

INSTITUTO NACIONAL DE ESTADÍSTICA



Service Charter 2021-2024



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1. Identification data and objectives of the INE

The National Statistics Institute is an autonomous body, considered a legal entity with its own assets, which is part of the Ministry of Economic Affairs and Digital Transformation through the Secretary of State for the Economy and Business Support. It is essentially governed by the Law on Public Statistical Function (LFEP, in its Spanish acronym) of May 9, 1989, which regulates statistical activity for state purposes, which is the exclusive competence of the State, and by the Statute approved by Royal Decree 508/2001 of May 11. Regulation (EC) 223/2009 of the European Parliament and of the Council on European statistics also applies.

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.

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.

In addition to statistical functions, the INE carries out other services provided for in the legal system and, in particular, in Law 5/1985, of June 19, on the General Electoral Regime and in Law 7/1985, of April 2, on Local Regime Bases.

Therefore, the INE must:

- 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.

2. Services Provided

STATISTICAL INFORMATION

- **Web Server** (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. It also includes methodological documentation and applications. It allows for information to be downloaded in standard formats for further processing and dissemination as open data. This server has an associated statistical information consultation service through a form accessible from any webpage ([Infoine](#)).
- **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, which also provides an advisory service on queries related to the INE activity. This service has an automatic response system where you can access the most demanded statistical data.
- **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 headquarters, 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. The following services are offered:
 - Free access services
 - Generic queries
 - Accessible services with electronic certificate
 - Register of Spaniards residing in Spain. Enrollment data query

- Register of Spaniards Residing Abroad (PERE). Enrolment data query
 - Consultation of registration in the Electoral Census
 - Electronic IPC certificates
 - Application for postgraduate scholarships convened by the INE
 - Consultation of processing status
 - Penalty procedure
 - Electronic record
 - Electronic payments
- 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. It offers interlibrary loan services (in accordance with international guidelines) along with attending to bibliographic information queries. Requests can be tailored to the historical information contained in its bibliographic resources. [The library catalogue](#) can be found on the institutional website.
- 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 browsed on the institutional website.

OTHER SERVICES

- Electoral Census Office.** Part of the INE, it is in charge of preparing and maintaining the [Electoral Census](#). In addition, during the electoral processes, it is responsible for processing votes by mail and sending census cards, among other services.

3. Citizen rights

The rights of people in their relations with Public Administrations are recognized in article 13 of Law 39/2015, of October 1, on the Common Administrative Procedure of Public Administrations. Likewise, article 53 of the same law recognizes the rights of citizens interested in administrative procedures.

In addition, citizens, in their relationship with the INE, have the right to:

- Access the statistical information published by the INE.
- Receive advice in the search for statistical information.

- Obtain customized information and certificates, following the appropriate considerations.
- Direct and personal service.
- Promptly receive the requested information and the publications purchased.

4. Citizen participation and collaboration

Users can collaborate in service improvement in the following way:

- By expressing their opinions through user satisfaction surveys for different services.
- By expressing their complaints and suggestions in accordance with the provisions of this Charter.

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

All complaints and suggestions will be managed according to the provisions of Royal Decree 951/2005, of July 29, which sets the general framework for the improvement of quality in the General State Administration, along with the indications given in this Service Charter

6. Main application standards

- Regulation (EC) No. 223/2009 of the European Parliament and of the Council of March 11, 2009 on European statistics and repealing Regulation (EC, Euratom) No. 1101/2008 on relaying information protected by statistical secrecy transmission to the Statistical Office of the European Communities, Council Regulation (EC) No. 322/97 on Community Statistics and Council Decision 89/382/EEC, Euratom establishing a Statistical Program Committee of the European Communities.
- Law 12/1989, of May 9th, regarding the State Public Statistics Office which regulates statistical activity for state purposes.
- Royal Decree 508/2001, of 11 May, which approves the Statute of the National Statistics Institute. Organic Law 5/1985, of June 19, on the General Electoral Regime, which establishes that the INE is responsible for the formation of the Electoral Census.

- Law 7/1985, of April 2, which regulates Local Regime Bases, and where INE is entrusted with the task of coordinating the municipal registers.
- Law 39/2015, of October 1, on the Common Administrative Procedure for Public Administrations
- Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016 (General Data Protection Regulation)
- Organic Law 3/2018, of December 5, on Protection of Personal Data and Guarantee of Digital Rights.

7. Quality Commitments

The INE will provide the services listed in this Charter in accordance with the following 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. A calendar will be published every Friday, with the list of press releases that are scheduled for publishing the following week.
- **Personalized attention.** User service via any of the available communication channels must be efficient, correct, and must offer complete information following tight deadlines. 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.

8. Indicators for monitoring commitments

In order to verify compliance levels, the following indicators are established for monitoring:

- **Statistical information**
 - No. of statistical operations published on the INE web server
 - % of posts that are late, according to schedule
- **Personalized attention**
 - % of inquiries answered by email in less than 24 hours
 - % of inquiries answered by email between 24 hours and three working days
 - % of inquiries answered by email in more than three working days
- **Custom requests**
 - % of requests attended to in less than 20 working days
- **Certificates**
 - % of certificates issued in less than 24 hours
- **Electronic Office**
 - Number of procedures carried out at the headquarters, by type of procedure
- **INE Publications News Services**
 - % of RSS/Tweets published less than ten minutes following the official publication
- **Library Service**
 - % of interlibrary loans made in less than three working days
- **Electoral Census**
 - % of claims from the Electoral Census resolved within the agreed upon deadlines
- **Complaints and Suggestions**
 - No. of complaints and suggestions received
 - % of complaints and suggestions answered within the term agreed upon in the current regulations

9. Quality assurance, environmental protection and occupational health and safety systems

Within the framework of its activity, the Code of Good Practices for European Statistics establishes the institutionalized quality system in the INE to guarantee that statistics are reliable and internationally comparable and respond to the information requirements of the Spanish society.

The INE has procedures that guarantee the collection and removal of hazardous and non-hazardous waste. Likewise, it has implemented a series of measures to justify energy consumption.

To guarantee the safety and health of citizens and public employees, the INE carries out a series of measures, among which the following are most notable:

- Creates emergency plans and, by means of panels and location plans, reports on procedures and evacuation routes from its buildings.
- Carries out periodic maintenance of emergency detection systems, alarms and fire extinguishing measures.
- Carries out periodic drills to verify security systems operation and verify emergency plans effectiveness.
- Trains its employees in health, occupational safety and prevention of occupational hazards.
- Carries out health surveillance examinations of occupational hazards.

10. Measures that ensure gender equality and facilitate access to service

Article 20 of Organic Law 3/2007, of March 22, for the effective equality of women and men, establishes the adaptation of statistics and studies using a gender perspective, such that said perspective is guaranteed in their ordinary activity. In the preparation of its statistics, INE seeks to:

- Include gender variables in the statistics, surveys and data collection that it carries out.
- Establishes new indicators in statistical operations that permit better knowledge of the differences in the values, roles, situations, conditions, aspirations and needs of women and men, and their presence and interaction in the reality to be analysed.
- Designs and introduces the necessary indicators and mechanisms to understand other variables whose concurrence creates situations of multiple discrimination in the different intervention areas.
- Sample large enough so that the various variables included can be exploited and analysed based on the gender variable.
- Exploits available data so that the different situations, conditions, aspirations and needs of women and men in different areas can be understood.

- Revises and, where appropriate, adapts the existing statistical definitions in order to contribute to the recognition and appreciation of women's work and avoid negative stereotypes of certain groups of women.

11. Remediation measures for non-compliance

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.

12. Unit responsible for the Charter

Subdirector General for Statistical Dissemination

National Statistics Institute

Avda. Manoteras, 52. 28050 Madrid (Spain)

13. Addresses and contact numbers

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

Library

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

E-mail: biblioteca@ine.es

Electoral Census Office

Avda. Poeta Joan Maragall 51, 28071 Madrid (Spain)

Phone Number: 901 101 900

E-mail: censo.electoral@ine.es

PROVINCIAL DELEGATIONS

Province	Address	Phone Number	Fax
Albacete	C/ Padre Romano, 61 - 02005	967 19 19 30	967 21 66 49
Alicante/Alacant	C/ 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	C/ Portal de Castilla, 9 y 11 - 01007	945 15 47 30	945 14 31 64
Vitoria			
Asturias	C/ General Elorza, 17-Bajo - 33001	985 20 78 56	985 21 48 15
Oviedo			
Ávila	C/ Intendente Aizpuru, 4 - 05001	920 35 26 70	920 22 39 26
Badajoz	Avda. de Europa, 1 Planta 3ª - 06004	924 22 96 96	924 24 84 45
Balears, Illes	C/ Miquel Capllonch, 12 - 07010	971 77 49 94	971 46 77 48
Palma de Mallorca			
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	C/ Concepción Arenal, 10 - 39008	942 36 75 00	942 36 24 90
Santander			
Castellón/Castelló	C/ 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	C/ Antonio Gaudí, 4 - 14005	957 49 85 02	957 48 56 13
Coruña, A	C/ Adelaida Muro, 12 - 15002	981 21 74 26	981 20 62 35
Cuenca	C/ Ramón y Cajal, 37 - 16004	969 24 09 97	969 23 05 22
Gipuzkoa	C/ José María Soroa, 23 - 20013 San Sebastián	943 29 36 66	943 29 26 30
Girona	C/ Cap de Creus, 4-6 - 17005	972 20 00 99	972 21 90 00
Granada	C/ José Luis Pérez Pujadas, 6. Edificio Forum - 18006	958 53 59 00	958 26 40 33
Guadalajara	Avda. Castilla, 12 - 19002	949 24 74 11	949 21 56 06
Huelva	C/ Macías Belmonte, 24 - 21002	959 54 10 28	959 28 07 08
Huesca	C/ Coso Alto, 14 - Planta 2ª izqda. - (Edificio de Correos)- 22002	974 21 53 45	974 21 18 75
Jaén	Plaza de Jaén por la Paz, 2 - 7ª - 23008	953 29 69 46	953 22 72 06
León	Avda. Reyes Leoneses, 14 - 24008	987 87 63 12	987 27 94 25
Lleida	C/ Bonaire, 47-49 - 25004	973 23 82 24	973 23 64 89
Lugo	Rua Doctor García Portela 19, 27002	982 28 46 00	982 24 68 72
Madrid	C/ Trafalgar, 29 - 28010	91 583 90 15	91 583 90 43

Province	Address	Phone Number	Fax
Málaga	C/ Puerta del Mar, 18 - 29005	952 22 24 00	952 60 02 16
Murcia	C/ Alfonso X el Sabio, 6 -Planta. 2ª - 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	C/ Iglesias Vilarelle, 2 - 36001	986 86 85 00	986 84 44 53
Rioja, La	C/ 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 24 64 39
Segovia	Plaza de los Regidores, 3 - 40005	921 41 24 34	921 44 26 37
Sevilla	C/ Graham Bell, 5-Planta 3ª - 41010	954 46 72 10	954 46 78 58
Soria	C/ Mosquera de Barnuevo, 10 - 42004	975 23 37 73	975 22 97 39
Tarragona	C/ Pare Agustí Altisent, 1 (esquina Jaime I, 22) - 43005	977 24 80 85	977 22 76 09
Teruel	C/ Agustina de Aragón, 14 - 44002	978 61 94 00	978 60 58 41
Toledo	C/ San Lucas, 2 - 45001	925 25 00 70	925 22 31 88
Valencia/València	C/ 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	C/ Albareda, 18-Plantas 3ª y 4ª - 50004	976 59 02 97	976 59 87 54
Ceuta	C/ Jáudenes, 10 - 51001	856 20 02 16	956 51 87 77
Melilla	Plaza del Mar, s/n. Edif. V Centenario. Torre Sur - Planta 6ª - 52004	952 69 04 00	952 67 22 88