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.

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.

2. Services that the INE provides

STATISTICAL INFORMATION

- **Web server** ([http://www.ine.es/](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, though 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](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](https://twitter.com/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](https://www.ine.es). 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**


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](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 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.

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.

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.

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.

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.

12. Unit responsible for the Letter

Subdirectorate General for Statistical Dissemination
National Statistics Institute
Paseo de la Castellana, 183. 28046 Madrid (Spain).
13. Contact addresses and telephone numbers

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

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

Electoral Census Office
Calle Capitán Haya, 51 - 28020 Madrid (Spain)
Telephone number: 901 101 900
E-mail: censo.electoral@ine.es
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