

Department	Official Counter Hours (24hr Format)	Services Offered at Counter	Services Available Online
AquaGib Ltd	Monday to Friday 08:30 to 15:00 all year round	All water metering and billing enquiries, connections/disconnections and electricity/water bill payments.	Online (water forms and 24 hour electricity/water payments), telephone (water billing queries and 24 hour electricity/water payments) & self-service kiosk (electricity/water payments).
Care Agency	Monday to Friday 08:30 to 15:00 all year round	Duty contact for new clients or existing clients that they might be in crisis. Clients coming for support	Telephone Emails HM GoG website
Civil Status & Registration Office	Monday to Friday 08:30 to 14:00 all year round	Marriage and civil partnerships, passports, Visas, ID Cards and Civilian Registration Cards, as well as the registration of births and deaths that occur within the community.	Telephone Emails HM GoG website
Department of Social Security	Monday to Friday 08:30 to 13.30 all year round	Queries with Benefits or payments, Appointments	Online Forms, telephone, dedicated emails for each benefit,
Digital Services	Monday to Friday 08:30 to 14:30 all year round	Central hub for services on behalf of other Government Departments	There is an online facility to interact with citizens via eGov.gi
Driver & Vehicle Licensing	Monday to Friday 08:30 to 13:00 all year round	Under the provisions of the Traffic Act, the department delivers the following services to the general public: - the examination and licensing of drivers - the registration and licensing of vehicles - the testing of motor vehicles - the provision of secretarial support to the Traffic Commission - the Motorcycle Compulsory Basic Training	Telephone Emails E-Gov Services HM GoG website

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Education	Monday to Friday 08:30 to 15:00 all year round	All services: e.g. Scholarships, school enrolments, general enquiries.	All our administrative processes were digitalised during Covid-19 so we are able to manage all our services digitally/remotely, however reopening our counters would provide a more personalised face-to-face service to the general public.
Elderly Residential Services	Monday to Friday 09:00 to 15:00 <b>Winter Hours</b> Monday to Friday 08:30 to 14:00 <b>Summer Hours</b>	Public enquiries/Staff enquiries	Telephone Emails HM GoG website
Employment	Monday to Thursday 08:30 to 15:00 Friday 08:30 to 14:30	<p>The counter will accept the following documents with processed documents being returned via email only:</p> <ol style="list-style-type: none"> <li>1) Registration under Business Trade or Profession</li> <li>2) Terms of Engagements,</li> <li>3) Notice of Variation of Terms of Engagements and</li> <li>4) Terminations of Employment</li> <li>5) Applications for Work Permits and</li> <li>6) Notifications of Temporary Employment of a Detached Worker</li> <li>7) Employment Tribunal Claim Forms</li> </ol> <p>No document will be processed at the counter and returned to individuals, thus in effect being a 'drop-off' service.</p>	Any employer or service user who wishes to continue to use our services via email are encouraged to do so.

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		<p>Persons wishing to register as unemployed will be able to do so at the counter.</p> <p>Any person wishing to speak to either a Labour Inspector or Health &amp; Safety Inspector may visit the counter and see one of the Inspector, subject to their availability.</p>	
Environment	Monday to Friday 08:30 to 15:00 all year round	Fishing permits	Telephone Emails HM GoG website
Environmental Agency	<p><b>Winter Hours</b> Monday to Thursday 09:00 to 16:30 Friday 09:00 to 16:15</p> <p><b>Summer Hours</b> Monday to Friday 09:00 to 14:30</p>	<p>Queries and face to face advice</p> <p>Payments</p> <p>Issue of documents, permits and licences</p>	Online and telephone services
Gibraltar Carparks Limited	<p>Monday to Thursday 08:30 to 15:00</p> <p>Friday 08:30 to 14:30</p>	<p>Speeding Fine Payments</p> <p>Rental Spaces</p> <p>Processing Documents</p> <p>Service Charges</p> <p>Fixed Penalty Notice Payments</p> <p>Permit Applications and Renewals</p>	Telephone Emails Website

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Gibraltar Courts Service	<p>Both the Supreme Court Registry and the Magistrates' Court public counters share the same opening hours.</p> <p><b>Winter hours</b> Monday to Thursday 09:30 to 16:00 Friday 09:30 to 15:45</p> <p><b>Summer Hours</b> Monday to Friday 09:00 to 13:00.</p>	<p>The Magistrates' Court public counter deals with all matters relating to Magistrates' Court hearings, family maintenance payments, general enquiries, payment of fines, cash deposits, compensations, collection of warrants for execution, the receiving and returning of travel documents and driving licences, etc. It also deals with all matters in relation to HM Coroner's business.</p> <p>The Supreme Court public counter is also the Court of Appeal public counter and therefore deals with all matters relating to Court of Appeal applications, Supreme Court applications under all our jurisdictions, general enquiries, family maintenance payments, payment of fines and compensations, the receiving and returning of travel documents and driving licences, jury enquiries, etc.</p>	<p>Our counters are not HMGOG counters but rather are the counters of the Court of Appeal, Supreme Court and Magistrates' Court Registries which must be open to the public in accordance with rules of court made by the Chief Justice.</p>
Gibraltar Cultural Services	Monday to Friday 9:00 to 16.30	Reception, admin and payment for services	Telephone and online
Gibraltar Electricity Authority	<p>Monday to Thursday 08:30 to 15:00 Friday 08:30 to 14:30</p>	<p>General public is able to submit applications for the connection/disconnection of electricity supply to their premises. Dealing with the recovery of Arrears owed to HMGOG. General enquiries, etc.</p>	<p>General public can also contact us via telephone/email for all services</p>

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Gibraltar Health Authority - St Bernards Hospital	Monday to Friday 08:30 to 15:00 all year round	Hospital reception, Out Patient Clinic receptions Clerking in of patients; booking and cancellation of appointments	Egov; 111 service; SMS service in Primary Care; Telephone; email
Gibraltar Health Authority - Primary Care Centre	Registration Department 09:00 to 12:30hrs Primary Care Centre (PCC) - 08:00 to 17:00 (currently until 19:30 because of the vaccination programme) Children's Health Centre (CHC) - 08:30 to 17:00	Registration Department- The counter offers the option to service users who prefer a face to face interaction with a member of our team when applying to register for healthcare and to address any other enquiries that they might have. PCC & CHC- Counters operate as normal to attend patients who come for their appointments.	Online and telephone services
Gibraltar Joinery & Building Services Limited	Monday to Friday 08:30 to 15:00 all year round	Construction, payroll & management support in respect of the services we offer to employees of various government entities such as GFML (lunch break attendants), various schemes (EDEC, SEC, etc.) & our own hired labour & GJBS employees	Various designated email addresses & various designated telephone numbers for employees of the different entities with whom we work.
Gibraltar Port Authority	Monday to Friday 08:30 to 15:00 all year round	Collection of Port Clearance Letters and Pratique Notes, Red Book Renewals, Port Operator Licences and general enquiries	Online service for red book renewals, email and telephone
Gibraltar Sport & Leisure Authority	Monday to Friday 08:30 to 15:00 all year round	Facility bookings and general admin and public queries	Email and telephone
Government Law Offices	Monday to Friday 08:30 to 15:00 all year round	We offer a Gazette publication service where the public submit notices for publication in the Gibraltar Gazette.	Email/Telephone

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Office of Criminal Prosecution & Litigation	Monday to Friday 09:00 to 16.30 <b>Winter Hours</b> Monday to Friday 08:00 to 14:30 <b>Summer hours</b>	Drop off and collection of documents	Telephone and e mail
HM Customs	Monday to Friday 08:30 to 15:00 all year round	General enquiries, licence applications/renewals, payment of fees/duties/licenses, vehicle valuations, customs declarations/transit documents/temporary importations	Enquiries and communication via telephone, letter or email. Additionally communication via online Customs website for yacht portal and ASYCUDA access.
HM Prison	Monday to Friday 08:30 to 15:00 all year round	Very basic service of entering personal data.	Email/telephone
Housing	Monday to Friday 09:00 to 14:00 all year round	The Housing Department's main role is to administer public housing, including: allocation, rent collection, maintenance and repairs.	Housing Department also offers online and telephone services to the public
Human Resources	Monday to Friday 08:30 to 15:00 all year round	Accepting Application Forms, Signing of Contracts, attending General Queries.	Telephone Services, Email, Microsoft Teams, We easily adapt to the needs of the service.
Income Tax Office	Monday to Friday 09:00 to 13:00 all year round	Enquiries on any of the following: PAYE Social Insurance Contributions Self-employed Accounts	Telephone Emails HM GoG website
Maritime Services	Monday to Friday 09.00 to 15:00 all year round	1.Submission and collection of documents related to other ship and yacht transactions (e.g. registration/discharge of mortgages, changes of ownership, etc.)	Online and telephone (in addition to counter). The ship registry and survey division operate fully digital systems.

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		2. Enquiries relating to vessel ownership and shipping in general.	
No 6 Convent Place	Monday to Friday 08:45 to 16:30 all year round	Number 6 Convent Place is the location of the headquarters of His Majesty's Government of Gibraltar. The Chief Minister's office is located here and a number of government departments and services are based in the building.	Telephone Emails HM GoG website
Office of Fair Trading	Monday to Friday 08:30 to 15:00 all year round	<p>Our counter hours are from 08:30 to 14:00. This change was recently approved by the CS's office following a request by the OFT to improve its operational effectiveness. The reasons were more particularly set out in the request.</p> <p>Counter services include: Business licensing support Consumer protection support General business support</p> <p>We have an induction loop and can offer British sign language interpreters at the counter.</p>	E-mail Telephone, Social media WhatsApp for consumer matters eServices for business licence applications

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Postal Services	<b>Winter Hours</b> Monday to Thursday 09:00 to 16:15 Friday 09:00 to 16:00 Saturday 10:00 to 13:00 <b>Summer Hours</b> Monday to Friday 08:30 to 14:15 Saturday 10:00 to 13:00	Local and International Mail Dispatch Services, including registered parcels and post, international tracked and signed mail, mail redirection, sale of collectable stamps, priority and non-priority parcel post and express mail service.	The online sale of Postage Stamps and the delivery of parcels.
Royal Gibraltar Police	Monday to Friday 08:30 to 15:00 all year round	Policing Services: This counter is manned by civilian staff 08.30 to 14.30, but is open with Police officers 24/7.	Online reporting, email, telephony
Tourism	Monday to Friday 09:00 to 16:30 all year round	Information offices at both Heritage and Frontier have been opened all the time	Telephone Emails HM GoG website
Treasury	Monday – 8.30am to 3pm Tuesday – 8.30am to 3pm Wednesday – 9am to 3pm Thursday – 8.30am to 3pm Friday – 8.30am to 2.30pm	Gibraltar Savings Bank counters, attention to Pensioners regarding their occupational pensions, sale of coins and currency notes to collectors.	Clients can conduct their business and queries via telephone, email and online