

Services Charter

2009-2010



Eustat

EUSKAL ESTATISTIKA ERAKUNDEA
BASQUE STATISTICS OFFICE
www.eustat.es



Introduction

This Services Charter is part of the setting up of a management model based on Total Quality, that Eustat is implementing in its organisation in order to improve the quality of products and services that it offers the Basque society.

This Services Charter describes the services offered by the Basque Statistics Institute (EUSTAT), the rights that apply to users who do business with us and our undertakings in order to attain a higher level of quality management.

Continuous improvement in management is our main aim. Your comments on positive and negative aspects you may have noticed will be very helpful for us to adjust our services to your demands.

Eustat's Mission

EUSTAT is the administrative autonomous entity of the Autonomous Community of the Basque Country that develops, produces and disseminates quality official statistical information, that is objective and scientifically checked, for Basque public authorities, social agents and citizens. It also directs and coordinates the statistical operations of the Basque Country and cooperates in international and Spanish statistics.



Specific rights and obligations of the citizens with respect to our services



• Rights

- For their requests for statistical information to be processed effectively and efficiently.
- To be attended in the two official languages of the Basque Country.
- To be informed of the cost of the services requested, when applicable.
- Any complaints, suggestions and negative comments made are to be processed and used to improve the service. Complaints forms are available for this purpose for the users.
- For their data to be collected and processed purely for statistical purposes and, in the case of administrative data, for the rights and principles of the Spanish Personal Data Protection Act to be respected.
- For the statistical activity to be performed using methods that scientifically guarantee its accuracy.

• Obligations

- To provide accurate, precise, genuine and current data requested.
- Respect the schedule and running of the services and always follow the instructions of the staff.

Services, Undertakings and indicators

• Information Service and WEB dissemination

The information offered covers the sphere of the statistical operations performed by the Basque Statistics Office. It consists of:

- The web server offering constantly updated information that mainly comes from the results of the statistical operations of the Statistical Programmes and Plans.
- The Data bank, that is accessible from the Eustat website and contains the series of statistical data of the statistical operations of the Statistical Programmes and Plans.
- “Quick Queries” service: telephone, fax, postal mail or electronic mail.
- “Customized statistical information” requests.

Undertaking 1

- Eustat undertakes to disseminate in the website 80% of the statistical operations on the dates established in the annual Statistical Programme.

Undertaking 2

- Eustat undertakes to answer 95% of the “quick queries” within 2 working days.
- The remaining 5% of the “quick queries” shall be answered within 5 working days.

Undertaking 3

- Eustat undertakes to answer 80% of the “customized statistical information” requests received within 10 working days from when the quote is accepted and provided that the data are available.
- The remaining 20% of the “Customized statistical information” received shall be answered within 30 working days.

Indicator

- Percentage of statistical operations that have been disseminated on the set dates.

Indicators

- Percentage of “quick queries” answered within 2 working days.

- Percentage of “quick queries” answered within 5 working days.

Indicators

- Percentage of “customized statistical information” answered within 10 working days.

- Percentage of “customized statistical information” answered within 30 working days.





• Methodology and Technical Advice Service

Eurostat, as part of its public statistics role, provides an external advisory statement on designing, methodology, producing and disseminating official statistics. And also on themes related with the research and development areas in which it works, such as:

- Selecting and designing samples.
- Advice on the use of statistical software.
- Data analysis (factor analysis, etc.)
- General statistics methodology advice

Undertakings

- Eurostat undertakes that 90% of the work commissioned relating to the “Methodology and Technical Advice Service” shall be produced within 15 working days, from when the quote is accepted and provided that the information is available.
- The remaining 10% of the work will be produced within 30 working days, from when the quote is accepted and provided that the information is available.

Indicators

- Percentage of work commissioned relating to the “Methodology and Technical Advice” service prepared within 15 working days.
- Percentage of work commissioned relating to the “Methodology and Technical Advice” service prepared within 30 working days.



• Training Service

Eustat offers different types of training: Summer Courses at the Basque University and the International Statistics Seminar.

Undertakings 1

- Eustat undertakes to hold at least one International Statistics Seminar a year.

Indicator

- Total number of International Statistics Seminars organised by Eustat per year.

Undertakings 2

- Eustat undertakes to organise at least one Summer Course per year on the economy and society.

Indicator

- Total number of Summer Courses organised each year on the economy and society.

• Publications Service

Eustat produces publications for the general public that are available from the current product catalogue on the website.

Undertakings

- Eustat undertakes to send 95% of the printed publications and electronic editions within 3 working days of receipt of order.
- The remaining 5% will be sent within 10 working days of receipt of order.

Indicators

- Percentage of printed publications and electronic editions sent within 3 working days of receipt of order.
- Percentage of printed publications and electronic editions sent within 10 working days of receipt of order.

Disseminating compliances of the undertakings



Every year, compliance of these undertakings will be notified by means of:

- The website (www.eustat.es).
- On hard copy at the Eustat provincial offices.



Ways of cooperating

In order to ensure the continuous improvement of its management, Eustat has developed a marketing strategy. A priority action of this strategy is to establish the perception that the user population has of its services.

Therefore, Eustat conducts the annual "User Satisfaction Survey" among the managers of institutions, entities, etc. that receive the institutional distribution of its publications, among the media to which Eustat sends the press releases and to those people that have requested information or any of its products or services.

The results of the satisfaction surveys are published on the Eustat website (www.eustat.es) and are disseminated through the leaflets that are then distributed.

Undertakings

- Eustat undertakes to answer 90% of the "complaints and suggestions" received within 3 working days.
- The remaining 10% of the "Complaints and Suggestions" shall be answered within 10 working days.

Indicators

- Percentage of "Complaints and Suggestions" answered within 3 working days.
- Percentage of "Complaints and Suggestions" answered within 10 working days.

Complaints and suggestions are another information source of data to establish the degree of satisfaction of the user population, along with possible areas for improvement.

A Complaints and Suggestions Form is available, which you can request and duly complete. You are free to express any complaint or suggestion about how the Eustat services are provided. Other ways to make complaints or suggestions are:

- Website: www.eustat.es
- Address: C/ Donostia-San Sebastián, 1 01010 Vitoria-Gasteiz
- Fax: 945-017501
- Telephone: 945-017517
- email: informacion@eustat.es



Applicable Legislation



Basic Statistics Legislation of the Basque Country

- Basque Country Statistics Act 4/1986, of 23 April, (BOPV (Basque Official Gazette) No 105 of 30 May 1986). Amended by:
 - Act 4/2002, of 27 March, which amended The Basque Country Statistics Act (BOPV No 70, 15 April 2002).
 - DECREE 82/2005, of 12 April, which regulates the procedure to approve technical projects for statistical operations, and set up the Registry of Technical Projects and Questionnaires for Statistical Operations. (BOPV No 78, 26 April 2005).
 - DECREE 234/1986, of 4 November, which approved the Internal Operating Regulations of Euskal Estatistika-Batzordea/Basque Statistics Commission. (BOPV No 222, 13 November 1986).
 - Agreement of 9 July 1987, of the Euskal Esdtatistika Kontesilua/Basque Statistics Board, which approved its Internal Operating Regulations. (BOPV No 18, 28 January 1988).

Statistics Planning of the Basque Country.

- Act 2/2005, of 17 February, concerning the Basque Statistics Plan 2005-2008 (BOPV No 49, 11 March 2005).

- DECREE 83/2008, of 13 May, which approved the 2008 Annual Statistics Programme (BOPV No 15 June 2008)

Eustat

- DECREE 251/1986, of 25 November, which approved the start of operations of the Euskal Estatistika-Erakundea/Basque Statistics Office. (BOPV No 236, 29 November 1986).
- DECREE 12/2000, of 25 January, which established the fundamental structure of Euskal Estatistika-Erakundea/Basque Statistics Office. (BOPV No 19, 28 January 2000).
- Annual ORDER from the Basque Department of the Treasury and Public Administration, which establishes the retail prices of the Publications and Services provided by the Autonomous Administrative Entity Euskal Estatistika Erakundea/Basque Statistics Office (EUSTAT)

Specific statistics entities

- DECREE 180/1993, of 22 June, which regulates the Specific Statistics Entities of the Government's Departments. (BOPV No 136, 20 July 1993).

Others

- Personal Data Protection Act 15/1999
- Public Sector Procurement Act 30/2007.
- UNE 93200 STANDARD of April 2008 regarding Services Charters

Customer service opening hours, means and locations

Information Service

- EUSTAT main offices (Vitoria-Gasteiz)
C/ Donostia-San Sebastián, 1
01010 Vitoria-Gasteiz
Tel.: 945-017517
Fax: 945-017501
e-mail: informacion@eustat.es
- Bilbao Provincial Office
C/ Máximo Aguirre, 18-Bis, 3ª Planta
48011 Bilbao
Tel.: 94-4031375
Fax: 94-4031378
e-mail: informacion@eustat.es
- Donostia-San Sebastián Provincial Office
C/ Okendo, 16-3ª Planta
20004 Donostia-San Sebastián
Tel.: 943-023180
Fax: 943-428151
e-mail: informacion@eustat.es

Opening hours

From 9:00 to 13:00 and from 15:00 to 16:30
Fridays from 9:00 to 14:00

Summer schedule

June to September, from 9:00 to 14:00

Requests for customized statistical information

Tel.: 945-017515
Fax: 945-017501
e-mail: peticiones@eustat.es

Methodology Advice Service

Tel.: 945-017579
Fax: 945-017501
e-mail: peticiones@eustat.es

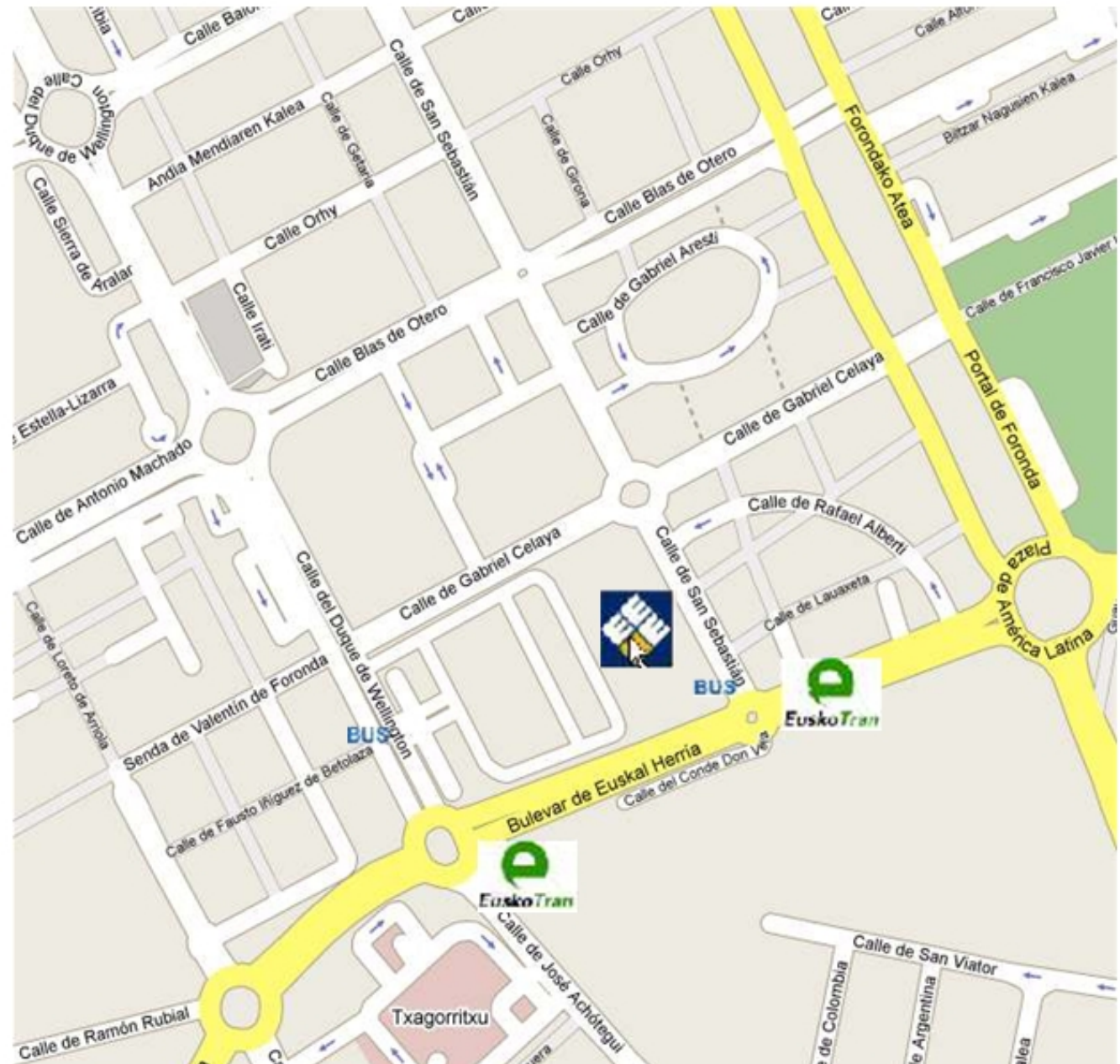
Publications

Tel.: 945-017516
Fax: 945-017501
e-mail: publicaciones@eustat.es

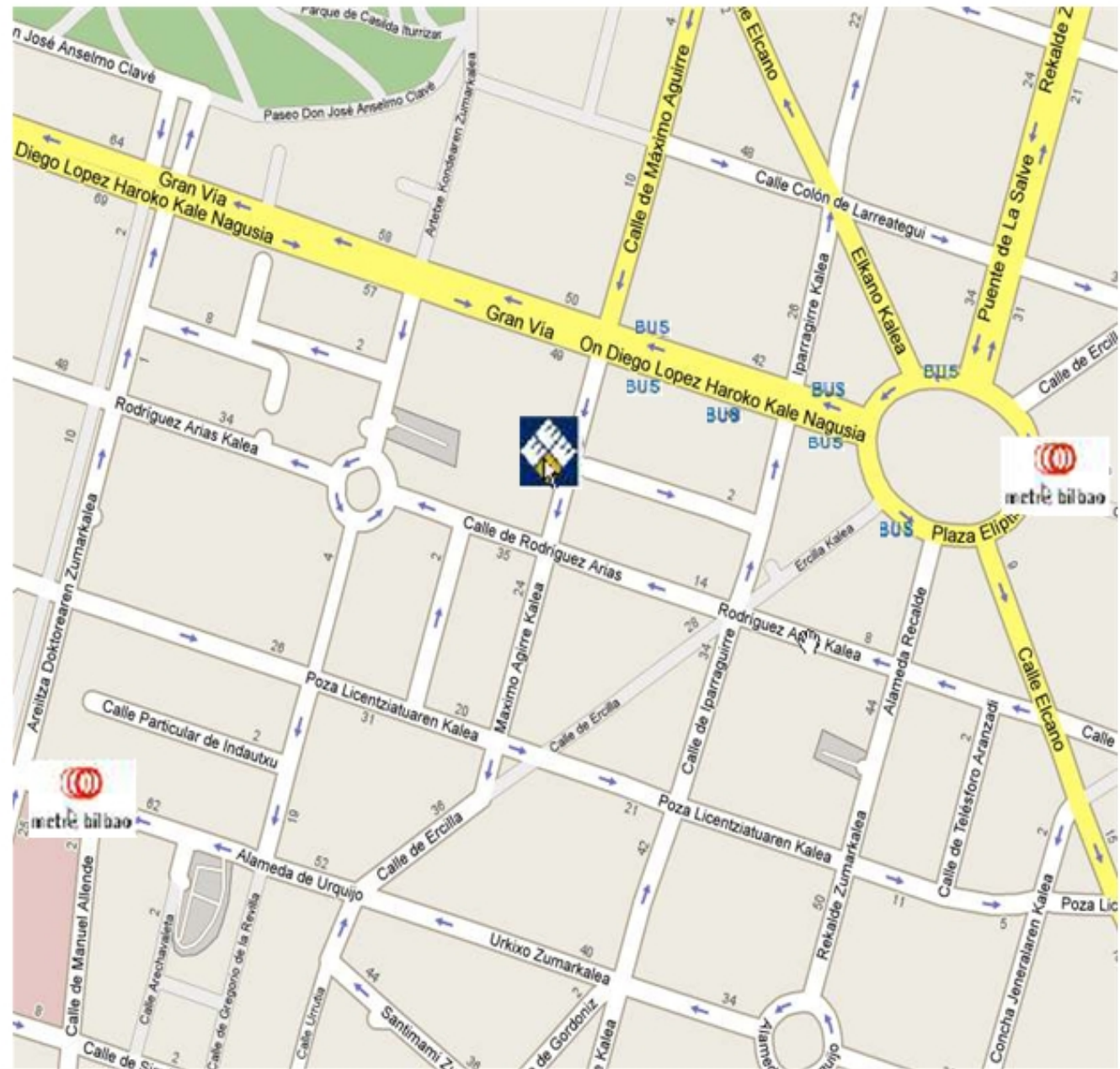
Directorate of the unit responsible for the charter

Subdirección de Coordinación Técnica y Difusión
e-mail: informacion@eustat.es
Tel.: 945-017517
Fax: 945-017501

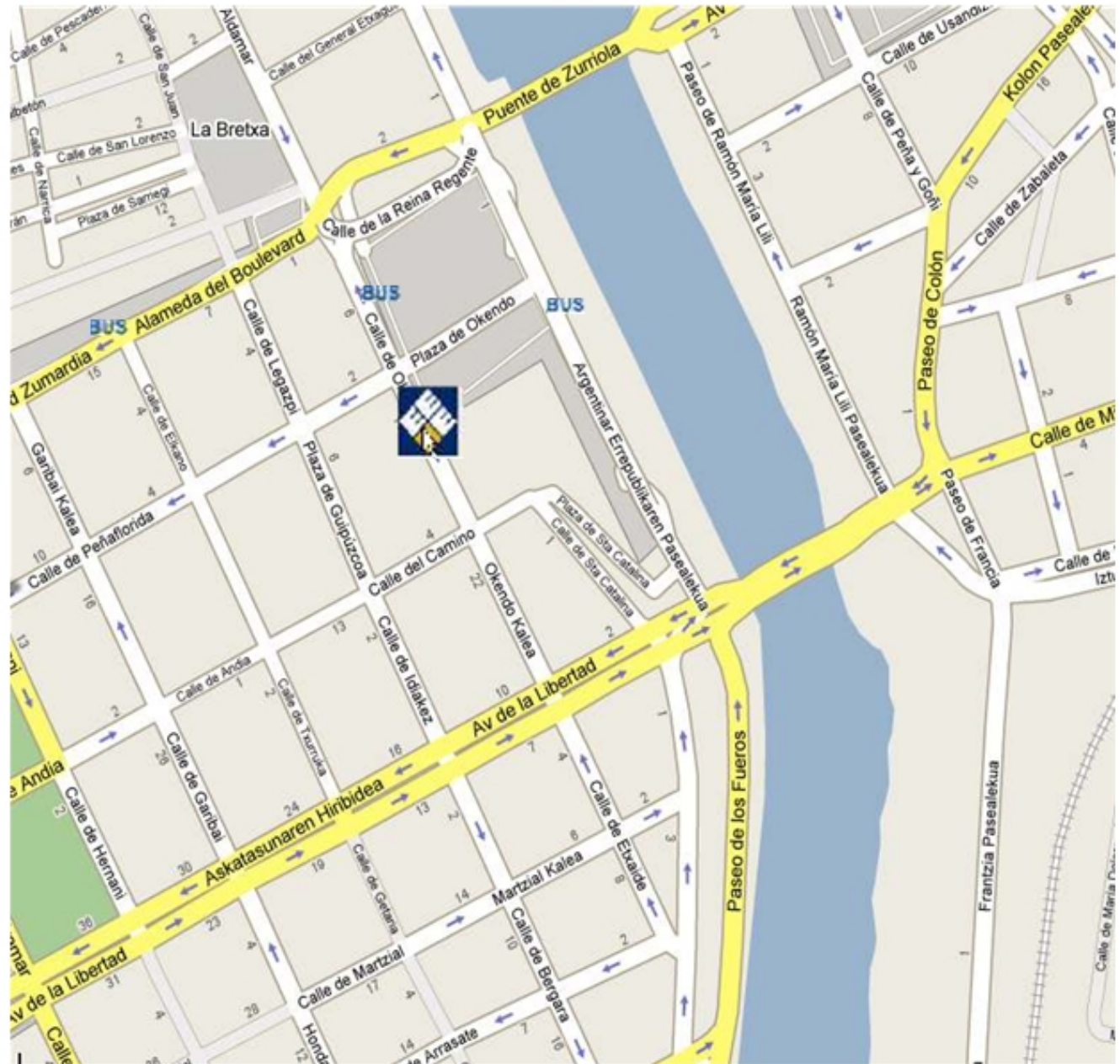
Location of the Eustat main offices in Vitoria-Gasteiz



Location of the Eustat offices in Bilbao



Location of the Eustat offices in Donostia-San Sebastián



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Autonomous Entity of the



Eustat

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BASQUE STATISTICS OFFICE
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Lanketa / Prepared by:
EUSTAT
Euskal Estatistika Erakundea
Basque Statistics Office

Argitalpena / Published by:
EUSTAT
Euskal Estatistika Erakundea
Instituto Vasco de Estadística

© Euskal AEko Administrazioa
Administration of the Basque Country

Ale-kopurua / Tirada:
aleak /copies: 5.000
V-2009 1. argitalpena / 1st edition

Inprimaketa eta Enkoadernazioa:
Printing and lay-out
Estudios Gráficos Zure, S.A.
Carretera Lutzana-Asua, 24-A
Erandio (Bizkaia)

ISBN: 978-84-7749-456-0

Lege-gordailua / Legal Deposit