


ajuntament  benidorm

concejalía de patrimonio histórico  
y cultural



# Charter of Services

## Municipal Archives

## Presentation

The Municipal Archive has the responsibility of guarding and giving accessibility to the documentation that, issued from the different municipal departments, has value for the management and development of the activity of these departments.

Likewise, it has the responsibility of guaranteeing the collective memory of the locality and the study that could be made of its different circumstances.

The Municipal Archive uses in its management scientific methods and techniques that guarantee, at all times and in a completely independent and impartial manner, that the documentation that it maintains clearly serves the mission described above.

This Charter of Services aims to be an instrument at the service of the citizens and visitors of Benidorm that improves the information and knowledge of the different services that the Municipal Archive makes available to them and in which we assume our commitment to their needs.



## Fundamental Principles of the Service Charter

The Charter of Services of the Municipal Archive is an informative document addressed to users, citizens and visitors of Benidorm in which the services provided by the Department are collected as well as the rights that assist them while assuming the commitment to the provision of said services and the corresponding corrective measures are established.

### What is the Department of Tourism?

The Municipal Archive of Benidorm, belonging to the Department of Historical Heritage, offers the management services of the documents generated by the Benidorm City Hall itself, which once its administrative activity is finished, go to the Municipal Archive to be guarded and serve both to the own management of the different departments as for the consultation of citizens and researchers.

The mission of the Municipal Archive has a double aspect: on the one hand, its mission is to faithfully reflect the history of the town it serves –Benidorm- through all the documentation that, in any medium, may contain it. On the other hand, its mission is also to serve as documentary support and support for the institutional work carried out by the City Council and each of its departments.

### What is our vision of the future?

The Municipal Archive must be the primary source of information on the history of the town and the documentary witness of its development both past and future, thus contributing to promote and value Benidorm as a top-level tourist destination.

## Services we provide

- Attending internal consultations by providing the necessary documentation for the processing of files.
- Attending external inquiries by providing the necessary documentation for research or information purposes.
- Guarantee the correct conservation of the documentary funds.

## Commitments and Indicators

Commitments	Indicators
1. Create a transfer calendar	Informed Departments  Number of transfers made per year by each department
2. Normalize the processes of signaturization of the documentation transferred to the archive	Number of positive queries  Number of negative queries
3. Create a calendar of expurgos	Number of documentary expurgos per year
4. Store the documentation in digital format	Documents included in the repository per year
5. Facilitate access to file information in accordance with legal restrictions	Number of accesses to the repository per year  Number of restricted accesses made per year
6. To give maximum diffusion via Internet to the history of Benidorm and the municipal documentation for tourism, research or information purposes	Number of publications on social networks of the Department related to documentation of the digital repertoire per year  Number of collaborations or transfer of information with other departments or associations related to tourism per year
7. Publicize the Archive, its materials and resources	Number of queries in the file  Number of queries on the internet  Number of followers on social networks
8. Support and support gender equality policies	Total number of organized activities
9. Increase the visibility of the institution	Number of collaborations with other institutions  Number of exhibitions and visitors  Number of visits to the Archive of the different groups

10. Customize the File information service	Number of requested searches Number of searches solved Number of copies provided
11. That the Archive incorporate into its funds all those important documents in the hands of citizens or companies	Number of donations
12. That the Archive acquires in the market, the historical or relevant documents about the history of Benidorm	Number of acquisitions
13. That the Photographic Archive be the municipal information center where all the graphic documents generated by the City Council and the donations of individuals are collected	Number of photographs that come from different departments Number of images spread over the internet Number of exposures
14. Establish the criteria for the management program of the Photographic Archive	Number of photographs entered in the database Number of online queries
15. Address internal and external inquiries	Number of consultations within the City Council itself Number of copies provided for internal use Number of external queries made Number of copies provided for external uses Number of exhibitions made
16. Facilitate photographic funds for the tourist needs of Benidorm	Number of images assigned
17. That the documents generated by the City Council can be transferred to the electronic Archive and can be located and consulted by the administration itself and the citizens	Embedded Documents Documents consulted
18. Create a database accessible and searchable online	Number of records incorporated Number of scanned documents

## Rights of visitors and users

Visitors and users have the right to:

1. Clearly identify the administrative unit that is competent for the provision of the required service.
2. Receive general administrative information in person, by telephone and electronically, efficiently and quickly.

3. Be treated with respect and consideration.
4. Receive correct administrative information.
5. Choose the channel through which to interact with the Department.
6. Obtain information through electronic means of the procedures and procedures necessary to access the activities of the service and for its exercise.
7. The security and confidentiality of the data contained in the files, systems and applications of the Department.
8. The quality of public services provided electronically by the agency.
9. Collaborate and participate with the Department of Tourism by making inquiries, proposals or comments through email, by phone or by mail.
10. Submit suggestions and complaints in person, through the electronic office or by mail.



## Breach of commitments

In case of breach of the commitments contained in this Charter of Services, the Department of Tourism proposes the following measures:

- Preferably execute the procedures that are affected by the commitments acquired in this Charter of Services without prejudice to the citizen's right to submit the pertinent complaints and suggestions.
- Communication of apologies from the head of the organization in which the corrective measures are reported to correct the breach.
- At the request of the affected, meeting with the head of the organization in which they will be given timely information of the corrective measures to remedy the breach.
- The communication will be carried out, preferably via email or through the electronic headquarters to make the response more flexible and faster.

## Schedules, location and contact

### Archives of Benidorm

Address: Plaza SSMM Reyes de España, 1. Ground floor

03501 Benidorm (Alicante)

Tel: 966 815 486

E-mail: [archivo@benidorm.org](mailto:archivo@benidorm.org)

Department of Historical Heritage

Address: Plaza SSMM Reyes de España, 1.

03501 Benidorm (Alicante)

Official Hours: From 8.00 to 14.00 hours

Tel: 966 815 486

E-mail: [patrimonihistoric@benidorm.org](mailto:patrimonihistoric@benidorm.org)

Web: <http://www.benidorm.org/>