

Public Authority	International Engineering Services Ltd
Description of the department/directorate/entity's structure	<p>IESC Administration IESC Mechanical Engineers DPS IESC – Workshop Distribution MPS IESC Electrical Engineers DPS IESC Laboratory DPS Shared Services: DM Plant, Aux Boiler & Evaporators D3 Operations</p>
Description of the department/directorate/entity's functions and responsibilities	<p>IESC is a subsidiary company whose shareholders are Enemalta and SEPM. The main responsibilities of the company are to supply operations and maintenance services for power providers and their plants situated at Delimara Power Station. Also IESC is responsible for the mechanical maintenance for Enemalta distribution infrastructure around Malta, Gozo and Comino.</p>
General description of the categories of documents the department/directorate/entity holds (including exempt documents)	<p>All the HR files of IESC employees are held at either ERL for the seconded employees or at Enemalta for the 3 direct employees. Other documentation is held at Enemalta and this service is covered by a Management Services Agreement.</p>
Description of all manuals and similar types of documents which contain policies, principles, rules or guidelines in accordance with which decisions or recommendations are made in respect of members of the	<p>Such documentation such as Standard Operating Procedures (SOPs) are kept at Enemalta in an online database available for those concerned. There are several SOPs that are shared / common with Enemalta. To note that the decisions taken by IESC does not affect directly the general public. IESC does not liaise or has its employees in contact with the general public.</p>

<p>public (including bodies corporate and employees of the public authority in their personal capacity)</p>	
<p>Statement of the information that needs to be available to members of the public who wish to obtain access to official documents from the public authority, which statement shall include particulars of the officer or officers to whom requests for such access should be sent</p>	<p>Contact details of the FOI officer within the Public Authority johann.zammit@iesc.com.mt</p>
<p>Details of Internal Complaints Procedure</p>	<p>An applicant whose request for information is refused, or who is otherwise not satisfied with the information provided, its format or the extension of the deadline for the submission of the notification indicating whether a request would be met or not, may address a complaint to the 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</p>

	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 08:00-16:00 Payments can be made by cheque payable to International Energy Service Centre Ltd
Public Authority Contact Details	IESC Ltd – Enemalta plc, Church Wharf, Marsa 22980 874 Johann.zammit@iesc.com.mt