

Declaration of Services to the Public



*The term “public” designates both individuals and enterprises.
In this document the masculine form includes the feminine form.*

Introduction

The Institut de la statistique du Québec is proud to present its first Declaration of Services to the Public. This declaration is an ideal means of improving its products and services and of putting the public at the heart of its concerns, by, among other things, making its information available to all. It also provides the Institut with an opportunity to underscore the determining role it plays in society by producing quality data on subjects of interest to Quebecers. These data enlighten public discussion and both the public and the government can count on them when making decisions. The declaration shows the commitment of the Institut's personnel to answering the public's requests and questions courteously and efficiently and enables the Institut to ensure the public of its full collaboration.

Its Mission

Created on April 1, 1999 by the merger of four administrative bodies – the Bureau de la statistique du Québec, the Institut de recherche et d'information sur la rémunération, Santé Québec and the personnel of the ministère du Travail engaged in the Total Compensation Survey – the Institut, in 2002, had some 300 regular and casual employees in order to carry out its mission, which is as follows:

The mission of the Institut de la statistique du Québec is to provide reliable, relevant and objective statistical information on the socioeconomic evolution of Québec and Québec society. It is also responsible for conducting statistical surveys of general interest.

Its Values

The Institut deemed it appropriate to define its management values and to make them public in its Declaration of Services to the Public. Thus, the Institut's clientele is at the centre of its development strategy, which focuses on the following management values:

- Objectivity, political neutrality, impartiality, integrity and respect of the confidentiality of the information in its possession constitute fundamental values.
- The quality of its products and services is an ongoing concern of the Institut.
- The Institut accords its highest priority to satisfying its clientele and respecting its survey respondents and other data suppliers.
- The Institut strives to be innovative and increasingly effective.
- The Institut recognizes that the competence of its personnel and its improvement are determining conditions in the achievement of its mission and objectives.

The Institut subscribes to the fundamental principles of official statistics adopted by the Economic Commission for Europe, an agency of the United Nations.

Its Location

The Institut has employees in Québec City and Montréal at the following addresses:

- Québec City: 200, chemin Sainte-Foy, Québec (Québec) G1R 5T4, (head office);
- Montréal: 1200, avenue McGill College, Montréal (Québec) H3B 4J8.

Its Products and Statistical Services

The Institut provides the public with access to myriad products and services in the following fields of activity:

- living conditions;
- demography (e.g.: births, marriages, deaths, internal and external migration, the official population estimate, future-oriented projections, annual assessment);
- health and society;
- culture and communications;
- the economy (e.g.: foreign trade, economic situation, service industry, financial institutions and cooperatives, manufacturing sector);
- the knowledge-based economy (e.g.: research and development, use of information and communication technologies; invention patents, innovation);
- finance;
- education;
- labour and remuneration;
- international statistical comparisons;
- agriculture;
- various aspects of regional data.

The Institut's website, www.stat.gouv.qc.ca, is for those wanting to know more about the above-mentioned subjects and to use the data. It also caters to its anglophone clientele providing it with an English version of the site.

It should be mentioned that the majority of the Institut's clients and partners, for whom it conducts studies and surveys, produces and disseminates statistical information, are Québec government departments and bodies.

The following table lists the products and services available to the public and gives the information required to access them. It also sets down the Institut's rates and explains what is free of charge.

Its Products and Services

1. The Institut's Website

Target Clientele	Type of Products	Type of Services	Access to our Services	Cost
General public	<ul style="list-style-type: none"> • Publications, studies, analysis documents, bulletins, reports, reference documents, CD-ROMs • Statistical data on the province of Québec • Databanks 	<ul style="list-style-type: none"> • Information on the Institut, its operations and its achievements • Access to government statistical data • Subscriptions, publication and CD-ROM orders 	<ul style="list-style-type: none"> • Website: www.stat.gouv.qc.ca • Webmaster: (418) 691-2403 	<ul style="list-style-type: none"> • Information free of charge • Publications downloadable free of charge or for sale • CD-ROMs for sale

2. Information and Documentation Centre (CID)

Target Clientele	Type of Products	Type of Services	Processing Time	Access to our Services	Cost
General public	<ul style="list-style-type: none"> • Publications, studies, analysis documents, bulletins, reports, reference documents, CD-ROMs • Statistical data on the province of Québec • Databanks 	<ul style="list-style-type: none"> • Answers to requests for information • Possibility of consulting ISQ publications and other statistical documents on the premises • Help and advice in finding information • Subscriptions, publication and CD-ROM orders 	Three working days or less	<ul style="list-style-type: none"> • <i>Opening hours: Monday to Friday</i> 8:30 a.m. to 12 noon and 1 p.m. to 4:30 p.m. • <i>Address:</i> 200, chemin Sainte-Foy, 1^{er} étage Québec (Québec) G1R 5T4 • <i>Local calls (Québec City):</i> (418) 691-2401 • <i>Outside calls:</i> 1-800-463-4090 • <i>Fax:</i> (418) 643-4129 • <i>E-mail:</i> cid@stat.gouv.qc.ca 	<p><i>Processing of requests:</i></p> <ul style="list-style-type: none"> • Free of charge if processing takes an hour or less • Charges applicable if processing requires more than one hour of work <p><i>Products:</i></p> <ul style="list-style-type: none"> • Publications (several are free of charge but with limited distribution) • CD-ROMs

3. Centre d'accès aux données de recherche de l'Institut (CADRISQ)

Target Clientele	Type of Products	Type of Services	Access to our Services	Cost
Researchers, professors, master's and doctorate level students, research assistants and officers	<ul style="list-style-type: none"> • Statistical data on the province of Québec • Databanks • Certain bulletins and publications 	<ul style="list-style-type: none"> • Possibility, on certain conditions, of using ISQ survey microdata files in order to broaden the field of analyses and research • Seminars offered by the Institut on its methods, work, results and analyses • Possibility of consulting certain ISQ publications on the premises • Subscriptions, publication and CD-ROM orders 	<ul style="list-style-type: none"> • <i>Opening hours: Monday to Friday</i> 9:00 a.m. to 12 noon and 1 p.m. to 5 p.m. (Montréal) 8:30 to 12 noon and 1:00 p.m. to 4:30 p.m. (Québec City) • <i>Addresses:</i> 3535, chemin Queen-Mary, bureau 420, Montréal (Québec) H3V 1H8 (at the Université de Montréal) and a service point at 200, chemin Sainte-Foy, 1^{er} étage, Québec (Québec) G1R 5T4 • <i>Phone:</i> (514) 343-2299 • <i>Fax:</i> (514) 343-2288 • <i>E-mail:</i> cadrisk@stat.gouv.qc.ca 	In general free of charge (charges for certain requests)

4. Statistical Analysis and Surveys and Methodology

Target Clientele	Type of Services	Processing Time	Access to our Services	Cost
Researchers, professors, students, research assistants and officers, professionals from various fields, enterprises	<ul style="list-style-type: none"> • Statistical analysis of data • Customized statistical compilations • Economic impact studies • Studies on remuneration and living conditions • Methodological advice 	Varies according to request	<p><i>General Information:</i> Québec City: (418) 691-2401 Montréal: (514) 864-8686 Toll-free: 1-800-463-4090</p>	Based on individual requests

Our Commitments

At the Institut de la statistique du Québec, everybody counts. This is why we have undertaken to fulfil our commitments to the public as follows.

Our Proactive Approach

Our staff is courteous, polite, and respectful in all circumstances. They identify themselves clearly, listen attentively and open-mindedly to any requests you may have concerning statistical information, and facilitate access to our services by offering several ways of proceeding, and express themselves in clear, accurate and simple terms.

Our Know-how

We offer statistical products and services of a very high professional and technical quality that require the use of proven statistical methods, provide you with reliable information, guide you in your search for information, always offer you the best service at the lowest cost, and answer your requests for statistical information as promptly as possible.

Our Guarantee of Confidentiality

We guarantee the confidentiality and security of the information held by the Institut.

The Act respecting the Institut de la statistique du Québec, section 25 in particular, sets down the obligation of discretion:

“The director general, public servants and any other person whose services are used by the director general in the exercise of the director general’s functions shall not disclose or cause to be disclosed, by any means whatsoever, any information obtained under this Act if disclosure would allow information to be associated with a specific person, enterprise, body or association”.

This section prohibits any direct disclosure of information from surveys, administrative files or regarding Institut activities, and even any indirect disclosure, i.e. using comparisons, deductions or any other means.

All of the Institut’s employees, whether permanent, casual, contractual, students, trainees or otherwise, upon starting their duties, must sign an oath of discretion under which they solemnly swear not to reveal any information they may learn in the carrying out of their duties.

Furthermore, in 1999, the Institut set up a committee to protect personal information and other confidential information. This committee is very active in matters regarding the confidentiality and security of the information held by the Institut, in both paper and electronic form. It sees to the establishment of principles, rules, policy statements, procedures, activities and awareness tools, and maintains the required vigilance in that respect. The protection and physical and electronic security of sensitive data are a constant concern of the Institut.

Our Responsibility Toward our Survey Respondents

Survey respondents actively contribute to the statistical work of the Institut. Not only does the Institut guarantee the confidentiality of the information it receives from them but it also makes a point of telling them that it gives the utmost priority to respecting them and is constantly striving to lighten their tasks.

Updating of the Declaration

With a view to the ongoing improvement of client service, we at the Institut undertake, over a five-year period, to evaluate the degree of client satisfaction with our products and statistical services, in particular as regards quality and relevancy, and to publish the results in our annual management report and make the necessary changes to our *Declaration of Services to the Public*.

Your Comments, Suggestions and Complaints

If you have any suggestions or complaints, contact the Direction générale of the Institut.

- Phone: (418) 691-2407
- Fax: (418) 691-2417
- E-mail: direction@stat.gouv.qc.ca
- Mailing address: Institut de la statistique du Québec, Direction générale, 200, chemin Sainte-Foy, 5^e étage, Québec (Québec) G1R 5T4

The Institut promises to contact you within less than two working days for comments and suggestions and to process complaints within five working days from their receipt. It also undertakes to inform you if it is unable to comply with these time limits.

*Institut
de la statistique*

Québec



*Également consultable en français
sur le site Web*

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