

A photograph of a modern building facade with a brick pattern and large windows. A prominent sign on the building reads 'CATASTRO' in large, metallic, three-dimensional letters. The building is partially obscured by a white diagonal graphic element.

**CATASTRO**

# **Service Charter**

## **GENERAL DIRECTORATE OF CADASTRE**

**2019-2022**

## ÍNDIX:

I.	GENERAL AND LEGAL INFORMATION .....	<b>Error! Bookmark not defined.</b>
I.1.	Identification data and purpose .....	<b>Error! Bookmark not defined.</b>
I.2.	List of services provided .....	<b>Error! Bookmark not defined.</b>
a).	Through the Internet: .....	4
b).	Through the cadastral hotline:.....	<b>Error! Bookmark not defined.</b>
c).	At cadastral information points: .....	<b>Error! Bookmark not defined.</b>
d).	At our offices (Cadastral Managers):.....	6
e).	In the offices of those local entities with an agreement signed with the Cadastre, if the agreement regime so provides: .....	7
I.3.	Citizen and user rights .....	<b>Error! Bookmark not defined.</b>
I.4.	Participation and collaboration of citizens and users .....	9
I.5.	Presentation of complaints and suggestions .....	10
I.6.	Legal .....	11
II.	QUALITY COMMITMENTS OFFERED.....	<b>Error! Bookmark not defined.</b>
II.1.	Quality ommitments.....	11
II.2.	Indicators: .....	11
III.	INSURANCE SYSTEMS AND OTHER MEASURES .....	<b>Error! Bookmark not defined.</b>
III.1.	Measures to ensure gender equality, to take account of diversity, to facilitate access and to improve the conditions of service provision.....	<b>Error! Bookmark not defined.</b>
III.2.	Standardised quality, environmental and occupational risk prevention management systems.....	<b>Error! Bookmark not defined.</b>
IV.	REMEDIES, COMPENSATION AND REDRESS.....	<b>Error! Bookmark not defined.</b>
V.	ADDITIONAL INFORMATION .....	<b>Error! Bookmark not defined.</b>
	ANEXO: Addresses and opening hours of the Regional and Territorial Cadastre Offices .....	18

## I. GENERAL AND LEGAL INFORMATION

### I.2. Identification data and purposes

The Cadastre is an administrative register under the Ministry of Finance, which describes rural and urban real estate and special characteristics. It is regulated by the Law of Cadastre, approved by Royal Legislative Decree 1/2004, of 5 March.

In accordance with the provisions of Royal Decree 1113/2018, of 7 September, which develops the basic organic structure of the Ministry of Finance, the General Directorate of Cadastre is integrated into the Secretariat of State for Finance, and is responsible for the planning, direction, coordination, control and, execution, of the following competences, which it will exercise directly or, where appropriate, deconcentrated through the Cadastre Offices:

- a) The cadastral valuation, including the coordination of values, the approval of the value papers, the procedures of collective valuation, the renewal of the rural cadastre and the management of the cadastral observatory of the real estate market.
- b) The preparation and management of cadastral cartography.
- c) Inspection and cadastral regularization.
- d) The processing of procedures for declaration, communication, application and correction of discrepancies, as well as the standardisation and simplification of documents, procedures and formalities.
- e) The resolution of appeals and review procedures within the competence of the General Directorate, as well as the revocation of acts issued by the Cadastral Offices.
- f) The collaboration and exchange of information with other Administrations, Institutions and Public Notaries, as well as the coordination with the Land Registry.
- g) The signing of collaboration agreements for the exercise of cadastral functions.
- h) Information and assistance services for citizens, whether they are provided in person, by telephone or telematic means, as well as relations with the Taxpayer's Defence Council.
- i) The procedures for dissemination of data and access to cadastral information, without prejudice to the functions of the General Technical Secretariat in relation to the economic and financial information provided to the Department.
- j) The processing of sanctioning procedures in cadastral matters.

- k) The design, implementation, operation and maintenance of the electronic, computer and telematic systems and means required for the development of cadastral functions.
- l) The management of the Electronic Office, access to the cadastral services of digital administration, as well as the archiving of electronic documents.
- m) The elaboration and analysis of the statistical information contained in the cadastral databases and that related to the taxation of real estate.
- n) The registration of documents and the custody and maintenance of the cadastral archives.
- ñ) The management of taxes for the provision of cadastral services.
- o) The management of general internal services, material resources, as well as the budget of the General Directorate and, in particular, the processing of proposals for the acquisition of goods and services within its competence.
- p) The development of the activities of continuous improvement of the quality of the service.
- q) The management of human resources and the specific training of the staff of the General Directorate.
- r) The initiative for the preparation, the proposal for the approval of provisions related to the procedures and systems for the tax assessment of the Law of Cadastre.
- s) The publication of relevant information to guarantee knowledge of the activity of the Cadastre and the resolution of requests for access to this information in matters of transparency.
- t) The institutional relations with other bodies or organisations of the General State Administration, as well as with the Autonomous Communities, local corporations, international organisations, third countries and any other public or private institution.
- u) Relations with the Cadastre Offices, the coordination of their actions and the setting and monitoring of their objectives.

## I.2. List of services provided

### a). Through the Internet:

#### **At the Electronic Office of the Cadastre:**

##### **Services to citizens, companies and professionals:**

- Free Access:
  - Consultation of cartography, cadastral data and cadastral reference.
  - Validation of certificates.
  - Web service of maps.
  - Generation of cadastral predeclarations.

- Access with certificate:
  - Cadastral consultation and certification.
  - Start of procedures
  - Generation of cadastral declarations (model 900D)
  - Notifications in cadastral procedures.
  - Generation of Alternative Graphical Representation Validation Reports (IVGA).
  - Consultation of the status of files.
  - List of accesses to information on an owner's property.
  - Modification of the status of cadastral certifications.
  - Massive data consultation.
  - Downloading of cartography and alphanumeric cadastral information on a municipal level.
  - Consultation of information on the Common Agricultural Policy (CAP) aid requested for properties owned by the owner.

**Specific services for institutions and registered collaborators:**

- Access to cadastral information within the scope of their competencies, through direct access to web applications and services.
- Information exchanges with Notaries, Registrars and entities that collaborate in the maintenance of cadastral information, through file exchanges.

**In the Cadastre Portal:**

Information about the Cadastre, regulatory norms, diffusion of the cadastral information (access to the information, products, market reports, statistics and publications), procedures and steps, administrative collaboration, Cadastre - Registry Coordination, International Activity and Council for the Defense of the Tax payer.

**b). Through the Cadastre Hotline:**

The following services can be obtained:

- General and specific information on properties and files.
- Advice on obligations with the Cadastre.
- Resolution of incidents on electronic services.
- To arrange previous appointment to be attended in the offices of the Cadastre.
- Management of the commitments of Services Charter regarding ownership, maintenance, certificates and complaints.
- Cooperation with the local government during the voluntary and executive period of the property tax (IBI).
- Collaboration with the State Tax Administration Agency (AEAT), in the Personal Income Tax Campaign.

Any queries that are particularly complex and cannot be dealt with immediately will be answered within a maximum of 24 hours.

Outside business hours, queries may be made by recording a message on an answering machine. By providing a contact telephone number, such queries will be answered from 14:00 the following day.

### **c). At the cadastral information points:**

Offices authorised by the General Directorate of Cadastre in different Public Organisations and Institutions, mainly in local government, where citizens can access cadastral information and obtain the following basic services:

- a) Service for consulting non-protected cadastral data, certification of the cadastral reference and consultation of cartography.
- b) Service for consultation and certification of protected cadastral data, by cadastral holders, their representatives or persons authorised by them.
- c) Service of negative certification of real estate or the circumstance of not appearing as a cadastral titleholder.
- d) Consultation service for cadastral titleholders on information relating to aid applications from the last Common Agricultural Policy (CAP) campaign in relation to the rural parcels of their ownership declared in those applications.

Likewise, upon request by the corresponding institution, the following services will be authorised:

- e) Service of consultation and certification of cadastral data protected by cadastral owners of adjacent plots, owners or co-owners of other rights, of leases and sharecropping, as well as by heirs and successors under the terms established in article 53.1 c), d) and e) of the Law of Cadastre, approved by Royal Legislative Decree 1/2004, of 5 March, under the conditions established by the General Directorate of Cadastre.
- f) Service of notification of cadastral agreements, both by electronic if the interested party provides the agreed key received for this purpose, and in person before the Cadastral Information Point.
- g) Service of reception, digitalization and registry of documents relative to the cadastral procedures or with incidence in the scope of performance of the Cadastre, using the IT systems of the General Direction of the Cadastre. In any case, the instructions, circulars and technical and security criteria dictated by the aforementioned Directorate General of Cadastre will be observed.
- (h) Comprehensive information services, as well as assistance to citizens, in particular in the preparation of declarations and the use of the graphic assistant.
- i) Service of electronic presentation of cadastral declarations on behalf of the interested part, by a public official authorised to do so.
- j) Service for arranging appointments to be attended to in the Management Offices.
- k) Any other service that may be implemented under the terms established by Resolution approved for this purpose by the General Director of Cadastre.



#### **d). In our offices (Cadastral Management):**

The following services can be obtained from the Regional and Territorial Cadastre Offices:

- Information as much of general character as with respect to concrete buildings, respecting the limitations established for the access to the data protected in the effective legislation.
- Advice and assistance for the fulfillment of the obligations with the Cadastre, as well as for the presentation of all type of documentation.
- Expedition of certificates (literal and graphical) of the data that consist in the Cadastre, requested in our offices or by conventional mail.
- Issuance of cartography (on paper and digitized), orthophotographs (on paper and digitized) and other documents.
- Free telephone and telematic access to contact the Cadastre Hotline and access the Cadastre's Electronic Services.
- Receipt and processing of documents presented in person or sent by conventional mail.

It is recommended that before coming to the offices you make an appointment with the Cadastre Hotline.

#### **e). In the offices of those local entities with an agreement signed with the Cadastre, (when the agreement regime include these services):**

The General Direction of the Cadastre, to approach and to improve the services that it renders, has subscribed agreements with numerous local organizations.

By virtue of this collaboration, citizens can access a series of cadastral services from local government and Provincial Councils, which, depending on the type of agreement signed, range from the presentation of the corresponding documentation to the processing and resolution of the various procedures to be initiated before the Cadastre in relation to real estate (changes of ownership, new constructions, extensions or reforms, etc.)

The list of entities that have signed an agreement with the General Directorate of Cadastre can be consulted on the Cadastre website.

### **I.3. Citizens and users rights**

The rights of individuals in their relations with the Public Administrations are recognised in Article 13 of Law 39/2015, of 1 October, on the Common Administrative Procedure of Public Administrations. In relation to the services provided, the General Directorate of Cadastre recognises and guarantees the following rights:

- a) To communicate with the Public Administrations through an electronic General Access Point of the Administration.
- b) To be assisted in the use of electronic means in their relations with the Public Administrations.
- c) To use the official languages in the territory of their Autonomous Community, in accordance with the provisions of this Law and the rest of the legal system.
- d) To access public information, files and records, in accordance with the provisions of Law 19/2013, of 9 December, on transparency, access to public information and good governance and the rest of the legal system.
- e) To be treated with respect and deference by public authorities and employees, who shall facilitate the exercise of their rights and the fulfilment of their obligations.
- f) To demand the responsibilities of the Public Administrations and authorities, when it corresponds legally.
- g) To obtain and use the means of identification and electronic signature contemplated in this Law (certificate or electronic ID card, cl@ve and agreed key of the Cadastre).
- h) To the protection of personal data, and in particular to the security and confidentiality of the data contained in the files, systems and applications of the Public Administrations.

Likewise, Article 53 of the aforementioned Law 39/2015, of October 1, recognizes the rights of the interested party in the administrative procedure. These are as follows:

- a) To know, at any time, the status of the procedures in which they have the status of interested parties; the meaning of the corresponding administrative silence, in the event that the Administration does not issue or notify an express resolution in due time; the competent body for its instruction, if applicable, and resolution; and the acts of procedure issued. Likewise, they will also have the right to access and obtain copies of the documents contained in the forementioned procedures.
- b) Those who deal with the Public Administrations through electronic means will have the right to consult the information referred to in the previous paragraph at the Administration's electronic General Access Point, which will function as an access portal. The administration's obligation to provide copies of the documents contained in the procedures will be understood to have been fulfilled by making them available at the competent administration's electronic General Access Point or at the corresponding electronic sites.
- c) To identify the authorities and personnel at the service of the Public Administrations under whose responsibility the procedures are processed.
- d) Not to submit original documents unless, exceptionally, the applicable regulatory standards establish otherwise. In the event that, exceptionally, they must present an original document, they shall be entitled to obtain a certified copy thereof.
- e) Not to submit data and documents not required by the rules applicable to the procedure in question, which are already in the possession of the Public Administrations or have been drawn up by them.



- f) To make allegations, use the means of defence admitted by the legal system, and provide documents at any stage of the procedure prior to the hearing, which must be taken into account by the competent body when drafting the proposed resolution.
- g) To obtain information and guidance on the legal or technical requirements that the provisions in force impose on the projects, actions or applications they intend to carry out.
- h) (g) To act in an advisory capacity when they consider it appropriate to defend their interests.

In addition to the rights provided for in the previous section, in the case of administrative proceedings of a punitive nature, the alleged offenders shall have the following rights:

- a) To be notified of the facts with which they are charged, of the infringements that such facts may constitute and of the penalties that may be imposed, if any, as well as of the identity of the instructor, of the authority competent to impose the penalty and of the rule conferring such competence.
- b) To the presumption of the non-existence of administrative liability until proven otherwise.

The Merged Text of the Law of Real Estate Cadastre, approved by Royal Legislative Decree 1/20014, of 5 March and Law 58/2003, of 17 December, General Taxation, recognise the following rights of persons who hold cadastral title and of property tax payers:

- To have the physical, legal and economic characteristics of all the properties they own duly described in the Cadastre.
- To have the properties of which he is the cadastral titleholder correctly valued, through the legally established procedure.
- That the Cadastre keeps the Real Estate Tax registers up to date as an instrument to fight against tax fraud, promoting collaboration with the Town Halls.
- To access the real estate information contained in the Cadastre database, under the legally established terms.
- To participate in the continuous improvement of the cadastral services, through the means indicated in the corresponding section of this Charter of Services.
- To be informed of the nature and scope of cadastral inspection activities.
- To relate to the Cadastre using electronic means in the exercise of their rights.
- To be informed and assisted in the exercise of their rights and the fulfilment of their tax obligations.
- To be heard during the hearing procedure in the terms provided for by law.
- To have the procedures processed by the Cadastre resolved within the legally established time limits.
- To have the Cadastre expressly resolve their requests, declarations and claims in writing, either directly or through the City Councils, Provincial Councils and other collaborating Administrations.

## I.4. Participation and collaboration of citizens and users

The citizens can collaborate in the improvement of the services managed by the General Direction of the Cadastre through the following means:

**PRESENTATION OF CONSULTATIONS, SUGGESTIONS OR INCIDENCIES:** The citizens, with the purpose of improving the services and the information that the General Direction of the Cadastre gives, can make arrive their consultations, suggestions or incidences through the LDC, the section "Accessibility" of the Electronic Headquarter and the Portal of the Cadastre, and in the mailboxes of suggestions that exist in the Provincia management offices of the Cadastre.

**PRESENTATION OF COMPLAINTS AND SUGGESTIONS:** In accordance with the provisions of this Charter of Services.

**QUALITY OF SERVICE SURVEYS:** Periodically specific surveys are carried out to ascertain the needs and expectations of citizens with respect to the General Directorate of Cadastre.

## I.5. Presentation of complaints and suggestions

The citizens can formulate their complaints or expose as many initiatives or suggestions they consider convenient for the improvement of the services received. To this end, the General Directorate of Cadastre, as a management centre integrated in the Secretariat of State for Finance of the Ministry of Finance, processes complaints and suggestions through the Council for the Defence of the Taxpayer, with units receiving them in all Cadastre Offices and Central Services.

If you wish, you may submit a complaint or suggestion through the following means:

- Through the Electronic Office of the Council for the Defence of the Taxpayer, which can be accessed through the section "Council for the Defence of the Taxpayer" of the Cadastre Portal and the Electronic Office of the Cadastre.
- In person or by mail by means of a letter addressed to the Manager or the General Director of the Cadastre, filling in a form available at the Management and the Cadastre Portal.

## I.6.Legals:

The regulations governing cadastral matters are available at the Cadastral Portal.

The Official State Gazette also has an electronic Code of Cadastral Regulations.

- The Law of Real Estate Cadastre, approved by Royal Legislative Decree 1/2004, of 5 March.
- Royal Decree 417/2006, of 7 April, which develops the rewritten text of the Law of Real Estate Cadastre.
- Law 13/2015, of 24 June, reforming the Mortgage Law approved by Decree of 8 February 1946 and the rewritten text of the Law of Real Estate Cadastre, approved by Legislative Royal Decree 1/2004, of 5 March.
- Technical valuation rules and the framework table of land and building values to determine the cadastral value of urban real estate, approved by Royal Decree 1020/1993, of 25 June.
- Technical rules for the cadastral valuation of real estate with special characteristics approved by Royal Decree 1464/2007, of 2 November.
- Order HAC/1293/2018, of 19 November, approving the model for the declaration of cadastral alterations to real estate and determining the graphic and alphanumeric information required for the processing of certain cadastral communications.
- Resolution of 29 October 2015, of the Undersecretariat, publishing the joint Resolution of the General Directorate of Registrars and Notaries and the General Directorate of Cadastre, regulating the technical requirements for the exchange of information between the Cadastre and Property Registrars.
- Resolution of 15 January 2019 of the General Directorate of Cadastre, approving the regime for the establishment and operation of the Cadastral Information Points.
- Resolution of 17 October 2013, of the Undersecretariat, approving the list of standardized electronic documents within the scope of the electronic registry of the Ministry of Finance and Public Administrations.

## I. QUALITY COMMITMENTS OFFERED

### II.1. Quality commitments:

#### IN REDUCING ADMINISTRATIVE BURDENS ON CITIZENS:

- Reducing administrative burdens on citizens by directly obtaining information available from other administrations.
- To guarantee the existence of Cadastral Information Points (PIC), less than 30 kilometres from any place in the territory managed by the General Directorate of Cadastre.

#### IN THE IMPROVEMENT OF THE SERVICES OF ATTENTION AND ASSISTANCE TO THE CITIZENSHIP:

- To guarantee the availability of the Electronic Office of the Cadastre (24x7), with a compliance of 99%.
- Reduction of the displacement of the citizenship to the Management offices, by means of the telephone resolution of the consultations for which a previous appointment had been arranged.
- In the case of attending the Provincial Management offices by appointment, the citizen's query will be dealt with in a complete and personalised manner in a single prior appointment.
- To guarantee the knowledge, on the part of the interested party in the file, of the state of processing, either by the Electronic Office, by the Direct Line of Cadastre, or in person.
- To guarantee the telematic presentation, through a declaration assistant.
- Issue certificates and cadastral maps, at the time of application, in 99% of cases, with the remaining 1% being delivered within a maximum of 5 working days.

#### IN IMPROVING THE QUALITY OF SERVICE:

- To guarantee the obtaining of a Graphic Validation Report, with a new cartography viewer.
- To include, in the cadastral certification and associated with the Cadastral Reference of the Properties, additional, non-tax information regarding the status and date of coordination with the Land Registry.
- Provide, through the Electronic Office of the Cadastre, information related to applications for aid from the Common Agricultural Policy (CAP), of the properties in respect of which it is the owner.

(NOTE: an IVG is an electronic document signed with a Secure Verification Code (CSV) by the D.G. of Cadastre as an automated administrative action (AAA), which indicates whether a parcel of land provided in GML format respects the delimitation shown in the cadastral map).

## II.2. Indicators:

In order to measure, and be able to improve our performance, we evaluate the quality of our service, by means of the following indicators:

#### IN REDUCING ADMINISTRATIVE BURDENS ON CITIZENS:

- Percentage of decrease in documents required compared to those requested in the previous year.
- Percentage of PICs (cadastral information points) located within the established limit, with respect to the total PICs.

#### IN THE IMPROVEMENT OF SERVICES OF ATTENTION AND ASSISTANCE TO CITIZENS:

- Percentage of operational availability of the Electronic Office of the Cadastre.
- Percentage of consultations resolved by telephone, with respect to the total of previous appointments.

- Percentage of duplicated appointments for the same CIF (national identity card), cadastral reference and type of alteration, with respect to the total number of appointments attended.
- Percentage of operational availability of the service to find out the status of file processing, at the Electronic Office of the Cadastre, by telephone and in person.
- Percentage of operational availability of the declaration assistant.
- Percentage of cadastral certificates issued, and cadastral maps attended to at the time of the request, and percentage that are issued or attended to within 5 working days, with respect to the total number of requests.

#### IN THE IMPROVEMENT OF SERVICE QUALITY:

- Percentage increase in Graphical Validation Reports, with respect to the previous year.
- Percentage of certificates issued with coordination information, with respect to the total.
- Percentage of information on CAP subsidies included in the Electronic Office of the Cadastre, with respect to the total possible.

## II. INSURANCE SYSTEMS AND OTHER MEASURES

### III.1. Measures to ensure gender equality, to take account of diversity, to facilitate access and to improve the conditions of service provision

#### **EQUALITY OF GENDER**

For the General Directorate of Cadastre it is a legal imperative to ensure equal treatment between men and women, in strict compliance with article 14 of the Spanish Constitution, Organic Law 3/2007, of 22 March, for the effective equality of women and men, and the provisions of Order APU/526/2005, of 7 March, which provides for the publication of the Agreement of the Council of Ministers, of 4 March 2005, by which the Plan for Gender Equality in the General State Administration is approved, and in the Resolution of 26 November 2015, of the Secretariat of State for Public Administration, by which the Agreement of the Council of Ministers of 20 November 2015 is published, approving the II Plan for Equality between Women and Men in the General State Administration and its public bodies.

- Specific measures have therefore been adopted for effective equality between men and women:
- Integration of the gender perspective in HR ( human resources) statistics and studies
- Equal composition of the Grade Courts of the selective processes.
- Attention to citizens is given according to fully objective and non-discriminatory criteria, complying with the regulations in force and guaranteeing at all times equal treatment for all citizens.

- The quality commitments established in this Charter of Services are of general application to all users, guaranteeing gender equality in access to services and the conditions of provision.

#### **DIVERSITY**

- The personnel who provide the service to the public assume as ethical values of the public service integrity, neutrality, impartiality, transparency in management, responsiveness, professional responsibility and service to citizens.
- In the course of their daily work, the staff will ensure that all users are treated with the utmost consideration, in accordance with the principles of maximum assistance, minimum inconvenience, confidentiality, trust, efficient performance and personalised treatment, without any discrimination on the grounds of birth, race, religion, opinion or any other personal or social condition or circumstance prevailing.

#### **ACCESSIBILITY AND IMPROVEMENT OF SERVICE CONDITIONS**

The Offices of Attention to the Citizen (Provincial Management offices) meet the following conditions of accessibility:

- Easily identifiable and visible.
- Defined institutional image.
- No architectural barriers.

As far as the Portal of the Cadastre and the Electronic Office, they are placed in a level AA-WAI of accessibility to their contents, explaining clearly the conditions of use and guaranteeing the security of the information and the fulfillment of the Law.

Finally, there is a permanent telephone attention, between 9 and 19 h (from 8 to 18 h in the Canary Islands) from Monday to Friday. In summer time, this service is provided between 9 a.m. and 3 p.m. (8 a.m. to 2 p.m. in the Canary Islands).

#### **INFORMATION SECURITY**



Access to cadastral information, and especially personal and protected data, is regulated by the revised text of the Law of Real Estate Cadastre, and by Organic Law 3/2018 of 5 December on the Protection of Personal Data and the Guarantee of Digital Rights, as well as Regulation (EU) 2016/679 of the European Parliament and Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data.

In this sense, the General Directorate of Cadastre has developed its security policy in different areas:

- Computer security of information systems: As a body belonging to the Spanish Public Administration, the Cadastre is obliged to comply with the National Security Scheme, creating the necessary conditions of confidence in the use of electronic means.
- PSI information security policy of the Ministry of Finance.
- Security guidelines and rules of access to cadastral information for users of the General Directorate of Cadastre itself and other Administrations, Organisations and entities that collaborate or need to consult it in order to exercise their competencies.
- Internal Audit Unit.

## III.2. Standardised quality, environmental and occupational risk prevention management systems

### QUALITY

The main elements that are part of the Cadastre Quality Management and ensure consistency between strategies and operations, improving the quality of services provided to citizens are:

- Strategic Plan of the Cadastre: it establishes the guidelines of the strategy of the organization.
- Plans of Objectives: they define and quantify the concrete actions to be carried out every year for the attainment of the objectives established in the Strategic Plan.

All of them are structured with the "System of Efficiency, Quality and Effectiveness Indexes (SIECE), a general evaluation model of the General Inspection of the Ministry.

- Suggestion boxes in all the Territorial Management Offices.
- Internal control with respect to the quality of cadastral processes and data.

### ENVIRONMENT

- Implementation of the Green Public Procurement Plan: Order PCI/86/2019, of 31 January, publishing the Agreement of the Council of Ministers of 7 December 2018, approving the Green Public Procurement Plan of the General State Administration, its autonomous bodies and the Social Security management bodies (2018-2025).

- Energy Saving and Efficiency Plan for the General State Administration Buildings (AGE).
- Good practices: In photocopying and printing documents, paper is used on both sides and in black and white, preferably using electronic means of communication rather than printers or faxes, etc.
- Rational and efficient management of energy consumption, generation and selective collection of waste and recycling of materials

#### **PREVENTION OF OCCUPATIONAL RISKS**

Participation in the model of the Occupational Risk Prevention Management System for the National Government.

### **III. REMEDIES, COMPENSATION AND REDRESS**

Any user who considers that the General Directorate of Cadastre has failed to comply with any of the commitments made in this Service Charter may write to the Unit responsible for it.

Once the complaint has been analysed, in the event of non-compliance, the head of the General Directorate of Cadastre will reply to the citizen, within a maximum period of 20 working days, informing them of the causes of the non-compliance and the measures adopted to correct the observed deficiency.

The mere acknowledgement of non-compliance will not, in itself, give rise to liability on the part of the Administration.

### **COMPLEMENTARY INFORMATION**

#### **V.1. Unit responsible for the Service Charter**

SUPPORT UNIT

General Directorate of Cadastre.

Paseo de la Castellana, 272. 28046 Madrid.

[Unidad.apoyo@catastro.minhafp.es](mailto:Unidad.apoyo@catastro.minhafp.es)

## V.2. Electronic, postal and telephone addresses

Electronic Attention:

PORTAL DE CATASTRO (information): <http://www.catastro.minhafp.es/>

ELECTRONIC OFFICE OF THE CADASTRE (management): <http://www.sedecatastro.gob.es/>

24 hours/365 days a year, except for incidents and interruptions scheduled for maintenance and updating.

Postal address:

GENERAL ADDRESS OF THE CADASTRE

Paseo De la Castellana, 272, 28046 Madrid

Telephone attention:

CADASTRE DIRECT LINE: 902 37 36 35

Monday to Friday, 9 a.m. to 7 p.m., 8 a.m. to 6 p.m. in the Canary Islands

Summer schedule (July 1-September 15), from 9 to 15 h, from 8 to 14 h in the Canary Islands. On-site attention:

At the Cadastral Office. To make an appointment: 902 37 36 35

You can find out the corresponding address and opening hours, see appendix. It can also be consulted on our website (<http://www.catastro.minhafp.es/>) and through the Cadastre Hotline on 902 37 36 35.

It is recommended that you consult and preferably use the telephone and electronic attention, to avoid unnecessary trips and to speed up your procedures.

ANNEX: Addresses and opening hours of the Regional and Territorial Cadastre Management Offices.

Direcciones del Catastro de Andalucía		
Organismo	Datos de Contacto	Correo electrónico
Gerencia Regional de Andalucía-Sevilla	Av. Innovación S/N, Edificio Convención. 41071 - Sevilla 9 a 17:30 de lunes a jueves, y de 9 a 14:00, los viernes. Horario de verano (16 de junio a 15 de septiembre) de 9 a 14:00	<a href="mailto:gerencia.andalucia@catastro.minhafp.es">gerencia.andalucia@catastro.minhafp.es</a>
Gerencia Territorial de Almería	Plz. Emilio Pérez, 1. 04071 - Almería 9 a 14:00	<a href="mailto:gerencia.almeria@catastro.minhafp.es">gerencia.almeria@catastro.minhafp.es</a>
Gerencia Territorial de Cádiz	Oficina de Cádiz: Cl. Rafael de la Viesca, 3. 11071 - Cádiz 9 a 14:00	<a href="mailto:gerencia.cadiz@catastro.minhafp.es">gerencia.cadiz@catastro.minhafp.es</a>
Gerencia Territorial de Cádiz	Oficina de Jerez de la Frontera: Cl. Tornería, 20. 11471 - Jerez de la Frontera 9 a 14:00	<a href="mailto:gerencia.cadiz@catastro.minhafp.es">gerencia.cadiz@catastro.minhafp.es</a>
Gerencia Territorial de Ceuta	Cl. Santander, 1. 51001 - Ceuta 9 a 14:00	<a href="mailto:gerencia.ceuta@catastro.minhafp.es">gerencia.ceuta@catastro.minhafp.es</a>
Gerencia Territorial de Córdoba	Av. de Gran Capitan, 7. 14071 - Córdoba 9 a 14:00	<a href="mailto:gerencia.cordoba@catastro.minhafp.es">gerencia.cordoba@catastro.minhafp.es</a>
Gerencia Territorial de Granada	Cl. Mesones, 26. 18071 - Granada 9 a 17:30 de lunes a jueves, y de 9 a 14:00, los viernes. Horario de verano (16 de junio a 15 de septiembre) de 9 a 14:00	<a href="mailto:gerencia.granada@catastro.minhafp.es">gerencia.granada@catastro.minhafp.es</a>
Gerencia Territorial de Huelva	Avenida de la Ría, 8 1ª Planta (Edificio Insur). 21071 - Huelva 9 a 14:00	<a href="mailto:gerencia.huelva@catastro.minhafp.es">gerencia.huelva@catastro.minhafp.es</a>

Gerencia Territorial de Jaén	Cl. Carrera de Jesús, 7. 23071 - Jaén 9 a 17:30 de lunes a jueves, y de 9 a 14:00, los viernes. Horario de verano (16 de junio a 15 de septiembre) de 9 a 14:00	<a href="mailto:gerencia.jaen@catastro.minhafp.es">gerencia.jaen@catastro.minhafp.es</a>
Gerencia Territorial de Málaga	Av. de Andalucía, 2. 29071 - Málaga 9 a 14:00	<a href="mailto:gerencia.malaga@catastro.minhafp.es">gerencia.malaga@catastro.minhafp.es</a>
Gerencia Territorial de Melilla	Paseo Marítimo Alcalde Rafael Ginel Cañamaque, 5 - 9ª planta. 52004 - Melilla 9 a 14:00	<a href="mailto:gerencia.melilla@catastro.minhafp.es">gerencia.melilla@catastro.minhafp.es</a>

Para ser atendido en las Gerencias de Andalucía, Ceuta y Melilla, será necesaria **Cita Previa Obligatoria**

Direcciones del Catastro de Aragón		
Organismo	Datos de Contacto	Correo electrónico
Gerencia Regional de Aragón - Zaragoza	Cl. Albareda, 18. 50071 - Zaragoza 9 a 17:30 de lunes a jueves, y de 9 a 14:00, los viernes. Horario de verano (16 de junio a 15 de septiembre) de 9 a 14:00	<a href="mailto:gerencia.aragon@catastro.minhafp.es">gerencia.aragon@catastro.minhafp.es</a>
Gerencia Territorial de Huesca	Plz. de Navarra, 11. 22071 - Huesca 9 a 14:00	<a href="mailto:gerencia.huesca@catastro.minhafp.es">gerencia.huesca@catastro.minhafp.es</a>
Gerencia Territorial de Teruel	Av. Sagunto, 24. 44071 - Teruel 9 a 14:00	<a href="mailto:gerencia.teruel@catastro.minhafp.es">gerencia.teruel@catastro.minhafp.es</a>

## Direcciones del Catastro de Asturias



Organismo	Datos de Contacto	Correo electrónico
Gerencia Regional de Asturias - Gijón	Oficina de Gijón: Cl. Anselmo Cifuentes, 13 planta 3ª. 33271 - Gijón 9 a 14:00	<a href="mailto:gerencia.asturias@catastro.minhafp.es">gerencia.asturias@catastro.minhafp.es</a>
Gerencia Regional de Asturias - Oviedo	Cl. Gil de Jaz, 10. 33071 - Oviedo 9 a 14:00	<a href="mailto:gerencia.asturias@catastro.minhafp.es">gerencia.asturias@catastro.minhafp.es</a>

Direcciones del Catastro de Baleares		
Organismo	Datos de Contacto	Correo electrónico
Gerencia Regional de Baleares - Palma de Mallorca	Cl. Gaspar Sabater, 3. 07071 - Palma de Mallorca 9 a 14:00	<a href="mailto:gerencia.baleares@catastro.minhafp.es">gerencia.baleares@catastro.minhafp.es</a>
Oficina de Información de Ibiza	Cl. Madrid, 64. 07071 - Ibiza 9 a 14:00	<a href="mailto:gerencia.baleares@catastro.minhafp.es">gerencia.baleares@catastro.minhafp.es</a>
Oficina de Información de Menorca - Mahón	Av. Menorca, 94. 07071 - Mahón 9 a 14:00	<a href="mailto:gerencia.baleares@catastro.minhafp.es">gerencia.baleares@catastro.minhafp.es</a>

Direcciones del Catastro de Canarias		
Organismo	Datos de Contacto	Correo electrónico
Gerencia Regional de Canarias - Las Palmas	Av. Primero de Mayo, 19. 35071 - Las Palmas 9 a 17:30 de lunes a jueves, y de 9 a 14:00, los viernes. Horario de verano (16 de junio a 15 de septiembre) de 9 a 14:00. Horario de Navidad (22 de diciembre a 5 de enero) de 9 a 14:00	<a href="mailto:gerencia.canarias@catastro.minhafp.es">gerencia.canarias@catastro.minhafp.es</a>
Gerencia Territorial de	Av. Marítima, 6 3ª planta (edificio de la Delegación de	<a href="mailto:gerencia.tenerife@catastro.minhafp.es">gerencia.tenerife@catastro.minhafp.es</a>

Santa Cruz de Tenerife	Hacienda). 38071 - Sta. Cruz de Tenerife 9 a 14:00	
Oficina de Información de La Palma - Santa Cruz de La Palma	Av. de los Indianos, 10 (Edf. AEAT-1ª Plta.). 38071 - Santa Cruz de La Palma 9 a 14:00	<a href="mailto:gerencia.tenerife@catastro.minhafp.es">gerencia.tenerife@catastro.minhafp.es</a>
Oficina de Información de Lanzarote - Arrecife	Av. Vargas, 6. 35571 - Arrecife 9 a 14:00	<a href="mailto:gerencia.canarias@catastro.minhafp.es">gerencia.canarias@catastro.minhafp.es</a>

Direcciones del Catastro de Cantabria		
Organismo	Datos de Contacto	Correo electrónico
Gerencia Regional de Cantabria - Santander	Calle Hernán Cortés nº 39. 39003 - Santander 9 a 17:30 de lunes a jueves, y de 9 a 14:00, los viernes. Horario de verano (16 de junio a 15 de septiembre) de 9 a 14:00	<a href="mailto:gerencia.cantabria@catastro.minhafp.es">gerencia.cantabria@catastro.minhafp.es</a>

Direcciones del Catastro de Castilla-La Mancha		
Organismo	Datos de Contacto	Correo electrónico
Gerencia Regional de Castilla-La Mancha - Toledo	Plz. Buzones, 6. 45071 - Toledo 9 a 14:00	<a href="mailto:gerencia.camancha@catastro.minhafp.es">gerencia.camancha@catastro.minhafp.es</a>
Gerencia Territorial de Albacete	Cl. Francisco Fontecha, 2. 02071 - Albacete 9 a 14:00	<a href="mailto:gerencia.albacete@catastro.minhafp.es">gerencia.albacete@catastro.minhafp.es</a>
Gerencia Territorial de Ciudad Real	Cl. Ruíz Morote, 4. 13071 - Ciudad Real 9 a 14:00	<a href="mailto:gerencia.creal@catastro.minhafp.es">gerencia.creal@catastro.minhafp.es</a>

Gerencia Territorial de Cuenca	Cl. del Parque San Julián, 19. 16071 - Cuenca 9 a 14:00	<a href="mailto:gerencia.cuenca@catastro.minhafp.es">gerencia.cuenca@catastro.minhafp.es</a>
Gerencia Territorial de Guadalajara	Plz. del Jardinillo, 1. 19071 - Guadalajara 9 a 14:00	<a href="mailto:gerencia.guadalajara@catastro.minhafp.es">gerencia.guadalajara@catastro.minhafp.es</a>

Direcciones del Catastro de Castilla y León		
Organismo	Datos de Contacto	Correo electrónico
Gerencia Regional de Castilla y León - Valladolid	Cl. Estadio, 11. 47071 - Valladolid 9 a 17:30 de lunes a jueves, y de 9 a 14:00, los viernes. Horario de verano (16 de junio a 15 de septiembre) de 9 a 14:00	<a href="mailto:gerencia.casleon@catastro.minhafp.es">gerencia.casleon@catastro.minhafp.es</a>
Gerencia Territorial de Ávila	Plz. Adolfo Suarez 1. 05071 - Ávila 9 a 14:00	<a href="mailto:gerencia.avila@catastro.minhafp.es">gerencia.avila@catastro.minhafp.es</a>
Gerencia Territorial de Burgos	Cl. Vitoria, 39. 09071 - Burgos 9 a 17:30 de lunes a jueves, y de 9 a 14:00, los viernes. Horario de verano (16 de junio a 15 de septiembre) de 9 a 14:00	<a href="mailto:gerencia.burgos@catastro.minhafp.es">gerencia.burgos@catastro.minhafp.es</a>
Gerencia Territorial de León	Av. Ordoño II, 29. 24071 - León 9 a 17:30 de lunes a jueves, y de 9 a 14:00, los viernes. Horario de verano (16 de junio a 15 de septiembre) de 9 a 14:00	<a href="mailto:gerencia.leon@catastro.minhafp.es">gerencia.leon@catastro.minhafp.es</a>
Gerencia Territorial de Palencia	Av. Simón Nieto, 10. 34071 - Palencia 9 a 14:00	<a href="mailto:gerencia.palencia@catastro.minhafp.es">gerencia.palencia@catastro.minhafp.es</a>

Gerencia Territorial de Salamanca	Plz. Constitución, 1. 37071 - Salamanca 9 a 14:00	<a href="mailto:gerencia.salamanca@catastro.minhafp.es">gerencia.salamanca@catastro.minhafp.es</a>
Gerencia Territorial de Segovia	Cl. Cronista Ildefonso Rodríguez, 1. 40071 - Segovia 9 a 14:00 de lunes a viernes laborables.	<a href="mailto:gerencia.segovia@catastro.minhafp.es">gerencia.segovia@catastro.minhafp.es</a>
Gerencia Territorial de Soria	Cl. Caballeros, 19 2ª planta. 42071 - Soria 9 a 14:00	<a href="mailto:gerencia.soria@catastro.minhafp.es">gerencia.soria@catastro.minhafp.es</a>
Gerencia Territorial de Zamora	Plz. Castilla y León, 1. 49071 - Zamora 9 a 14:00	<a href="mailto:gerencia.zamora@catastro.minhafp.es">gerencia.zamora@catastro.minhafp.es</a>

Direcciones del Catastro de Cataluña		
Organismo	Datos de Contacto	Correo electrónico
Gerencia Regional de Cataluña - Barcelona	Travesera de Gracia, 58. 08071 - Barcelona 9 a 17:30 de lunes a jueves, y de 9 a 14:00, los viernes. Horario de verano (16 de junio a 15 de septiembre) de 9 a 14:00. Requiere cita previa.	<a href="mailto:gerencia.catalunya@catastro.minhafp.es">gerencia.catalunya@catastro.minhafp.es</a>
Gerencia Territorial de Gerona	Gran Vía de Jaume I, 47. 17071 - Gerona 9 a 14:00	<a href="mailto:gerencia.girona@catastro.minhafp.es">gerencia.girona@catastro.minhafp.es</a>
Gerencia Territorial de Lérida	Av. Blondel, 23. 25071 - Lérida 9 a 14:00	<a href="mailto:gerencia.lleida@catastro.minhafp.es">gerencia.lleida@catastro.minhafp.es</a>
Gerencia Territorial de Tarragona	Cl. Pere Martell, 38 - 40. 43071 - Tarragona 9 a 14:00	<a href="mailto:gerencia.tarragona@catastro.minhafp.es">gerencia.tarragona@catastro.minhafp.es</a>

Direcciones del Catastro de Extremadura		
Organismo	Datos de Contacto	Correo electrónico
Gerencia Regional de Extremadura - Badajoz	Cl. Manuel Fernández Mejías, 3. 06071 - Badajoz 9 a 14:00	<a href="mailto:gerencia.extremadura@catastro.minhafp.es">gerencia.extremadura@catastro.minhafp.es</a>
Gerencia Territorial de Cáceres	Plz. Hernán Cortes, 3. 10071 - Cáceres 9 a 14:00	<a href="mailto:gerencia.caceres@catastro.minhafp.es">gerencia.caceres@catastro.minhafp.es</a>

Direcciones del Catastro de Galicia		
Organismo	Datos de Contacto	Correo electrónico
Gerencia Regional de Galicia - A Coruña	Cl. Comandante Fontanes, 7. 15071 - A Coruña 9 a 17:30 de lunes a jueves, y de 9 a 14:00, los viernes. Horario de verano ( 16 de junio a 15 de septiembre) de 9 a 14:00	<a href="mailto:gerencia.galicia@catastro.minhafp.es">gerencia.galicia@catastro.minhafp.es</a>
Gerencia Territorial de Lugo	Rúa do Teatro, 4. 27071 - Lugo 9 a 14:00	<a href="mailto:gerencia.lugo@catastro.minhafp.es">gerencia.lugo@catastro.minhafp.es</a>
Gerencia Territorial de Orense	Cl. Concordia, 13A. 32003 - Orense 9 a 14:00	<a href="mailto:gerencia.ourense@catastro.minhafp.es">gerencia.ourense@catastro.minhafp.es</a>
Gerencia Territorial de Pontevedra	Oficina de Pontevedra: Cl. Andrés Muruáis, 4. 36071 - Pontevedra 9 a 17:30 de lunes a jueves, y de 9 a 14:00, los viernes. Horario de verano (16 de junio a 15 de septiembre) de 9 a 14:00	<a href="mailto:gerencia.pontevedra@catastro.minhafp.es">gerencia.pontevedra@catastro.minhafp.es</a>
Gerencia Territorial de Pontevedra	Oficina de Vigo: Rúa Lalín, 2. 36271 - Vigo 9 a 14:00	<a href="mailto:gerencia.pontevedra@catastro.minhafp.es">gerencia.pontevedra@catastro.minhafp.es</a>

Direcciones del Catastro de Madrid		
Organismo	Datos de Contacto	Correo electrónico
Gerencia Regional de Madrid	Cl. Guzmán el Bueno, 139. 28071 - Madrid 9 a 17:30 de lunes a jueves, y de 9 a 14:00, los viernes. Horario de verano (16 de junio a 15 de septiembre) de 9 a 14:00	<a href="mailto:gerencia.madrid@catastro.minhafp.es">gerencia.madrid@catastro.minhafp.es</a>

Direcciones del Catastro de Murcia		
Organismo	Datos de Contacto	Correo electrónico
Gerencia Regional de Murcia	Oficina de Murcia: Cl. Santa Teresa, 12. 30071 - Murcia 9 a 14:00	<a href="mailto:gerencia.murcia@catastro.minhafp.es">gerencia.murcia@catastro.minhafp.es</a>
Gerencia Regional de Murcia - Cartagena	Oficina de Cartagena: Cl. Campos, 2. 30201 - Cartagena 9 a 14:00	<a href="mailto:gerencia.murcia@catastro.minhafp.es">gerencia.murcia@catastro.minhafp.es</a>

Direcciones del Catastro de Valencia		
Organismo	Datos de Contacto	Correo electrónico
Gerencia Regional de Valencia	Cl. Roger de Lauria, 24-26. 46071 - Valencia 9 a 17:15 de lunes a jueves, y de 9 a 14:00, los viernes.	<a href="mailto:gerencia.valencia@catastro.minhafp.es">gerencia.valencia@catastro.minhafp.es</a>



	Horario de verano (16 de junio a 15 de septiembre) de 9 a 14:00	
Gerencia Territorial de Alicante	Cl. Reyes Católicos, 39. 03071 - Alicante 9 a 17:15 de lunes a jueves, y de 9 a 14:00 los viernes. Horario de verano (16 de junio a 15 de septiembre) de 9 a 14:00	<a href="mailto:gerencia.alicante@catastro.minhafp.es">gerencia.alicante@catastro.minhafp.es</a>
Gerencia Territorial de Castellón	Pso. Ribalta, 12-14. 12071 - Castellón 9 a 14:00	<a href="mailto:gerencia.castellon@catastro.minhafp.es">gerencia.castellon@catastro.minhafp.es</a>