

CHARTER OF SERVICES

2019-2022

Institute of Cinematography & Audio-visual Arts - ICAA

ICAA Services

- Registration in ICAA's Administrative Register of Cinematographic and Audio-visual Companies. The application form can be obtained at ICAA headquarters or on the website of the Ministry of Culture and Sport (www.mecd.es).
- Authorisation of grants according to competitive principals: Grants for the creation and development (scripts, feature film projects, cultural projects and non-regulated training); production grants (feature films, short films, television films, animated series); distribution grants; Grants for the conservation of cinematographic heritage; promotion grants (participation of Spanish films in festivals, organisation of festivals and film competitions in Spain); Grants for the realisation of audio-visual works using new technologies. The application form for each type of aid can be obtained from ICAA head office or on the website of the Ministry of Culture and Sport (www.mecd.es).
- Classification of cinematographic and audio-visual works by age group. The classification application form can be obtained from ICAA head office or on the website of the Ministry of Culture and Sport (www.mecd.es).
- Certificate of Spanish nationality for a cinematographic or audio-visual work.
- Approval of co-production projects. The application form for approval of co-production project can be obtained from ICAA head office or on the website of the Ministry of Culture and Sport (www.mecd.es).
- Collaboration agreements with banks and credit institutions.
- Financing the production, distribution and exhibition of films through European and Ibero-American funds (Eurimages) and programmes (Europa Creativa, Ibermedia) in which ICAA actively participates.
- Control of films' viewer numbers and the revenue generated.
- Data collection and compilation of censuses and statistics on the cinematographic and audio-visual sectors in general, the information is released on the website of the Department and in publications edited by the Institute.
- Certification of the revenue obtained by the screened films, as well as viewer numbers, issued at the request of cinema owners.
- Permanent advice and information to companies and individuals about the requirements that the current provisions impose on their requests and on the status of the processing of the procedures in which they have an interest.
- The domestic and international promotion of Spanish cinematographic and audio-visual productions.
- ICAA publishes the annual Spanish Film Catalogue and the Newsletter (films, collections, spectators, etc.). The Spanish National Cinematheque publishes, free of charge, its screening schedule (cycles and sessions) and other activities, by means of programmes, dossiers and info sheets etc. handed out at the Cine Doré.
- Dissemination, through the organisation of cycles and sessions or any other non-profit activity of film heritage.
- Organisation of the "National Cinematography", the "History of Cinematography" and the "Audio-visual Literacy" awards.
- Archives of the Spanish National Cinematheque (Filmoteca Española). Public access to collections of film, photographic and graphic archives, for study, research and disseminating cinematographic heritage.
- Library of the Spanish National Cinematheque (Filmoteca Española). Public access to documentary collections (manuscripts and printed matter) and periodicals, related to national and international filmography, for consultation, study and research purposes.
- Organisation of periodic exhibitions with museum pieces from the collection of the Spanish National Cinematheque.
- Social networks: ICAA is intensely involved in informational, educational and recreational activities through the social networks where it is present (Facebook, Twitter, Youtube and Flickr).

- Website: Displaying contact information, technical film details, rating, box-office and spectators, announcements for aid, festivals, publications and reports, audiovisual literacy, visits, archives held at the Spanish Film Library, etc.

Specific rights of users

- Those recognised in Article 13 of Act 39/2015, of 1 October.
- To communicate with the Administration by electronic means (Article 14 of Act 39/2015, of 1 October).
- To obtain information on the activities carried out by ICAA in relation to the cinematographic and audio-visual sectors.
- To know the situation and the status of the procedures underway related to these sectors.
- To access to Administrative Register of Cinematographic and Audio-visuals Companies any data that appears therein.
- To receive information on classification by age group of films and other audio-visual works.

Commitment to quality

- Notify the applicant of the classification by age group decision of a film or audio-visual work within a maximum period of 15 working days from the submission of the application.
- To issue and notify the certificate of Spanish nationality for cinematographic and audio-visual works within a maximum period of 15 working days from the submission of the application.
- To issue and notify cinema owners of the certifications on the revenue obtained and viewer numbers of screened films within a maximum period of 15 working days from the submission of the application.
- To respond in writing, within a maximum period of 15 working days, from the date of receipt, to consultations made out by citizens on their applications or on the processing thereof, to which they are interested parties.
- To respond to complaints and suggestions received at ICAA within 10 working days of receipt.

Spanish National Cinematheque (Filmoteca Española)

- To respond to complaints and suggestions received at the cinematheque within 10 working days of receipt.
- To perform at least sixteen cultural and educational activities per year at the cinematheque.
- To respond to researchers' requests for access to film archives. The request will be responded to within 10 working days of receipt of the request, indicating the archives available for viewing and offering a schedule based on the availability of the necessary technical instruments (moviola, tape deck, etc.). As long as there is no risk of loss or deterioration to the archives, the researcher's needs regarding titles or references, as well as research supports and dates, will be respected.
- To collaborate with other institutions and the presence of the cinematheque in international events, carrying out at least of six activities.

Quality Score Indicators

The number of:

- Classification decision notifications made within 15 working days from the submission of the application, and the percentage of the total.
- Certificates of Spanish nationality of cinematographic works and Issued and notified within 15 working days of the submission of the application, and the percentage of the total.
- Certifications of the revenue obtained by screened films and the number of spectators issued and notified to cinema owners, within 15 working days from the submission of the application and the percentage of the total.
- Consultations carried out by citizens on their applications or on the processing of the procedures in which they are interested parties, which have been answered in writing within 15 working days from the date of their receipt and the percentage of the total.
- Complaints and suggestions answered within 10 working days from the date of receipt and the percentage of the total.

Spanish National Cinematheque (Filmoteca Española)

- Complaints and suggestions answered within 10 working days from the date of receipt and the percentage of the total.
- Cultural and educational activities held annually at the cinematheque and number of attendees.
- Applications from researchers for access to film archives, which have been satisfactorily answered within 10 working days, and the percentage of the total.
- Collaborations with other institutions and the presence of the cinematheque at international events.

Rectification measures

In the event of breach of any of the commitments laid out in this Service Charter, users may submit a written complaint to the Directorate General of ICAA. The General Directorate of ICAA will reply in writing to these complaints and in case of breach of any of the commitments, a letter of apology will be sent to the citizen concerned, communicating the causes of that breach and the measures taken to correct it. This breach will not give rise to the pecuniary responsibility of the Administration.

Participation of users

Users can participate in improving the provision of services through:

- The formulation of complaints and suggestions in accordance with the provisions of this Charter of Services.
- To deliver correspondence by electronic means, to the addresses icaa.calificacion@cultura.gob.es and info.cine@cultura.gob.es, and to communicate by telephone and post, addressed to the Dirección General del ICAA (*ICAA General Directorate*), Plaza del Rey, 1, 3ª planta Edificio Central (28071-Madrid).

Complaints and suggestions

The users can present their complaints and suggestions about the operation of ICAA services, according to the procedure established in Royal Decree 951/2005 of 29 July (Official State Gazette of 03/09/2005) as follows:

- In person, using the form available from the Institute and at Government Administration registries.
- By post, by writing to the Complaints and Suggestions Unit, ICAA (Personnel and General Affairs Service), Plaza del Rey 1, 4th floor, Edificio San Marcos, 28071, Madrid; Telephone +34 917 017 206; Fax +34 917 017 357.
- To e-mail, sent to the address uqs.icaa@cultura.gob.es.
- To use of the Internet, through the on-line office of the Ministry of Culture & Sports

In accordance with the provisions of the aforementioned Royal Decree, the unit responsible for the management of complaints and suggestions has a period of 20 working days in which to respond and specify the corrective measures to be taken.

Identification and purposes of ICAA

The Institute of Cinematography and Audio-visual Arts (ICAA) is an autonomous body, of an administrative nature, attached to the Ministry of Culture and Sport, whose basic purposes are to encourage and promote, domestically and abroad, cinematography and the audio-visual arts, and to recover, preserve, restore, document and catalogue the country's film heritage.

Objectives:

- To develop creation, increase production and promote distribution of Spanish productions.
- To achieve an acceptable proportion of the domestic market to allow for the maintenance of the whole of Spanish cinema.
- To improve the degree of competence of film companies and encourage the adoption of new technologies.
- To project Spanish cinematography and audio-visual arts internationally.
- To safeguard and disseminate Spanish cinematographic heritage.
- to foster cultural communication between the regions in the field of cinematography and the audio-visual arts.

Rules and regulations

- Law 55/2007 of 28 December on Cinema.
- Royal Decree 1084/2015 of 4 December by which is developed Law 55/2007 of 28 December on Cinema.
- Order CUL/314/2010 of 16 February, which modifies the age groups for the classification for films and other audio-visual works.
- Order CUL/1772/2011, of 21 June, establishing procedures to calculate the number of film spectators, to include obligations, requirements and technical functionalities of computer programmes for attendance control and review of cinematographic works in projection rooms.
- Order ECD/2784/2015 of 18 December, regulates the recognition of the cost of a film and the investment of the producer.
- Order ECD/2796/2015, of 18 December, laying down the regulatory bases for grants provided for in Chapter III of Law 55/2007 of 28 December on Cinema, and determines the Structure of the Administrative Register of Cinematographic and Audio-visual Companies.
- Resolution of 16 February 2010, of the Institute of Cinematography and Audio-visual Arts, which establishes the criteria for rating films and other audio-visual works by age group, as well as informative pictograms.
- Resolution of 2 July 2010, issued by the Cinematography and Audiovisual Arts Institute (ICAA), establishing criteria to obtain a cultural certificate, thereby meeting the necessary requirements for feature film repayment aid.

*** The unit responsible for the Charter of Services is the owner of the Directorate General of the Institute of Cinematography and Audio-visual Arts**

Complimentary information

Opening hours

Attention to the public Monday to Friday from 09:00 to 14:30

Addresses and telephone numbers

ICAA Headquarters (State Secretariat for Culture)

Plaza del Rey 1 (28071 - Madrid)

Tel: +34 917 017 289

Fax: +34 917 017 400

Email: direcciongeneralicaa@cultura.gob.es

Website: <http://www.mecd.gob.es>

Transport:

Metro: Banco de España (line 2), Chueca (line 5)

Bus: C/ Alcalá / Marqués de Valdeiglesias: routes 1, 2, 74, 146, 202.

Plaza de Cibeles: routes 5, 9, 14, 15, 20, 27, 34, 37, 45, 51, 52, 53, 150.

Bicimad: Point 20

Spanish National Cinematheque (Filoteca Española)

(Management, administration, documentation centre, library, archive).

C/ Magdalena 10 (28071 Madrid)

Tel: +34 914 672 606

Fax: +34 914 672 611

Email: secretaria.filmoteca@cultura.gob.es

Transport

Metro: Tirso de Molina (line 1), Antón Martín (line 1)

Bus: routes 6, 26, 32, 57

Bicimad: Point 41

Cine Doré

C/ Santa Isabel 3 (28071- Madrid)

Tel: +34 913 692 118 (management)

+34 913 691 125 (box office)

Fax: +34 913 691 250

Showings: from Tuesday to Sunday from 17:30 onwards

Information: <http://www.culturaydeporte.gob.es/cultura/areas/cine/mc/fe/cine-dore/>

Transport:

Metro: Antón Martín (line 1), Tirso de Molina (line 1), Lavapies (line 3)

Bus: routes 6, 26, 32, 57

Bicimad: Point 42

Film Archive Conservation & Restoration Centre

C/ Juan de Orduña, 1 (28223 Pozuelo de Alarcón)

Tel: +34 910 502 775

Fax: +34 917 118 013

Transport:

Metro: Ciudad del Cine (Metro ligero line 3)

Website of the State Secretariat for Culture: <https://sede.mcu.gob.es>