

## 2024 Pre-Budget Document Proposals by

The Malta Chamber of Commerce, Enterprise and Industry on:

# DIGITALISATION

## EASE OF DOING BUSINESS WITH GOVERNMENT AGENCIES, AUTHORITIES & DEPARTMENTS

1. Address fragmentation within departments, agencies, authorities, and Ministries by **automating customer care and verification levels**.
2. **Combine agencies and delineate authorities (instead of demerging them)** to address the overlapping between entities as well as to ensure better use of resources (human resources and finance), better service levels and proper enforcement.
3. Introduce **real-time status tracking technology giving relevant and pertinent information to the applicant**, across all entities, particularly at Lands Authority, INDIS, Malta Enterprise, WSC, REWS and ARMS.
4. Set up an **integrated portal for reporting and payments of VAT, Tax, Financial Incentives and Schemes**.
5. Implement within the shortest possible timeframe a **centralised document repository system that holds and maintains all due diligence documents related to investors/shareholders/UBOs and foreign workers** which can also be subscribed to by regulatory authorities, professional bodies, corporate service providers and banking institutions.
6. Both the **Lands department and INDIS need to become more transparent** in the way they operate, with clear published guidelines regarding the perimeters they use when dealing with the transfer/use under whatever title of public land.

## BANKS & CREDIT INSTITUTIONS

1. Set up a **Credit Review Office based on a robust tech solution for timely info processing** to assist banks in their client assessment function.
2. **Pursue stakeholders' cooperation to address excessive bureaucracy on banking-related delays through better use of technology**, including difficulties in getting credit.
3. Introduce **Distributed Ledger Technology to execute legal contracts for real estate** increasing efficiency, settlement obligations and transparency.

## EFFECTIVE SUPPORT SCHEMES FOR DIGITALISATION

1. Revisit the **eligibility criteria and application success criteria to include productivity and how digitalisation can help to decrease workforce dependence**, rather than tying them up to the number of jobs created.

2. Increase funding allocation for **SME Digitalization Grant, Digital Intensification Grant, Digitalize your Micro Business Scheme and other grants/schemes.**
3. More focus should be given to **IP Generation, Revenue Growth and Export Growth.**
4. More support schemes **to large enterprises in Malta** (possibly through local funds) considering that many of the large companies in Malta are only slightly larger than medium-sized companies in terms of employment numbers.

#### **FURTHER SUPPORT**

1. Develop a "**Digital Vulnerability Index**" to identify areas and populations most affected by the digital divide, aiding in policy decisions and resource allocation.
2. Strengthen **Science, Technology, and Innovation (STI) Capacities** through the establishment of a dedicated fund supporting research and development in emerging technologies.
3. Introduce a "**Future Skills Programme**" to fund training and upskilling in high-demand fields such as data science and AI.
4. Prioritize **AI implementation across government**, including in public procurement for tech solutions.
5. **AI-First Public Procurement Policy** – The government could prioritise AI solutions in public procurement by revising the scoring system to favour AI proposals. This would be supported by developing AI procurement guidelines as well as by providing AI-focused training for procurement officers.

