

Public Authority	Petromal Co Ltd
Description of the department/directorate/entity's functions and responsibilities	Holding Company (Oil Storage Facilities)
Statement of the information that needs to be available to members of the public who wish to obtain access to official documents from the public authority, which statement shall include particulars of the officer or officers to whom requests for such access should be sent	FOI Officer info.enemed@enemed.com.mt
Details of Internal Complaints Procedure	An applicant whose request for information is refused, or who is otherwise not satisfied with the information provided, its format or the extension of the deadline for the submission of the notification indicating whether a request would be met or not, may address a complaint to the Public Authority. The complaint should be addressed to the Public Authority's FOI Officer, who shall bring the complaint to the attention of the FOI officer. The FOI officer (or his representative) shall reply to the applicant within 10 working days from the receipt of the complaint. The applicant may appeal the decision or otherwise address a complaint to the Information and Data Protection Commissioner in accordance with the Freedom of Information Act (Cap. 496 of the Laws of Malta). The FOI officer shall inform the applicant of the decision taken with respect to his or her complaint, and in the event of confirmation of a decision not to release the pertinent information, shall explain the reasons thereof. Whenever the applicant's complaint is related to the format of the information provided or to an extension of the deadline for the submission of the notification indicating whether a request would be met or not by the Public Authority, and the original decision is upheld, the applicant shall be given an explanation as to why his or her complaint cannot be positively addressed. An applicant may also make use of the Internal

	Complaints Procedure to report failure to meet deadlines or to send notifications. In those cases where the request for information can be met, but has not been met within the deadlines specified by the Act, any applicable fees for the submission of information shall be waived.
Other Information	FOI requests shall be received by the FOI officer. FOI Request and Complaint online form may be accessed from the website www.foi.gov.mt . Working hours for the general public shall be set to 08.30 – 15.00 Payments can be made in cash or by cheque payable to Petromal Co. Ltd.
Public Authority Contact Details	'31st March 1979 Installation' Sacred Heart Promenade, B'Bugia 22208000 info.enemed@enemed.com.mt