

Letter of dignity treatment to the citizen

Dear citizens,

INPEC is committed to quality service and excellence to citizens, in order to guarantee the rights established in the Colombian Political Constitution and in compliance with the provisions of Chapter II, article 7, on Law 1437 of 2011 "Code of Administrative and Contentious Administrative Procedure", which specifies the following rights and duties of citizens with the authorities:



RIGHTS	DUTIES
Submit requests in any of its forms, verbally, written or by any other suitable means and without the need for a proxy, as well as obtaining information and guidance.	Abiding by the Constitution and Laws.
Know, unless expressly reserved by law, the status of any action or procedure and obtain copies, at your own expense, of the respective documents.	Act in accordance with the principle of good faith, refraining from using delaying maneuvers in the proceedings and from knowingly making or providing false statements or documents or doing reckless statements.
Except for legal reserve, obtain information that rests in the public records and files in the terms of the law.	Responsible exercise of their rights, and consequently refrain from reiterating obvious, inappropriate requests.
Obtain a timely and effective response to your requests within the established deadlines.	Practice respectful treatment with public workers.
Be treated with respect and due consideration for the dignity of the human person.	Reject any attempt of aggression and violence against human dignity.
Receive special and preferential attention in the case of people with disabilities, children, teenagers, pregnant women and the elderly, and in general of people in a state of defenselessness or manifest weakness in accordance with article 13 of the political constitution.	Respect the rights of others and not abuse on your own.
Demand compliance with the responsibilities of public workers and individuals who fulfill administrative functions.	Collaborate with the proper functioning of the administration of justice.

The INPEC dependencies, work together and are oriented to strengthen the relationship between citizens and the administration of justice. They take care of receiving and managing each of the queries, requests, complaints, claims and suggestions, always committed to solve each requirement, within the times stipulated by law.



La justicia es de todos

Minjusticia

Get in touch

The following channels are available throughout the national territory, for citizens to request information and make requests, complaints, claims, suggestions and reports based on their needs and in accordance with the provisions of the national government.

Face-to-face and written channel

You can approach the facilities of the Citizen Service Center according to your needs:

Central Headquarters: Street 26 # 27 – 48, Bogotá D.C

Central Regional: Street 10 # 15 – 22, 10th floor, Dansocial's building, Bogotá D.C

Northwestern Regional: Calle 53 # 49 – 30, 2nd floor, Bancoquía's building, Medellín, Antioquia

North Regional: Street 74 # 56 – 36, 9th floor, office 901, INVERFIN's building, Barranquilla, Atlántico.

Eastern Regional: Carrera 36 # 51 – 80, Bucaramanga, Santander

Western Regional: Avenue 2 north # 2 an – 11, Santiago de Calí, Valle del Cauca

Old Caldas Regional: Carrera 11 # 50 – 57, neighborhood Maraya, Pereira, Risaralda

Call us

You can call the PBX (571) 2347474 or the following telephone numbers nationwide:



Central Headquarters: (57) + 1 2347474, ext. 1509 – 1511

Central Regional: (57) + 12347474 ext. 3265

Northwestern Regional: (57) + 4 5130142 / 2316586

North Regional: (57) + 5 3686118

Eastern Regional: (57) +6478585

Western Regional: (57) + 2 2 3263907

Old Caldas Regional: (57) + 1 2347474, ext. 60023

Web page: www.inpec.gov.co –Citizen service option.

**ANTI-CORRUPTION LINE:
anticorruption@inpec.gov.co**

Email

You can write to the following emails:

Central Headquarters: atencionalciudadano@inpec.gov.co

Central Regional: aciudadano.rcentral@inpec.gov.co

Northwestern Regional: aciudadano.noroeste@inpec.gov.co

North Regional: aciudadano.rnorte@inpec.gov.co

Eastern Regional: aciudadano.oriente@inpec.gov.co

Western Regional: aciudadano.roccidente@inpec.gov.co

Old Caldas Regional: atencionalciudadano.rviejocaldas@inpec.gov.co

Suggestions mailbox

The prison population can place their requests, complaints, denunciations, inquiries through the suggestion boxes set up in penitentiary establishments (yard).

REMEMBER: Inpec is for and to our citizens.

INPEC's Managing Director.

