

Service letter

The publication of the [Decree 149/2004](#) [1], of October 14, which approves the Charter of Citizens' Rights, regulates Service Letters and defines the systems of analysis and observation of the quality of the Autonomous Community of Extremadura. With this normative provision, the fundamentals of mere control, supervision and audit are definitively overcome, and important tasks are assumed to contribute to the improvement of quality in the provision of services to citizens.

In short, this Service Letter has the purpose of providing users with information, mechanisms and the possibility of actively collaborating, with the aim of improving the services provided by the [COMPUTAEX Foundation](#) [2] through its [CénitS](#) [3] center. Thus, the necessary measures will be adopted to guarantee the content of the Services Charter to be applied by all the people at its service.

In addition to the informative nature, it includes specific quality commitments of the services offered; commitments that represent an added value for the user. It also includes a series of indicators so that the user can evaluate the degree of quality of the services provided by the COMPUTAEX Foundation.

Attachment

Size



[Service letter of the COMPUTAEX Foundation](#) [4]

250.97 KB

Source URL: <http://www.cenits.es/en/cenits/services/service-letter>

Links

[1] <http://doe.gobex.es/pdfs/doe/2004/1240o/04040162.pdf>

[2] <http://www.cenits.es/en/fundacion>

[3] <http://www.cenits.es/en/cenits>

[4] http://www.cenits.es/sites/cenits.es/files/centro/cartaservicioscenits_0.pdf