

STANDARD OF SERVICES

APPROVED BY
Directive No. 13 of Director General of
Statistics Estonia from 27th January 2010
Annex 5

Request for information

Request for information is a request for published or documented information. A request for information is answered in Estonian or in English.

The request for information provides the following opportunities:

- to receive already published official statistics;
- to receive information on Statistics Estonia and its activity.

The request for information can be submitted

- on the web site www.stat.ee under the heading "Statistics/Services";
- by e-mail stat@stat.ee;
- by information telephone No. +372 625 9300 (from Mondays to Fridays from 8 a.m. to 5 p.m., local rate for telephone calls is applied);
- in the Information Centre of Statistics Estonia from Mondays to Fridays from 9.00 a.m. to 4.00 p.m. at the address 15 Endla Str, 15174 Tallinn);
- by fax No. +372 625 9370;
- by letter to the address 15 Endla Str, 15174 Tallinn.

The request for information will be answered by phone, e-mail, fax or letter. On the information telephone. +372 625 9300, the Senior Consultant will immediately answer brief questions lying within his /her competence. If the reviewing of question is more time-consuming or the client requires more detailed information, the Senior Consultant will call back to the client at the time agreed upon or will transfer the call to the specialist of the field of statistics. If the requested information has been published in one specific source of information, the relevant information will be sent by the Consultant of Statistics Estonia. In case the answer is derived from several sources of information, the person requesting the information is informed of those sources, and hence, the request is considered satisfied. In case the request for information is beyond the competence of Statistics Estonia, it is forwarded to a competent institution and the person requesting the information is informed of this.

Time limit for satisfying the request

The answer will be sent within 5 working days at the latest starting from the working day following the registration of the request for information. In case the preparation time of the answer is longer, the person requesting the information will be informed of this.

Price

The request for information is satisfied free of charge, except in case the information is required on paper. In this case the person requesting the information will pay 0,19 EUR for each page starting from the 21st page (see subsection 25(2) of the Public Information Act, RT I 2000, 92, 597).

Complaints and suggestions procedure

All complaints and suggestions relating to requests for information are registered. The Senior Consultant will settle less complicated complaints as soon as possible. The Head of the Information and Marketing Service is responsible for the settlement of complaints. Complaints submitted by letter, fax and e-mail will be satisfied in written form by Statistics Estonia. All the complaints will be satisfied within 10 working days since the date of registration. If additional information is needed to review the complaints, the time of reviewing may be lengthened to 30 days. Suggestions for the improvement of the service and complaints can be submitted in Statistics Estonia on the spot (15 Endla Str, Tallinn) or by information telephone No. +372 625 9300.

The standard of services is updated at least once a year.