

MINISTRY OF TRANSPORT AND INFRASTRUCTURE  
NATIONAL RAILWAY PASSENGER TRANSPORTATION COMPANY  
„CFR CALATORI” S.A.



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Bucharest, 38 Dinicu Golescu Bvd., sector 1

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REPORT  
ON QUALITY OF PROVIDED SERVICES  
by SNTFC CFR CĂLĂTORI S.A.  
in 2011

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## **1. General remarks**

CFR Calatori applies the provisions of the European Parliament and Council Regulation (EC) No. 1371/2007 on the rights and obligations of rail passengers only for international services, for passengers traveling by international trains and holders of national or international tickets.

Exemptions from the application of Regulation provisions for the national transport services and transport services with non-EU countries were approved by Government Decision no. 1476/2009 on establishing certain measures for the enforcement of the European Parliament and Council Regulation (EC) No. 1371/2007 on the rights and obligations of rail passengers.

In this context, the report contains information on the traveling public inquiries about trains in international traffic.

## **2. Information and tickets**

### ***Informing passengers and purchasing tickets prior to travel***

Passengers can find information online, on our website [www.cfrcalatori.ro](http://www.cfrcalatori.ro) on their rights, the Regulation (EC) no. 1371/2007 and general conditions of carriage. At sales points, passengers can consult the particular conditions of international transport and national ones.

Passengers are continuously provided online for general information on tickets prices on the most used international routes, departing from Romania. This information is posted both for travel by class coach and sleeping or berth car.

Major changes occurring in trains' traffic, such as additions or cancellations of trains during holidays or other special situations, are published on its website ([www.cfrcalatori.ro](http://www.cfrcalatori.ro)) and then being taken over by the media.

Customers can find online detailed information on offers in international traffic, as well as useful recommendations for a successful journey in international traffic.

Additional information about offers and prices in international passenger traffic and for seats reservations can be obtained from the sales offices in stations and CFR agencies when purchasing tickets.

### ***Informing passengers during the journey***

In each station is displayed information on timetables, the information sheets being made by the railway infrastructure manager, who is the station manager.

Onboard, information of the traveling public is made by the train staff. In case of disturbances occurred in rail traffic, the public will be informed based on the approval of the staff belonging to the infrastructure manager. For better communication with the traveling public, train

staff is constantly retrained on behavior in relation to the traveling public and the information they need to provide them during the trip.

### ***Refunds of international tickets***

Reimbursement of international tickets is governed by the provisions of international transport special conditions.

Reimbursement shall be made by CFR Calatori through its own sales offices and authorized sellers. Requests for refund may be submitted within a period of maximum 1 month, following the expiry of tickets.

Handling of requests for refund is made either by the sales office or the central service for special cases. Handling deadline is 1 month or 3 months, when other documents are requested.

### **3. Punctuality of services and general principles to cope with disruptions to services, cancellations**

If the delay is predictable from the departure station or on route, passengers will be announced by sound systems, where possible, as well as by the train staff when boarding the train.

If because of some works, the delay is predictable from the purchase of the ticket, passengers will be verbally announced at the ticket counter before purchasing tickets. Also, information on the delay is made through flyers with advertisements, publication on website [www.cfrcalatori.ro](http://www.cfrcalatori.ro) through press release or other means.

Information on delayed trains are also announced in stations when purchasing a ticket, train staff must inform passengers while traveling, as soon as possible, on possible causes of delays.

In case of force majeure, all measures shall be taken to give passengers necessary information on continuing the journey, so that they reach their final destination mentioned on the contract of carriage with a small delay.

If the passenger reaches the final destination mentioned in the contract of carriage with a delay exceeding 60 minutes, he can request:

- transport price refund appropriate to the journey that was not made or part of the journey that was not performed and / or the part performed, but has no longer any interest, and free return to the place of departure;
- continuing the journey as soon as possible, if necessary using a different route, but no later than 48 hours.
- continuing or re-routing, under comparable transport conditions, to the final destination as quickly as possible.

## **4. Cleanliness of rolling stock and equipment (air quality in coaches, hygiene of sanitary etc.)**

In international traffic, CFR Calatori constantly aims to ensure a high level of safety and comfort, target achieved by using substantial new building rolling stock. Thus, 90% of coaches belonging to SNTFC „CFR Calatori” that provide links in international traffic, are older than 7 years and are equipped with air conditioning facilities, vacuum toilets, access doors with assisted operation, facilities for the transmission of information on route to transport service users.

Before guiding the international trains into circulation, they are fully cleaned. In addition, some trains are provided with additional cleaning operations in Curtici border station.

## **5. Customer satisfaction survey**

During 2011, about 380 requests for information have been received online, on routes, timetables, offers and tariffs, both from Romanian and foreign customers. All customers have been provided the necessary information on the requested data.

Annually, when preparing the timetable plan, are carried surveys among the passengers from all types of trains regarding the schedule due to be planned. This information is combined with the one obtained from local administrations and institutions, in order to better serve our customers.

Customer satisfaction or any complaints are reviewed by each specialized department. Through the requests, complaints or suggestions received from the passengers (written or online), permanent contact with customers is maintained for choosing the best solutions to meet the satisfaction of requests received.

## **6. Handling complaints, refunds and compensations for non-compliance with service quality standards**

In case of international transport services, when the train reaches the final destination under the contract of carriage, with a delay of at least 60 minutes, customers are entitled to compensation equivalent to:

- 25% of the price paid for the delayed train if the delay is between 60 minutes and 119 minutes;
- 50% of the price paid for the delayed train if the delay is longer than 120 minutes.

Compensation can be made in vouchers or in cash and the passenger must request it within 2 months of performing the journey.

Customers may apply for compensation to sales offices or on the website [www.cfrcalatori.ro](http://www.cfrcalatori.ro).

If due to cancellation, delay or loss of a train or a connection, the journey cannot be continued on the same day (there isn't another train to that destination on that day) the passenger is entitled to accommodation costs (3 star hotel, in a single room) and reasonable costs informing the ones who expected him.

Delays caused by force majeure such as storms, floods, heavy snow, landslides, etc. or fault of the passenger are not eligible for compensation.

**In 2011**, a total number of 40 complaints was received, 39 for delays longer than 60 minutes and 1 for losing the last connection of the day.

Of the 39 complaints for the delay at destination, 30 have been solved favorably and were granted compensation of the transport price; we could not grant compensations for 6 complaints, because they have not fulfilled the conditions for granting compensation and 3 complaints were unfounded.

The complaint for losing the last connections was resolved favorably by granting compensation for hotel accommodation, breakfast, transportation from the station to the hotel.

In general, the delays were due to the infrastructure manager as a result of traffic restrictions.

## **7. Assistance provided to disabled persons and persons with reduced mobility**

With the entry into force of the European Parliament and Council Regulation (EC) No. 1371/2007, our company has adopted a first set of measures to provide specific services for persons with reduced mobility, called briefly PRM, as follows:

- The stations that are open to this type of transport (33 stations) have been established and published throughout the CFR networks
- Domestic and international trains in which we can provide specific PRM services with onboard assistance depending on constructive types of cars have been established and published
- Internal organizational measures have been taken to ensure free specific services required by persons with reduced mobility
  - embarking and disembarking of persons in a folding or unfolding wheelchair, with or without passenger, by different solutions depending on its weight
  - accompanying blind, visually impaired or hearing impaired and mentally disabled persons in the premises of the railway station until boarding the train,
  - accompanying blind, visually impaired or hearing impaired and mentally disabled persons when getting off the train until the exit of the station
- A software interface was developed, to take over insurance requests for specific services to solve it, which is available on our company website [www.cfrcalatori.ro](http://www.cfrcalatori.ro)
- Taking over problems, complaints or suggestions from passengers via e-mail box: [PRMcentral@cfrcalatori.ro](mailto:PRMcentral@cfrcalatori.ro) was ensured.

**In 2011**, a total number of 86 requests for assistance services for persons with reduced mobility has been recorded and solved, as follows:

- a total number of 7 specific service requests was handled for round trip in international traffic of 10 passengers with reduced mobility, with a total of 7 accompanying passengers with destination: Vienna, Budapest, Sofia and Puspokladany.
- a total number of 79 requests for specific services for round trip in domestic traffic with a total number of 118 passengers with reduced mobility, with a total of 43 accompanying passengers was also consequently solved.