

Public Authority	Resource Recovery and Recycling Agency (RRRA)
Description of the department/directorate/entity's structure	RRRA is headed by its Chief Executive Officer and is divided in two Departments. The Corporate Services Department is responsible for the HR, Finance, Procurement, IT and the Beverage Container Refund Scheme. On the other hand, the Business Development is responsible for the development of strategies and schemes aimed at diverting waste from the landfill.
Description of the department/directorate/entity's functions and responsibilities	RRRA is the designated competent entity, set up by Government, for the Circular Economy under the Environment Protection Act. The main objective of RRRA is to facilitate an effective and efficient transition towards a circular economy, which in turn will lead Malta to increase its efforts in re-use, recycling and recovery applications whilst reducing the rates of landfilling to sustainable levels.
General description of the categories of documents the department/directorate/entity holds (including exempt documents)	Draft regulations and agreements, policies, memorandums of understanding, HR files, internal memos, standard operating procedures.
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)	HR Policy; GDPR Policy; Procurement and Finance Policy; Standard Operating Procedures.
Statement of the information that needs to be available to	The FOI officers of the RRRA may be contacted by e-mail foi.rrra@rrra.gov.mt or by telephone 22268212 / 22268215.

<p>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>FOI Requests may be submitted by e-mail to foi.rrra@rrra.gov.mt, through the FOI Portal www.foi.gov.mt via the e-ID or through the online form.</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 Principal Freedom of Information Officer.</p> <p>Complaints may be submitted by e-mail to foi.rrra@rrra.gov.mt, through the foi portal www.foi.gov.mt via the E-ID or through the online form.</p> <p>The complaint should be addressed to the Public Authority’s FOI Officer, who shall bring the complaint to the attention of the officer responsible. 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>

	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
Other Information	<p>Payments are made at: Resource Recovery & Recycling Agency Level 1, Elite Business Centre Trejqa ta' Box Box Msida MSD1840</p> <p>Opening Hours: 8:00am to 5:00pm</p> <p>Cheque Payments can be addressed to same address and should be made payable to: Chief Executive Officer – RRRRA</p>
Public Authority Contact Details	Address: Level 1, Elite Business Centre, Trejqa ta' Box Box, Msida MSD1840 Telephone: 22268200 Generic e-mail address: info.rrra@rrra.gov.mt