

The National Statistics Institute and quality

This List of Services reflects the commitment with quality that the National Statistics Institute plans to keep as one of the premises of its action.

The National Statistics Institute

The National Statistics Institute is an autonomous body affiliated with the Ministry of the Treasury, (*Law 12/1989, of 9 May 1989, of Public Statistical Function*).

Its main function is, among others, to carry out the operations necessary for establishing Statistics for State purposes (censuses, national accounts, demographic and social statistics, Electoral Census ...).

Services that the INE provides

The products and services that the INE provides can be summarised as follows:

- **Online statistical information (www.ine.es).** All of the statistical information that the INE produces is disseminated via the web server. The **INEbase** database is continuously updated, and offers, free-of-charge, endless information on these subjects, also including the methodologies and any other material that might be useful for the comprehension of said information.
- **Sale of publications.** The publications edited by the INE may be acquired at our offices, through distributors or via payment on delivery. The catalogue may be viewed on the INE website.
- **Certifications.** The information published by the INE may be certified at any of our offices. Certifications of the CPI or of municipality populations are frequently required.
- **Tailor-made requests.** These are specific tabulations on the original files of data that may be carried out according to the needs of the user. An experienced team deals with queries by telephone, letter, fax or email.
- **Electoral Census Office.** This office is in charge of forming and updating the Electoral Census. In addition, during electoral processes, it is responsible for processing the postal vote, issuing certifications, sending census cards and publishing voting lists.
- **Library.** The library has a vast statistical bibliographic collection available for query.

Central Services

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

Public enquiry and switchboard

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

Office hours:

Personalised service (by telephone and in person):

- Monday to Thursday: 9 a.m. to 2 p.m. and 4 p.m. to 6 p.m.;

- Friday: 9 a.m. to 2:30 p.m.

Answer phone: 24 hours a day, with recorded information

Online enquiry: www.ine.es/infoine

Tailor-made requests

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

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

Online enquiry: www.ine.es/infoine

Índice Bookshop

Telephone: 91 583 94 38. Fax: 91 583 48 89

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

Email: indice@ine.es

Library

Telephones: 91 583 94 11 and 91 583 48 89

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

Email: biblioteca@ine.es

Electoral Census

Telephone: 901 101 900

Email: censo.elecciones@ine.es

www.ine.es

NIPO: 605-09-005-5



List of services 2008



National Statistics Institute



Our objective

The National Statistics Institute sets itself the objective of creating statistics which are increasingly improved and more useful to society, fostering the simplest and speediest possible dissemination and accessibility thereof, while at all times ensuring adherence to the principle of gender equality, diversity, accessibility of services and ongoing improvements in the conditions under which these are provided.

Our missions

In order to achieve this goal, we have established for ourselves the following missions:

- To make the statistical information necessary for correctly making decisions available to citizens, companies, researchers, public and private organisations, as well as public administrations. This information is compiled by the Institute itself, and by the rest of the institutions integrated in the General State Administration.
- To produce, within the stipulated terms, statistics that are adequate, 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 coordinate the work of the institutions of the General State Administration and to cooperate with that of the Autonomous Communities.
- To represent the official Spanish statistics before Eurostat (the Statistical Office of the European Communities) and the remaining international institutions.
- To perform the tasks of coordinating the Municipal Register of Inhabitants and to manage the Electoral Census.

Statistical Secrecy

Protects and covers all personal information from our informants. The INE does not provide, directly or indirectly, data that could lead to identifying any information about a citizen, company or institution. Their privacy is protected by Law (*article 13 and subsequent articles of Law 12/1989, of 9 May*).

Our commitment to quality

- All of the INE offices shall issue **certificates** corresponding to the CPI at the time of their requirement. The remaining certifications shall be available to the interested party on the day following the request, except for those that require a tailor-made compilation of the information.
- 90% of the **queries** received via email shall be answered within 24 hours; the remaining 10% within three working days. If the query is especially complex, the interested party shall be informed of the period in which their petition will be answered.
- Requests for **tailor-made information** shall be answered within a maximum of ten working days from the moment the quote is accepted. In the case of complex petitions, the interested party shall be informed of the period in which their petition will be answered.
- The **INEbase** database shall always have updated information. The information shall be made public through the INE web server (**www.ine.es**), at all times following the established dissemination calendar and guaranteeing access to the information, to all users, under equal conditions.
- Each month, the **Electoral Census** shall include all of the information received from municipal councils, consulates and the Civil Register during the previous month. All **claims** regarding the Electoral Census 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.
- All **complaints and suggestions** shall be answered within twenty working days.



Indicators for monitoring this commitment

- Percentage of certificates issued immediately and delivered within the following twenty-four hours.
- Percentage of queries answered in:
 - 24 hours
 - More than 24 hours and less than three days
 - More than three days
- Percentage of requests for tailor-made information answered in:
 - Less than ten days
 - Between ten days and one month
 - More than one month
- Number of updates in INEbase. Delays in incorporation.
- Percentage of registers incorporated in the Electoral Census within one month, as compared with the total registers received the previous month.
- Percentage of claims of the Electoral Census resolved within the stipulated terms, as compared with the total claims received, during the electoral period, and outside of said electoral period (three and five days, respectively).
- Number of complaints and suggestions answered within and outside of the established term of twenty days.

Complaints and suggestions

- The INE regards the involvement of citizens as a factor of particular significance in carrying out its work.
- Complaints forms are made available to users in order for them to make complaints or suggestions. They are offered assistance in this regard by civil servants in charge of this matter.
- All complaints and suggestions shall be responded to within a maximum of twenty working days, pursuant to *R.D. 951/2005, of 29 July*, without giving rise to pecuniary liability of the Administration.

Rectification measures

Claims due to failure to comply with the commitments made in the List shall be addressed to the Unit responsible for the same, and shall be answered by the Office of the President of the INE, which as necessary, shall inform the interested party of the causes that may have generated said failure, the rectification measures adopted or other possible circumstances.

Unit responsible for the List of Services:
Subdirectorate General of Statistical Dissemination
NATIONAL STATISTICS INSTITUTE
Paseo de la Castellana, 183. 28046 Madrid (Spain)

Provincial Delegations

Province	Address	Telephone	Fax
Latest update: 5 August 2013			
Albacete	Del Cura, 7 - 02001	967 19 19 30	967 21 66 49
Alicante/Alacant	México, 20 - 03008	965 13 59 00	965 92 03 15
Almería	Plaza de San Pedro, 8 - 04001	950 28 17 39	950 27 68 20
Araba/Álava	Portal de Castilla, 9 -11 - 01007 Vitoria	945 15 47 30	945 14 31 64
Asturias	General Elorza, 17, bajo - 33001 Oviedo	985 20 78 56	985 21 48 15
Ávila	Intendente Aizpuru, 4 - 05001	920 35 26 70	920 22 39 26
Badajoz	Avda. de Europa, 1, 3º - 06004	924 22 96 96	924 24 84 45
Balears, Illes	Miguel Capllonch, 12 - 07010 Palma de Mallorca	971 77 49 94	971 46 77 48
Barcelona	Vía Layetana, 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	Concepción Arenal, 10 - 39008 Santander	942 36 75 00	942 36 24 90
Castellón/Castelló	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	Antonio Gaudí, 4 - 14005	957 49 85 02	957 48 56 13
Coruña, A	Adelaida Muro, 12 - 15002	981 21 74 26	981 20 61 50
Cuenca	Ramón y Cajal, 37 - 16004	969 24 09 97	969 23 05 22
Guipúzcoa	José María Soroa, 23 - 20013 - Donostia - San Sebastián	943 29 36 66	943 29 26 30
Girona	Cap de Creus, 6 - 17005	972 20 00 99	972 21 90 00
Granada	José Luís Pérez Pujadas, 6 - Edificio Forum - 18006	958 53 59 00	958 25 50 62
Guadalajara	Avda. de Castilla, 12, 1º - 19002	949 24 74 11	949 21 56 06
Huelva	Macías Belmonte, 24 - 21002	959 54 10 28	959 28 07 08
Huesca	Avda. de Juan XXIII, 2 - 22003	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	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	Trafalgar, 29 - 28010	91 583 90 15	91 583 90 43
Málaga	Puerta del Mar, 18 - 29005	952 22 24 00	952 60 02 16
Murcia	Alfonso X El Sabio, 6 - 30008	968 27 20 10	968 23 61 69
Navarra	Avda. de Barañain, 11, trasera - 31008 Pamplona	948 36 67 24	948 17 40 76
Ourense	Sáenz Díez, 42 - 32003	988 21 18 69	988 21 09 89
Palencia	Avda. Simón Nieto, 10 - Edificio Servicios Múltiples del Estado - 34005	979 70 68 55	979 70 11 33
Las Palmas	Avda. Alcalde Ramírez Bethencourt, 21 - 35004 Las Palmas de Gran Canaria	928 43 19 10	928 36 11 58
Pontevedra	Iglesias Vilarelle, 2 - 36001	986 86 85 00	986 84 44 53
La Rioja	Parque de 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	Suárez Guerra, 55 - 38002	922 53 17 50	922 29 25 51
Segovia	Plaza de los Regidores, 3 - 40005	921 41 24 34	921 44 26 37
Sevilla	Graham Bell, 5, plantas 3 y 4 - 41010	954 46 72 10	954 46 78 58
Soria	Mosquera de Barnuevo, 10 - 42004	975 23 37 73	975 22 97 39
Tarragona	Pare Agustí Altisent, 1 (esquina C/Jaume I, 22) - 43005	977 24 80 85	977 22 76 09
Teruel	Agustina de Aragón 14, - 44002	978 61 94 00	978 60 58 41
Toledo	San Lucas, 2 - 45001	925 25 00 70	925 22 31 88
Valencia/València	Camino Nuevo de Picanya, 27 - 46014	963 16 62 00	963 91 95 92
Valladolid	Paseo Zorrilla, 12, bajo - 47006	983 36 26 62	983 37 16 44
Zamora	Plaza del Mercado, 24 - 49003	980 50 82 90	980 53 23 37
Zaragoza	Albareda, 18, plantas 3 y 4 - 50004	976 59 02 97	976 59 87 54
Ceuta	Jáudenes, 10 - 51001	856 20 02 16	956 51 87 77
Melilla	Plaza del Mar, s/n, edificio V Centenario. Torre Sur, 6º - 52004	952 69 04 00	952 67 22 88