration of collections of genetic resources.

• Application to access and utilize national genetic resources.

• Registration of Technical Advisors (Integrated Pest Management, Certification of Maltese Black Chicken and Soil Management).

• Provision of advice on National Policy.

Requests for assistance concern mainly:

• Services provided by the Surveillance and Enforcement Unit of the Directorate, to traders and importers of plant material, in relation to phytosanitary inspection and certification of consignments.

• The general public (mainly other government departments, journalists, students) also frequently contact us for information about existing and emerging pests that are harmful to plants, about diagnostic and control techniques, and about plant tissue culture
3.3 OUR CHARTERED SERVICES

3.3.1 Surveillance and enforcement services

One can make use of the following services carried out by the Plant Protection Directorate Surveillance and Enforcement Unit in Lija;

- Documentary, identity and physical checks on regulated commodities from third countries;
- Inspections of commodities originating from Third Countries;
- Inspections of WPM from third countries and also from Specified EU countries;
- Inspections at local heat treatment facilities and certification of procedures for the heat treatment of Wood Packaging Material (WPM);
- Internal inspections at local nurseries and suppliers;
- Issuance of Plant Passports of plants and plant products;
- Inspections and issuance of Phytosanitary Certificates for Export;
- Inspections and issuance of Phytosanitary Certificates for Re-export;
- Registration of Wood Packaging Material (WPM) manufacturers;
- Registration of traders, importers and nurseries and other entities (including NGOs) that are professionally engaged in producing plants and plant products;
- Registration of warehouses and collective centres for potato and citrus;
- Registration of plants and plant products as established in specific Legal and Government notices and
- Surveillance and inspections of infected trees or presence of harmful organisms in public and private places, and assistance during control measures.

The fees applicable for the provision of surveillance services are cited in Schedules XXV and XXVI of S.L. 433.03 – Plant Quarantine (Harmful Organisms) Regulations Obtainable from:

Eligibility and access

Traders, registered nurseries and other commercial entities dealing in marketing of plant materials are eligible to make use of these services.

The opening hours of the Surveillance and Enforcement Unit in Lija, are as indicated in section 1, page 4.

The Border Inspection Posts are located at Malta Freeport and Malta International Airport and are open by appointment.

You may inform yourself on the procedure to be followed by phoning our Directorate on 22926535, or by writing an e-mail to plantquarantine@gov.mt or by calling personally during the opening hours.

Your responsibilities

In general, all plants and some categories of plant produce and products that are permitted to enter the Maltese territory from third counties must be accompanied by a phytosanitary certificate. A re-export (re-forwarding) certificate is required after a phytosanitary certificate has been issued in the country of origin, and the consignment have been repacked or split up in another non-EU country before being exported to any EU member.

You can help us provide a better service by ensuring that the following conditions have been met:

- Prior to importing any plants or plant products you should contact the Surveillance and Enforcement Unit so that we may guide you accordingly, in particular as to what documentation is needed.
- Each regulated commodity should be accompanied by a phytosanitary or re-forwarding phytosanitary certificate. In the case of postal or courier packages, the phytosanitary certificate should be affixed to the outside of the package.
- The inspection referred to on the certificate or certificates should have occurred no more than 14 days before the date of dispatch of the consignment and has been signed within the same 14-day period.
- Phytosanitary certificates should only be issued by the official Plant Protection
organisation of the exporting country. Any other certificates issued by provinces or regional or local government are not acceptable.

- Certificates should only be signed by or on behalf of an authorised officer of the plant protection service of the issuing country.

- Certificates should be only in English or Maltese language otherwise a translation should accompany the certificates, which translation, if it is a separate document from the certificate, shall be authenticated by an authorised person of the country of origin.

- When a consignment has been moved between two or more non-EU Member States prior to coming to Malta, it must be accompanied by a re-export certificate attached to either the original phytosanitary certificate or a copy of the original certificate, as long as this is certified as a true copy by an authorised officer.

- Special requirements for specific plants and plant products should be inserted in their respective box on the phytosanitary certificate (e.g. fruits of citrus need to have special requirements listed in box 10 of the phytosanitary certificate).

### 3.3.1.1 Registration of traders, importers and nurseries

In general, any person (trader, importer or nursery man) carrying an activity related to the production, import or export of plants and plant products should be registered with the Plant Protection Directorate and abide with the provisions of regulation 6 of S.L. 433.03.

For registration, you need the following items:

- Identity card of the owner of the legal representative of the company
- Identity card of the technical representative of the company
- Address of the company
- Address of the site where the activity takes place
- VAT number
- Telephone and fax number and e-mail address
The application for registration can be submitted through the e-form via servizz.gov.mt website:
Companies: http://eforms.service.gov.mt/EForms/


If you intend to introduce into Malta any plant or plant material covered by S.L. 433.03, 433.30, S.L. 433.13, S.L. 433.08, S.L. 433.10, S.L. 433.15, S.L. 433.12, S.L. 433.25, S.L. 433.27, S.L. 433.28 and S.L. 433.29 (all available from https://agriculture.gov.mt/en/phd/Pages/actslegal_notices.aspx), you shall notify the Plant Protection Directorate by completing the Introduction of Plant/Plant Material from EU countries notification form which is accessible from https://servizz.gov.mt and forward this document to the Directorate at least 48 hours prior to the expected time of arrival.

On submission of the online application, an inspector may schedule an appointment for an on-the-spot inspection.

You shall inform the Inspectorate of any changes to the expected time or date of arrival into Malta of the notified consignment.

If you intend to import into Malta any plant, plant product or any other object covered by S.L. 433.03, 433.30, S.L. 433.13, S.L. 433.08, S.L. 433.10, S.L. 433.15, S.L. 433.12, S.L. 433.25, S.L. 433.27, S.L. 433.28 and S.L. 433.29, you shall, by not later than 48 hours before the expected date and time of arrival of the consignment, notify the Directorate using the Notification of Entry of Plants and Plant Products from Third Countries notification form (accessible from https://servizz.gov.mt) for the issue of the Plant Health Movement Document.

You shall inform the Inspectorate of any changes to the expected time or date of arrival.

Consignments should be opened in the presence of a Plant Health Inspector, unless otherwise instructions are given.

The required information shall preferably be printed but may be handwritten in capital letters and shall be in English or Maltese, the botanical name of the plants or plant products shall be indicated in Latin characters, alterations, obliterations and erasures shall invalidate the said request.

In order to be issued with a Plant Health Movement Document, you must present the following documents:
• the original phytosanitary certificate or a re-export phytosanitary certificate in case of transit with third countries,
• the Bill of Lading and the Airway bill in case of airport consignments.

You shall retain the Plant Health Movement Document for a period of at least three years.

As already indicated, the relevant fees as per Schedules XXV and XXVI of S.L. 433.03 shall apply.

You are to consult other entities regarding provisions for imports with respect to the trade in endangered species (CITES), and the Department of Trade with respect to import licences. All related import licences are subject to verification by the Director of Agriculture and the Plant Protection Directorate prior to be handed to the Department of Trade.

**What you can expect**

You can expect to be provided with accurate and detailed guidance if this is the first time that you are applying for any of these procedures.

• You can normally expect to be given an appointment for an inspection within at least one working day within notification of the consignment.

• You can normally expect the inspectors to arrive on time unless some unforeseen circumstance arises. An inspection should not normally last long, but this depends on a number of factors, such as the volume of imported material, etc.

**3.3.1.2 Internal Inspections**

The objective of inspections in local nurseries producing plant propagation material/plants and suppliers covered by S.L. 433.03 and S.L. 433.30, S.L. 433.13, S.L. 433.08, S.L. 433.10, S.L. 433.15, S.L. 433.12, S.L. 433.25, S.L. 433.27 and S.L. 433.28, is to ensure compliance with the legislation relating to quarantine pests or regulated non-quarantine pests and diseases and the quality of the plant material being produced and marketed. It often serves to verify the effectiveness of the phytosanitary measures taken in place.

Inspections in nurseries take place at least once a year for the checking of compliance with the national legislation.
Eligibility and access

The service of inspecting nurseries and suppliers is open to all entities that are registered with the Surveillance and Enforcement Unit.

What you can expect

- You can expect the responsible inspector to call the owner of the nursery and suppliers in order to make an appointment for an inspection.

- You can expect the inspectors to arrive on time at the nursery and equipped with the necessary tools for that inspection. If, in the case of unforeseen circumstances, the inspection cannot take place, you can expect to be informed at least 24 hours before the time of the appointment.

- You can expect us to explain the reason of the inspection on site, first thing before the actual inspection starts.

- You can expect us to draw up a preliminary report on the outcome of the inspection.

- You can expect us to draw a detailed report of the inspection with recommendations and findings within five working days from the inspection.

- You can expect us to approve the activities in the nurseries after an inspection shows that the conditions indicated in the application form and the necessary requirements are being met.

- You can expect a follow up inspection to take place within 90 calendar days of the first inspection.

You can help us by

- Making sure to be registered with the Plant Protection Directorate if you are carrying out an activity in relation to the propagation, sale and movement of plants and plant products.

- Allocating sufficient time for the inspection to take place.

- Co-operate with the inspectors by allowing these officials to go around the premises and take samples if necessary, and by showing all the relevant documentation.

- Signing a copy of the preliminary report of the inspection or pointing out any items that you do not agree with.

- Read thoroughly the reports sent to you, accept the recommendations made by the officials and make the necessary changes in order to ensure that things are up to the necessary standards.
3.3.2 Laboratory services

The Laboratory Services Unit within the Plant Protection Directorate includes the following laboratories, through which it provides laboratory testing services:

- Diagnostic Laboratories
- Soil and Irrigation Water Laboratory
- Seed Laboratory

3.3.2.1 Diagnostic Laboratories

The laboratory services are mainly intended for the diagnosis of quarantine and quality pests and diseases. Farmers or growers suspecting the occurrence of plant pests and diseases should contact the Surveillance and Enforcement Unit (Section 3.1).

Your responsibilities

You can help us provide a better service by:

- Contacting the Surveillance and Enforcement Unit (refer to Section 3.1) to explain any symptoms on the plant in general, and any other information that might be relevant.

3.3.2.2 Soil and irrigation water testing services

At the Plant Protection Directorate Soil and Irrigation Water Laboratory at Ghammieri you may make use of the following services:

- Routine Soil Tests - (testing of soil for fertility and salinity status) – this testing package includes tests to determine the soil pH, the electrical conductivity of the soil, the sodium and chloride contents (salts), and the nitrate, the phosphorus and the potassium content (nutrients).
- Routine Irrigation Water Tests - this usually includes the pH of the water, the electrical conductivity (a measure of the salinity), the nitrate content, and the sodium and chloride content (also related to salinity).
- Non Routine Soil and Irrigation Water Tests - this testing is carried out on an on demand basis. You may wish to view a full list of soil and irrigation water tests
conducted at the Laboratory on the website at:

https://agriculture.gov.mt/en/phd/Pages/water_testing.aspx

Eligibility and access

Registered full-time/part-time farmers and private individuals can make use of the laboratory testing services. Fees may apply.

Entities and students may make use of the services by paying a fee. You may wish to view a full list of fees for laboratory services within the Plant Protection Directorate on the website at: https://agriculture.gov.mt/en/phd/Documents/PHD%20Lab%20fees%20and%20bench%20fees.pdf

The Soil and Irrigation Water Laboratory in Ghammieri is open as indicated in Section 1.

Students who wish to make use of the laboratories’ facilities and testing services should ask their tutor to submit a request in writing to the Officer in charge of laboratories, Plant Protection Directorate.

Your responsibilities

You can help us provide you with a better service if you:

- Bring with you your ID card.

- Submit a properly collected sample. In the case of soil, it is extremely important that the sample is representative of the whole field or farm as relevant and therefore it must be obtained from different sites in the holding. For further information and guidelines on soil sampling, you may wish to refer to brief instructions on how to collect a sample on the website at: https://agriculture.gov.mt/en/phd/Pages/faqs.aspx

- Submit a sample that is contained in an appropriate container (a clean plastic bag in the case of soil, a clean glass bottle in the case of irrigation water), that is labelled and clearly identified. Soil samples collected from registered sites/fields should be labelled with the Parcel ID and/or CSP ID.

- Avoid submitting samples for testing on a Friday afternoon, since all samples must first
be registered and undergo a sample preparation process that cannot be initiated if the next day is not a working day.

What you can expect

- You can normally expect to be issued with a laboratory test report within 10 working days from the date of submission of samples if the number of samples is between 1 and 10 and within 20 working days if the number of samples is between 11 and 20. If for some reason you intend submitting larger numbers of samples, it is best if you contact the laboratory by phoning on 22924120/192/193 for more detailed instructions.

- You can normally expect to receive the laboratory test report by surface post (at the address that you have provided when we registered your sample) or/and via email.

- You can normally expect to be informed within 5 working days from the submission of samples if for some reason (such as faulty equipment), the tests cannot be processed within the specified period.

- You can expect to receive more detailed guidelines on the interpretation of the soil and water tests reports together with your result.

3.3.2.3 Seed testing

Eligibility and access

Farmers and seed sellers may make use of this service of seed testing if they need a report of seed purity to ensure that they are using high quality seeds. Seed samples may be brought over to the Soil and Irrigation Water Laboratory at Għammieri. The opening hours of this unit are as indicated in Section 1.2. Seed testing is also carried out on marketed seeds of cereals, fodder plants and vegetables; such samples are collected by the Surveillance and Inspectorate Unit (Section 3.1) during inspections carried out at the premises of registered seed sellers.
What you can expect

If you are a farmer/seller submitting seed samples for testing, you can normally expect to:

- Be served within a reasonable time and not have to wait too long in order for your sample to be registered;
- Be informed of the procedure and the fee due;
- Be asked on the origin of the seeds
- Be informed when the test reports are issued so that you can collect this document;

Your responsibilities

You can help us provide a better service if you:

- Bring with you the prescribed amount of seed (in case of farmers/seed sellers who need a report on seed purity testing).
- Cooperate with inspectors from the Surveillance and Enforcement unit (in case of registered seed sellers). Refer to Section 3.1.

3.3.3 Research and Policy Services

The Research and Policy Unit is responsible for the policy development in relation to plant health, production/marketing of propagation material and conservation/sustainable use of local genetic resources.

3.3.3.1 Registration of collections of genetic resources

At the Plant Protection Directorate, you may express your wish to have included in the national register of genetic resources of national importance any collections of living samples or populations of a plant, animal, or other organism, of a given species, variety, breed, or similar, or its parts, as the case may be, which have conservation or agricultural value and which
originated in Malta. For example, these collections may be a jar of grape seeds of the Girgentina variety carefully stored at a gene bank repository, or a population of Maltese black chickens held at a traditional farm in Malta.

Eligibility and access

Your collection will be included in the national register of genetic resources if it consists of a living population of an animal breed, plant variety, or other non-human organisms which are of indigenous, endemic, traditional or relic nature, that originated in Malta or were naturalized before 12 October 2014.

Your responsibilities

You should obtain a copy of the genetic resources registration form and fill it in after reading the related explanatory guide, both of which may be accessed through the website of the Directorate at http://agriculture.gov.mt/en/phd/Pages/a_WP.aspx. Thereafter, you should submit your completed form to the Research and Policy Unit for review.

What you can expect

You can normally expect to:

• Be given a certificate up to four weeks after you provide a registration form when you go to the Research and Policy Unit with the filled registrations forms so that your registered population may be included in the national register of genetic resources managed under the Nagoya Protocol of the Convention on Biological Diversity and the International Treaty on Plant Genetic Resources for Food and Agriculture (ITPGRFA);

• To be involved in negotiations with entities carrying our research or development activities on your registered genetic resource to ensure that the sharing of benefits arising from the research results or products developed further to the access is fair and equitable and based on mutually agreed terms;

• In the case of domestic animal breeds, you may be given a certificate produced in conjunction with the Agriculture Directorate confirming the purity of your breeds;
• Being informed of procedures in terms of the next steps.

You can help us by

You can help us to provide a better service if you:

• Inform the Plant Protection Directorate in the eventuality that your registered population ceases to exist so that they may update their records;

• Organize and keep accurate documentation about the population of genetic resource in your possession;

• Notify the Plant Protection Directorate when an individual or entity requests to utilize your registered genetic resources, so that the Directorate may ensure that their utilization is based on prior informed consent and the benefits of such utilization are shared in a fair and equitable manner through a formal agreement.

3.3.3.2 Application to access and utilise national genetic resources

Individuals or entities who carry out research or development activities that involve genetic resources need to request the permission of the Plant Protection Directorate whenever they intend to make use of genetic resources over which Malta has sovereign rights, which acts by virtue of international instruments to ensure legal certainty and transparency for both providers and users of genetic resources.

Eligibility and access

Your research or development activities will require the prior informed consent of the Plant Protection Directorate if they involve wild or privately owned populations, individuals, parts or components of non-human organisms which are of indigenous, endemic, traditional or relic nature, and originated in Malta or were naturalized before 12 October 2014.
Your responsibilities

If you are an R&D entity, you should obtain a copy of the application to obtain Prior Informed Consent (PIC) to access genetic resources for which Malta has sovereign rights, and fill it in after reading the related explanatory guide, both of which may be accessed through the website of the Directorate at http://agriculture.gov.mt/en/phd/Pages/a_WP.aspx. If you intend to carry out academic or conservation research without the possibility of gaining commercial profit from its results, you should complete a simplified version of the same application form. Thereafter, you should submit your completed application to the Research and Policy Unit for review.

What you can expect

You can normally expect to:

- Receive a definitive reply on the outcome of your application within 6 months from the date on which the Plant Protection Directorate receives your application;

- Be required to sign an agreement specifying the conditions for access and utilization of the genetic resources, and any benefit sharing arrangements included therein, if your application is successful;

- Receive a copy of the Internationally Recognized Certificate of Compliance as proof that the genetic resources which you will utilize in your development or research activities are compliant with the obligations of the Nagoya Protocol;

- Be required to provide information or documentation if requested by the Plant Protection Directorate and its assistant authorities during the course of the utilization of the genetic resource;

- Keep a record of the information relevant to access and benefit-sharing for 20 years after the end of the period of utilisation in line with EU law;

- Be informed of procedures in terms of the next steps.
You can help us by

You can help us to provide a better service if you:

- Plan your utilization activities well in advance of the date in which you need to access genetic resources for incorporation in your research or development activities, particularly if you plan to apply for any funding offers to support them;

- Seek and keep evidence of prior informed consent, mutually agreed terms agreement, and internationally recognized certificate of compliance before commencing utilization of a genetic resource covered by the Nagoya Protocol or ITPGRFA, even if it was obtained from a country other than Malta;

- Make available copies of the prior informed consent, mutually agreed terms agreement, and internationally recognized certificate of compliance to your associate users when they continue work on your research or development project;

- Make available due diligence declarations to the Plant Protection Directorate before starting utilization of the genetic resource and before marketing a product developed through such utilization;

- Follow the terms which are mutually agreed with the provider whenever you are given consent to access genetic resources and they are established;

- Inform the Directorate if you intend to change the scope of utilization of the genetic resources for which informed consent was given;

- Keep yourself informed with the requirements of the access and benefit sharing regulatory system and peruse the guides produced by the Plant Protection Directorate from time to time on this subject.
3.3.3.3 Advice and data collection on seeds and plant propagation material

The Research and Policy Unit (RPU) and the Surveillance and Enforcement Unit (SEU) offer advice on certain issues related to the production and marketing of varieties of propagation and planting material and on plant variety rights. From time to time, these units also communicate with local nurseries, growers and suppliers for the provision of information on various issues related to the plant material produced and marketed in Malta.

What you can expect

- As a customer, you can expect to obtain feedback as indicated in page 2 of this document depending on the activity being carried out;

- You can expect us to treat all information provided to us confidentially. Customers are assured that none of the information supplied is disseminated to third parties or made use of without the consent of the customer concerned.

Your responsibilities

You can help us provide a better service if you:

- Co-operate with the Research and Policy Unit (RPU) and the Surveillance and Enforcement Unit officials by providing the necessary information when requested, respecting time-frames and making sure that the data is correct (this refers particularly to the names of varieties).

3.3.3.4 Application to Register as Technical Advisor

Individuals or entities who are interested in providing professional advice on Integrated Pest Management (IPM), a service to animal breeders engaged in the Agri-environmental-climate Measure (AECM) 6 A of Malta's Rural Development Programme 2014-2020, for the certification of Maltese Black Chicken and Soil Management need to submit an application for Registration to the Plant Protection Directorate.

Eligibility and access

The Guidelines for the Registration of Technical Advisor for the certification of the Maltese Black
Chicken and the Guidelines for the Registration of Integrated Pest Management Technical Advisor/Agronomist and Soil Management Advisor, which can be accessed from the following link https://agriculture.gov.mt/en/phd/Pages/ph_forms.aspx, provide the eligibility criteria and the registration process.

Your responsibilities

If you intend to provide your expert advice in relation to Rural Development measures AECM 4, AECM 5 and AECM 6, you should register with the Plant Protection Directorate. A copy of the guidelines may be accessed through the website of the Directorate at https://agriculture.gov.mt/en/phd/Pages/ph_forms.aspx

What you can expect

You can normally expect to:

- Receive an acknowledgement on submission of your application;
- Be provided with the decision of registration within 6 weeks from validation of the application;
- Be provided with a certificate of registration within 30 days from the decision of registration;
- Your name will be included in the register of technical advisors and your contact details will be uploaded on the website of the directorate.

You can help us by

You can help us to provide a better service if you:

Follow the guidelines for registration and provide the required information and supporting documentation with the application and when requested, respecting time-frames and making sure that the data is correct.
4. VETERINARY REGULATION DIRECTORATE

4.1 WHO WE ARE

The Veterinary Regulation Directorate (VRD) The role of VRD is to make sure that all stakeholders under its remit satisfy the requirements of animal health (AH), welfare (AW), feed and food law (Safety of the Food Chain) which are relevant to their activities and that official controls are carried out to verify compliance of these stakeholders on the basis of planned schedules and following consolidated instructions or guidelines given to staff.

4.1.1 How can you contact us

Veterinary Regulation Directorate

You can contact us by:

Coming personally or writing to the:

Veterinary Regulation Directorate
Triq il-Biċċerija, Albertown
Marsa MRS 1123,

And

Phoning us on 22925100/22925588

Sending us an e-mail on veterinaryregulation.mesdc@gov.mt

Accessing our web site at https://agriculture.gov.mt/en/vrd/Pages/home.aspx. As much as possible, you are encouraged to use our generic e-mail account veterinaryregulation.mesdc@gov.mt

You can find us also by following the below map:
Micro-chipping Office

You can contact us by:

Phoning us on (+356)212444236

Sending us an e-mail on animalpassports.mesdc@gov.mt;


Coming personally or writing to the:

Micro-chipping Office,
Small Animal Quarantine,
Luqa Industrial Estate,
Luqa
You can find us also by following the below map:

https://www.google.com.mt/maps/dir/35.8634301,14.4822747/35.861591,14.478734/@35.8623776,14.47779233,17z/data=!3m1!4b1

BCP (Freeport)

You can contact us by:

Coming personally or writing to the:
BIP Freeport,
Moll il-Port Rieles
Malta Freeport,
Birżebbuġa BBG3011

And

Phoning us on (+356)21653013/21650393; (+356)99170532

Sending us an e-mail on bipfreeport.mesdc@gov.mt

Accessing our web site at https://agriculture.gov.mt/en/vrd/Pages/tradeUnitIntro.aspx. As much as possible, you are encouraged to use our generic e-mail account bipfreeport.mesdc@gov.mt
Map for BCP Freeport Office at:

https://www.google.com.mt/maps/place/35%C2%B048'43.7%22N+14%C2%B032'18.2%22E/@35.812124,14.5362083,875m/data=!3m2!1e3!4b1!4m9!1m2!2m1!1sfreeport!3m5!1s0x0:0x0!7e2!8m2!3d35.8123641!4d14.538397

**BCP (Valletta)**

For inspection of large animal and disinfection by means of transport. This must be performed as part of the contingency plan in order to reduce and minimise the introduction of diseases.

**You can contact us by:**

Coming personally or writing to the:

BIP Valletta
Zammit Dock
Marsa

*And*

Phoning us on (+356)21802965
Sending us an e-mail on bipvallettaport.mesdc@gov.mt

As much as possible, you are encouraged to use our generic e-mail account bipvallettaport.mesdc@gov.mt
You can find us also by following the below map:

https://www.google.com.mt/maps/place/35%C2%B052'43.6%22N+14%C2%B030'13.9%22E/@35.8773,14.5016713,17z/data=!3m1!4b1!4m19!1m12!4m11!1m3!2m2!1d14.4822747!2d35.8634301!1m6!1m2!1s0x130e5adb6d4ebdef:0xbd090f90c6746d60!2sTelgha+Ta+Ras+Hanzir,+Raqal+%C4%A0dd!2m2!1d14.5092368!2d35.8811523!3m5!1s0x0:0x0!7e2!8m2!3d35.877726!4d14.5038603

**BCP (MIA)**

For inspection of live and fresh fish, and live animals.

You can contact us by:

Sending us an e-mail on bipair.mesdc@gov.mt; petstravel@mesdc@gov.mt


**Small Animal Quarantine**

Keeping and acceptance of detained pets by trade unit 24/7 due to noncompliance of pet passport, official health certificate (when required), valid rabies vaccination, rabies titration test (when required), echinococcus treatment (when required), microchip, age of pet not as per Regulation.

You can contact us by:

Coming personally or writing to the:

Small Animal Quarantine
Luqa Industrial Estate ,
Luqa
Phoning us on (+356)212444236

Intra trade phone numbers: (+356)22925162/22925172;

Sending us an e-mail on petstravel@mesdc@gov.mt


And

Accessing our web site at https://agriculture.gov.mt/en/vrd/Pages/travelPet.aspx. As much as possible, you are encouraged to use our generic e-mail account petstravel@mesdc@gov.mt

You can find us also by following the below map:

https://www.google.com.mt/maps/dir/35.8634301,14.4822747/35.861591,14.478734/@35.8623776,14.4779233,17z/data=!3m1!4b1

Veterinary Surgeons Council

You can contact us by:

Coming personally or writing to the:

The Registrar
Veterinary Surgeons’ Council

c/o Veterinary and Phytosanitary Regulation Department
Abattoir Street,
Marsa. MRS 1123

And

Phoning us on 0035622925347

Sending us an e-mail on – vsc@gov.mt

Accessing our web site at – https://agriculture.gov.mt/en/vrd/Pages/vetsurgcoun.aspx. As much as possible, you are encouraged to use our generic e-mail account vsc@gov.mt.

You can find us also by following the below map:

https://www.google.com/maps/dir/Public+Abattoir,+Marsa/Veterinary+and+Phytosanitary+Regulation+Division+Marsa/@35.8779561,14.4948994,17.5z/data=!4m13!4m12!1m5!1m1!1s0x130e5ac04fc079f5:0xfc1d3533e96a529c!2m2!1d14.4979077!2d35.8775312!1m5!1m1!1s0x130e5be8360c4d2f:0x6f6179760f0bbcd312m2!1d14.4979327!2d35.8778912?hl=en

Licensing of Private Veterinary Establishments (Veterinary Consultancies/Clinics And Hospitals)
You can contact us by:

Writing to the:

The Registry;
Veterinary Regulation Directorate
c/o Veterinary and Phytosanitary Regulation Department,
Main Building Room 4,
Abattoir Street,
Marsa. MRS 1123

Phoning us on 21650393

Sending us an e-mail on: veterinaryregulation.mesdc@gov.mt

You can find us also by following the below map:

https://www.google.com/maps/dir/Public+Abattoir,+Marsa/Veterinary+and+Phytosanitary+Regulation+Division+Marsa/@35.8779561,14.4948994,17.5z/data=!4m13!4m12!1m5!1m1!1s0x130e5ac04fc079f5:0x617960f0bbcd312m21d14.497932712d35.8778912?hl=en
4.1.2 Opening hours

Hours during which we are open to the public for general queries and information, are

Monday to Friday:
Veterinary Regulation Directorate (including Micro-chipping Office and BCP Freeport):
All year round
07:00 to 15.00

Small Animal Quarantine:
Visiting Hours for owner of pets:
From 10:00 to 12:00 and from 15:00 to 17:00.

BCP Valletta
Visiting Hours for Owner of animal:
On a case by case basis according to the arrival of the animal.

Veterinary Surgeons Council

Hours during which we are open to the public for general queries and information, are Monday to Friday:
All year round
07:00 to 15.00 hrs.

Licensing of Private Veterinary Establishments (Veterinary Consultancies/Clinics And Hospitals)

Hours during which we are open to the public for general queries and information, are Monday to Friday:
All year round
07:00 to 15.00hrs

4.1.3 Information

We shall endeavour to keep and provide clear, accurate and up-to-date information about
our services, including through the main avenue for the provision of such information, our website https://agriculture.gov.mt/en/vrd/Pages/home.aspx.

4.2 OUR SERVICES

The services offered by our Directorate are:

Safety of the Food Chain Unit

Safety of the Food Chain Unit is responsible for the approval and inspection of all types of establishments for food of animal origin. The Unit is divided in six sections: Red and White Meat Slaughterhouses and Cutting Establishments Section, responsible for Official Controls within establishments slaughtering domestic ungulates, Poultry and Lagomorphs; Approved Establishments Section, responsible for official controls in the inspection of meat processing establishments, Cold Stores for Products of Animal Origin; establishments processing milk and milk products, eggs and egg products and honey; Milk Hygiene and Dairy Section responsible for Official Controls on the dairy farms producing raw milk and sheep and goat farms producing milk and cheeselets; Fish Market, Fishing Vessels and Fishery Products Section responsible for Official Controls on the fish market, establishments producing Fishery products and Fishing vessels; Animal Feeding Stuff Section, responsible for official Controls on animal feed; and Animal By-Products Section: responsible for Official Controls on animal by products. The services offered are as follows:

- Approval of establishments producing food of animal origin;
- Official controls in Approved establishments;
- Ante-mortem and post-mortem inspection in slaughterhouses;
- Approval/registration of Animal Feed businesses;
- Registration of on-farm Feed Mixers /cessation of activity;
- Approval of factory and Freezer vessels;
- Approval/registration of Animal By-product establishments and transport vehicles.
Animal Health Unit

The Animal Health Unit is remit is to ensure the healthy status of food producing animals. Good health is also essential for welfare and for optimal animal performance. Disease Surveillance, controls on farm, Identification and Registration are therefore important parts of any successful Animal Health program and they are also part of high-quality food production. The services offered by the unit are as follows:

- Animal Identification and registration, including:
  - tagging (identification) of small ruminants;
  - replacement of lost ear tags;
  - registration of ruminants and herds in the National Livestock Database;
  - transfers of ownership of ruminants.
  - Issuing of licence for poultry and swine producers

- Animal Health:
  - Certify the health status of the herds:
    - Tuberculosis;
    - Brucellosis;
    - Enzootic Bovine Leucosis;
    - Salmonellosis.
  - Carry out surveillance programmes on infectious diseases
    - Bluetongue;
    - Avian Influenza;
    - Swine diseases.
  - Carry out awareness campaigns on animal diseases considered at high risk,
  - Any other tests in ruminant herds deemed necessary by the Director of Veterinary Services.

Micro-chipping Office

The Micro-chipping Office is responsible for the management and control of registration
and identification (including transfer of ownership of registered pets and the notification of deaths) of pets, mainly dogs, cats, horses and ferrets. It is also responsible for the registration of dogs, which falls under Legal Notice 199 of 2011, which states that all dogs in Malta and Gozo must be micro-chipped and registered. The Micro-chipping Office is also responsible for the transfer of ownership of registered pets and the notification of deaths of such animals. The unit also controls the registration of pet passports by private veterinarians and the issuing of equine identification documents to owners via private veterinarians.

- Management and control of registration and identification of pets, including dogs, cats, ferrets and horses.
- Transfer of ownership of registered dogs and cats.
- Transfer of ownership of registered horses.
- Notification of deaths of dogs and cats.
- Notification of deaths of horses.
- Notification of missing dogs and cats.
- Issuing of equine identification documents to owners via private veterinarians

**Animal Welfare Unit**

The Animal Welfare Unit creates policies, drafts and transposes legislation related to Animal Welfare, and acts as the focal point within VRD on all Animal Welfare issues mainly related to poultry, swine, Bovines, sheep, goats and the humane slaughtering of such animals. They also inspect, control, and carry out enforcement actions in relation to animal welfare issues on premises such as pet shops and zoos and boarding kennels. The Unit also gives consultation to the Planning Authority with respect to animal Holdings such as farms, stables etc in order to ensure basic welfare standards. Furthermore, the Unit works in conjunction with Animal Welfare Service and Promotion Directorate on issues related mainly to pet animals and with the Animal Welfare Council mainly in relation to issues related to the regulation of experimentation of animals for research purposes. The services offered by the unit are the following:

- Registration and licensing of petshops; including their regulation;
• Licensing of animal sanctuaries; including their regulation;
• Licensing of zoos; including their regulation;
• Licensing of boarding establishments; including the regulation of these establishments;
• Licensing and regulation of canine breeders (€50 yearly);
• Verification of farms Capacities and regulation of farm welfare;
• Recommendation for and controls on scientific experimentation on animals in conjunction with the Animal Welfare Council;
• Registration and transfer of dangerous animals together with the regulation.

**Trade Unit**

The Trade Unit is responsible for the consignments of live animals and products of animal origin are imported and traded in the European Union and in order to be moved safely and avoiding the transmission of diseases to either the public or other animals, the EU has laid down a wide range of animal health requirements and Member States may have additional national legislation to refer to. Hence the Unit carries out controls on live animals and products of animal origin. The Unit is composed of Border Inspection Post and Intra Trade Section. The services offered by the unit are the following:

• Provides information to importers and the general public who is planning to import live animals and goods subject to veterinary checks into Malta or enter the country accompanied by their pets.
• Information provided is related to acceptance, inspection and certification of consignments.
• Assists on registration of horses and issuing of export certificates.

**Veterinary Surgeons Council**

The Veterinary Surgeons’ Council is the Council established by Article 39 of the Veterinary Services Act (Chapter 437) to:

• Issuing of Warrants to Veterinary Surgeons who want to practice the Veterinary Profession in Malta
• Investigating claims of misconduct by Warranted Veterinary Surgeons Registered in
Malta or claims of persons practicing the Veterinary Profession in Malta without a Warrant

- Publishing and enforcing the Code of Professional Conduct for Warranted Veterinary Surgeons Registered in Malta

**Licensing of Private Veterinary Establishments (Veterinary Consultancies/Clinics And Hospitals)**

The Veterinary Regulation Directorate Section on Private Veterinary Establishments as defined in LN 242 of 2013: Private Veterinary Establishments (Licensing) Regulations.

This Section issues licences to warranted Veterinary Surgeons to operate, manage, or set up a Veterinary Establishment such as veterinary Consultancy Practices; Veterinary Clinics; and Veterinary Hospitals, provided that such establishments are in compliance with the requirements of LN 242 of 2013.

**4.3 OUR CHARTERED SERVICES**

**4.3.1 Safety of the Food Chain Unit**

**4.3.1.1 Official Controls in Establishments producing, handling, or storing food of animal origin or animal feeding stuffs**

These Official Controls are carried out on establishments that handle and process food of animal origin, and, in line with the EU’s ‘Farm to Fork’ policy, are intended to assure the consumer that each Food Business Operator has taken the necessary measures, and employed due diligence, to produce safe food that is traceable through all stages of processing and distribution.

Official Controls are based on EU regulations and Directives, and have a risk-based approach. The type of Official Control may take on different forms, varying from a simple inspection to a full audit. In each case, a risk assessment of the establishment would be carried out using a score-point system, taking into consideration the type of production of the establishment; its level of hygiene; past performance, and the efficacy of its self-check system. The frequency of the official controls would thus be adjusted.
in accordance with the result of this risk analysis, except in certain cases, such as slaughterhouses, that have mandatory presence of an Official veterinarian and official Support staff during operations.

The Official controls are based mainly on the following legislation:

- Regulation 625/2017 on official controls and other official activities performed to ensure the application of food and feed law, rules on animal health and welfare, plant health and plant protection products
- Regulation (EC) No 178/2002 laying down the general principles and requirements of food law, establishing the European Food Safety Authority and laying down procedures in matters of food safety
- Regulation (EC) No 852/2004 on the hygiene of foodstuffs
- Regulation (EU) No 1169/2011 on the provision of food information to consumers,
- Regulation (EC) No 1935/2004 on materials and articles intended to come into contact with food
- Regulation (EC) No 1069/2009 laying down health rules as regards animal by-products and derived products not intended for human consumption

**Eligibility and access**

The service of official control is necessary for all approved or registered Food and feed businesses.

**Your responsibilities**

You can help us provide you with a better service if you:

- Keep all your records and documentation in relation to food safety up-to-date and in order.
- Read carefully and act upon all the recommendations in the report issued to you after an inspection or audit.
• Notify us in case you decide to make significant changes to your premises or operations and whenever in doubt regarding the legislation applicable to your type of activity.
• Take immediate remedial action if you are issued with a Corrective Action Request form or similar notice for improvement.

What you can expect

You can normally expect to:
• Be contacted by the responsible officer to make an appointment for an audit.
• In the case of unannounced inspections, you can expect the officer to explain the reason of the inspection on site, first thing before the actual inspection starts.
• You can expect the inspectors to be punctual and be equipped with the necessary tools for that inspection. If, in the case of unforeseen circumstances, the inspection cannot take place, you can expect to be informed at least 24 hours before the time of the appointment.
• You can expect a detailed report of the inspection with recommendations and findings within 15 working days from the inspection.

In case minor non-compliances are found, you can expect to be notified of the legislation that has been infringed, and given a time frame for the non-compliance to be rectified. You can expect a follow-up inspection after the time frame given has elapsed. More serious infringements will trigger more severe enforcement actions.

You can help us by

You can help us to provide a better service if you:
• Make sure you are registered as a Food Business Operator with the Food Safety Commission or a Feed Business with the Veterinary regulation Directorate, if you are carrying out an activity in relation to the production, processing, handling or storing of Food of animal origin or animal feeding stuffs.
• Allocating sufficient time for the inspection to take place.
• Co-operate with the Veterinary Officers and their staff by allowing these officials to go inspect all the premises, take samples if necessary, and by showing all the relevant
Read thoroughly the report sent to you, accept the recommendations made by the officials and make the necessary changes in order to ensure that things are up to the necessary standards.

Take the necessary and immediate remedial action if non-compliances that are more serious are found, and you are issued with a Corrective Action Request or Warning letter.

4.3.1.2 Official Controls in Establishments carrying out feed-related activities

Official Controls are carried out on establishments that fall within the scope of article 2 of EU Regulation 183/2005, not to mention Maltese feed-related legislation subsidiary to the Veterinary Services Act (Chapter 437).

The controls have the objective of ascertaining whether Feed Business Operators have taken the necessary measures and employed due diligence, to ensure that the feeds they deal with are safe throughout all stages, from production, to storage and placing on the market.

Official Controls are based on EU Regulations and Directives and, as above, have a risk-based approach.

Official Controls on feed businesses are based mainly on the following legislation:

- Regulation (EC) No 2017/625 on official controls and other official activities performed to ensure the application of food and feed law, rules on animal health and welfare, plant health and plant protection products;
- Regulation (EC) No 183/2005 laying down requirements for feed hygiene;
- Regulation (EC) No 767/2009 on the placing on the market and use of feed;
- Directive 2002/32 EC on undesirable substances in animal feeds;
- EU Directive 167/1990 (medicated feed);
- EU Regulation 999/2001 (control and eradication of certain transmissible spongiform encephalopathies);

Eligibility and access

The service of official control is necessary for all registered or approved feed businesses.
Your responsibilities

You can help us provide you with a better service by:

- making sure you are registered and/or approved as a Feed Business with the Feeding Stuffs and Animal Nutrition section of the Veterinary Regulation Directorate, if you are carrying out an activity in relation to the production (commercial feeds mills, additives and premixtures, and on-farm mixing), processing of feed materials, import/export, handling or storing of animal feeding stuffs.
- co-operating with the Veterinary Officers and their staff allowing them to inspect all the premises, take samples if necessary and by making available for perusal all the relevant documentation such as production and traceability records and test results to name a few
- allocating sufficient time for the inspection to take place.
- keeping all your records and documentation in relation to feed safety up-to-date and in order.
- reading thoroughly the report sent to you after an inspection or audit, accepting the recommendations made by the officials and making the necessary changes in order to ensure that things are up to the necessary standards.
- taking the necessary immediate remedial action if non-compliances are found and especially if you are issued a Corrective Action Request form or a Warning Letter for improvement.
- notifying us in case you decide to make significant changes to your premises or operations, and whenever in doubt regarding the legislation applicable to your type of activity.

What you can expect

You can normally expect:

- to be contacted by the responsible officer to make an appointment for an audit.
- to obtain an explanation from the officer (in the case of unannounced inspections) as to the reason of the inspection on site, before the actual inspection starts.
- for the inspectors to be punctual and be equipped with the necessary tools for the inspection. If, due to unforeseen circumstances, the inspection cannot take place, you can expect to be informed within a reasonable time frame.
to be provided with a detailed report of the inspection/audit with recommendations and findings within 15 working days from the inspection.

- to be notified of non-compliances and be given a time frame for the non-compliance to be rectified. A follow-up inspection will take place after the time frame given has elapsed. More serious infringements may entail correspondingly more severe enforcement action.

4.3.1.3 **Registration and/or approval of all Feed Business Establishments falling within the scope of article 2 of EU Regulation 183/2005 (the feed hygiene Regulation -FeHR)(Feeding Stuffs and Animal Nutrition Section-FSANS)**

Feed Businesses that require Registration only are those falling under article 9 of the above-mentioned Regulation.

Feed Businesses that require Registration and Approval prior to starting their feed-related activities are those falling under article 10 of the above-mentioned Regulation.

The FSANS within the Safety of the Food Chain Unit may be accessed either by telephone, by email or by requesting an appointment at our offices.

**Eligibility and access**

Examples of feed business establishments who will require an approval prior to carrying out certain feed-related activities follow:

- manufacturing and/or placing on the market of feed additives covered by Regulation (EC) No 1831/2003 or products covered by Directive 82/471/EEC and referred to in Chapter 1 of Annex IV to this Regulation
- manufacturing and/or placing on the market of premixtures prepared using feed additives referred to in Chapter 2 of Annex IV to this Regulation
- manufacturing for placing on the market, or producing for the exclusive requirements of their holdings, compound feeding stuffs using feed additives or premixtures containing feed additives and referred to in Chapter 3 of Annex IV to this Regulation;
• manufacture and/or distribution of medicated feed pursuant to EU Directive 167/1990 to be repealed by EU Regulation 4 of 2019

All other activities require registration only. Some examples follow:

• primary production of feed pursuant
• on farm-mixing of feeds for one’s own holdings using silage additives and/or complementary feeds (provided they do not contain coccidiostats or veterinary medicinal products)
• import/export of feeds
• wholesale of feeds
• feed stores
• commercial feed mills
• feed transport
• feed material producers
• feed traders

Note: For activities which are excluded from registration/approval see article 2(2) to EU Regulation 183/2005

Your responsibilities

You can help us provide you with a better service by:

• consulting us before undertaking any feed-related activity falling within the scope of the Feed Hygiene Regulation (FeHR) for guidance on the way forward;
• being prepared to give us a detailed explanation of your activity so that it can be properly categorised according to the FeHR and therefore ascertain which of the Annexes of the FeHR apply;
• understanding that you may be required to have an HACCP (hazard analysis critical control point) in order to carry out your feed-related activity;
• noting that according to article 4 to the FeHR all feed business operators must abide by EU and national feed law (further information regarding legislation will be provided during a visit to our Section).
What you can expect

You can normally expect to:

- be contacted to discuss the project within 15 days from when you notified the Feeding Stuffs and Animal Nutrition Section of your intention to carry out a feed-related activity pursuant to the FeHR;
- be guided as to how to fill in an application for registration/approval of a feed business (this will be endorsed by our section);
- have a pre start-up inspection carried out by the Section on your premises within 15 days of the submission of the completed Application in the case of activities requiring approval;
- be granted approval in the form of a unique approval number for your premises as per Annex V to the FeHR in the case that your business is found to be compliant with relevant feed-related EU and national legislation; your business will be included in a Maltese and EU Commission list of Approved establishments;
- receive a report following any inspection carried out, whatever the reason or outcome.

You can help us by

You can help us to provide a better service if you:

- read carefully the FeHR (EU Regulation 183/2005) which can be found in English and Maltese by clicking respectively on the following links: https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02005R0183-20160423&qid=1554191249627&from=EN and https://eur-lex.europa.eu/legal-content/MT/TXT/PDF/?uri=CELEX:02005R0183-20160423&qid=1554191249627&from=EN
- prepare well ahead all documentation relevant to your activity and in the case of feed production activities whether they be commercial or on-farm mixing activities, a layout plan, flow chart and HACCP-related documents;
- take note that the HACCP requirement applies to all activities falling under article 5(2) to the FeHR and includes the greater part of activities except primary production and certain types of on-farm mixing.
4.3.1.4 Approval of establishments producing food of animal origin (Approved Establishment Section)

This service grants an ‘Approved’ status to eligible establishments intending to process, manufacture, or handle products of animal origin, thus enabling the placing of the product on the EU and Maltese market, after appropriate official controls deem the establishment to be in line with the requirements of the relevant regulations.

Food Business Operators (FBOs) require approval under Article 3 of Council Regulation (EC) No. 853/2004 in order to market their products, and mainly consist of those establishments producing and/or storing or handling food of animal origin, (excluding retail outlets and catering businesses).

The main requirement for obtaining an approval is compliance with the hygiene regulations both structurally and operationally, so that there are the necessary measures in place to guarantee food safety and traceability.

Eligibility and access

The FBOs who will require an approval prior to opening their business are those manufacturing, handling or storing products of animal origin such as the following business types:

- red & white meat slaughterhouses;
- meat cutting establishments (such as those preparing retail packs of meat cuts for retailers or for further processing);
- mince meat; red and white meat preparations; (such as those who manufacture burgers, Maltese sausages, etc);
- red and white meat products; (such as those who manufacture ham, cooked sausages, bacon, etc)
- milk and dairy products; (manufacturers of pasteurised milk, cheese, yoghurt, etc),
- cold stores; (that handle food of animal origin);
- fishery products (such as those preparing retail packs of fish fillets for retailers or for further processing; those that manufacture smoked fish, fish burgers and similar);
- freezer vessels (a vessel freezing on board);
- factory vessels (a vessel where fish processing takes place on board);
- egg packing centre (a food establishment where eggs are packed);
• other similar establishments.

Note: Retail outlets, and catering establishments are excluded and do not require an approval.

Your responsibilities

You can help us provide you with a better service if you:

• fill in the online application Form for Approval that you can find following the link below
  https://servizz.gov.mt/en/Pages/Environment_-_Energy_-_Agriculture-and-
  Fisheries/Agriculture/Veterinary-Regulation/WEB2329/default.aspx provide Layout Plans of the
  proposed food premises together with the flow lines of personnel and product;
• prepare all the documentation related to yourself-check system, such as HACCP pre-
  requisite documentation and draft HACCP procedures;
• depending on the complexity of your business, ensure you have enough time to hold one
  or more discussions with this office prior to construction works, to ensure flow lines are
  correct
  (detailed guideline on the documents above mentioned is also available on our website).

What you can expect

You can normally expect to:

• Be contacted to discuss the project within 15 days from when you notified the Unit of your
  intention, whether the notification includes the Application Form or not;
• Have your application form acknowledged and processed;
• Obtain an endorsement of the final version of the proposed Layout plan;
• Have an inspection carried out by the Unit on your premises for approval purposes within
  15 days of the submission of the completed Application Form and/or your written
  communication that works are completed, as applicable;
• In case the business is found to be compliant with the relevant regulations, Approval is
  granted in the form of a unique Approval Number for your premises, which will be
  included on our public list of Approved Establishments, and is also communicated to the
  EU for free circulation of the said food manufactured.
  o In case of incomplete compliance, a Conditional Approval is granted for 3 months
until all the requirements are fulfilled.
  o In exceptional cases, and only if clear progress has been made, another 3 months
    may be granted until compliance is reached. The conditional Approval will not
    exceed 6 months in total.

- Receive a report on any inspection carried out, whatever the reason or outcome.

**You can help us by**

You can help us to provide a better service if you:

- Read carefully the “Guidelines to Food establishments requiring Approval” available on
  our website prior to contacting the Unit;
- Prepare, well ahead, the Layout plan, flow lines, and all other documentation required as
  described in the guide;
- Contact us to discuss issues related to flow lines prior to any construction works;
- Read carefully any report issued of the findings, observations, and recommendations
  following inspection of premises;
- Note carefully the conditions, both specific and generic attached to the granting of
  Approval or conditional approval.

4.3.2 Animal Health Unit Services

4.3.2.1 Tagging (Identification) of ruminants

Our officers regularly visit farms to apply identification tags to young small ruminants (sheep and
goats), verify the correct tagging of large ruminants and replace lost ear tags upon request of
farmers and verification of correct identity of animals.

**Eligibility and access**

All persons authorised to keep ruminants are eligible for this service. Although our officers visit all
ruminant farms on a regular basis, you may call our office to notify us of the need to apply identification
tags on young animals on farms and officers visit the farm as needed.
Your responsibilities

You can help us provide you with a better service if you bring with you the correct farm registration number when notifying us of the need for this service. Farmers may even call Customer Care on 22925588 or AH Reception on 22925197. One may also contact us via email on the VRD Generic Mail on veterinaryregulation.mesdc@gov.mt

Farmers with Bovines are responsible to notify the Directorate with any new births/deaths within 7 days of the birth of the calve or the death of a bovine by filling in the application form, which may be found online on https://servizz.gov.mt/en/Pages/Environment-Energy-Agriculture-and-Fisheries/Agriculture/Veterinary-Regulation/WEB2312/default.aspx.

Malta Dairy Producers are to notify the Directorate with the new births within 7 days. They can either tag the animal within 7 days from birth and notify us, or they can notify the Directorate with the new birth within the 7 days and then they will have 20 days from the birth of the animal to identify the animal and notify us.

What you can expect

You can normally expect to be called by our officers within 7 days to apply the new identification tags to large ruminants, and within 4 months for small ruminants one to two days in advance before the appointment. Ruminant Bovine Farms are visited to identify the new births when the farmer notifies the Directorate that there is a new bovine birth on farm.

4.3.2.2 Replacement of lost ear tags

Our officers regularly visit farms to apply new identification tags to ruminants that have been reported with a missing (cattle, sheep and goats) tag, while for bovine ear tag.

Eligibility and access

All persons keeping ruminants are eligible for this service. You can call at our office to notify VRD immediately of the lost ear tags and will be replaced accordingly.
Your responsibilities

You can help us provide you with a better service when contacting Animal Health Unit (by telephone 22925588 or 22925197, email veterinaryregulation.mesdc@gov.mt or by visiting the Unit) and submitting:

- the correct farm registration number; and
- the correct identification numbers of the animals that lost the identification tags.

What you can expect

You can normally expect to be called by our officers as soon as they are available to apply the new identification tags to your animals one to two days in advance.

4.3.2.3 Transfers of ownership of ruminants

Persons buying and selling ruminants (cattle, sheep and goats) must notify the Directorate of the change of ownership.

Eligibility and access

All persons authorised to keeping ruminants are eligible for this service. Both the seller and the buyer must call at our offices to apply for the change of ownership of the animals. The change of ownership is completed after both the seller and the buyer have signed the relevant Transfer Permit.

Your responsibilities

You can help us provide you with a better service if you bring with you:

- the correct farm registration numbers (farm of the seller and farm of the buyer);
- the correct identification number(s) of the animal(s) changing ownership;
- an original identification document in order to sign the application to transfer the animal(s)
What you can expect

If the transfer of ownership of the animal is legally possible, you can normally expect the transfer to be approved within 15 working days once both the buyer and the seller sign the application for transfer of the animal(s).

You can help us by

You can help us to provide a better service if you and the other farmer involved in the transfer of ownership present yourselves at our offices to sign the transfer application within 7 days of when the transfer permit was issued. Although our staff will visit all ruminant farms on a regular basis, you can call our office to notify us of the need to apply identification tags on young animals in their farms.

4.3.2.4 Transfer of Ownership of the whole farm

If a farmer decides to pass his farm with all the animals to another person, the farmer must notify the Directorate with these changes by presenting a signed Official Declaration by a Notary/Lawyer

Eligibility and access

All persons authorised to keep ruminants are eligible for this service, on condition that there are no pending issues (such as court case) pending with the Department.

Your responsibilities

You can help us to provide you with a better service if you bring with you the necessary documents to transfer the ownership of the farm. These documents include an official declaration, done at a Public Notary or Lawyer, including all the necessary details to be able to carry out the transfer and ID Card.
What you can expect

If the transfer of ownership is legally possible, you can normally expect the transfer to be approved and registered once the verifications are completed.

4.3.2.5 Licences of swine and poultry

The licence is a compulsory document. For swine there is a licence for the producer and a licence for the farm. These are issued every single year. For the swine kept as pet a lifetime licence is issued once. For poultry there is a licence that is issued every year.

Eligibility and access

All the owners of swine as pets, swine producers and swine farm owners and poultry are eligible to this service.

Your responsibilities

You can help us providing a better service if you:

- Keep all your documentation in relation to your animals up-to-date and in order.
- Fill in and sign the appropriate application form and attaching:
  - Receipt of the payment of the fee
  - Presentation of the ID cards of the owner
- Notify us in case you change your residential address or/and mobile/telephone number/s.

What you can expect

- If the online filled in application form is filled in correctly it is processed for the swine producers
- Receive a licence of ownership

You can help us to provide a better service if you:

- Follow the recommendations provided by the unit provided via telephone, via emails
or on our website;
• Collaborate by providing the required information;
• Contact us in case of any difficulties.

4.3.3 Micro-chipping Office Services

The Micro-chipping Office receives and processes applications for:
• Transfer of ownership of registered dogs and cats;
• Transfer of ownership of registered horses;
• Notification of deaths of dogs and cats;
• Notification of deaths of horses;
• Notification of missing dogs and cats;
• Requests for issuing equine identification documents to owners via private veterinarians.

Eligibility and access

All owners of registered dogs, cats, ferrets and horses (equines) are eligible for these services.

Your responsibilities

You can help us provide you with a better service if you:
• Keep all your documentation in relation to your dog/s, cat/s, ferret/s and horse/s up-to-date and in order;
• Fill in and sign the appropriate application form and attaching:
  1. The licence of ownership and copies of ID cards of both present and new owners for the transfer of ownership of a dog/cat;
  2. The Equine (horse) Identification Document (Passport) and copies of ID cards of both present and new owners for the transfer of ownership of horses;
  3. The licence of ownership for reporting the death of a pet or a pet that went missing;
  4. The Equine Identification Document and copy of ID card of present owner for reporting the death of a horse.
• Notify us in case you change your residential address or/and mobile/telephone number/s.
Application form/s, once filled can be sent either by post to: Micro-chipping Office, Small Animal Quarantine, Luqa Industrial Estate, Luqa, by hand or by email to animalpassports.mesdc@gov.mt; Application forms can also be downloaded/uploaded online by accessing our web site at https://agriculture.gov.mt/en/vrd/Pages/microChippingSection.aspx.

Applicable identification document fees for pets and equines apply as per S.L 35.10 (Fees For Abattoir And Veterinary Services Regulations) for that may be accessed on http://www.justiceservices.gov.mt/DownloadDocument.aspx?app=lom&itemid=9072&l=1.


What you can expect

- Have your application form processed;
- Receive a licence of ownership following the transfer of ownership of dogs/cats.

You can help us to provide a better service if you:

- Follow the recommendations provided by the unit provided via telephone, via emails or on our website;
- Collaborate by providing the required information;
- Allocating sufficient time for the transfer of ownership to be done;
- Contact us in case of any difficulties.

4.3.4 Animal Welfare Unit Services

4.3.4.1 Licensing of Pet shops (S.L.439.16)

Prior to operate a petshop selling live animals one has to submit the application included in SL 439.16. The application can be downloaded together with the text of the legislation by accessing http://www.justiceservices.gov.mt/DownloadDocument.aspx?app=lom
The filled application will then have to be handed to the Unit either by post or by email for processing. An inspection is then carried out to verify whether the shop is in line with the legislation. The licence is renewed yearly and is free of charge. This unit is also responsible for the regulation of the welfare of animals kept here.

4.3.4.2 Licensing of Zoos (S.L.439.08)

Prior to start operating a zoological establishment the interested party requires to formally submit a request to VRD on his intentions. A formal application delivered by email will need to be filled and submitted to the Unit. An inspection is then carried out to verify if the conditions are in line with the legislation or otherwise. The licence is renewed yearly and is free of charge. This unit is also responsible for the regulation of the welfare of animals kept here.

4.3.4.3 Licensing of Animal Sanctuaries (S.L.439.14)

Every NGO who is keeping more than 5 stray cats and dogs need to licensed as per S.L 439.14. The application can be downloaded together with the text of the legislation through the MJCL website [www.justiceservices.gov.mt](http://www.justiceservices.gov.mt) or through the following link; [http://www.justiceservices.gov.mt/DownloadDocument.aspx?app=lom&itemid=12082&l=1](http://www.justiceservices.gov.mt/DownloadDocument.aspx?app=lom&itemid=12082&l=1). The filled application will then have to be handed to the Unit either by post or by email for processing. An inspection is then carried out to verify whether the sanctuary is in line with the legislation. The licence is renewed yearly and is free of charge. This unit is also responsible for the regulation of the welfare of animals kept here.

4.3.4.4 Licensing of Boarding Establishments (S.L.439.15)

Prior to operate as a boarding establishment for dogs and cats the responsible person has to submit the application which is included in SL 439.15. The application can be downloaded together with the text of the legislation through the MJCL website link; [http://www.justiceservices.gov.mt/DownloadDocument.aspx?app=lom&itemid=12083&l=1](http://www.justiceservices.gov.mt/DownloadDocument.aspx?app=lom&itemid=12083&l=1). The filled application will then have to be handed to the Unit either by post or by email for processing. The premises is then inspected and on the basis of the conditions a licence is granted or otherwise. The licence is renewed yearly and is free of charge. This unit is
4.3.4.5 Licensing of Canine Breeders (S.L 438.101)

Every breeder of dogs who is having more than four litters per year has to be licensed according with S.L 438.101. The application can be downloaded together with the text of the legislation through the MJCL website [http://justiceservices.gov.mt/DownloadDocument.aspx?app=lom&itemid=11664&l=1](http://justiceservices.gov.mt/DownloadDocument.aspx?app=lom&itemid=11664&l=1). The filled application will then have to be handed to the Unit either by post or by email for processing. A one time inspection is carried out in order to grant approval and license. The license is then renewed every year and against a fee of €50. This unit is also responsible for the regulation of the welfare of animals kept here.

4.3.4.6 Approval of private dangerous animal collections (S.L.439.09)

Any person keeping one or more animals of the species listed in the SL 439.19 have to apply in order to register the animals and the site where these are kept. An application for new animals / new keepers’ is available and can be filled online through servizz.gov. Following the acknowledgment of the application an inspection is carried out to identify the animals and verify the housing conditions. The animals are then registered on the National Livestock Database. If transfer of dangerous animals need to be done between approved owners/keepers’ the same form will apply for this scope. The transfer fees as well as the registration fees are listed in L.N 45 of 2016. This unit is also responsible for the regulation of the welfare of animals kept here.

4.3.4.7 Approval of establishments to carry out animal experimentation and also approving or otherwise projects involving animals for research. (S.L.439.20)

Once a formal inquiry is submitted to this unit with the intention of utilising live animals for research purposes and application is sent my email to the concerned institution/researchers. The Unit will then evaluate each application accordingly and submit a recommendation to the Animal Welfare Council and the Minister. This unit is also responsible for the regulation of the welfare of animals kept here.
4.3.4.8  Inspections on farms to verify welfare standards. (S.L.439.01, S.L.439.02, S.L.439.07, S.L.439.09, S.L.439.12)

Inspections are carried out randomly on farms in order to verify compliance with welfare standards.

4.3.4.9  Assistance with other units within the same directorate

This unit deals with issues that may crop up from time to time in other units which are pertinent to slaughtering of animals and also with transport of animals.

4.3.4.10  Coordination with other entities

These entities are mainly referring to the Animal Welfare, Promotion and Services Directorate and also with planning authority verifying that all enclosures related to the keeping of animals are adequate.

Eligibility and access

For all the above services, each citizen, not convicted of animal welfare crimes is eligible to apply.

One may call or visit our offices between 07:00-15:00 to ask further information.

Your responsibilities

You can help us provide you with a better service if you:

- The application forms are to be provided filled in all respect, as prescribed by the respective law.
- The application form, once filled can be sent by post to:
Animal Welfare Unit,
Veterinary Regulation Directorate,
Abattoir Street, Albertown, Marsa, MRS1123.

The application forms can also be delivered by hand.

**What you can expect**

You can normally expect to:

- Wait up from one to two weeks before the inspection is planned, and carried out. Afterwards a letter is issued communicating the outcome and the licensing or otherwise the points which are not in line with the legislation and that need addressing.

**You can help us by**

- You can help us to provide a better service if client offers full collaboration by providing the required information and follows the recommendations provided by the unit.

4.3.5 Trade Unit Services

4.3.5.1 Surveillance and enforcement services

a) Inspections of imported consignments (of veterinary interest) from third countries through documentary, identity and physical checks.

b) Inspections of transhipped consignments (of veterinary interest), third country to third country and third country to EU, through documentary, identity and physical checks.

c) Provision of export veterinary certification to enable traders and local producers to export their products.

d) Endorsement of trade licences.

e) Inspections of live animals traded or travelling with owners to Malta from an EU country.
f) Escorting waste of vessels/aircrafts coming from third country to the thermal facility in Marsa for destruction.

g) Provide quarantine service for non compliant pets arriving in Malta.

h) Provide information to the general public and businesses who intend to import in Malta animals and products of animal origin.

i) Inspections/controls of post parcels and personal luggage of people travelling to Malta from a third country.

**Eligibility and access**

Importers and general public are eligible to make use of our services.

The opening hours are from 07:00 to 15:00 at our office in Freeport (BIP Section) and from 07:00 to 15:00 at our office in Marsa (Intratrade Section).

You may inform yourself on the procedure to be followed by phoning on 21653013/21650393 (import/export), 22925172/22925216 (Intratrade), or by visiting the offices personally during the opening hours.

For general queries may be contacted also the number: 99170532, which is available 24/7 for emergencies only.

**Your responsibilities**

You can help us provide you with a better service if:

- In general all animals and products of animal origin entering the Maltese territory from third countries are accompanied by a veterinary health certificate to EU. All pets moved within EU must be accompanied by the European pet passport.

You can help us provide a better service by ensuring that the following conditions have been met:

- Prior to importing any live animal or product of animal origin you should contact the Trade Unit so that we may guide you accordingly, in particular as to what are the specific requirement for that particular commodity intended to be imported.
• You shall inform the Trade Unit about the date that you intend to move goods into Malta so we can guide you accordingly without incurring in unnecessary delays and/or disruption of service.

What you can expect

You can normally expect:

• To be provided with accurate and detailed guidance if this is the first time that you are applying for any of these procedures.
• To be given an appointment for an inspection within at least two working days within notification of the consignment.
• the inspectors to arrive on time unless some unforeseen circumstance arises. An inspection should not normally last long but this depends on a number of factors, such as the volume of imported material, unforeseen issues, sample collections and other factors beyond the control of the directorate.

Fees apply for inspection of animals (equines) prior to export or after importation, health certificate for pigeons, issuing of sanitary certificates, quarantine fees (keeping of small/large animals per day, animals kept for a longer time than the quarantine period trans boarding), inspection of meat and fish exports and the products thereof are applicable as per S.L 35.10 (Fees For Abattoir And Veterinary Services Regulations) that may be accessed on http://www.justiceservices.gov.mt/DownloadDocument.aspx?app=lom&itemid=9072&l=1

Fees are applicable to imported live animals, transhipments, charges related to the official controls of goods and live animals introduced into the community, and fees applicable to transhipments for undergo full physical inspection may be accessed on https://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:2004R0882:20060525:EN:PDF

You can help us by

You can help us to provide a better service if you:

• Making sure to be registered with our Directorate if you are carrying out an activity in relation to the importation, sale and movement of live animals and/or products of animal origin.
• Allocating sufficient time for the inspection to take place.
• Co-operate with the inspectors by allowing these officials to carry out their duties, take samples if necessary, and by showing all the relevant documentation.
• Following instruction provided on our website, via emails or via telephone.

4.3.6 Veterinary Surgeons Council

4.3.6.1 Issuing of Warrant to practice the Veterinary Profession in Malta

The Veterinary Surgeons’ Council receives and processes applications for the issuing of a Warrant to practice the Veterinary Profession in Malta.

Eligibility and access

Any individual who has successfully followed a course in Veterinary Medicine for a minimum of 5 years can apply to be granted a Warrant to Practice the Veterinary Profession in Malta.

Your responsibilities

You can help us provide you with a better service if you:

• Fill in the form online and submit.
• Or type in the form, print, sign and send to:

Veterinary Surgeons’ Council

c/o Veterinary and Phytosanitary Regulation Department,
Main Building Room 4,
Abattoir Street,
Marsa. MRS 1123

Or send via email to: vsc@gov.mt

Required supporting documents:

• A certified true copy of the qualification/s.
• Birth certificate.
• Recent Police Conduct certificate.
• Marriage certificate (if applicable).
• A certified true copy of the state exam (if applicable).
• A certified true copy of long-term residence permit (for Non-EU Citizens).
• A certified true copy of ETC Work Permit (in case of non-Maltese Citizens).
• Copies of existing warrant and proof from the relevant authorities and that there is no disciplinary action against applicant and that the applicant is still registered in that country (if applicable).
• A statement were one will be working and the duration of the stay (foreign veterinarians).
• A Curriculum Vitae.

If the documents are not in Maltese or English, they need to be accompanied by a translation into Maltese or English.

What you can expect

You can normally expect to:

• Receive an acknowledgement of your application within 3 days from when you submit your application
• Get a reply if your warrant will be issued or not within 60 days from when a complete application is received by the Veterinary Surgeons’ Council
• Receive your Warrant within 10 days from the decision of the Veterinary Surgeons’ Council to grant such warrant. If, in the case of unforeseen circumstances, the Warrant cannot be issued within the 10 days, you can expect to be informed about the delay within these 10 days.

You can help us by

You can help us to provide a better service if you:

• Follow the Code of Professional Conduct for Warranted Veterinary Surgeons Registered
in Malta if you are a Warranted Veterinary Surgeons Registered in Malta.

- Refrain from practicing the Veterinary Profession in Malta if you are not a Warranted Veterinary Surgeons Registered in Malta
- Report any person practicing the Veterinary Profession in Malta who is not a Warranted Veterinary Surgeons Registered in Malta

Issuing of licences to warranted Veterinary Surgeons to operate, manage, or set up a Veterinary Establishment

4.3.7 Licensing of Private Veterinary Establishments (Veterinary Consultancies/Clinics And Hospitals)

4.3.7.1 Issuing of licences to warranted Veterinary Surgeons to operate, manage, or set up a Veterinary Establishment

The Section will process the application Form for any such licence after consultation with the Veterinary Surgeon’s Council.

Eligibility and access

Any veterinarian who has been granted a Warrant to Practice the Veterinary Profession in Malta.

Your responsibilities

You can help us provide you with a better service if you:

- Fill in the application form and submit to:
  - The Registry;
  - Veterinary Regulation Directorate
c/o Veterinary and Phytosanitary Regulation Department,
Main Building Room 4,
Abattoir Street,
Required supporting documents:

1. Architect’s layout plan of the proposed establishment indicating use of each room.
2. The list of equipment and facilities.
3. The list of persons working in the establishment having a technical, professional, administrative or other function, together with their qualification and experience.
4. The method for waste disposal. A written description to be attached to this application.
5. In the case of Veterinary Clinic and Veterinary Hospital, the means for guaranteeing a 24-hour service arrangement, to be attached to this application.
6. In case of veterinary Hospital, attach type of specialised veterinary service offered, and arrangements for blood supplies.

What you can expect

You can normally expect to:

- Receive an acknowledgement of your application when you submit your application
- Get a reply within 15 working days from when feedback on a complete application is received by this Section, from the Veterinary Surgeons’ Council. The reply may include the following:
  - A decision on whether the application was successful or not.
  - Approval of layout of premises, or suggestions for improvement/alterations prior to approval.
  - Notification of a date for an on-site inspection of the premises prior to the licence being issued.
- A communication for an on-site inspection to evaluate whether the premises are in line with LN 242 of 2013.
- Receive your Licence within 15 working days from the date of the inspection in case of favourable outcome.
- Notification of the new licence to the VSC, within 3 working days from the date of the inspection.
You can help us by

You can help us to provide a better service if you:

- Follow the general and specific requirements for Veterinary Consultancy Practices, Veterinary Clinics and Veterinary Hospitals as described in LN 242 of 2013.
- Follow the Code of Professional Conduct for Warranted Veterinary Surgeons Registered in Malta if you are a Warranted Veterinary Surgeons Registered in Malta.
- Refrain from operating a veterinary establishment if you are not a Warranted Veterinary Surgeon Registered in Malta
- Report any person operating, managing or running the above premises who is not a Warranted Veterinary Surgeon in Malta
5. National Veterinary Laboratory

5.1 WHO WE ARE

The National Veterinary Laboratory works to safeguard both animal and public health by providing laboratory support to various units within the Veterinary Regulation Directorate. Its major role is the control of food safety in primary production of food of animal origin. Samples reaching the laboratory form part of national surveillance plans, imports from border inspection posts, surveys or suspects.

5.2 OUR SERVICES

The laboratory conducts testing activities to target different surveillance programmes:

- Animal Disease Surveillance such as Enzootic Bovine Leucosis, Foot and Mouth, Avian Influenza and Bluetongue;
- Food Health Surveillance such as Trichinella and Transmissible Spongiform Encephalopathy (TSE);
- Zoonotic Disease Surveillance such as Brucella and Salmonella;
- Veterinary Drug Residue Surveillance such as antimicrobials, growth promoters and contaminants in foods of animal origin;
- Antibiotic Resistance testing.

The laboratory also fulfils the role of National Reference Laboratory for various test areas.

Eligibility and access

Farmers suspecting the occurrence of diseases should contact the Veterinary Regulation Directorate (Section 4.1).
6. VETERINARY MEDICINES SECTION

6.1 WHO WE ARE

The Veterinary Medicines Section was set up to regulate and control the placing on the market, retail, distribution and use of good quality, safe and effective veterinary medicinal products while promoting their responsible and prudent use. In doing so we co-operate with our European Union partners and also offer a number of services to a range of customers.

The Veterinary Medicines Section forms part of the National Veterinary Laboratory (NVL) within the Veterinary and Phytosanitary Regulation Department (VPRD).

The main role of the Veterinary Medicinals Section is as follows:

- Recommending to the Director General and/or Director Veterinary Regulation on the granting, withdrawal, suspension or revocation of authorisations/registrations of veterinary medicinal products in Malta.
- Conducting inspections of veterinary pharmacies, veterinary wholesale dealers, medicated feed traders, manufacturers, establishments certified according to Good Manufacturing Practice and medicated feed mills.
- Drafting reports, decisions and replies.
- Determining the method of supply of veterinary medicinal products in Malta.
- Participating in the elaboration of standards and policies related to veterinary medicinal products.
- Implementing decisions of veterinary medicinal products which are required by the EU Commission.
- Collecting information on the usage and sales of veterinary medicinal products, particularly antimicrobial veterinary medicinal products.
- Contributing to the EU medicines agencies network to optimise resources and knowledge-sharing in the network.
- Representing the VPRD in relevant national, EU and international fora.
- Proposing and drafting national legislation.
- Participating in audits and benchmarking exercises of national, EU or international origin.
- Collaborating and co-operating with other competent authorities is Malta and abroad.

An important issue for us is the prudent use of antimicrobials and residues of veterinary medicinal products in foodstuffs. These are central to the many requirements that we devise.

We have a very active role in the national strategy against the rising threats of antimicrobial resistance and are deeply involved in the national residue plan.

**6.1.1 How can you contact us**

You can contact us by:

- Coming personally or writing to the:
  
  Veterinary Medicines Section,
  
  Veterinary and Phytosanitary Regulation Department (VPRD)
  
  Level 2, Administration Building Abattoir Street, Albertown,
  
  Marsa MRS 1123, Malta

- Phoning us on +(00)356 2292 5375 or +(00) 356 22925367

- Sending us an e-mail: veterinarymedicine@gov.mt

- Accessing our web site at:
  
You can find us also by following the below map:

https://www.google.com/maps/place/Veterinary+and+Phytosanitary+Regulation+Division/@35.877452,14.4946962,17z/data=!4m5!3m4!1s0x130e5be8360c4d2f:0x6f6179760f0bbcd3!8m2!3d35.8778912!4d14.4979327

6.1.2 Opening hours

The hours during which the offices are open to the public for general queries and information, are 7:00 till 15:00hrs all year round from Monday to Friday except on public holidays.

If you decide to come to speak to us personally, it is advisable that you first contact us by e-mail or by telephone so that we can find a suitable date for you. In this case you can call on +356 2292 5375/5367/5355 or by sending an e-mail to veterinarymedicine@gov.mt

6.1.3 Information

We shall endeavour to keep and provide clear, accurate and up-to-date information about our services, including through the main avenue for the provision of such information, which is our website https://agriculture.gov.mt/en/nvl/Pages/missionStatement.aspx
We shall treat personal data pertaining to customers and employees as confidential and use it only as permitted by GDPR Regulation (EU) 2016/679 and Data Protection Act, Chapter 486.

You can expect us to treat all information provided to us confidentially. Customers are assured that none of the information supplied is disseminated to third parties or made use of without the consent of the customer concerned.

6.2 OUR SERVICES

The services offered by our Section are as follows:

- Registration and Authorisation of Veterinary Medicinal Products;
- Processing of Post-authorisation Procedures;
- Issuance of Free Sale Certificates;
- Vetting of Postal Parcels;
- Endorsement of Import licences from the Commerce Department;
- ‘No Objection’ stamping of Custom Release Document;
- Approval of Veterinary Pharmacies, Veterinary Wholesales, Medicated Feeding Mills and Manufacturers of Veterinary Medicinal Products;
- Inspections;
- Provision of Veterinary Prescription Booklets;

Requests for assistance concern mainly:

- Owners or prospective owners of veterinary pharmacies;
- Veterinary wholesale dealers or prospective veterinary wholesale dealers;
- Prospective manufacturers of veterinary medicinal products;
- Private citizens who order veterinary medicinal products for personal use over the internet;
- Businesses that may be related with medicinal products (veterinary or human)
• Marketing Authorisation Holders or Registration Holders of veterinary medicinal products;
• Veterinarians;
• Government Departments or parastatal ones (Customs Department, Commerce Department, MaltaPost)
• Manufacturers of veterinary medicinal products.

The general public and other Government Departments can also contact us for information about a variety of reasons. The queries are mostly related to the control and use of veterinary medicinal products, particularly the prudent use of antimicrobials, emerging trends in antimicrobial resistance and residues of veterinary medicinal products in foodstuffs.

We also reply to several queries regarding our area of work and the possibilities of establishing operations in Malta related with the manufactures, distribution and retail of veterinary medicinal products.

6.3 OUR CHARTERED SERVICES

6.3.1 Registration and Authorisation of Veterinary Medicinal Products

Veterinary medicinal products that are marketed and used in Malta should be authorised in accordance with Regulation 5 of S.L 437.47. To this aim you can choose from five authorisation or registration routes and three licensing schemes. These are as follows:

Authorisation Routes
• Community Marketing Authorisation
• National Marketing Authorisation
• Final National phase for Marketing Authorisation through the Mutual Recognition/Decentralised Procedure (MRP/DCP)
• Registration of a Veterinary Medicine in line with Regulation 7 of Subsidiary Legislation 437.47
• Authorisation of a Veterinary Medicine in Line with Regulation 4(2) of Subsidiary Legislation 437.47
Licensing Schemes

- Parallel Import Licence
- Cascade Licence
- Licence to Procure Veterinary Medicinal Products for Research Purposes

**Eligibility and access**

<table>
<thead>
<tr>
<th>Authorisation</th>
<th>Stakeholder</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Marketing Authorisation</td>
<td>Marketing Authorisation Holder, Veterinary Wholesale Dealer</td>
</tr>
<tr>
<td>National Marketing Authorisation</td>
<td>Marketing Authorisation Holder</td>
</tr>
<tr>
<td>Final National phase for Marketing Authorisation through the Mutual Recognition/Decentralised Procedure (MRP/DCP)</td>
<td>Marketing Authorisation Holder</td>
</tr>
<tr>
<td>Registration of a Veterinary Medicine in line with Regulation 7 of Subsidiary Legislation 437.47</td>
<td>Marketing Authorisation Holder, Veterinary Wholesale Dealer</td>
</tr>
<tr>
<td>Authorisation of a Veterinary Medicine in Line with Regulation 4(2) of Subsidiary Legislation 437.47</td>
<td>Veterinary Wholesale Dealer, Marketing Authorisation Holder</td>
</tr>
<tr>
<td>Parallel Import Licence</td>
<td>Veterinary Wholesale Dealer</td>
</tr>
<tr>
<td>Cascade Licence</td>
<td>Warranted Veterinarian</td>
</tr>
<tr>
<td>Licence to Procure Veterinary Medicinal Products for Research Purposes</td>
<td>Project Manager</td>
</tr>
</tbody>
</table>

Application Forms are available on-line and can be submitted electronically.

**Your responsibilities**

You can help us provide you with a better service if you:

- Reply to our queries clearly and within a reasonable time. After we validate the
Application Form we will start assessing it. Experience has shown us that we nearly always have to put some kind of query to the applicant. If no response is received after 6 months from the date that we have sent our query the application shall be considered as withdrawn.

- After the authorisation is granted, you must be vigilant of the product on the market and watch out for any changes in the product specifications, adverse drug reactions or product/batch defects.
- Continue to follow post-authorisation obligations throughout the life-cycle of the product.
- The authorisation routes listed in the table below are subject to a fee. In the right column the code for each authorisation route is being provided. Please always make a reference to the code when affecting a payment. This facilitates the process and hastens the issuance of a certificate.

<table>
<thead>
<tr>
<th>Authorisation Route</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authorisation in accordance with Regulation 4(2) of SL 437.47</td>
<td>AUTH 4</td>
</tr>
<tr>
<td>Registration in accordance with Regulation 7 of SL 437.47</td>
<td>REG 7</td>
</tr>
<tr>
<td>Notification of Centrally Authorised Product</td>
<td>NOT</td>
</tr>
<tr>
<td>Final stage of a Decentralised/Mutually Recognise Procedure</td>
<td>FINAL</td>
</tr>
</tbody>
</table>
You should retain the Bank Transfer Statement and provide it to us as a proof of payment. This is part of the supporting documents of an application form for the authorization/registration/free sale certificate of a veterinary medicinal product.

You can also pay by cheque. Cheques are payable to the ‘Director General, Veterinary and Phytosanitary Regulation Department’ or in short ‘DG, VPRD’.

Cheques can be sent by post or given to:

Veterinary and Phytosanitary Regulation Department  
Customer Care Office, Level 1, Abattoir Street,  
Albertown, Marsa, MRS1123 – Malta

The Customer Care Office telephone number is: +(356) 22925588

On payment by cheque you are given a receipt. You should retain this receipt and provide it to us as a proof of payment. The proof of payment is part of the supporting documents of an application form for the authorisation/registration of a veterinary medicinal product.

You should include a covering note with the receipt that states to which product/s the payment by cheque relates. This should include type of Authorisation according to code as per table above. You should also include the name/s of the product/s, pharmaceutical form/s and strength.

Currently there is one administrative fee of sixty Euro (€ 60) for all initial
registration/authorisations and annual extensions thereof. Kindly note the following in respect of fees:

- A separate fee has to be paid for each strength of the same product.
- A separate fee has to be paid for dosage forms of the same product with variable volumes of the same strength and with a different target species.
- The same fee can be used to cover dosage forms of the same product with variable volumes of the same strength and with the same target species.

It is your responsibility to keep track of payments and validity periods of certificates. A request for an extension of an authorisation must be made in due time. It can be made up to six months before the validity period expires.

You should provide the necessary information when requested, respecting time-frames and making sure that the data you give us is correct.

**What you can expect**

You can normally expect to:

- Review the Application Form in 45 working days. This timeframe does not consider clock-stops and breakdown sessions. We generally start evaluating the Applications Forms in the order they are received. However, we still take into account our system of prioritisation. For example, an application to process a vaccine of a new confirmed viral strain of a food-producing animal take precedence over an application for a veterinary medicinal product for aquarium fish.

- Once completed we will send you a signed certificate valid for one year from the date of first authorisation. We will post it in the address you have provided in the application form.

- Your veterinary medicinal product will be included in the list of Authorised/Registered Veterinary Products in Malta that we publish on our website [https://agriculture.gov.mt/en/nvl/Pages/arls.aspx](https://agriculture.gov.mt/en/nvl/Pages/arls.aspx)
• In case the application is not accepted we will send you a letter of refusal citing the reason/s for refusal.

You can help us to provide a better service if you:

• Fill in the forms correctly and that all the supporting documents are provided. Failure from doing so will only delay the determination of an application.

• Reply to our queries clearly and within a reasonable time.

The time to grant a certification will ultimately be the combination of the time needed for the evaluation together with the time necessary for the applicant to respond to the questions raised during evaluation.

You may wish to refer to guidelines on the different authorisation/registration routes available from our website found in https://agriculture.gov.mt/en/nvl/Pages/arsl.aspx

From time to time we send you official circulars to inform you about drastic changes in any of the procedures. Do pay attention to the indicated changes and feel free to contact us should you require assistance or clarifications.

6.3.2 Processing of Post-authorisation Procedures related with the Authorisation or Registration of Veterinary Medicinal Products

The Authorisation of a veterinary medicinal product is not a single procedure that is done once and then simply forgotten. The specification of a product change overtime due to technical and scientific advancements. In these cases you have to submit variations. Moreover, certain defects in the product emerge once a product is marketed in the wider market. These could be related to adverse drug reactions or product/batch defects. We have created a number of forms and a system to allow an efficient flow of information in these cases.

Eligibility and access

<table>
<thead>
<tr>
<th>Post Authorisation Procedure</th>
<th>Stakeholder</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>Variations of Authorisation</td>
<td>On-line form available from:</td>
<td></td>
</tr>
<tr>
<td>Event</td>
<td>Description</td>
<td>URL</td>
</tr>
<tr>
<td>--------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------</td>
</tr>
<tr>
<td>Products authorised in accordance with Regulation 4(2) or notification of changes in case of Regulation 7 Registrations</td>
<td>Authorisation holder/registration holders of products authorised in accordance with Regulation 4(2) or notification of changes in case of Regulation 7 Registrations</td>
<td><a href="https://agriculture.gov.mt/en/nvl/Pages/arls.aspx">https://agriculture.gov.mt/en/nvl/Pages/arls.aspx</a></td>
</tr>
<tr>
<td>Annual Extension of an Authorisation</td>
<td>Authorisation holder of the authorisation</td>
<td>No form. Only an e-mail request. Correspondence is done through e-mail with the assigned staff of the VMS</td>
</tr>
<tr>
<td>Transfer of authorisation</td>
<td>New Authorisation holder of the authorisation</td>
<td>No form. Only an e-mail request. Correspondence is done through e-mail with the assigned staff of the VMS</td>
</tr>
<tr>
<td>Adverse drug reactions or product/batch defects</td>
<td>Any one</td>
<td>On-line form available in: <a href="https://agriculture.gov.mt/en/nvl/Pages/sim.aspx">https://agriculture.gov.mt/en/nvl/Pages/sim.aspx</a> You can also send the report on generic e-mail <a href="mailto:alertmedicine@gov.mt">alertmedicine@gov.mt</a>. Reports can also be made by telephone. During Monday to Friday between 8:00 to 13:00, reporters can call on telephone number +356 2292 5367 or +356 2292 5588. After these hours, reporters can call on +356 7992 5363.</td>
</tr>
</tbody>
</table>
Your responsibilities

You can help us provide you with a better service if you:

Reply to our queries clearly and within a reasonable time. After we validate the Application Form we will start evaluating it. Experience has shown that in many cases we have to put queries to applicants. If no response is received 6 months from the date of our query we shall consider the Application Form as withdrawn. We will then take the appropriate action as necessary, e.g. revoke an Authorisation.

After we have finalised the Post authorisation Procedure we will ask you to abide by its conclusion, e.g. if there is a change in an indication or in a withdrawal period this must be reflected in the revised specifications of the product you will now put on the market.

What you can expect

You can normally expect to:

- Process your Application Form in not more than 45 working days.

- In the case of Adverse Drug Reactions and Product/Batch Defects our investigation can start immediately. The investigation could result in a recall, suspension of supply or revocation of an Authorisation. Depending on the severity of the case, our action can be immediate and you will be kept informed about the progress. Depending on the outcome of the investigation, we may prepare a report about the case and share it with other countries.

- In the case of variations of Marketing Authorisation or Authorisation in accordance with Regulation 4(2) we will send you an approval letter by e-mail. In the case of a Withdrawal Application we will send you, an e-mail acknowledgement. In the case of notification for changes we will only send you an e-mail if a query is necessary. In all cases you will hear from us within 45 working days.
• Please keep a print out of our e-mail approval or the e-mail acknowledgement with the original hard copy of the Authorisation.

• In the case of an extension of an Authorisation we will send you an e-mail with the approval for the extension and the new Validity Period. This is to be kept with the original copy of the Authorisation. In case the application is not accepted we will send you a letter of refusal citing the reason/s for refusal.

• In the case of an extension of an Authorisation payment can be affected 6 months before the Authorisation expires. The procedure for payment is the same as for the initial application for an Authorisation as described in Section 3.1.

• In case of an Application for Withdrawal take note that the product should not be distributed on the Market 6 months after ‘Desires Date of Withdrawal’ you indicate on the Application Form. Please note that the ‘Desired Date of Withdrawal’ should not precede the date when the application form was submitted.

You can help us by

You can help us to provide a better service if you:

• Do not procrastinate in affecting payments for extensions of an Authorisation.

• Keep track where, when and to whom veterinary medicinal products are supplied. A good traceability system is crucial in cases of Adverse Drug Reactions, and Product/Batch defects.

• In the case of Adverse Drug Reactions and Product/Defects if you do not use the Reporting Form when making the report, you should keep detailed written notes of your findings and observation. Seek and keep evidence of your findings so that they can be given to us at the appropriate time.

6.3.3 Issuance of Free Sale Certificates for veterinary medicinal products

Applicants usually request a Free Sale Certificates as a form of an Export Licences. The Certificate indicates that the product is freely available on the Maltese market. This type of
A Free Sale Certificate is commonly requested by Third countries authorities when the Authorisation Holder wishes to market the products in these countries.

**Eligibility and access**

If you are a Marketing Authorisation Holders (MAH), a Manufacturer of a veterinary medicinal product established in Malta or a Registration Holders of veterinary medicinal products registered in accordance with Regulation 7 of S.L437.47 you can apply for a Free Sale Certificate.

You can send your request by e-mail to veterinarymedicine@gov.mt referring to the veterinary medicinal product in question, authorisation/registration number and intended destination.

A Free Sale Certificate is subject to a fee of sixty Euros (€ 60).

The preferred payments method is through a Bank Transfer. You can indicate on the Bank Transfer Transaction Statement to which product/s the payment affected relates and also mention the code FREESALE on the Bank Transfer. The Bank Account details are as follows:

<table>
<thead>
<tr>
<th>Beneficiary</th>
<th>Veterinary and Phytosanitary Regulation Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bank Name</td>
<td>Central Bank of Malta</td>
</tr>
<tr>
<td>Bank Address</td>
<td>Castille Place, Valletta, Malta</td>
</tr>
<tr>
<td>Account</td>
<td>MT55MALTO11000040001EURCMG5001H</td>
</tr>
<tr>
<td>SWIFT/BIC Code</td>
<td>MALTMTMT</td>
</tr>
<tr>
<td>VAT Number</td>
<td>MT22004702</td>
</tr>
</tbody>
</table>

You should retain the Bank Transfer Statement and provide it to us as a proof of payment.

You can also pay by cheque. Cheques are payable to the ‘Director General, Veterinary and
Phytosanitary Regulation Department’ or in short ‘DG, VPRD’.

Cheques can be sent by post or given to:

Veterinary and Phytosanitary Regulation Department
Customer Care Office
Level 1, Abattoir Street, Albertown, Marsa,
MRS1123 - Malta

The Customer Care Office telephone number is: +(356) 22925588

On payment by cheque you are given a receipt. You should retain this receipt and provide it to us as a proof of payment. You should include a covering note with the receipt that states to which product/s the payment by cheque relates and mention code name FREESALE. You should also include the number of the product/s, pharmaceutical form/s and strength.

What you can expect

You can normally expect to:

- Send you a draft of the Free Sale Certificate in a period no longer than 45 working days from the date we receive the request. After your review we will issue the final copy and send it to ‘The Malta Chamber of Commerce, Enterprise and Industry’ for authentication. Once this is done the ‘The Malta Chamber of Commerce, Enterprise and Industry’ will send the original Free Sale Certificate to you and a copy to us.

- There are fees associated with authentication by the ‘The Malta Chamber of Commerce, Enterprise and Industry’. You can contact them through their website https://www.maltachamber.org.mt/ and make reference to the Free Sale Certificate/s in question.

Your responsibilities

You can help us provide you with a better service if you:

Make sure that the veterinary medicinal products subject to the Free Sale Certificate are
authorised or registered in Malta. If it’s already authorised or registered attention should be paid to make sure that it has been extended at the time of the request, by the time it is issued and for at least 6 months after it has been issued.

You can help us by

You can help us to provide a better service if you:

Undertake clear and efficient liaison with the ‘The Malta Chamber of Commerce, Enterprise and Industry’ keeping us informed and/or in copy will avoid unnecessary to and fro communication and misunderstanding.

6.3.4 Vetting of Postal Parcels

We are frequently asked by the Customs Department to vet postal parcels. These may contain veterinary medicinal products or what appear to be such products by the officers of the Customs Department. In these cases we perform the following functions:

- Document, identity and make physical checks on the contents of postal parcels coming from both EU and Third countries;
- Inspect the consignment at the Border Inspection Post if the consignment is too large to transport;

We base our decision according to Subsidiary Legislation 118.14 of 2004 on Importation Control Regulations and by abiding with a set of criteria that we have developed and published on our website, https://agriculture.gov.mt/en/nvl/Pages/personalUseWaiver.aspx

These criteria are also applicable to people travelling to other countries and bringing the products in person.

Eligibility and access

Our direct customer is MaltaPost. When we have queries to make we usually send them directly to the intended recipient of the parcel.
**Your responsibilities**

You can help us provide you with a better service if you:

- Enclose an invoice with all the details of the supplier and consignee in the posted parcel. Details about the nature and origin of the product is essential.

- Due to a high risk factor antimicrobial agents, narcotics, physcotropics and hormones that are used for growth promotion should not be obtained in this way. We do not normally give our ‘no objection’ for such products.

- You are advised to consult Subsidiary Legislation 118.14 of 2004 before importing any kind of veterinary products.

- You should keep in mind that imprudent use of veterinary medicinal products, e.g. antimicrobials can have severe consequences, e.g. Antimicrobial Resistance. We take the rising treat of Antimicrobial Resistance very seriously.

- You should understand that we do not recommend that unidentifiable substance or substances coming from non-reputable sources are obtained in this way. This is to protect you and other persons from unexpected serious consequences, both health wise and legally wise.

- You should keep in mind that products obtained in this way could deteriorate if they are not transported in the appropriate way, e.g. correct temperature, away from extremes of temperature.

- You are to consult other entities regarding provisions for imports, e.g. with respect to the trade in endangered species (CITES) or legality of the products or ingredients thereof in Malta.

**What you can expect**

You can normally expect us to:

Vet the parcels as soon as possible, and in any case in not more than 45 working days. We vet the content of the parcels according to a set of criteria that are being listed below. Vetting is also made according to our professional competence. After vetting we may then give our ‘no objection’ for
the release of the products from Customs Department. The products that we receive are securely stored at the office according to the conditions specified in the product’s leaflet.

Criteria for admitting veterinary medicinal products:

- The product should be for private use. It cannot be sold for profit or gain.
- The quantity of product should be proportional to the dosage regime and duration of treatment.
- The product is to be procured on compassionate grounds with the intention of reducing suffering to an animal.
- To ascertain the conditions of criteria 2 and 3 the procurer may be asked for a veterinary prescription and in some cases a written clinical evaluation from a veterinarian.
- The products should not contain animal by-products derived from high risk areas where certain diseases (e.g. BSE) may be, or suspected to be present.
- The product should not include any indications that are not permitted in Malta, e.g. to enhance stamina of animal for fighting tournaments.
- The product should not contain any unidentifiable or untraceable ingredients, e.g. no label, unsatisfactory label or label with a language which cannot be deciphered (e.g. Chinese).
- The product should be transported and store according to the conditions specified on the product specifications.
- The products should not contain ingredients that are classified as illegal according to the laws of Malta.

Once we vet the parcel we will sign, stamp, date and write our opinion on the papers accompanying the parcel. The opinions can be ‘No Objection’, ‘No Objection with Conditions’ and ‘Objection’. In case of the last two we will also write an official letter to the Customs Department and send a similar letter to the person to whom the parcel is addressed. In both letters the reasons of ‘Objection’ or ‘No objection with conditions’ are given. If a parcel is not given back to the Customs Department on the same day it is received by us we will instruct the Customs Department to collect it as soon as possible after it is vetted. We always re-seal the parcel with the official and appropriate white tape before handing it back to the Customs Department official.
You can help us by

You can help us to provide a better service if you:

- Order or get veterinary medicinal products only from sources that have been approved from the relevant authorities of the country from where the products are brought.
- Avoid ordering or getting these products from unknown, non-reputable sources or that do not specialise in the retail of veterinary medicinal products.

We recommend that you place your queries to the Customs Department before contacting us in order to check about the fate of the products under their care.

6.3.5 Endorsement of Import licences from the Commerce Department

In accordance with Subsidiary Legislation 118.14 of 2004 we may be asked by the Commerce Department to endorse import Licences for veterinary products. These are usually sent to us for veterinary products intended to be marketed locally or else exported to Third countries (import for re-export). In the case of the former we can endorse the Import Licence only when:

- the products in question are not considered as veterinary medicinal product according to the interpretation of S.L 437.47;
- are veterinary medicinal products that have obtained an authorisation;
- are small quantities of certain veterinary medicinal products imported for exclusive and private use;

Eligibility and access

Veterinary Wholesale Dealers, and in some cases any resident in Malta, can submit the Import Licence to us for endorsement. The Import Licence can be downloaded from the Commerce Department’s website. [https://commerce.gov.mt/en/Pages/Home.aspx](https://commerce.gov.mt/en/Pages/Home.aspx)

Your responsibilities
You can help us provide you with a better service if you:

Always check that you use the latest Import Licence form made available from the Commerce Department’s website; it is revised frequently.

Do not place an order and submit an Import Licence afterwards. Submit Import Licences before you make an order and only order the products after you have been assured that we have endorsed the Import Licence.

**What you can expect**

You can normally expect to:

- Sign, date and stamp the Import Licence, include a *no objection* note and may also include other relevant notes. We may also sign, stamp and date related Invoices. We scan the Import Licence for our records and ask the applicant to provide a scanned copy of the Import Licence when the Commerce Department has assigned a unique number to it. We keep the soft copy for our records. The Import Licence has to be presented to the Customs Department for release of the products when these arrive in Malta.

**You can help us by**

- Provide as much information as possible on the veterinary products. This not only related to the nature of the products but also from where the products will be obtained and in which way.

- If similar products were already endorsed in the past, a copy of the relevant Import Licence would help us to take a quicker decision, although keep in mind that usually the ‘non objection’ is given on a case by case basis and that criteria change according to technical, scientific and legislative revisions.

**6.3.6 ‘No Objection’ stamping of Custom Release document**

Sporadically the Customs Department send us Custom Release Papers for our endorsement to release products. These could be related to a previously endorsed Import Licence or not. Most
often these are product which according to the opinion of the staff at the Customs Department are veterinary medicinal products. We assess the products in question and, if the need arises, we contact the owner of the products to ask him questions. The products may or may not accompany the products.

The products might not necessary be veterinary medicinal products. They could be substances listed in the positive list of EU Commission Decision 257/2007 Chapter 30. In this case our role would be to assist staff of the Border Inspection Post who make checks on the products to see whether the products contain prohibited ingredients originating from animal by-products from certain countries. The substances could be reagents used in the manufacturing process of medicinal products (human or veterinary) or medicinal products for human use.

Eligibility and access

The direct customer is the Customs Department. We can also correspond with importer as the case may be.

Your responsibilities

You can help us provide you with a better service if you:

Handle, transport and store the products according to their specifications. We will go against our professional commitment if we do not object to products that have not been handled correctly compromising their quality, safety and efficacy.

What you can expect

You can normally expect to:
Stamp, date, sign and include the ‘no objection’ note on the papers. We may also include any relevant notes on the papers and/or on the invoices. We scan the papers for our records in order to keep a soft copy.

You can help us by

You can help us to provide a better service if you:
• Provide the papers as soon as possible once the consignment arrives.
• Always bring the details of the owner of the product.
• Be contactable and collect the papers as soon as possible once the ‘no objection’ is given. If similar products were brought for an evaluation in the past in would be helpful if you provide a copy.

6.3.7 Approval of Veterinary Pharmacies, Veterinary Wholesale Dealers, Medicated Feeding Mills and Manufacturers of Veterinary Medical Products

We recommend that distribution of veterinary medicinal products and retail thereof is carried out only from establishments approved by us. For the distribution of veterinary medicinal products we approve only veterinary wholesale dealers while for the retail of veterinary medicinal products we approve only veterinary pharmacies. Approved establishments can provide information when requested, e.g. sales data of antimicrobials which can be validated. They can comply with the proper standards and may be inspected/audited by us in case of suspected or confirmed non-compliance. If you are a wholesale dealer you should abide by the principles of Good Distribution Practice. Likewise, if you are the owner or work in a veterinary pharmacy you should follow the principles of Good Pharmacy Practice.

You will need our approval to obtain your veterinary medicinal products from your supplier as according to the principles of Good Distribution Practice (GDP) you should be listed on the verification list of approved establishments. Your supplier should make his due diligence checks before supplying you with any products.

As regard Medicated Feed mills we give our approval when it is ascertained that your establishments comply with the requirements set out in S.L 437.73 on conditions governing the preparation, placing on the market and use of medicated feeding stuffs rules.

Eligibility and access

<table>
<thead>
<tr>
<th>Establishment</th>
<th>Stakeholder</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veterinary</td>
<td>Natural person</td>
<td>On-line form available from:</td>
</tr>
<tr>
<td>Pharmacy or limited company</td>
<td>Veterinary Wholesale Dealer</td>
<td>Natural person or limited company</td>
</tr>
<tr>
<td>---------------------------</td>
<td>----------------------------</td>
<td>---------------------------------</td>
</tr>
<tr>
<td>Manufacturer of Veterinary Medicinal Products</td>
<td>Natural person or limited company</td>
<td>Application form for a Manufacturing/Import Authorisation (MIA) can be supplied by the Veterinary Medicines Section upon request.</td>
</tr>
</tbody>
</table>

**Your responsibilities**

You can help us provide you with a better service if you:

- Answer our queries clearly and within reasonable time.

After we validate the Application Form we will start evaluating it. Experience has shown us that most often we have to ask you for some clarification or for a missing document. If no response is received 6 months after the date of our query we shall consider the Application Form as withdrawn.

For this reason, we always recommend that before submitting an Application Form you always inform yourself of the requirements, and if unsure contact us. We can provide you with all the necessary information so that we you do submit the Application it would be complete.

**What you can expect**

You can normally expect us to:
- Process the Application Form within 45 working days. In the case of an application for a MIA, the procedure will not exceed ninety working days from the day on which we receive the application. These timeframes do not include clock-stops and breakdown sessions. Within these time frames we may conduct an inspection (a GMP inspection in the case of a manufacturer) at your establishment in the presence of the Managing Pharmacist (in the case veterinary pharmacy), Responsible Person (RP) (in the case veterinary wholesale dealer) Technical Person (in the case of a Medicated Feeding Mill) and Qualified Person (PQ) in the case of a manufacturer.

- If your establishment is deemed as approvable we will send you an Approval Letter (a MIA in the case of a manufacturer) within the applicable timeframe. The approval will have an indefinite validity period, unless otherwise indicated or is terminated by us for reasonable causes.

- If the application form and/or subsequent inspection results in an unsatisfactory outcome a we will send you a Letter of Refusal listing also the reason/s of refusal.

- There are currently no applicable fees for the approval of veterinary pharmacies, veterinary wholesale dealers and Medicated Feeding Mills.

- In the case of granting of a Manufacturing/Import Authorisation the fee will depend on the size of manufacturer and whether a GMP Inspection conducted by the VPRD can we waived. You are advised to contact the Veterinary Medicines Section in case of such request.

**You can help us by**

You can help us to provide a better service if you:

- Contact us before submitting any Application Form to guide you on the requirements. We can even share with you elements of the Inspection Check list that we use during the inspection. Our liaison with your Managing Pharmacist/Responsible Person/Technical Person/Qualified Person will be very useful and saves a lot of time since we can speak with them with a common language. You can familiarise yourself
with the Application Form by downloading it from our website and study it thoroughly, especially the Annexes related with supporting documentation.

- Set plans for the establishment well in advance, even years. Human resources can be difficult to get hold of (e.g. pharmacists) and certain permits (e.g. permit for a shop) may take very long to obtain.

6.3.8 Inspections

We conduct inspection in accordance with Chapter 436, The Veterinary Services Act. We also take in consideration the guidelines provided in the ‘Compilation of Community Procedures and Exchange of Information’ so that our Inspection process complies with EU standards.

We can conduct Inspections for a variety of reasons. These can be generally classified into 3 types:

- Inspection prior to granting and approval
- Routine Inspections to confirm continuous compliance
- Inspection following a report (usually unannounced)

In the first type of inspection you usually contact us first to request an approval that invariably would need an inspection from us to be granted. We will then contact you to fix an appointment. In the second type of inspection it is usually us who contact you first to find a suitable Inspection date.

The last type of Inspection tends to be an unannounced Inspection.

Eligibility and access

Veterinary Pharmacies, Veterinary Wholesale Dealers, Good Manufacturing Practice (GMP) establishments, manufacturers and Medicated Feeding Mills. We sometimes accompany officers of the Veterinary Regulation Directorate (VRD) within the Veterinary and Phytosanitary Regulation Department (VPRD) for other inspection, e.g. farms, medicated feed traders, pet-shops or other establishments were veterinary medicinal product may be kept. These are usually related with the Third type of inspections, i.e. unannounced inspections following a
report. The report can originate from external sources, e.g. report from the general public, or internally, e.g. non-conformance results of samples tested by the National Veterinary Laboratory.

In the case of GMP Inspections fees may apply. This will be based on a case by case basis according to the way the GMP inspection is made.

Your responsibility

You can help us provide you with a better service if you:

- Keep your approved systems and procedures up-to-date. Always act on the recommendations we give you, especially those given in the previous Inspection. Keep abreast of the latest legislative requirements and always comply with the set requirements.

- Allow us access to your establishment and do not hinder in anyway the Inspection process. If you do not answer a query it would be pertinent that you give a justification.

What you can expect

You can normally expect us to:

- Contact you 1-2 weeks prior to the Inspection to fix an appointment. In case of unannounced inspection we will visit you during your normal opening hours. In the case of a Good Manufacturing Practice (GMP) Inspection this may be earlier and you can contact us yourself and ask us to conduct such an Inspection on your establishment. We will send you a Notification Letter confirming the data and time of the Inspection in all cases that are not unannounced.

- You can normally expect the inspector/s to arrive on time unless some unforeseen circumstance arises. Should this be the case we will inform you accordingly. The length of Inspection depends on a number of factors, such as size of establishment and history of compliance, or non-compliance.
• We will send you a post Inspection report within 1-2 weeks of the Inspections giving you a summary of our findings, list of graded deficiencies and our recommendations with time-frames. Usually we will also include the approximate period for the next Inspection.

• In the case of joint Inspections with other officers of the VPRD we usually send the Post Inspection reports to the concerned officers of the section. They will take elements from our report and include them with the report they prepare themselves and that is send to you.

• In the case of a successful GMP Inspection we will issue a GMP Certificate and add it on the EUDRA-GMP. This EUDRA-GMP is a Data Base maintained by the European Medicines Agency (EMA) that lists all the GMP certificate holders.

• In case of an unannounced Inspection you can expect us to explain the reason of the inspection on site, first thing before the actual inspection starts.

• During all types of Inspection we follow a check-list and also go through list of corrective measures that you had to do after the previous Inspection.

You can help us by

You can help us to provide a better service if you:

• Are flexible with the date of inspection and giving it priority. We do not expect that systems and procedures are altered just before our encounter for the sake of Inspection as compliance should be continuous; however it helps if you keep all the documents, electronic systems, print-outs, files and registers handy for an efficient Inspection. Attention to general up-keeping is a measure that costs little but can earn you big results. We will make sure that no disruptions are made in your activities but it is expected that you allocating sufficient time for the inspection to take place. It helps if you allow us to shoot photos and provide samples when deemed necessary.
If you are a farmer you may wish to refer to guidelines for the proper management of medicinal product in farms present in our website, https://agriculture.gov.mt/en/nvl/Pages/sim.aspx

Pharmacists and Responsible Persons should refer to the official circulars that we issue from time to time about the requirements in these areas. We make available all valid circulars on our website https://agriculture.gov.mt/en/nvl/Pages/sim.aspx

6.3.9 Provision of Veterinary Prescription Forms Booklets

When dispensing medicinal products that require a veterinary prescription for Food Producing Species and Medicated Feeds veterinarians should prescribe the medicines on official veterinary prescriptions issued by the VPRD. Veterinary pharmacies and Medicated Feed Mills accept only these veterinary prescriptions when dispensing or manufacturing medicated feeding stuff (in the case of Medicated Feed Mills)

The veterinary prescription form consists of 4 copies: white, yellow blue and pink. The white original is to be kept by the dispensing pharmacist or dispensing veterinarian. The yellow copy is kept by the animal owner. The blue copy must be sent to the Veterinary Services while the pink copy must to be retained by the prescribing veterinarian. All copies must be retained for a period not less than 3 years from the time of issue.

Eligibility and access


The veterinary prescription form booklets can be requested in either the Maltese or English version.

Your responsibility

You can help us provide you with a better service if you:

- Avoid requesting veterinary prescription forms booklets at the last minute when you
have nearly used up all your prescriptions. P

- Fill in the prescriptions properly, clearly and in legible handwriting.

We will take in consideration these factors when supplying you with the next request.

What you should expect

You can normally expect to:

- Send you the veterinary prescription forms booklets by post at the address you indicate on the Application Form. You will receive them within a reasonable time and in any case no longer than 45 working days from the date of request.

- We may not give you all the quantities you requested immediately but we will send you the rest of the prescription forms booklets as soon as more are available without you having to submit further requests.

You can help us by

You can help us to provide a better service if you:

Always make a good estimate of the number of prescription forms booklets that you can use in 4 months. This helps us to order the correct amount of prescriptions forms booklets when we do our printing order.
7. EMERGENCY SERVICE SCHEME

7.1 WHO WE ARE

The Emergency Service scheme is a service provided by VRD to ensure immediate, adequate, professional response to emergency situations requiring veterinary assistance arising in the territory of Malta.

The type of services provided range from support to farmers in case of on Farm Emergency, release of perishable goods coming from third countries at any time of the day via the Border Inspection Post, or live animals out of office hours to facilitate movement to farms. Officials are also available to support other departments in case of need when regulatory veterinary services are requested after hours or during public holidays.

7.1.1 How can you contact us

You can contact us by:
Phoning us on 00356 7992 5363 that is exclusively for calls related to this Emergency Scheme.

Opening hours
The service is available 24 hours all year round.

7.2 OUR SERVICES

Emergency services covered:

- On Farm Slaughter
- Rapid Alert System for Food and Feed
- Inspections of Live Animals in movement and importation outside office hours
- Any issues requiring immediate attention of a veterinary officer that may include:
  - the inspection and subsequent control of perishable items such as fresh products of animal origin traded or imported in non refrigerated containers after office hours;
  - emergency euthanasia in public places in line with S.L. 439.17;
  - illegal activities under CAP 449, CAP 36 (section II), CAP 437 and CAP 439 notified by the police after office hours;
7.3 OUR CHARTERED SERVICES

- On Farm Slaughter
- Rapid Alert System for Food and Feed
- Inspections of Live Animals in movement and importation outside office hours
- the inspection and subsequent control of perishable items such as fresh products of animal origin traded or imported in non refrigerated containers after office hours;
- emergency euthanasia in public places in line with S.L. 439.17;
- illegal activities under CAP 449, CAP 36 (section II), CAP 437 and CAP 439 notified by the police after office hours;

Eligibility and access

- Farmers, importers and the general public.

Your responsibilities

You can help us provide you with a better service if you call on the contact number for the emergency service or send an email to: vetemergency.mesdc@gov.mt for general enquiries.
8. CUSTOMER CARE (FRONT OFFICE)

8.1 WHO WE ARE

8.1.1 How can you contact us

You can contact us by:

Coming personally or writing to the:

The Veterinary and Phytosanitary Regulation Department
Triq il-Biċċerija
Albertown, MRS 1123
Marsa

And

- For general enquiries and for Veterinary Regulation, veterinary medicines related matters phoning us on 22925588.
- For Plant Protection enquiries phoning us on 22926535 or Freephone 80072310.
- For Animal Welfare related matters phoning us on 22924113 or Freephone 1717 for emergencies only.

Sending us an e-mail on – infovprd.mesdc@gov.mt for general queries;
plantprotection.mesdc@gov.mt for Plant Protection related queries;
animalwelfare.mesdc@gov.mt for Animal Welfare related queries;
veterinaryregulation.mesdc@gov.mt for Veterinary Regulation related queries.

Accessing our web site at – https://agriculture.gov.mt/en/vprd/Pages/feedback.aspx. As much as possible, you are encouraged to use our generic e-mail account infovprd.mesdc@gov.mt.

You can find us also by following the below map:
8.1.2 Opening hours

Hours during which we are open to the public for general queries and information, are Monday to Friday all year round:

07:00 hrs to 15:00 hrs

8.1.3 Information

We shall endeavour to keep and provide clear, accurate and up-to-date information about our services, including through the main avenue for the provision of such information, our website https://agriculture.gov.mt/en/vprd/Pages/home.aspx

8.2 OUR SERVICES

The customer care services offered by our Department are:

- Front Office - Customer Care Service and general enquiries.
8.3 OUR CHARTERED SERVICES

The VPRD customer care service offers the following services:

- Provision of general information concerning the services offered by the Veterinary and Phytosanitary Regulation Department;
- Guidance and assistance concerning services whereby an overview of the services by the VPRD is given;
- Receipt of payments for services related to the Veterinary Services, Pet Passports, Health Certificates, poultry farm licences, swine farm licenses, microchipping of dogs and registration/renewal of registration Veterinary Medicinals, which are subject to a fee;
- Payment of administrative fines;
- Collection of veterinary pet passports to veterinarians;
- Collection of application forms to keep ruminants as a pet;
- Applications for re-tags of bovines and ruminants;
- Collection of applications for transfers of pets;
- Receipt of complaints.

Eligibility and access

Any member of the public can benefit from the customer services. Services are offered to the general public and stakeholders.

Your responsibilities

You can help us provide you with a better service if you:

- Clearly identify yourself and be clear and concise in presenting your request.
- Present any necessary documents and application forms as may be required.
- By ensuring that contact details for issues which require follow-up are accurate and up to date.
- When effecting payments via cheque: by ensuring that the cheque corresponds to the billing form, is written correctly and legibly, and that the back account holds sufficient funds. Kindly write your identity card number and contact number on the
back of the cheque in order that you may be contacted in case we find difficulties in processing the cheque.

What you can expect

Please refer to section 1.3. under sub-heading: “What you can expect”.

You can help us by

Please refer to section 1.3. under sub-heading: “You can help us by”.