

Public Authority	National Orchestra Limited
Description of the department/directorate/entity's structure	About the Orchestra Board and Management
Description of the department/directorate/entity's functions and responsibilities	National Orchestra Limited is responsible to carry out and perform the business of setting up and organising a professional national orchestra as well as to promote and produce concerts, recitals and other musical performances in Malta ,Gozo and abroad.
General description of the categories of documents the department/directorate/entity holds (including exempt documents)	Main documentation include: Contracts of employment, Contracts with customers, Contracts with Suppliers, Artists and service providers, Procurement files , Minutes of Board of Directors meetings , Loyalty Scheme members & Guest list database. Malta Youth Orchestra database.
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 public (including bodies corporate and employees of the public authority in their personal capacity)	Collective Agreements
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 The Penthouse, 1, Triq John Lopez, Floriana 21244473 info@maltaorchestra.com
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 National Orchestra Ltd. Complaints may be submitted from the FOI portal www.foi.gov.mt via E-ID or through the online form; or by email.

	<p>The complaint should be addressed to the Public Authority’s FOI Officer, who shall bring the complaint to the attention of the officer responsible¹. The officer responsible shall reply to the applicant within 10 working days from the receipt of the complaint. The applicant shall also be informed that he or she may appeal the decision or otherwise address a complaint to the Information and Data Protection Commissioner in accordance with the Freedom of Information Act (Cap. 496 of the Laws of Malta).</p> <p>The officer responsible 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.</p> <p>An applicant may also make use of the Internal Complaints Procedure to report failure to meet deadlines or to send notifications. In those cases where the request for information can be met, but has not been met within the deadlines specified by the Act, the officer responsible shall waive any applicable fees for the submission of information.</p>
Other Information	<p>Office Working Hours: 08:00 – 17:00 from Monday to Friday <i>Emails received on weekends will be replied on the next working day (if applicable)</i></p> <p>Payments are to be made in cash or cheque at the business office of National Orchestra Ltd (The Penthouse, 1, Triq John Lopez, Floriana) during office hours.</p>
Public Authority Contact Details	<p>National Orchestra Ltd The Penthouse, 1, Triq John Lopez, Floriana</p>

¹ The officer responsible shall be the Director or the most senior official within the Department, Directorate or Secretariat concerned. In the absence of such officer, a reply may be provided by the Assistant Director. In the absence of an Assistant Director a reply would be provided by the officer higher in rank than the Director or most senior official concerned.

Website: <http://www.maltaorchestra.com/>

MJCL FOI Website: <https://justice.gov.mt/en/ministry/Pages/Freedom-of-Information.aspx>