




National Business Portal

Malta

	<p>Summary</p> <p>The National Business Portal (currently in phase 1 of the project – see Main Activities section below) is intended to be the front-end user interface (website) for accessing government services, through which entrepreneurs can carry out all required procedures for setting up, running, and developing a business in Malta. It will be the point of single contact (PSC/e-portal) for people and businesses to government services in Malta.ⁱ It is coordinated by Malta Enterprise’s business support centre (<i>Business 1st</i>) on behalf of the government and was established by the Services Directive 2006/123/EC.ⁱⁱ It is intended to enhance compliance with rules, regulations, and the paying of taxes.</p>
<p>Title of the practice in original language</p>	<p><i>Not applicable</i></p>
<p>Name(s) of authorities/bodies/organisations involved</p>	<ul style="list-style-type: none"> ▶ Malta Enterprise (Malta’s investment agency)ⁱⁱⁱ
<p>Sectors</p>	<p>All</p>
<p>Target groups</p>	<ul style="list-style-type: none"> ▶ Businesses (directly targeted).
<p>Purpose of measure</p>	<p>Changing attitudes: awareness raising</p>

	<p>Aims and objectives</p> <p>The e-portal reduces the administrative burden on businesses required to supply the same information to different government entities by providing a point of single contact through an integrated platform.</p>
<p>Background context</p>	<ul style="list-style-type: none"> ▶ In recent years, many European countries have developed a point of single contact for citizens and businesses to all government services. An e-portal brings together information from multiple sources in a user-centric personalised space accessible via a single digital gateway that displays content specific to the individual user.^{iv} E-portals therefore join-up government services to simplify the number of separate procedures required. In Malta, the portal of the Servizz.gov



	<p>agency is the government's repository of all application forms for both citizens and business;</p> <ul style="list-style-type: none"> ▶ Currently, each government department has its own independent IT systems, designed to its own specifications and requirements. There is no data sharing across departments which means that businesses are repeatedly asked to supply the same data and information to different government entities; ▶ The solution was to adopt a more customer-centric approach and develop an interactive and intelligent business portal to enable all government front-end services to businesses to be integrated into one platform; ▶ The business portal attempts to integrate business-related procedures. It is the point of single contact for people and businesses to government services in Malta.^v It is coordinated by Malta Enterprise's business support centre (<i>Business 1st</i>) on behalf of the government;^{vi} ▶ The business portal will be a single central contact point through which entrepreneurs can carry out all required procedures for setting up, running, and developing a business in Malta.^{vii} It will offer support to businesses to apply for incentives and schemes offered by Malta Enterprise and by the Government of Malta; ▶ The business portal will implement the Once-Only principle: this means that information which the government does not already have on the business is supplied only once by the business and thereafter, if it is not time bound, will be shared according to legal provisions, across different entities on a need-only basis, resulting in reducing the administrative burden on the business community.
<p>Key objectives of the measure</p>	<p>General Objective:</p> <ul style="list-style-type: none"> ▶ To reduce the administrative burden on businesses of all sizes in their interactions with government departments and ensure compliance with regulations. <p>Specific Objectives:</p> <ul style="list-style-type: none"> ▶ To enable an entrepreneur wishing to start, run, or close a business to interact seamlessly with government through a single interactive portal; ▶ To enhance business compliance with rules and regulations and the paying of taxes;



	<ul style="list-style-type: none"> ▶ To remind businesses when payments/licences/permits are up for renewal; ▶ To target relevant businesses and notify them of new rules and regulations, incentives, and other information relevant to their line of work.
<p>Main activities</p>	<ul style="list-style-type: none"> ▶ The business portal, which will be interactive and intelligent, will enable the integration of front-end services of all government departments into one platform or a point of single contact i.e. instead of accessing multiple services separately, multiple submissions are made from a single point; ▶ It will allow users to open and close a business, pay taxes, manage licences, and apply for incentives and other services from 38 different government entities in a seamless manner;^{viii} ▶ Two integrated projects are involved in developing a business portal: <ul style="list-style-type: none"> ▷ The implementation of a business register containing a profile of every business operating from Malta; ▷ The implementation of a business portal for the efficient delivery of services. ▶ The new portal will be phased in in three phases:^{ix} <ul style="list-style-type: none"> ▷ Phase 1: the launch of a Business Register allowing for the creation and dissolution of businesses online and creating a constantly updated database of Malta’s active enterprises (this is currently being tested and is expected to be launched later on 2024); ▷ Phase 2: the bulk of government services will be introduced to the portal, including tax systems, licences, and incentives. ▷ Phase 3: this will incorporate other business-related services e.g. agricultural activities, beyond the services offered by the 38 entities involved in the initial phases.
<p>Funding/organisational resources</p>	<ul style="list-style-type: none"> ▶ State funded

	<p>Outcomes</p> <p>The business portal will improve operational efficiency in the public sector, be more user-friendly for businesses interacting with government services, and facilitate businesses' compliance with rules and regulations and the payment of taxes.</p>
<p>Achievement of objectives</p>	<ul style="list-style-type: none"> ▶ Positive outcomes for the public sector include data consistency in the information held on business entities, thus increasing operational efficiency; ▶ It implements the Once-Only Principle for businesses and makes it simpler and more user-friendly to comply with rules and regulations and pay taxes; ▶ It allows the development of a data analytics tool for analysing and benchmarking performance, leveraging on the vast amount of data held by different entities.
<p>Lessons learnt and success factors</p>	<p>For effective implementation of the Business portal, commitment to the project is required from the government and relevant entities. Investment is required by the other entities involved (Application Programming Interfaces (APIs) need to be developed by the entities), while resources are needed for the continuous upkeep of the portal.</p>
<p>Transferability</p>	<p>The practice is transferable to other Member States. Many European countries have developed a point of single contact for citizens and businesses in recent years. Key factors in the success of similar practices include securing commitment from all government departments for their readiness to connect to the portal, constant contact with all stakeholders, as well as ensuring that the relevant legislation for the sharing of data is in place.</p>

<p>Further information</p>	
<p>Contact</p>	<p>Angel Galdes, Malta Enterprise, Malta Email: angel.galdes@maltaenterprise.com</p>
<p>Useful sources and resources</p>	<p>Business 1st and Point of Single Contact (PSC) link: https://www.businessfirst.com.mt/</p>



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- ⁱ Malta's Point of Single Contact is part of the European Commission's Single Digital Gateway, as an assistance and problem-solving service. See <https://www.businessfirst.com.mt/maltas-point-of-single-contact/>
- ⁱⁱ Business 1st website is Malta's PSC. The business portal (which has not yet been launched) is currently being implemented by Business 1st on behalf of Malta Enterprise.
- ⁱⁱⁱ Malta Enterprise website is available at <https://www.maltaenterprise.com/>
- ^{iv} OECD (2022), *Digital Services: Supporting SMEs to Get Tax Right*, OECD Publishing, Paris, available at: <https://doi.org/10.1787/7bd95d83-en>, in ELA, (2023), *E-services: Digital solutions to facilitate declared work: Learning resource paper from thematic review workshop, 21-22 June 2023, Malta and online*, available at: https://www.ela.europa.eu/sites/default/files/2023-12/UDW-learning-paper_e-services-digital-solutions-facilitate-declared-work.pdf
- ^v Malta's Point of Single Contact is part of the European Commission's Single Digital Gateway, as an assistance and problem-solving service. See <https://www.businessfirst.com.mt/maltas-point-of-single-contact/>
- ^{vi} Business 1st Limited is a joint venture between Malta Enterprise (on behalf of Government) and the Malta Chamber for SMEs. See <https://www.businessfirst.com.mt/business-1st/>
- ^{vii} Information for this point was excerpted from the following website: <https://www.businessfirst.com.mt/business-1st/>
- ^{viii} Excerpted from an article in *BusinessNow.mt* by Robert Fenech, *Behind the scenes of Malta's new eGovernment portal for businesses*, 13 July 2023, available at: <https://businessnow.mt/behind-the-scenes-of-maltas-new-egovernment-portal-for-business/>
- ^{ix} *Ibid.*