

# **Letter of Services 2014-2017**

March 2016

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## 1. Identifying data and purposes of the INE

The National Statistics Institute is an independent institution, with legal personality and its own income, affiliated with the Ministry of Economy and Competitiveness via the Secretariat of State for Economic Affairs and Business Support. It fundamentally works under Law 12/1989, of 9 May, of Public Statistical Function (LFEP), which regulates statistical activity for State purposes, which is under the sole jurisdiction of the State, and under its Statute passed by Royal Decree 508/2001, of 11 May.

Its main functions include coordinating the statistical services of the General State Administration and developing those statistical operations assigned to it, according to the National Statistical Plan.

The National Statistics Institute establishes, among its public service objectives, meeting the highest standards of quality in the compilation of the official statistics for which it is responsible, fostering the dissemination of the corresponding results as quickly and efficiently as possible; at all times ensuring respect for the principle of statistical secrecy, easy access to services and the ongoing improvement of the conditions under which they are rendered.

In addition to statistical functions, the INE performs other services that have been set out in legal regulations, and in particular, in Law 5/1985, of 19 June, of the General Electoral System, and in Law 7/1985, of 2 April, of Bases of Local Ordinances.

To this end, the INE is entrusted:

- To produce, within the stipulated terms, statistics that are suitable, reliable and consistent, in order to address the needs of users, pursuant to the National Statistical Plan and to the guidelines of international institutions, as well as to encourage their correct use.
- To make the statistical information that it produces, and that is necessary for correctly making decisions, available to citizens, businesses, researchers, public and private organisations, as well as public administrations.
- To coordinate the statistical services of the State Administration and to cooperate with the statistical services of the Autonomous Community.
- To establish partnership relations, in statistical matters, with international bodies, and in particular, with the European Statistical System for the design and execution of projects of mutual interest.
- To perform the tasks of coordinating the Municipal Register of Inhabitants and compiling the Electoral Census, pursuant to the legislation in force.

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### STATISTICAL SECRECY

The INE protects and covers all personal information from our informants. In compliance with the obligation of maintaining statistical secrecy, as set out in Article 13 and the subsequent articles of Law 12/1989, of 9 May, the INE does not

provide data that could lead to, directly or indirectly, identifying any individual or company.

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## 2. Services that the INE provides

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### STATISTICAL INFORMATION

- **Web server** (<http://www.ine.es/>). All of the information that the INE produces is disseminated via the website. [INEbase](#) allows free access to all publications of statistical data, which are continuously updated. It also includes methodological documentation and applications. It enables downloading information in standard formats for subsequent processing. This server has an associated service for queries of statistical information, through a form that may be accessed from any page of the [InfoINE](#) website.
- **Personalised service.** In both the Central Services and the Provincial Delegations, users may make queries in person, during the office hours appearing on the INE website. Moreover, there is a telephone helpline, in Spanish and English, which also provides advisory services regarding queries related to INE activities. This service has an answering service, from which the most frequently requested statistical data may be accessed. Users may also access this personalised query service via letter, fax or the aforementioned website.
- **Tailor-made requests.** Specific tabulations may be carried out of the results of the statistical operations that the INE produces, according to user needs. These tabulations are subject to payment of the corresponding private price. Queries of this service are made by telephone, letter, fax or electronic form.
- **Certifications.** The information produced and published by the INE may be certified in person at any of our offices, or via the electronic headquarters, via payment of the corresponding fees.
- **Electronic headquarters** (<https://sede.ine.gov.es>). The virtual citizen services office of the INE enables obtaining information and performing procedures at any time of day, any day of the year. The following services are offered:
  - Free-access services
    - General enquiries
  - Services accessible with electronic certificates
    - Register of Spaniards resident in Spain. Querying registration details
    - Register of Spaniards Resident Abroad (RSRA). Querying registration details
    - Electoral Census record enquiry
    - Electronic certifications of the CPI
    - Application for graduate internships held by the INE

- Procedural status enquiry
  - Sanctioning procedure
  - Electronic register
  - Electronic payment
- **Subscription to news and publications.** The main headlines of the press releases published by the INE and other interesting news may be viewed through [Twitter \(@es\\_ine\)](#) and the [RSS](#) channel.
  - **Library.** Located in the INE Central Services, the library has a vast bibliographic collection, specialised in statistics and related sciences. There is a public-access reading room with an open collection, microfiche reader and computers for information queries. The library offers inter-library loan services (in accordance with international guidelines) and bibliographic information query services. Tailor-made requests may be made of the historical information contained in the bibliographic collection therein. The query application of the [library catalogue](#) is available on the institutional website.
  - **Sale of publications.** Those publications published by the INE may be acquired in all of its offices or via payment on delivery. The [catalogue of publications](#) available may be viewed on the institutional website.

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#### OTHER SERVICES

- **Electoral Census Office.** Within the INE, it is in charge of compiling and managing the [Electoral Census](#). Moreover, during electoral processes, it is responsible for processing the postal vote and mailing of census cards, among other services.

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### 3. Citizen rights

Citizens have the rights recognised in Article 35 of Law 30/1992, of 26 November, of the Legal Scheme of the Public Administrations and of Common Administrative Proceedings, and Article 6 of Law 11/2007, of 22 June, on the Electronic Access of Citizens to Public Services.

In particular, and in correspondence with these precepts, as regards the INE, citizens have the right:

- To access the statistical information published by the INE.
- To be advised in their search for statistical information.
- To obtain customised information and certifications, through the corresponding payment.
- To obtain service directly and personally.
- To promptly receive the information requested and the publications acquired.

- To identify, clearly and rapidly, the administrative unit that, within the INE, has the jurisdiction to provide the required service.

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#### **4. Participation and collaboration of citizens**

Users may collaborate in the improvement of the services in the following way:

- By showing their opinions through the user satisfaction surveys conducted regarding different services.
- By submitting complaints and suggestions, as set out in this Letter.

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#### **5. Complaints and suggestions**

Complaints forms are made available to users in order for them to make complaints or suggestions.

Users may submit their complaints and suggestions, regarding the services that the INE provides, in the ways and places indicated below:

- In person, in any of the INE offices, in writing to this effect.
- By post, addressing the Secretariat General of the National Statistics Institute
- Via the electronic headquarters (<https://sede.ine.gob.es>)

All complaints and suggestions shall be managed pursuant to Royal Decree 951/2005, of 29 July, establishing the general framework for the improvement of quality in the General State Administration, and that indicated in this Letter of Services.

In no case shall the complaints submitted bear the qualification of an administrative complaint, nor shall their submission interrupt the terms established in the regulations in force.

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#### **6. Main norms of application**

- Organic Law 5/1985, of 19 June, of the General Electoral System, setting out that the INE is responsible for compiling the Electoral Census.
- Law 7/1985, of 2 April, regulating the Basis of Local Ordinances, tasking the INE with the coordination of the Municipal Registers.
- Law 12/1989, of 9 May, of the Public Statin, regulating statistical activity for State purposes.
- Law 30/1992, of 26 November, of the Legal Scheme of the Public Administrations and of Common Administrative Proceedings.
- Law 15/1999, of 13 December, on the Protection of Personal Data.
- Royal Decree 508/2001, of 11 May, endorsing the Regulations of the National Statistics Institute.

- Law 11/2007, of 22 June, on the Electronic Access of Citizens to Public Services.
- European Parliament and Council Regulation (EC) no. 223/2009, of 11 March 2009, relating to European statistics, and repealing Regulation (EC, Euratom) no. 1101/2008, relating to the transmission, to the Statistics Office of the European Communities, of the information protected by statistical secrecy, Council Regulation (EC) no. 322/97 on community statistics and Council Euratom Decision 89/382/EEC, creating a committee for the statistical programme of the European Communities.

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## 7. Commitment to quality

The INE shall provide the services listed in this Letter, according to the following commitments to quality:

- **Statistical information.** The statistical data shall be made public through the INE website, which at all times will have the updated information of the statistics that the Institute produces. The publication of the data shall be carried out, following the previously established dissemination calendar, and guaranteeing access by all users to the information, under equal conditions. The dissemination calendar for each year shall be available on 1 December of the previous year, indicating the exact date of the publication for short-term statistics, and the month of publication for structural statistics. Each Friday, a calendar shall be published, with the listing of press releases that are expected to be published the following week.
- **Personalised service.** Services for users of any of the available communication channels shall be performed efficiently and correctly, offering complete information on suitable terms. At least 90% of the queries received electronically shall be answered within a 24-hour period, and the rest shall be answered within the following three working days. When the question posed is particularly complex, the interested party shall be notified of the term by which an answer to their query shall be provided.
- **Tailor-made requests.** Tailor-made requests shall be answered within a maximum period of ten working days from the moment at which the budget is accepted. In the case of complex requests requiring a greater study, the user shall be informed of the term by which their request will be met.
- **Certifications.** Certifications shall be issued for information relating to the Consumer Price Index at the time of their request. Other certifications shall be available to interested parties on the day following that of the request, except those that require customised preparation.
- **Subscription to news and publications.** Dissemination of all statistical operations shall be notified via RSS and Twitter, within a five-minute period following the official publication.
- **Library Service.** The library catalogue, available for viewing online, shall be updated daily. All internal loan requests shall be processed in less than two working days. Regarding inter-library loans, these shall be processed according international guidelines.

- **Electoral Census.** Each month, the electoral Census shall include all of the information received from the municipal councils, consulates and the Civil Register the previous month. Moreover, all related claims shall be resolved and communicated to the interested party within five days, and if they are during the electoral period, within a maximum of three days.

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## 8. Indicators for monitoring this commitment

For the purpose of being able to verify the degree of compliance with the commitments assumed, the following indicators are established for their monitoring:

- **Statistical information**

Number of statistical operations published in INEbase

% of publications with delays according to the calendar

- **Personalised service**

% of queries answered by e-mail in less than 24 hours

% of queries answered by e-mail in a period between 24 hours and three working days

% of queries answered by e-mail in more than three working days

- **Tailor-made requests**

% of requests answered in less than 10 working days

- **Certifications**

% of certifications issued in less than 24 hours

- **Electronic Headquarters**

Number of procedures performed in the headquarters, by type of procedure

- **News services of INE publications**

% of RSS feeds/Tweets published in less than 10 minutes following the official publication

- **Library Service**

% of inter-library loans carried out in less than 48 hours

- **Electoral Census**

% of Electoral Census claims solved within the established terms

- **Complaints and suggestions**

Number of complaints and suggestions received

% of complaints and suggestions answered within the established term



## **9. Systems to ensure quality, environmental protection and labour safety and health**

Within the framework of its activity, the European statistics Code of Practice is the basis of the quality system institutionalised in the INE, in order to guarantee that the statistics are reliable and comparable on an international level, and meet the information requirements demanded by Spanish society.

The INE has procedures for guaranteeing the collection and removal of hazardous and non-hazardous waste. Likewise, it has implemented a series of energy consumption rationing measures.

In order to guarantee the safety and health of citizens and their civil servants, the INE conducts a series of measures, worth noting among them:

- The INE has emergency plans, and via situation panels and maps, it notifies of evacuation procedures and exit routes for its buildings.
- It conducts a periodical maintenance of its emergency detection systems, alarms and fire extinguishing measures.
- It performs periodical fire drills, in order to verify the functioning of the safety systems and the efficacy of the emergency plans.
- It trains its employees in health, safety in the workplace and prevention of work-related risks.
- It performs medical check-ups due to risks at the workplace.

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## **10. Measures to ensure gender equality and enabling access to service**

Article 20 of Organic Law 3/2007, of 22 March, for the effective equality of women and men, sets out the adaptation of statistics and studies to the gender perspective, in such a way that it guarantees the integration of said perspective in its ordinary activity. To this end, whenever possible, in the preparation of its statistics, the INE:

- includes the sex variable in the statistics, surveys and data collection that it carries out.
- establishes and includes, in new statistical operations, indicators that enable a better knowledge of the differences in the values, roles, situations, conditions, aspirations and needs of women and men, their manifestation and interaction in the reality that is to be studied.
- designs and introduces the necessary indicators and mechanisms to allow for ascertaining the incidence of other variables whose appearance generates situations of multiple discrimination in the different intervention scopes.
- carries out samples that are broad enough that the different variables included may be used and analysed, based on the sex variable.

- uses the data available such that it is possible to ascertain the different situations, conditions, aspirations and needs of women and men in the different intervention scopes.
- revises, or as pertinent, adapts the existing statistical definitions, for the purpose of contributing to the recognition and evaluations of the work performed by women, and avoiding negative stereotypes of certain groups of women.

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## **11. Rectification measures for failure to comply**

Claims due to failure to comply with the commitments made in this Letter of Services shall be addressed to the responsible Unit.

Within a maximum term of 15 working days, the President or the Chairperson of the Organisation appointed for this purpose shall notify the interested party of the causes that may have led to not being able to comply, and of the measures adopted by the Office of the President of the INE to rectify the failure to comply detected.

Failure to comply with the commitments contained in this Letter shall not lead to damage liability of the Administration.

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## **12. Unit responsible for the Letter**

Subdirector General for Statistical Dissemination

National Statistics Institute

Paseo de la Castellana, 183. 28046 Madrid (Spain).

## 13. Contact addresses and telephone numbers

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### CENTRAL SERVICES

#### **National Statistics Institute**

Paseo de la Castellana, 183 - 28046 Madrid (Spain)

#### **Personalised service (by telephone and in person):**

Telephone number: 91 583 91 00. Fax number: 91 583 91 58

Office hours: 9 a.m. to 2 p.m. and 4 p.m. to 6 p.m. (Monday to Thursday); 9 a.m. to 2 p.m. (Friday)

Summer office hours (16 June to 15 September): 9 a.m. to 2 p.m. (Monday to Friday)

Answering machine 24 hours a day.

Online enquiry: <http://www.ine.es/infoine/>

#### **Tailor-made requests**

Telephone number: 91 583 94 12. Fax number: 91 583 91 58

Office hours: 9 a.m. to 2:30 p.m. (Monday to Friday)

Online enquiry: <http://www.ine.es/infoine>

#### **Índice Bookshop**

Telephone number: 91 583 94 38. Fax number: 91 583 45 65

Office hours: 9 a.m. to 2:30 p.m. (Monday to Friday)

E-mail: [indice@ine.es](mailto:indice@ine.es)

#### **Library**

Telephone number: 91 583 94 11. Fax number: 91 583 48 89

Office hours: 9 a.m. to 2:30 p.m. (Monday to Friday)

Closed in August

E-mail: [biblioteca@ine.es](mailto:biblioteca@ine.es)

#### **Electoral Census Office**

Calle Capitán Haya, 51 - 28020 Madrid (Spain)

Telephone number: 901 101 900

E-mail: [censo.electoral@ine.es](mailto:censo.electoral@ine.es)

PROVINCIAL DELEGATIONS

Province	Address	Telephone number	Fax number
Albacete	Calle Padre Romano, 61 - 02005	967 19 19 30	967 21 66 49
Alicante/Alacant	Calle México, 20 - 03008	965 13 59 00	96 592 03 15
Almería	C/ Fresador, 12 - 04009	950 28 17 39	950 27 68 20
Araba/Álava	Calle Portal de Castilla 9 y 11. - 01007 Vitoria	945 15 47 30	945 14 31 64
Asturias	Calle General Elorza, 17-Bajo - 33001 Oviedo	985 20 78 56	985 21 48 15
Ávila	Calle Intendente Aizpuru, 4 - 05001	920 35 26 70	920 22 39 26
Badajoz	Avda. de Europa, 1-3ª Planta - 06004	924 22 96 96	924 24 84 45
Balears, Illes	Calle Miquel Capllonch, 12 - 07010 Palma de Mallorca	971 77 49 94	971 46 77 48
Barcelona	Vía Laietana, 8-Entresuelo - 08003	932 95 97 95	933 10 19 23
Bizkaia	Plaza del Ensanche, 3 - 48009 Bilbao	944 10 61 00	944 21 97 04
Burgos	Avda. del Arlanzón, 27 - 09004	947 25 68 90	947 27 65 07
Cáceres	Avda. Ruta de la Plata, 12-Bajo - 10001	927 22 00 68	927 21 44 84
Cádiz	Edificio Glorieta; Glorieta Zona Franca, s/n - 11011	956 29 34 37	956 27 96 08
Cantabria	Calle Concepción Arenal, 10 - 39008 Santander	942 36 75 00	942 36 24 90
Castellón/Castelló	Calle Cronista Revest, 11 - 12005	964 72 27 93	964 22 91 17
Ciudad Real	Ronda de la Mata, 8 - 13004	926 27 17 60	926 25 56 09
Córdoba	Calle Antonio Gaudí, 4 - 14005	957 49 85 02	957 48 56 13
Coruña, A	Calle Adelaida Muro, 12 - 15002	981 21 74 26	981 20 61 50
Cuenca	Calle Ramón y Cajal, 37 - 16004	969 24 09 97	969 23 05 22
Guipúzcoa	Calle José María Soroa, 23 - 20013 San Sebastián	943 29 36 66	943 29 26 30
Girona	Calle Cap de Creus, 4-6 - 17005	972 20 00 99	972 21 90 00
Granada	Calle José Luis Pérez Pujadas, 6. Edificio Forum - 18006	958 53 59 00	958 25 50 62
Guadalajara	Avda. Castilla, 12 - 19002	949 24 74 11	949 21 56 06
Huelva	Calle Macías Belmonte, 24 - 21002	959 54 10 28	959 28 07 08
Huesca	C/ Coso Alto, 14 - Planta 2ª - (Edificio de Correos) - 22002	974 21 53 45	974 21 18 75
Jaén	Plaza de Jaén por la Paz, 2 - 7º - 23008	953 29 69 46	953 22 72 06
León	Avda. Reyes Leoneses, 14 - 24008	987 87 63 12	987 27 94 25
Lleida	Calle Bonaire, 47-49 - 25004	973 23 82 24	973 23 64 89
Lugo	Rua Pintor Corredoira, 1 - 27002	982 28 46 00	982 24 68 72
Madrid	Calle Trafalgar, 29 - 28010	91 583 90 15	91 583 90 43

Province	Address	Telephone number	Fax number
Málaga	Calle Puerta del Mar, 18 - 29005	952 22 24 00	952 60 02 16
Murcia	Calle Alfonso X el Sabio, 6 -Planta. 2 - 30008	968 27 20 10	968 23 61 69
Navarra	C/ Yanguas y Miranda 31 Planta 6ª- 31003 Pamplona	948 36 67 24	948 17 40 76
Ourense	C/ Salvador Dalí, 13-15 - 32002	988 21 18 69	988 21 09 89
Palencia	Avda. Simón Nieto, 10 - 34005	979 70 68 55	979 70 11 33
Palmas, Las	Avda. Alcalde Ramírez Bethencourt, 21-Planta Baja (Trasera Edificio Alférez Provisional) 35004 - Las Palmas de Gran Canaria	928 43 19 10	928 36 11 58
Pontevedra	Calle Iglesias Vilarelle, 2 - 36001	986 86 85 00	986 84 44 53
Rioja, La	Calle Parque San Miguel, 11-12 Bajo - 26007 Logroño	941 20 74 20	941 20 74 86
Salamanca	Paseo Doctor Torres Villarroel 72-74- Bajo - 37005	923 12 52 80	923 26 13 82
Santa Cruz de Tenerife	C/ Prolongación Ramón y Cajal, 3, 38003	922 53 17 50	922 29 25 51
Segovia	Plaza de los Regidores, 3 - 40005	921 41 24 34	921 44 26 37
Sevilla	Calle Graham Bell, 5-Planta 3ª - 41010	954 46 72 10	954 46 78 58
Soria	Calle Mosquera de Barnuevo, 10 - 42004	975 23 37 73	975 22 97 39
Tarragona	Calle Pare Agustí Altisent, 1 (esquina Jaume I, 22) - 43005	977 24 80 85	977 22 76 09
Teruel	Calle Agustina de Aragón, 14 - 44002	978 61 94 00	978 60 58 41
Toledo	Calle San Lucas, 2 - 45001	925 25 00 70	925 22 31 88
Valencia/València	Calle Camino Nuevo de Picanya, 27 - 46014	963 16 62 00	963 91 95 92
Valladolid	C/ Juan II de Castilla, 2 - 47009	983 36 26 62	983 37 16 44
Zamora	Plaza del Mercado, 24 - 49003	980 50 82 90	980 53 23 37
Zaragoza	Calle Albareda, 18-plantas 3 y 4 - 50004	976 59 02 97	976 59 87 54
Ceuta	Calle Jáudenes, 10 - 51001	856 20 02 16	956 51 87 77
Melilla	Plaza del Mar, s/n. Edif. V Centenario. Torre Sur-6ª Planta - 52004	952 69 04 00	952 67 22 88