

# National Statistics Office

## WHO WE ARE

The National Statistics Office (NSO) is the executive arm of the Malta Statistics Authority. It is responsible for the collection, compilation, analysis, and publication of a wide range of statistical information and related matters. This does not prevent other government departments or institutions from collecting their statistical data for internal purposes. The National Statistics Office was established in March 1947. Official statistics, however, had been compiled and published for many years. In 1872, an official publication called the Malta Blue Book featured a statistical view of Malta and its Dependencies from 1863 to 1872, covering the relevant time series for population, education, finance, and trade, amongst others. One of the first volumes of The Blue Book of the Colony of Malta was published in 1851 and included a statistical abstract on population emanating from the 1842 Census. Information provided to the NSO is treated as confidential. This information is used solely in the compilation of statistical reports. No information on individual returns can be given to any external public or private entity.

The NSO and its activities are governed by the Malta Statistics Authority Act, 2000.

## OUR COMMITMENT TO CLIENTS

Level of service to expect when contacting or visiting our Offices:

- We will treat you with respect and in a professional manner.
- We guarantee confidentiality on any information exchange.
- Our service standards are in line with Directive 4-2, Standards for Service of Excellence offered by the Public Administration to the Public and Public Employees.
- The list of services offered can be found in the following link <https://nso.gov.mt>

## WHAT TO EXPECT WHEN YOU CONTACT US

Provide information which is specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. We commit to answer your query within 1 working day, or as per the timeframes stipulated in Directive 4-2.

### When you contact us by phone

We commit ourselves to answering the phone within 3 rings, in a clear and knowledgeable manner. Staff will identify themselves and treat you with courtesy and respect.

### When you visit our Offices

Our Offices are safe and clean; however, due to physical accessibility limitations at the Valletta premises, individuals with mobility challenges are kindly advised to contact the office in advance so that alternative service options, such as online assistance, are offered. Waiting time will be of approximately 15 - 30 minutes under normal circumstances.

## CLIENT RESPONSIBILITIES

Clients are expected to: Provide full and correct information. Treat staff with courtesy and respect. Adhere to timeframes and allocated appointments when applicable.

## WE VALUE YOUR FEEDBACK

If you would like to submit feedback, suggestions, or complaints kindly:

- Contact us as per details shown here: [nso@gov.mt](mailto:nso@gov.mt)
- Through servizz.gov by calling on 153, or online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 3 working days

### When you contact us by letter or email

We will send an acknowledgment within 1 working day from receipt of your letter or email

### Appointments

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 5 working days from the date of request. However, appointments may be dependent on department waiting lists and urgent requests which may take priority.

## HOW TO CONTACT US

- National Statistics Office, Lascaris, Valletta VLT 2010, Malta
- Monday to Friday Winter: 07:30-15:30; Weekends, & Public Holidays: Closed
- <https://www.nso.gov.mt>
- Contact us: [nso@gov.mt](mailto:nso@gov.mt), <https://nso.gov.mt/contact-us/>; <https://nso.gov.mt/accessibility/> - +356 2599 7101
- Through Social Media:

