



# SERVICE CHARTER

Analysis & Planning  
Service [SAP]



VNIVERSITAT  
DE VALÈNCIA

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# **SERVICE CHARTER**

Servei d'Anàlisi i Planificació

## Mission

The Analysis and Planning Service (SAP) is a general service of the University of Valencia (UV) which mission is to coordinate the official statistics, provide and to analyse the information necessary for governing bodies to make decisions, with appropriate reports. It provides technical support for the institutional strategical planning and action plans targeted at continuous improvement of the UV and its management units.

## Vision

Our aim is to make the SAP become a referent as innovative, dynamic and revitalizing service, targeted at continuous improvement and team work, as well as training and motivation for its employees.

## Values

The SAP fulfils its mission in accordance with the following values:

- Targeting at SP's users
- Transparency in management
- Impartiality and professional liability
- Efficacy in management and efficiency in the use of resources
- Targeting at continuous improvement

## Services, commitments and quality indicators

### Information systems

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**Service 1** *Provide the information required by the official information systems: Integrated University Information System (SIIU), CRUE's information platform, etc.*

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**Commitment 1** Send and validate all the files required by the SIIU and the CRUE within the established deadlines.

**Indicator 1** Percentage of SIIU and CRUE files validated within the deadline.

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**Service 2** *Manage the catalogue of units of the University of Valencia (GESCAT) and the Common Directory of Organizational Units (DIR3) to provide information on the structure and units of the UV.*

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**Commitment 2** Update the GESCAT information system, in the term of 2 working days from the reception of the modification.

**Indicator 2** Percentage of updates in GESCAT made within 2 days.

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### Studies and reports

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**Service 3** *Prepare the studies and reports requested by the Management Board, within the areas of teaching, research, transfer, human resources, economic and physical resources, organisation, rankings and others.*

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**Commitment 3** Prepare all the studies and reports required by the Management Board.

**Indicator 3** Percentage of studies and reports prepared with respect to those requested by the Management Board.

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**Service 4** *Coordinate and prepare the Management Report of the ordinary activity and the main results of the UV, which is presented annually to the University Senate.*

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**Commitment 4** submit the Management Report of the ordinary activity to the General Secretariat within the period established for its presentation to the University Senate.

**Indicator 4** Days of postponement of the established time period for submitting the Management Report to the General Secretariat.

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**Service 5** *Prepare the annual report of the Mailbox (BSQiF) that is presented to the Governing Council.*

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**Commitment 5** Deliver the annual report of the BSQiF Mailbox to the Vr. Responsible in the first quarter of the year.

**Indicator 5** Days of postponement of the established time period for submitting the SQiF Mailbox Report to the to the Vr. Responsible.

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**Service 6** *Prepare the Analytical Accounting Annual Report (CANOA) that is submitted to the Economic Commission of the Governing Council.*

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**Commitment 6** Deliver the CANOA report to the Vr. Responsible in the last quarter of the year.

**Indicator 6** Days of postponement of the established time period for submitting the CANOA Report to th Vr. Responsible

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#### Resource distributional models

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**Service 7** *Apply the internal distributional models of current expenditure at the request of the corresponding governing bodies or services: model of distribution of centres, departments and institutes; of teaching laboratories; of bibliographic manuals and of teaching support.*

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**Commitment 7** Provide the results of the application of internal distribution models of current expenditure within the established time periods.

**Indicator 7** Percentage of internal distribution models of current expenditure that have been submitted within the deadline.

### Institutional strategical planning support

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**Service 8** *Provide technical support to the governing bodies for the preparation and monitoring of UV Strategic Plan and its deployment in the annual Operation Plans.*

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**Commitment 8** Submit every document requested with regard to strategic institutional planning.

**Indicator 8** Percentage of documents produced with regard to strategic institutional planning in relation to the total number of documents requested.

### Requests for institutional information

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**Service 9** *Coordinate and elaborate the response to the demands of institutional information requested by the official organisms: GVA, City Councils, rankings and other institutions.*

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**Commitment 9** Respond to requests for official information formulated by the official organisms: GVA, rankings and other institutions, within the deadline.

**Indicator 9** Percentage of requests for official information attended to by official organisms within the deadline

**Service 10** *Respond to requests for information made by users outside and inside the UV.*

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**Commitment 10** Respond to requests for information from users admitted for processing within the established term.

**Indicator 10** Percentage of information responses to users within the established time period.

## Datawarehouse projects

**Service 11** *Incorporate relevant structured information from different areas into the UV's Datawarehouse (DW) to facilitate management, information analysis and decision making.*

**Commitment 11** Publish in DW all reports requested by UV managers once their viability has been studied.

**Indicator 11** Percentage of reports published in DW with respect to those requested and approved.

## Publication of institutional data on the web

**Service 12** *Prepare the Annual Statistical Data Book of the UV and publish it on the SAP's website.*

**Commitment 12** Publish the UV Annual Statistical Data Book before **31 January each year**.

**Indicator 12** Days of postponement of the publication deadline of the UV Annual Statistical Data Book (31 January).

**Service 13** *Update annually the Internationalisation map of the UV on the SAP's website.*

**Commitment 13** Update the Internationalisation map of the UV on the SAP's website within the first quarter of each year.

**Indicator 13** Days of postponement of the publication deadline of the Internationalisation map of the UV on the website.

**Service 14** *Analyse and spread the UV's position in the main university rankings through the Rankings Observatory published on the SAP's website.*

**Commitment 14** Update every ranking of the Rankings Observatory within a maximum of five workdays from the publication of its last edition.

**Indicator 14** Percentage of rankings updated in the Rankings Observatory within the deadline.

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**Service 15** *Update the catalog of UV Service Charters on the SAP website.*

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**Commitment 15** Publish CdS monitoring reports in the first quarter of the year.

**Indicator 15** Days of postponement of the established time period for the delivery of CdS Monitoring Reports to UV units.

## User rights

Users of the services offered by the SAP, have the rights recognised on the article 13 of the Law 39/2015, of 1 October, on the Common Administrative Procedure on the Public Administrations, and specially the following rights:

- To be treated with respect and deference.
- To receive a non-discriminatory treatment and an attention adapted to their personal conditions, according to the available resources.
- To know the identity of the responsible people and the staff who handles the proceedings that affect them.
- To know, at any moment, the status of the processing of applications they have pursued.
- To use the official languages of the Valencian Community, in accordance with the provisions of the legal system.
- To access to public information under the terms provided in the current legislation.
- To present suggestions, complaints and congratulations that they consider appropriate in relation to the services given by the SAP in which they are an interested party, through the established channels.
- Any other right arising from the current regulations.

## User duties

- To treat SAP's staff with respect and deference.
- To present the required documentation within the time limit.
- To cite the Analysis and Planning Service of the UV as a data source in any document that uses information elaborated by the SAP.
- Any other duty arising from the current regulations.

## Applicable legislation

### Regulations

- Law 39/2015, of 1 October, of the Common Administrative Procedure on the Public Administrations.
- Organic Law 15/1999, of 13 December, on the Protection of Personal Data.
- Royal Decree 1720/2007, of 21 December, which approves the implementing regulations of Organic Law 15/1999, of 13 December, on the Protection of Personal Data.
- Organic Law 4/2007, of 12 April, which modifies the Law 6/2001.
- Constitution of the Universitat de València, passed by Decree 128/2004, 30 July, of the Council of the Valencian Government and modified by Decree 45/2013, 28 March.
- Law 19/2013, of December 9, on transparency, access to public information, and good government.
- Law 2/2015, of 2 April, of the Valencian Government, on Transparency, Good governance and Citizen Participation of the Valencian Community partially in force in accordance with the sole derogatory provision of Law 1/2022 of April 13, 2002, on Transparency and Good Governance of the Valencian Community.
- Organic Law 3/2007, 22 March for the effective equality of men and women.
- Royal Decree 1/2013, of 29 November, which approves the Codified Text of the General Law on rights of people with disabilities and its social inclusion.
- Law 31/1995, of 8 November, on Prevention of Occupational Health and Safety.
- Organic Law 3/2018, of December 5, on Personal Data Protection and guarantee of digital rights.

- Law 3/2022 of February 24, 2022, on university coexistence.

#### Specific regulations

- ACGUV 99/2010, of 9 June, of the Governing Council of the UV, on which it is passed the Regulation of the Virtual Office of the UV, modified by the Governing Council on 27 October 2010 (ACGUV 189/2010).
- ACGUV 80/2012, of 26 April 2012, on which it is passed the Operational Regulation of the UV's Suggestions, Complaints and Compliments Mailbox.
- The Budgetary Execution Regulation of the University of Valencia.
- Royal Decree 951/2005, of 29 July, which establishes the general framework for the improvement of quality in the General State Administration.
- Decree 41/2016, of 15 April, of the Consell, which establishes the system for the improvement of the quality of public services and the evaluation of plans and programmes in the Administration of the Generalitat and its instrumental public sector.
- Agreement 300/2023, of November 9, of the Governing Council of the Universitat de València, approving the Code of Coexistence and Good Practices of the Universitat de València. [2023/12141]

## Participation and collaboration

To help improve the services offered, the users may do the following:

- Receive special attention to their information needs, concerns, questions, etc. with regard to the services offered by the unit.
- Give their opinion on the quality of the services offered by the unit.
- Make suggestions for improvement.
- Complaints and suggestions received in the unit will be answered within one month.

### Contact

 **Telephone:** 96 386 42 04

 **Mailing address:** Avda. Blasco Ibáñez, 13 Nivel 2. 46010 València

 **E-mail:** sap@uv.es

 **Help desk:** In the facilities of the SAP (from 9:00 to 14:00, Monday to Friday) by appointment.

 **Complaints, suggestions and compliments mailbox** <http://www.uv.es/bustia>

 **Surveys:** <http://www.uv.es/reculldedades> (survey)

## Complaints

Those users who feel that the commitments outlined in this Service Charter are not being met can submit their complaints and comments through the UV Suggestions, complaints, and compliments mailbox (<http://www.uv.es/bustia>) or to the Registry of the Universitat de València.

In cases of non-compliance, the unit will inform the complainant about the reasons for the breach and of the measures put in place to fix the problem. Failure to comply with the commitments outlined in these guidelines shall not result in any fiscal liability on the part of the administration.

## Validity

This Charter has been approved by Joaquín Aldás-Manzano, Office of the Vice-Principal for Planning, Quality and Information Technologies.

The validity of this Charter is four years, starting from 01/01/2025, unless important changes in its contents make an earlier revision advisable.

This Charter will be available on the unit's website: <http://www.uv.es/sap>

## Location

Address: Servei d'Anàlisi i Planificació  
Av. Blasco Ibáñez, 13 Nivell 2  
46010 València

Telephone: 96 386 42 04

Email: [sap@uv.es](mailto:sap@uv.es)

Web: <http://www.uv.es/sap>

## Opening Hours

In the Analysis & Planning Service facilities from 9 to 14 h  
[Working days from Monday to Friday] by appointment

## Public Transport

Subway: Line 3 (Facultats)

Bus: Lines 12, 30, 31, 70, 71, 79, 80, 81

Valenbisi: Station 85: Blasco Ibáñez – Jaume Roig  
(Beside the Office of the Principal's  
Building's entrance.)



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