

## Our objective

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.

## Our functions

Between the functions established by law for the INE are:

- 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.

## Central Services

### National Statistics Institute (INE)

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

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

Telephone number: 91 583 91 00 – Fax: 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: [www.ine.es/infoine/?L=1](http://www.ine.es/infoine/?L=1)

### Customised requests

Telephone number: 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/?L=1](http://www.ine.es/infoine/?L=1)

### 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

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

The addresses and telephone numbers of the INE

Delegations can be accessed at:

[www.ine.es/en/welcome.shtml](http://www.ine.es/en/welcome.shtml)

(Products and Services)



NIPO: 729-13-015-7

List of Services 2014-2017



# National Statistics Institute

## The National Statistics Institute

It is an autonomous organism attached to the Ministry of Economy and Competitiveness (Ley 12/1989, dated on 9 May 1989, on Public Statistical Services)

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.

## Services that the INE provides

- **Statistical information.** 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.
- **Personalised service.** Users can make queries in person in the offices of the INE, via telephone assistance service or letter, fax number or InfoINE website (statistical information queries service).
- **Customised requests.** Specific mining of the results of the statistical operations produced by the INE are carried out, via payment of the corresponding public price.
- **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.gob.es>). Citizen services virtual office provides information and enables obtaining information and complete administrative formalities at any time.
- **Subscription to news and publications.** The 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.** A vast statistical bibliographic collection is available to be consulted online in the library catalogue.
- **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 consulted on the institutional website.
- **Electoral Census Office.** It elaborates and updates the Electoral Census.

## Commitments to quality

- **Statistical information.** Statistical data shall be published in the INE server, which will be updated all times. Access to information is ensured for all users on an equal basis. The calendar with the publication dates of the statistics for the next year shall be available every 1st December. The exact publication date shall be provided in the case of short-term statistics, while in the case of the structural statistics only will be available the publication month.
- **Personalised service.** 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.
- **Customised requests.** They shall be answered within a maximum 10-working days period from the moment of the budget acceptance. In the case of complex petitions, the interested party shall be informed of the period in which their petition will be answered.
- **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 on the website shall be updated daily. All internal loan requests shall be processed in less than two working days. Interlibrary loan service shall be dealt with accordance to 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. Claims shall be resolved and communicated to the interested party within a maximum term of five calendar days (three calendar days during the electoral period).



## Complaints and suggestions

Complaint forms are available to users. Complaints and suggestions may be made:

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

## Rectification measures

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.

*Unit responsible for the List of Services:*

**Subdirector General for Statistical Dissemination.** National Statistics Institute. P<sup>o</sup> Castellana, 183. 28046 Madrid