

## PRESENTATION

The Port Authority of A Coruna is a public organization dependent of Ports of State (Ministry of Development), and it is in charge of the management of the port of A Coruna. The port is strategically located within international maritime routes and is one of the main economic sources of the city and metropolitan area, since it channels most of the import/export activities for the industries located nearby.

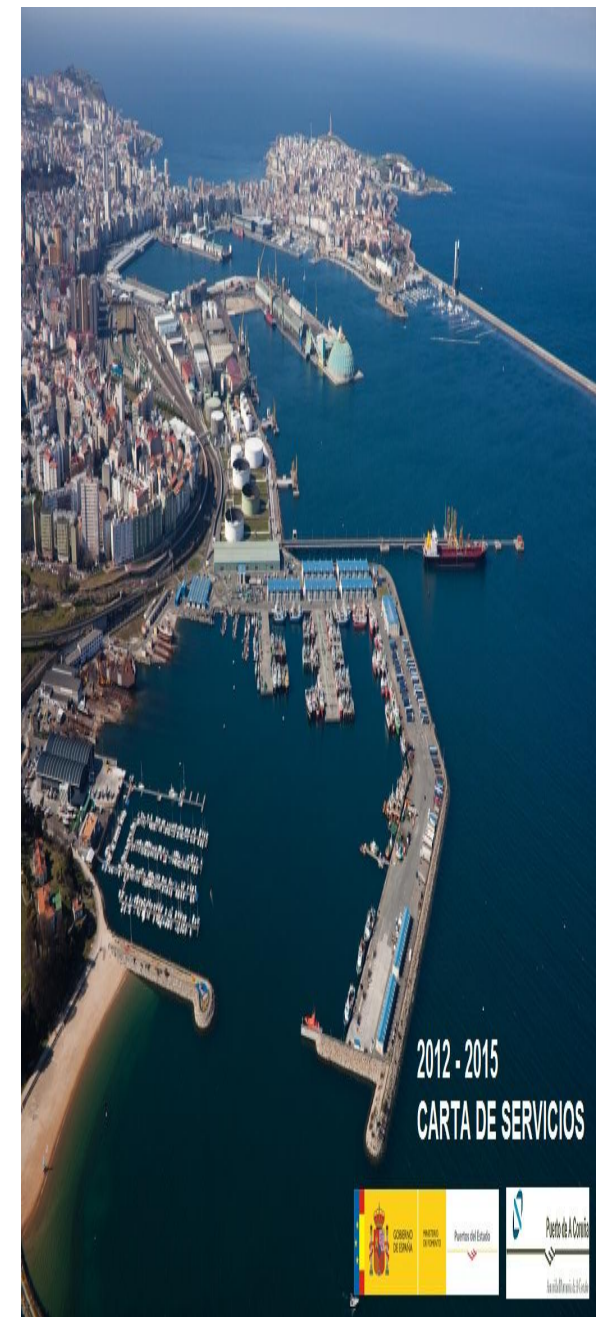
The port of A Coruna has 12,679 lineal metres of docks for different services. 5,437 metres for commercial activities, 2,912 of fishing quays and 3,464 metres of nautical and sports harbours.

The system of quality management of the Port Authority, based on standard UNE-EN ISO 9001:2008 and whose field of action is "providing general services and management of port services, management of the execution of port based works, and management of public port domains"; it is certified by Det Norske Veritas, and valid until the 7<sup>th</sup> November 2016.

The Port Authority of A Coruna is devoted to ensuring transport and value chains of which the port, as an industrial infrastructure and logistic platform in the North-West of the Iberian Peninsula, is a node of modal interconnection. Its mission is enabling efficient services, creating opportunities for improving rivalry and encouraging the economic growth around it.

The most representative symbol of the city is directly linked to its condition of sea port. The Tower of Hercules, Roman built and World Heritage Site since 2009, is the oldest working lighthouse in the world.

The Port Authority of A Coruna is now at a crucial moment in its development, since the building and commissioning of the new port facilities in Punta Langosteira. The activity in the Outer Port began in 2012 and it will promote economic and employment growth in its area of influence. Furthermore, it will allow the port to increase its capacity by adapting the facilities to potential traffics and diminishing environmental risks. At the same time, it will favourably affect the city by enabling spaces to be arranged in order to allow the necessary urban development.

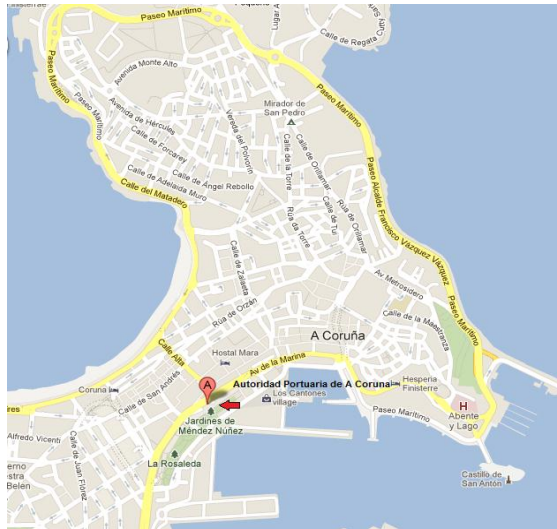


## INFORMATION PORT AUTHORITY

We remain at your disposal in the following telephones and addresses:

	Telephone	Fax
<b>Port Authority</b> (Main office)	+34 981 219 621	+34 981 219 607
<b>Emergency (24 h.)</b>	+34 981 219 626	
<b>Mailing address</b>	Avenida de la Marina, 3	
	15001- A Coruña (Spain)	
<b>Main general email</b>	usuario@puertocoruna.com	
<b>Customer service email</b>	usuario@puertocoruna.com	

## LOCATION AND ACCESS



## ADRESSES

PORT AUTHORITY OF A CORUNA

### Mailing address

Avenida de la Marina, 3  
15001, A Coruna (Spain)

### Operator telephone

+34 981 219 621

### Fax

+34 981 219 607

### Email

usuario@puertocoruna.com

### Web site

[www.puertocoruna.com](http://www.puertocoruna.com)

## PROVISION OF SERVICES

According to current legal regulations, the Port Authority provides a range of services, some of which are provided by the Port Authority itself, and itemized on article 106 of the TRLPMM (general services); other services are guaranteed by the Port Authority in what respects to their safety, efficiency, uniformity, continuity and non-discrimination. In this range of services are port services -like technical and nautical services (pilots, towing and mooring)-, services to passengers and receipt of wastes generated by vessels and cargo handling (article 108 TRLPMM), as well as commercial services, that even if cannot be considered port services themselves, they may be linked to port activities (article 138 TRLPMM).

## QUALITY COMPROMISE

In order to ensuring transport and value chains, the Port Authority of A Coruna has committed to a continuous improvement of the offer of infrastructure and port services and maritime signals; this compromise is based on the cooperation with all agents in the port community, on taking into account the interests of citizens, users and clients, on observing the requirements of the quality system and on continuously improving its processes, interactions and elements of control. This would diminish the risks and improve the competitiveness of the port while stipulating and revising the objectives.

## RECTIFICATION MEASURES

The users who consider that the Port Authority of A Coruna has not fulfilled the assumed compromises of this Charter can write or protest to the institution.

In case of incomplection, the Management, responsible for this Charter of Services, will write back their excuses to the citizen, informing them of the causes of incomplection as well as the measures taken to see to the fault observed.

This incomplection will not provoke equity liability for the Port Authority.

## COMPLAINTS AND SUGGESTIONS

Citizens will be able to present their complaints and suggestions of the services received by means of:

Postal mailing, addressed to the General Registration of the Port Authority of A Coruna, Avenida de la Marina, 3, 15001, A Coruna.

Through the e-office ([sede.puertocoruna.gob.es](http://sede.puertocoruna.gob.es)). This will require using either a DNI-e or an electronic signature authorised through a State renowned certification.

Through an email, addressed to [usuario@puertocoruna.com](mailto:usuario@puertocoruna.com).

Using the complaint and suggestion mailbox offered in the website of the Port Authority.

In person, by filling a form available for public at the General Registration of the Port Authority.

Through the telephone, indicating the claimer's personal data.

All complaints and suggestions will be held to consideration within the next 20 working days, pursuant to the provisions of the Real Decreto 951/2005, of the 29<sup>th</sup> of July.

## WAYS FOR CITIZENS TO PARTICIPATE AND COOPERATE

By presenting complaints and suggestions as told below in this Charter of Services.

By sending written memos to the Port Authority.

By fulfilling the satisfaction surveys on the quality of the service offered which are regularly carried out.