

MINISTRY OF TRANSPORT
NATIONAL RAILWAY PASSENGER TRANSPORTATION COMPANY
„CFR CĂLĂTORI” S.A.



REPORT
ON QUALITY OF PROVIDED SERVICES
by SNTFC CFR CĂLĂTORI S.A.
in 2012

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1. General remarks

CFR Călători 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.

2. Information and tickets

Informing passengers during the journey

Onboard, information of the traveling public is made by the train staff. In case of disturbances occurred in rail traffic, the passengers 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 journey.

Informing passengers in stations

The information on timetables (schedules, delays or cancellations) is displayed in each station, tables of information being carried out by rail infrastructure manager, which is the station manager.

Additional information about offers and tariffs of international passenger traffic and seat reservation can be obtained from sales offices and agencies in railway stations, when purchasing travel tickets.

The stations sound system send information about train timetable - hours of departure / arrival, platform, departure / arrival, delay, composition, etc..

Informing passengers prior to travel and purchasing tickets

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

Passengers are continuously provided online general information on tickets prices on the most used international routes, departing from Romania. This information is posted both when traveling by class coach and also 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) and then being taken over by the media.

Information about passengers rights and obligations, general conditions of carriage and other useful information for a successful journey in international traffic (commercial offers, conditions for refund, timetable for international trains) – link to www.bahn.com is available on the CFR Calatori website.

For the international traffic, in terms of tickets purchase mobility, sale through the main distribution channel is compulsory, namely sale at counter through sales offices.

Refunds of international tickets

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

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

Handling of requests for refund is carried out either by the sales office or the central department for special cases. Handling deadline is 1 month or up to 3 months, when other documents are requested.

Informing disabled persons and persons with reduced mobility

On the website www.cfrcalatori.ro, disabled persons can find information on specific assistance services provided by our company, seat reservation conditions, trains and stations in which these services are provided.

Additional information on disabled persons and persons with reduced mobility journey can be obtained in stations – at Public Relations offices, by phone at the no. +40731990987 for this service or online at: PRMcentral@cfrcalatori.ro.

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 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:

- refund of transport price appropriate to the journey that was not performed 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.

Delays in 2012:

Total average of delays for passenger trains (international, long-distance domestic trains, regional and urban/suburban)

- 4.93% minutes of delay, of the minutes total of running trains;
- 5,40% delayed trains on routing;
- 30,44% delayed trains when arriving at destination station:
 - ° of the running trains total, 28,48% represents delayed trains with under 60 minutes;
 - ° of the running trains total, 1,61% represents delayed trains between 60 – 119 minutes
 - ° of the running trains total, 0,31% represents delayed trains with 120 minutes or more.
- 0,01% of lost connections with other rail services.

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

Cleaning intervals

a) Radical sanitation of passenger coaches.

Radical sanitation is carried out once a month (at an interval of 30 days \pm 3 days), usually in the home station of the coach, mostly during the day. When the beneficiary estimates that by normal sanitation, the cleanliness of the coach can not be made in the prescribed conditions, radical sanitation can be performed at shorter intervals of time (20-25 days) or twice a month.

b) Normal sanitation of passenger coaches.

Normal sanitation is carried out, usually, every 24 hours in stations established.

c) Current sanitation.

Current sanitation is usually carried out in the interval between two normal sanitations, when routing the train in the formation station.

d) Intermediate sanitation.

Intermediate sanitation is usually carried out in the interval of two normal sanitations and / or current sanitations, in established stations, when the stationing time or the existing conditions do not allow carrying out a current sanitation, and to established trains.

Availability of toilets

At a rate of about 40% of the coach fleet in circulation, toilet cabins of passenger coaches are equipped with ecological vacuum toilet. Basically, all passenger coaches are equipped with 2 toilet cabins.

In international traffic, CFR Calatori constantly aims to ensure a high level of safety and comfort, target achieved by using substantial newly built 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

Annually, when preparing the timetable plan, surveys are carried 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.

Data obtained through questionnaires made available to the passengers are also continuously analyzed and measures are taken to remedy issues notified, but also for the implementation of proposals or requests.

Customer satisfaction or any complaints are analyzed 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.

In 2012, 3,313 complaints were received via e-mail and also written complaints. About 56% are for proposals, requests, complaints. Among the requests and proposals, prevail those related to train timetable, working for the sale of railway tickets, modification or introduction of new applications and management proposals. Complaints relate to trains delays, lack of coaches, train timetable (we also mention the provision of routes by private operators trains on the secondary sections), railway staff behavior and comfort provided, and here we refer to ensuring optimum temperatures while traveling, congestion or cleaning / hygiene.

Classification of complaints on issues raised by the complainants

About 18% of complaints were requests for information in domestic and / or international traffic, or were related to these topics, the public being interested in tariff offers of CFR Calatori, or tariffs in general. We have received about 38% of all complaints on timetable.

The quality of services provided by the train staff and cashiers, railway agencies or information services have been mentioned by the complainants in approximately 15% (compared to 11% in 2011) of all complaints.

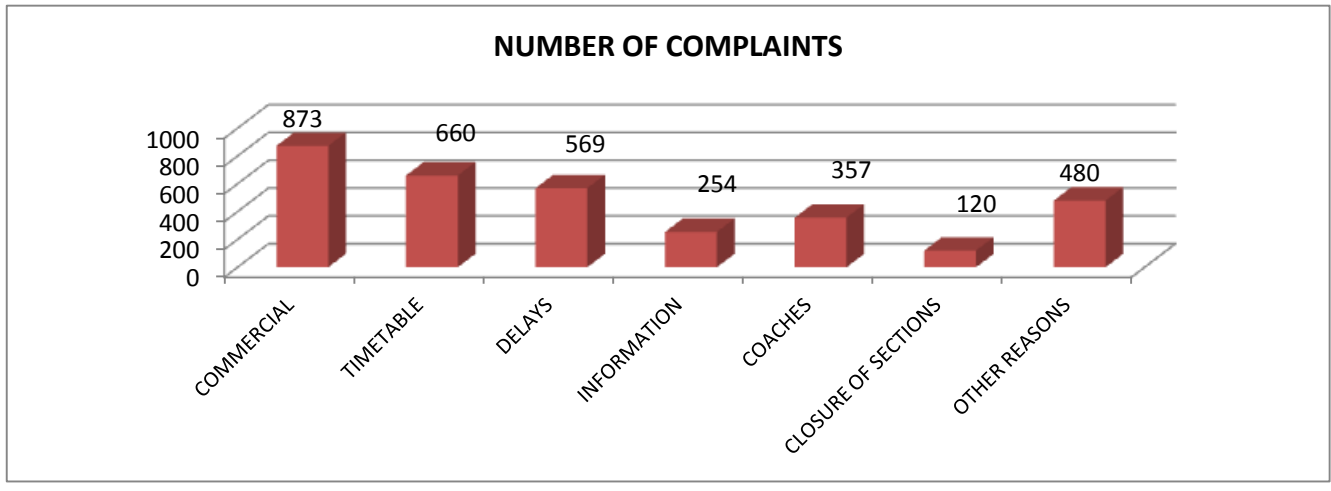
Travel conditions provided on train and diminished composition of the trains, represent 28% of the issues raised, meaning requests for the comfort provided by coaches or railcars, changing the composition of the trains, the air conditioning / heating system, cleanliness, discomfort caused by saloon coaches used especially on long distance (current, noise etc). 50% of complaints on coaches relates to ventilation - heating systems.

The issue of refund was handled in 6% of complaints recorded - 117 requests for refund of transport tariffs have been processed.

In 2012, 3,142 complaints and questions about routes, timetable, offers and tariffs both from Romanian and foreign customers have been recorded and processed on the e-mail address bileteonline@cfrcalatori.ro performing tickets online sale application support travel tickets. All customers received the necessary information about the data requested.

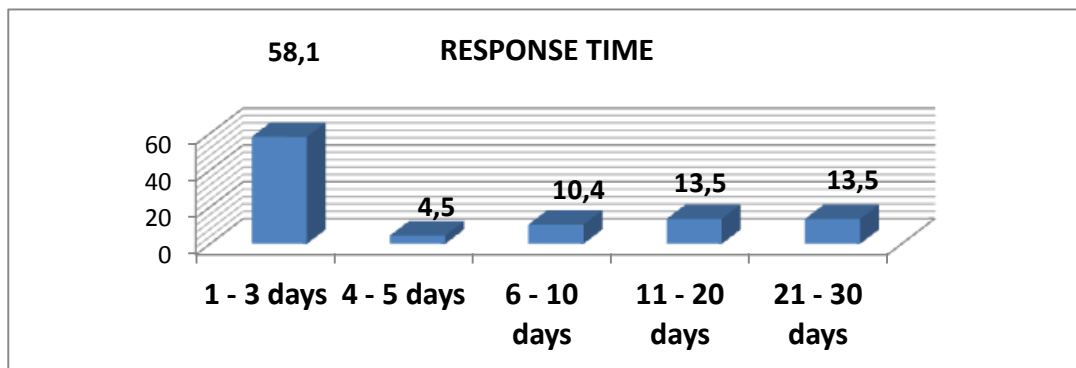
480 requests for refund entered in the online sales application have been processed.

Classification of complaints on noticed issues



Response time

According to the data in the chart below, solving complaints predominant intervals are between 1 - 3 days at a rate of about 58.1%, and that between 11-20 days and 21-30 days at an equal rate of 13.5% of all complaints received.



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

Regulation (EC) 1371/2007 on the rights and obligations of rail passengers is published in full on the website www.cfrcalatori.ro.

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 over 120 minutes.

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

Information on providing compensation for the delay of trains and effective procedure for compensation can be found on the CFR Calatori website www.cfrcalatori.ro in an extract "Passenger rights for rail services." This extract includes a link to the joint website of the European Railways www.railpassenger.info where also contains information on compensation for delay and other useful information for journeys by train in Europe, presented in international languages.

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

In 2012, a total number of 34 requests for compensation for delay was received. Of the 34 requests, 28 have been solved favorably and was granted compensation of the transport price; the other 6 requests were not eligible.

We granted compensations equivalent to:

- 50% of the transport tariff corresponding to delayed train, for delays over 120 minutes, for 6 requests for compensation;
- 25% of the transport tariff corresponding to delayed train for delays between 60 and 119 minutes, for 22 requests for compensation;

If due to cancellation, delay of a train or loss of a connection, the journey cannot be continued on the same day (there is no other 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.

In 2012, there were no requests for reimbursement of accommodation expenses in case of loss of connection or train cancellation.

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 undertaking 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 coaches have been established and published
- Internal organizational measures have been taken to ensure free specific services required by persons with reduced mobility
 - boarding 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 in order to solve it, which is available on our company website www.cfrcalatori.ro
- Taking over problems, complaints or suggestions from passengers via e-mail: PRMcentral@cfrcalatori.ro was ensured

In 2012, a total number of 76 requests for assistance services for persons with reduced mobility has been recorded and solved, as follows:

- a total number of 5 specific service requests was for international traffic journeys of 10 passengers with reduced mobility, with a total of 10 accompanying passengers with destination: Budapest.
- a total number of 71 requests for specific services for round trip in domestic traffic with a total number of 224 passengers with reduced mobility, with a total of 87 accompanying passengers.

Defining quality service standards - contact details of CFR Călători

- Company name: SNTFC „CFR Călători” SA
- Company acronym: CFR Călători
- Country: RO
- Mr. VALENTIN DOROBANTU
 - E-mail: Valentin.Dorobantu@cfrcalatori.ro
- Mrs. CINTIA CHINDE
 - E-mail: Cintia.Chinde@cfrcalatori.ro
- Mrs. IRINA VLAD
 - E-mail: Irina.Vlad@cfrcalatori.ro