



# List of services of **Ferrocarrils de la Generalitat de Catalunya**



**FGC**

Ferrocarrils  
de la Generalitat  
de Catalunya



Generalitat  
de Catalunya

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## 1. Identification data of the list

The service charter presented below covers the passenger rail transport services provided by Ferrocarrils de la Generalitat de Catalunya, as well as the quality commitments and the channels available for submitting suggestions and complaints.

This service charter was approved through Resolution TER/4801/2025, dated the 22nd of December, of the Ministry of Territory, Housing, and Ecological Transition (DOGC no. 9573, of the 30th of December 2025), and is available at <https://portaljuridic.gencat.cat/ca/>.

The body responsible for this list of services is Ferrocarrils de la Generalitat de Catalunya.



## 2. Organisation and form of management of the services

### 2.1. About us

Ferrocarrils de la Generalitat de Catalunya is a public entity with its own independent legal personality that acts as a trading company and enjoys autonomy with regard to its organisation and assets and its full capacity to achieve its purposes.

The entity has a proven track record in rail transport and the management of natural and tourist areas and it has always been firmly committed to sustainability, efficiency and the continuous improvement of the services it provides, by fostering the use of public transport, reducing its environmental impact and implementing responsible practices in all its areas of activity.

### 2.2. What we do

As a public company attached to the Ministry of Territory, Housing and Ecological Transition of the Government of Catalonia, it is entrusted with the functions of operating railway services, administering infrastructures and managing tourist railways and mountain resorts.

Its articles of association are available at this [link](#)

## 2.3. How we do it

To manage the passenger transport service, FGC is divided into different management areas to guarantee the different functions linked to the provision of the service:

- Maintenance of Infrastructure
- Maintenance of Mobile Material
- Regulation of Journeys
- Rail Journeys
- Customer Service at Stations
- Information on the service

FGC provides its services with its own resources stemming from the services on offer and the public funding from the Programme Contract signed with the Government of Catalonia, which guarantees the investments, the maintenance of the infrastructures and the different services that are provided.

In addition to the Programme Contract, the needs of the Metropolitan Lines are financed by another Programme Contract involving the ATM and FGC. These needs are essentially funded by the ATM and, in a complementary manner, by the Government of Catalonia as the FGC's tutelary administration.

## 2. Organisation and form of management of the services



## 3. Our services

### 3.1. Our services

The services provided by FGC are as follows:

Service 1: Transport service for users

Service 2: Customer service for users

### 3.2. Conditions for access and general requirements of the services on the list

Access to the services is of a universal nature, in other words, they are openly available to the population and there are no specific conditions for using them.

### 3.3. Economic regime applicable to the list of services

The passenger transport service entails the payment of a fee. The fee is specified at this [link](#). The other services provided are free of charge.

### 3.4. List of the main services provided and the means of provision

#### Service 1: Transport of users

The main purpose of the service is to connect the territory and people in a sustainable manner. FGC provides passenger transport services along the Barcelona-Vallès, Llobregat-Anoia and Lleida-La Pobla de Segur lines.

To access the service users must obtain a transport ticket that entails paying a fee. The fee is specified at this [link](#).

## Service 2: Customer service for users

The purpose of this service is to reply to queries and handle claims made by users.

This service is designed for anyone wishing to send queries or complaints about the management of the services.

To access it, users must fill in the corresponding form at the following links:

- Complaints and claims at this [link](#).
- Suggestions and appreciation at this [link](#).
- Queries at this [link](#).

To access the service in person, users must visit any FGC station or one of the customer service centres to be found at this [link](#).

This service can also be requested at the postal address indicated at this [link](#).

By phoning 012 or, in the event of claims, 900 901 515.

## 3.5. Applicable regulations

The terms and conditions of use for users can be viewed [link](#).

# 3. Our services



## 4. Our quality commitments

The commitments specified on this list can be required by citizens, as long as the services can be provided under normal conditions, in other words, the services are not disrupted for any fortuitous reasons or by a force majeure affecting their provision.

### Service 1: Transport of users

#### **Commitment 1: To guarantee users' satisfaction with the transport service**

The continuous improvement of the transport service's quality is sought during the provision thereof. The commitment refers to the overall quality of the service provided. The fulfilment of the commitment is measured by the scheduled production performance indicator.

- Quality objective: index equal to or greater than 98.0%.
- Provision channel: in-person.

#### **Commitment 2: To guarantee the punctuality of the trains**

The punctuality of the trains is evaluated. A delay is deemed to exist when the waiting time is greater than three minutes. The commitment refers to the quality and reliability of the service provided. The fulfilment of the commitment is measured in terms of the percentage of trains arriving on time.

- Quality objective: index equal to or greater than 98.0%.
- Provision channel: in-person.

#### **Commitment 3: To guarantee the effective quality of the continuous provision of the service**

The effective quality of the service is sought during the transport service. The commitment refers to the quality and reliability of the service. The fulfilment of the commitment is measured by the quality control index (ICQ).

- Quality objective: quality index totalling at least 95.0%.
- Provision channel: in-person.



## Service 2: Customer service for users

### **Commitment 4: To reply to claims within 11 business days or fewer**

To reply to the complaints received, provided they are not complaints containing content that is offensive, discriminatory, etc., within 11 business days or fewer. The commitment refers to the service's capacity to reply. The fulfilment of the commitment is measured in terms of the fulfilment of the percentage set out in the monitoring indicator.

- Quality objective: index equal to or greater than 95%.
- Provision channel: all.

### **Commitment 5: Respond to enquiries within 15 calendar days or less.**

Respond to enquiries within 15 calendar days or less. Commitment refers to the quality of service responsiveness. This commitment is measured by the percentage achieved in the monitoring indicator.

- Quality objective: index equal to or greater than 95%.
- Delivery channel: all.

## 4. Our quality commitments



## 5. Rights and duties

### 5.1. Specific rights of users of the services on the list

Specifically, as recipients of the services included on the list of services, they enjoy the following rights:

FGC's decalogue of commitment to the quality of the services

[https://transparencia.fgc.cat/ca/informacio-publica/ciutadania-i-politiques-publicues/ciutadania/decaleg-de-compromis/decaleg-de-compromis\\_cat.pdf](https://transparencia.fgc.cat/ca/informacio-publica/ciutadania-i-politiques-publicues/ciutadania/decaleg-de-compromis/decaleg-de-compromis_cat.pdf)

This [link](#) contains the terms and conditions of use applicable to users.

### 5.2. Compensation and reparation measures

En cas d'incompliment dels compromisos expressats en la carta, les persones usuàries poden accedir a les mesures de compensació o reparació següents:

- In the event of any breach of the commitments included on the list, users can access the following compensation and reparation measures:
- The appropriate apology shall be sent.
- Explanations of the circumstances giving rise to the breach shall be given, indicating the corrective measures to be carried out to prevent its repetition.
- Alternatives shall be offered, if possible.
- On no account shall recognition of a breach of the commitments necessarily result in the processing of a damage claim procedure.

### 5.3. Duties of users of the services on the list

The duties that apply to users can be viewed in the terms and conditions of use at this [link](#).

### 5.4. General rights of citizens vis-à-vis the public administration

Users can view the rights and duties provided for in the current regulations for the different relationships between citizens and the public administration at the following link:

<https://web.gencat.cat/ca/seu-electronica/sobre-la-seu/que-es-la-seu-electronica/drets-i-obligacions-de-la-ciutadania-quan-es-relacio-na-amb-ladministracio-de-la-generalitat-de-catalunya-per-mitjans-electronics/index.html>

## 5. Rights and duties



## 6. Queries, complaints and suggestions

Generally speaking, the Government of Catalonia enables different channels for users to send their queries and request information on the existence and characteristics of the services provided, which are available at: <http://web.gencat.cat/ca/contacte/>

They can also find guidance and information on the services at: <https://www.fgc.cat>.

If they deem it necessary to do so, they can submit a complaint or suggestion using the electronic form to be found at:

- Complaints and claims: <https://www.fgc.cat/atencio-al-client/reclamacions/>
- Suggestions and thanks: <https://www.fgc.cat/atencio-al-client/suggeriments/>
- Queries: <https://www.fgc.cat/atencio-al-client/consultes/>

They can also use the form in paper format available at all the stations.

Users wishing to formalise a complaint or suggestion may also write to the FGC's postal address at Carrer dels Vergós, 44, 08017 Barcelona.

The responsibility for managing the services included on the list falls on FGC, which shall resolve the complaints or suggestions regarding the services received.

## 7.1. Indicators and evaluation instruments

The commitments on this list of services are monitored and evaluated by means of the indicators listed below.

In the event of any non-compliance with the commitments, several cases in which compensation or reparation measures may be applied have been envisaged. These can be viewed in section **“5. Rights and duties”**.

## 7. Monitoring and evaluation of the list

<b>Commitment 1</b>	To guarantee users' satisfaction with the transport service
<b>Indicator:</b>	Achievement of the scheduled production
<b>Description:</b>	The calculation is made upon the basis of the control and accounting of the total number of journeys made each day on each of the different lines and a comparison with the total number of journeys scheduled each day.
<b>Service to which it is linked:</b>	Service 1: Transport of users
<b>Provision channel (if applicable):</b>	In-person
<b>Calculation method:</b>	Percentage
<b>Unit of measurement:</b>	% value from 0 to 100
<b>Quality objective:</b>	Equal to or greater than 98.0%
<b>Fulfilment threshold:</b>	Equal to or greater than 98.0%
<b>Source of information:</b>	Daily operations sheet (FEX). Journeys made.
<b>Frequency:</b>	Monthly
<b>Evaluation instrument:</b>	Daily operations sheet (FEX). Journeys made



## 7. Monitoring and evaluation of the list

<b>Commitment 2</b>	To guarantee the punctuality of the trains
<b>Indicator:</b>	Percentage of journeys without any delay
<b>Description:</b>	This evaluates the percentage of journeys without any delay with respect to the total number of journeys made. The delays taken into account are those exceeding 3 minutes.
<b>Service to which it is linked:</b>	Service 1: Transport of users
<b>Provision channel (if applicable):</b>	In-person
<b>Calculation method:</b>	Proportion
<b>Unit of measurement:</b>	Number of journeys without any delay / number of journeys
<b>Quality objective:</b>	98%
<b>Fulfilment threshold:</b>	98%
<b>Source of information:</b>	Daily operations sheet (FEX). Journeys and delays.
<b>Frequency:</b>	Monthly
<b>Evaluation instrument:</b>	Daily operations sheet (FEX). Computer application.

<b>Commitment 3</b>	To guarantee the effective quality of the continuous provision of the service
<b>Indicator:</b>	QCI (quality control index)
<b>Description:</b>	This measures the incidents that occur during the service, in accordance with the section of the line in question, the time (peak, intermediate or off-peak), the type of day (weekday/public holiday) and the type of failure or incident.
<b>Service to which it is linked:</b>	Service 1: Transport of users
<b>Provision channel (if applicable):</b>	In-person
<b>Calculation method:</b>	Function calculated upon the basis of the incidents
<b>Unit of measurement:</b>	Index
<b>Quality objective:</b>	Equal to or greater than 95%
<b>Fulfilment threshold:</b>	Equal to or greater than 95%
<b>Source of information:</b>	Daily operations sheet (FEX). Service incidents.
<b>Frequency:</b>	Daily/Monthly
<b>Evaluation instrument:</b>	Daily operations sheet (FEX). Computer application.

## 7. Monitoring and evaluation of the list



## 7. Monitoring and evaluation of the list

<b>Commitment 4</b>	To reply to claims within 11 business days or fewer.
<b>Indicator:</b>	Percentage of replies sent, within a period equal to or fewer than 11 business days, in relation to the total number of replies.
<b>Description:</b>	This measures the proportion of replies sent, within a period equal to or fewer than 11 business days, in relation to the total number of replies.
<b>Service to which it is linked:</b>	Service 2: Customer service for users
<b>Provision channel (if applicable):</b>	All
<b>Calculation method:</b>	Proportion
<b>Unit of measurement:</b>	Replies to claims
<b>Quality objective:</b>	100%
<b>Fulfilment threshold:</b>	95%
<b>Source of information:</b>	Database website for claims
<b>Frequency:</b>	Monthly
<b>Evaluation instrument:</b>	Analysis using the report generated by the results console on the website.



<b>Commitment 5</b>	Respond to enquiries within 15 calendar days or less.
<b>Indicator:</b>	Percentage of responses given within 15 calendar days or less, in relation to the total number of responses.
<b>Description:</b>	It measures the proportion of responses given in a period equal to or less than 15 calendar days, in relation to the total number of responses.
<b>Service to which it is linked:</b>	Service 2: Customer service for users
<b>Provision channel (if applicable):</b>	All
<b>Calculation method:</b>	Proportion
<b>Unit of measurement:</b>	Replies to queries
<b>Quality objective:</b>	95%
<b>Fulfilment threshold:</b>	95%
<b>Source of information:</b>	Database website for queries
<b>Frequency:</b>	Monthly
<b>Evaluation instrument:</b>	Analysis using the report generated by the results console on the website.

## 7. Monitoring and evaluation of the list



## 7. Monitoring and evaluation of the list

### 7.2. Evaluation of the list and degree of compliance with the commitments

Once the evaluation of the commitments has been completed, the main results shall be outlined on FGC's transparency portal and in the annual activity report. The commitments shall be evaluated on an annual basis.

### 7.3. Help us to improve

In addition to the official channels presented so far, FGC also provides users with other ones to enable them to send their opinions regarding the services provided.

- [Facebook](#)
- [Instagram](#)
- [X](#)

Link [link](#) also contains the results of the participatory budgets fostered by FGC since 2021.





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