

## Our objective

Among its public service objectives, National Statistics Institute establishes compliance with the highest quality standards in elaborating the official statistics of which it is in charge, encouraging the dissemination of results as efficiently and rapidly as possible; ensuring, at all times, respect for the principle of statistical secrecy, ease of access to services, and continuous improvement of the conditions under which they are provided.

## Our functions

Produce, within the periods indicated, adequate, reliable and consistent statistics, to meet user needs, in accordance with the provisions of the National Statistics Plan and with the guidelines of international organizations, along with encouraging their correct use.

Make the statistical information it produces, and which is necessary for correct decision-making, available to citizens, companies, researchers, public and private organizations, as well as public administrations.

Coordinate the statistical services of the State Administration and cooperate with the statistical services of the Autonomous Communities.

Establish collaborative relationships in statistical matters with international organizations, particularly with the European Statistical System for the design and execution of projects of common interest.

Carry out the tasks of coordinating the Municipal Register of Inhabitants and forming the Electoral Census in accordance with current legal provisions.

## Statistical Secrecy

In addition to the applicable general data protection regulations, in compliance with the legal provisions of Law 12/1989 on the Public Statistical Function regarding statistical secrecy, the INE protects and oversees all personal data from physical persons or legal entities, which is obtained for statistical purposes, both directly from the informants and through other sources.

## Central Services

### National Statistics Institute

Avda. Manoteras, 52, 28050 Madrid (Spain)

### Personalized Service (telephone and in person):

Phone Number: 91 583 91 00

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

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

Answering machine 24 hours a day.

Online consultation: <https://www.ine.es/infoine/?L=1>

### Custom requests

Phone Number: 91 583 94 12

Hours: from 9 a.m. to 2:30 p.m. (Monday to Friday)

Online consultation: [www.ine.es/infoine](http://www.ine.es/infoine)

### Library

Phone Number: 91 583 94 11 (by appointment by mail or phone)

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

### Electoral Census Office

c/ Poeta Joan Maragall 51, 28071 Madrid (Spain)

Phone Number : 901 101 900

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

## Provincial Delegations

The addresses and telephone numbers of the INE Delegations can be accessed at:

[www.ine.es](http://www.ine.es) (Products and services)



Service charter 2021-2024

[www.ine.es](http://www.ine.es)

INE

Instituto Nacional de Estadística

## The National Statistics Institute

The National Statistics Institute is an autonomous body which is part of the Ministry of Economic Affairs and Digital Transformation (Law on Public Statistical Function of May 9, 1989). Among its main functions is the coordination of the statistical services of the General State Administration and the development of the statistical operations entrusted to it according to the National Statistics Plan.

### Services Provided

**Web Server** ([www.ine.es](http://www.ine.es)). All information produced by the INE is disseminated through its website. This channel allows free access to all publications of statistical data, and is continuously updated.

**Personalized attention.** Both in the central services and in the provincial delegations, users can make inquiries in person in the hours that appearing on the INE website, upon request for an appointment. In addition, there is a telephone service, in Spanish and English.

**Custom requests.** Specific processes can be carried out on the results of INE statistical operations, according to the user's needs. Said processes are subject to payment of the corresponding private price.

**Issuance of certificates.** The information produced and published by the INE can be certified in person at any office or through the Electronic Office, by paying the corresponding fee.

**Electronic Office** (<https://sede.ine.gob.es>). The INE's virtual citizen service office allows you to obtain information and carry out procedures at any time or day of the year.

**Subscription to news and publications.** Twitter (@es\_ine) and RSS offer headlines from the press releases published by the INE, and other news of interest is provided.

**Library.** Located in INE central services, it has an extensive bibliographic collection, specialized in statistics and related sciences.

**Sale of publications.** Publications edited by the INE can be purchased at all its offices or cash on delivery. The catalogue of available publications can be found on the institutional website.

**Electoral Census Office.** Part of the INE, it is in charge of preparing and maintaining the Electoral Census.

## Quality Commitments

**Statistical information.** The statistics data will be made public through the INE web server, which will at all times provide updated information on the statistics produced by the Institute. Data publication will follow the previously established dissemination calendar, guaranteeing user access to information under equal conditions. The dissemination calendar for each year will be available on December 1 of the previous year, indicating the exact day of publication for short-term statistics and the month of publication for structural statistics.

**Personalized attention.** At least 90% of inquiries received electronically during working hours will be answered within 24 hours and the rest within three working days. When the question posed is particularly complex, the interested party will be informed of the period in which the query will be answered

**Custom requests.** Custom information requests will be answered within a maximum period of 20 working days from the moment of budget acceptance. In the case of complex requests that require further study, the applicant will be informed of the period within which their request will be attended to.

**Certificates.** Information certificates regarding the Consumer Price Index will be issued at the time of application. Other certifications will be available to the petitioner on the day following their request, except those that require custom elaboration.

**Subscription to news and publications.** The dissemination statistical operations will be communicated through the RSS channel and Twitter, within a maximum period of five minutes from the official publication.

**Library Service.** The bibliographic catalogue, available for online consultation, will be kept updated. All Internal loan applications will be processed in less than three working days. Inter-library loans will be processed according to international guidelines.

**Electoral census.** All information received from municipalities, consulates and the Civil Registry in the previous month will be updated monthly. In addition, all claims made within a maximum period of five natural days will be resolved and communicated to the interested parties. If they are made during the electoral period, this timeframe will be within a maximum of three days.

**Unit responsible for the *Service Charter*:**

**Subdirector General for Statistical Dissemination.** National Statistics Institute. Avda. Manoteras, 52. 28050 Madrid (Spain)

## Complaints and suggestions

Users may formulate their complaints and suggestions regarding the services provided by the INE, in the form and at the places indicated below:

- In person and in any office, in writing.

- By post, addressed to the General Secretariat of the National Statistics Institute.

- Through the Electronic Office (<https://sede.ine.gob.es>)

## Remediation measures

Claims related to non-compliance with this *Service Charters* will be directed to the **responsible unit**.

Within a maximum period of 20 working days, the President or the manager of the designed organization will inform the interested party of the reasons why the commitment has not been fulfilled and of the measures adopted by the Presidency of the INE to correct the non-compliance.

Failure to comply with the commitments contained in this *Charter* will not give rise to patrimonial liability on part of the Administration.

