



# ERIS - The Maltese Environmental Management Information System for Permitting

Virtual capacity-building event -  
Information systems used by  
environmental permitting and  
inspection authorities

# Why having a Management Information System (MIS)?

- Time efficiency
- Effective consultation
- Transparency
- Better management of caseload
- Consistency in approach and minuting
- Better auditing



# Advantages of MIS

- Better efficiency in application processing
- More visibility to applicant
- Better compliance and enforcement – a C&E Module is being designed

<https://eris.eraportal.org.mt/>



The logo for the Environment Resources Information System (ERIS) is displayed in a large, bold, green font.

Environment Resources Information System

Search Case



Search for a public case as an unauthenticated user.

User Portal



Enter your portal to view all the information about your cases.

# ERIS

Has two interfaces:

1. **Public interface** – an interested third party may follow the case and what is publicly available
2. **Internal interface** – visibility of the whole system. It is equivalent of having a physical file in electronic format.

The applicant has more visibility than the general public but does not have visibility of internal minutes and/or correspondence.

# ERIS

Environment Resources Information System

To-Do List



Access your To-Do List

Active Cases



Access your Active Cases

eApplications



Submit an Online Application

Application Draft List



Access your Draft Application List

Online  
submissions of  
applications

Recorded communication between the applicant and the Authority

Details	Minutes	Vetting	Validation	Consultation	Review	Preparation	Decision
	Kindly provide comments by 31st May 2021. Should no comments be received we shall assume there are no issues and no objection for this renewal.						
9	Case Status updated to Consultation	Action	Darren Bianco	To: Darren Bianco	26/05/2021 06:41		
	Reference is being made to your application form dated 26/05/2021 for an Environmental Permit. The Environment and Resources Authority (ERA) is hereby acknowledging receipt of the application, which has been vetted and validated.						
8	This acknowledgement is being issued saving any third party rights and without prejudice to any decisions by the Authority. This acknowledgment does not exempt the applicant and/or operator from obtaining any other authorizations, registrations or permits which may be necessary from the ERA or any other competent authorities.	Document Submission	Darren Bianco	To: Renald Farrugia	26/05/2021 06:41		
	The Authority will now be reviewing the application and getting back to you with any further information which may be required. This correspondence shall not be construed as a permit.						
7	Mark O'Hell has been assigned as Senior Officer for case	Action	Jonathan Henwood	To: Mark O'Hell	27/05/2021 20:13		
6	Status updated to: Validation. Case being referred to case officer for validation	Action	Jonathan Henwood	To: Renald Farrugia	27/05/2021 20:13		
5	This Case has been assigned to you	Action	Jonathan Henwood	To: Darren Bianco	27/05/2021 20:13		
4	Vetting Complete. Please Assign Case Officer	Action	Darren Bianco	To: Jonathan Henwood	26/05/2021 12:23		
3	This case has been assigned to Darren Bianco for vetting	Action	Yvette Smith-Rossignaud	To: Darren Bianco	26/05/2021 11:56		
2	Please assign Vetter	Action	Renald Farrugia	To: Yvette Smith-Rossignaud	26/05/2021 09:41		
+ 1	Application has been created	Action			26/05/2021 09:41	<a href="#">download (3 docs)</a>	

1 - 22 of 22 records

Previous

1

Next

# Consultations done through same system

Details

Minutes

Verfing

Validation

Consultation

Review

Preparation

Decision

Search...

Show 20 records

<input type="checkbox"/>	Name	Surname	Email
<input type="checkbox"/>	XCutting	XCutting	XCutting
<input type="checkbox"/>	Env. Screening	Env. Screening	Env. Screening
<input type="checkbox"/>	CED Nature	CED Nature	CED Nature
<input type="checkbox"/>	CED Coastal & Marine	CED Coastal & Marine	CED Coastal & Marine
<input type="checkbox"/>	CED Facilities & Quarries	CED Facilities & Quarries	CED Facilities & Quarries
<input type="checkbox"/>	CED Producer Resp. Compliance	CED Producer Resp. Compliance	CED Producer Resp. Compliance
<input type="checkbox"/>	CED Bills & Fines	CED Bills & Fines	CED Bills & Fines
<input type="checkbox"/>	EIA	EIA	EIA
<input type="checkbox"/>	Ambient Quality & Waste Unit (Waste)	Ambient Quality & Waste Unit (Waste)	Ambient Quality & Waste Unit (Waste)
<input type="checkbox"/>	Ambient Quality & Waste Unit (Air)	Ambient Quality & Waste Unit (Air)	Ambient Quality & Waste Unit (Air)
<input type="checkbox"/>	Ambient Quality & Waste Unit (Noise)	Ambient Quality & Waste Unit (Noise)	Ambient Quality & Waste Unit (Noise)
<input type="checkbox"/>	eriseuconsultation.era	eriseuconsultation.era	eriseuconsultation.era
<input type="checkbox"/>	CED Consignment Notes	CED Consignment Notes	CED Consignment Notes
<input type="checkbox"/>	Customer Care Team	Customer Care Team	Customer Care Team
<input type="checkbox"/>	Ryan	Vela	ryan.vela@evantechsoftware.com
<input type="checkbox"/>	Director	A	director@gmail.com
<input type="checkbox"/>	Daniel	Falcon	daniel.falcon.2@contractors.gov.mt
<input type="checkbox"/>	Jean-Carl	Grech	jean-carl.a.grech@era.org.mt

Submit Request

Download Consolidation Feedback

Proceed to Review

Suspend


Communication Policy






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# Querying active cases











## Active Cases

[Refresh Grid](#)

Filter By:

	Case Reference	Tracking Number	Status	Applicant	Case Officer	Vet	Team Manager	Activity Desc	Site Address	Submission Date
		T 00415/21	Vetting	Malcom Micallef		Damen Blanco		To shift and remove citrus trees from garden	31.	06/07/2021
	EP 01390/21	T 00414/21	Assign to Case Officer	EniLife Malta		Damen Blanco	Jonathan Hemwood	The clean-up would be in i-Qala tal-Mistrs Bay and spread awareness on consequences of waste pollution. This will be a part of the Saving Our Blue Campaign.	Mistrs	06/07/2021
	EP 01387/21	T 00413/21	Assign to Case Officer	EniLife Malta		Damen Blanco	Jonathan Hemwood	The clean-up will be in Rium tal-Madonna important Bird Area and spread awareness on consequences of waste pollution. This will be a part of the Saving Our Blue Campaign.	Rium tal-Madonna - Important Bird Area	06/07/2021
		T 00412/21	Vetting	Nadia Gatt-Curmi		Damen Blanco		Pruning of existing trees on site, transplanting of trees on same site, removal on invasive tree species, planting of new trees and shrubs on same site.	Glen Independence	05/07/2021
		T 00411/21	Vetting	Fran Schenbli		Damen Blanco		The proposal includes the removal of 7 olive trees (Olea europaea) from their current plant to an adjacent field. Reason for the proposed transplanting is in order to accommodate another car wash bay.	Pit Stop Fuel Station	02/07/2021
		T 00410/21	Vetting	Robert Louis Fenech		Damen Blanco		Tree Care Specialist Licence		01/07/2021
								Camping from the 3rd till the 5th of September 2021		

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# Filtering and minuting

Add Minute

Case Header

T 00412/21

Minute Text

Select Minute Visibility

☐ Include Internal Consultants

☐ Include Applicant

☐ Include External Consultants

☐ Include Public

Type

-- Select Type --

Send To

+ Select Sent To

+ Select Sent CC

Documents

Add Document

Submit

Close

ADVANCED FILTER

Show records matching ALL of the following criteria

Add

Clear ALL

Applicant

Contains

Case Number

Contains

Search

Cancel

# Why?

- Increasing amount of applications received, handled by more officers requiring a more uniform approach.
- Based on ERA's SOPs as a result of existing and upcoming regulatory instruments
- Minimised human error and caters for redundancies/transfers
- Flexible step-by-step system.
- Alternative to an email and spreadsheet-based system
- Correspondence and submissions can be recorded easily – spares time for actual processing by officers

# Roles

- Different roles depending on seniority, as follows:
- Case Officer and upward: Process the application in the normal manner
- Team Manager and upward: Can opt to change the status of the case without going through the procedure. Managers can also assign or change case officers and senior officers
- Unit Manager and upwards: Can opt to change the team manager assigned to case

# Support

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- The developer provides constant support both in relation to bugs/errors as well as improvements.
- Improvements are constantly being added to the system and currently the below upgrades are being considered:
  - Making the application form updatable at particular stages in order to have a consolidated form.
  - Adding timers to remind both the Case officer and the applicant
  - Automation of notifications
  - Adding processes for renewal and variations of applications

# Expandability

- plans to expand the system to include all operations of the authority including Compliance and Enforcement and Customer Care
- Possibility to add more permitting streams, forms etc.



# Project execution

- Developed by a contractor
- The Authority's in house ICT Unit was the leading unit on the project communicating with both the contractor and the Permitting Unit to ensure that the system was being built in accordance with the Permitting Unit's requirements
- ICT Unit trained to undertake any required changes that the Authority may require by time



# Design Costs

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The development of the system required a major financial investment by the Authority

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Man hours were needed both for meetings and even for providing valuable information to the developer (e.g. process flows, flowcharts, feedback on functional requirements).



# Running Costs

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1/3 F.T.E. of Permitting officer required for maintenance and ongoing development


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Project split into different modules whereby developer was paid for completed module

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Improvements are done at a cost (as opposed to bugs/errors)

# Duration

- Approx. 1.5 years
  - Later on, a permitting officer was involved to provide feedback from an end-user's perspective.
  - Meeting with potential applicants for any feedback
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- A decorative wavy blue line spans the width of the slide at the bottom.

# Thank You

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