

Report on the
**Galician language
situation**

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Introduction

A Mesa pola Normalización Lingüística is an independent social entity, which was created in 1986 and comprises nearly 5000 members; their objective is the full normalisation of the Galician language. In this sense, the defence of the right to use Galician in Galiza in all situations and contexts is one of its main lines of action. We understand that the right to use the region's own language cannot be separated from the most basic human, civil and democratic rights.

A Mesa pola Normalización Lingüística has created the Linguistic Rights Observatory that has an advisory committee made up of jurists and experts in different areas. The Observatory produces reports that it sends to different public institutions in Galiza, the state or, recently, to the Committee of Experts of the Council of Europe for the European Charter for regional and minority languages. Every year, they publish their A Liña do Galego, based on cases of violations of linguistic rights, and it also includes queries or congratulations to the companies or institutions that guarantee those rights.

A Mesa pola Normalización Lingüística is a member of the European Language Equality Network – ELEN.

In the present report we analyse the behaviour of the public administrations regarding the language of Galiza by breaking it down into 9 points:

- **Sociolinguistic data:** The current state of the Galician language.
- **Education:** The right to education is also the right to knowledge and to full competence in the language of the territory. Only in this way can the right to use it always and everywhere be guaranteed.
Contains information about **Infant Education, Primary and Secondary Education, Vocational Training, Adult Education, Teaching of history and culture, Teacher training, and finally Evaluation and monitoring by the public institutions.**
- **Cultural activities and services:** the right to the development of one's own culture is widely recognized by international conventions that should obligate the Spanish State. Contains the following sub-paragraphs: **publishing, audio-visual and media.**
- **Justice:** The right to use the local language in justice directly affects a basic human and democratic right – the right to present a defence, effective judicial protection and a fair trial. We also include information regarding the **right to have names and surnames** [in Galician] inasmuch as the Civil Registration is a competence of the judicial administration.
- **Public administration:** Relations with public administrations on equal terms in a democratic society should ensure equal treatment and equal opportunities for all citizens, also regarding the use of the language from their territory.

Introduction

We understand that, in a first instance, these administrations are those who must ensure the full right to use the local language using all the means that, in the case of the Spanish state, are in fact available for the language of the State.

We have divided this section in the different **public administrations** acting in Galiza (state, autonomous and local) as well as **State security forces and bodies**. We are including here everything regarding **place names** and **public services** under private management.

- **Socioeconomic area:** It affects work relationships and the possibility of using the region's own language within them, and economic relations regarding the consumer and business freedom to use their own language without legal restrictions or discrimination of any kind.

We are including here: **Labour, consumption, banking entities, public companies, health services.**

- **Cross-border relations:** As the Galician-speaking community belongs to a larger linguistic area, Galician-Portuguese, which covers States that have Portuguese as an official language, we understand that linguistic and cultural relations and exchanges with Lusophone countries must be expanded. This particularly affects the cultural and linguistic relations with Portugal, with whom the historical, geographical, economic and social ties are obvious.

- **Helplessness against linguistic discrimination:** There are no actual rights unless specific measures are taken to defend these rights. In the case of Galiza, this role belongs solely to civil society, without public bodies acting in this regard.

We would like to mention the role of the **Valedora do Pobo de Galiza [Ombudswoman]** because it represents a case of disregarding her legal functions.

1 **General consideration about the Spanish State's attitude**

We think that the best way to show that the Spanish State does not take into account Article 1 of the Declaration is its attitude concerning the fulfilment of the European Council's Framework Convention for the Protection of National minorities.

When ratifying the Framework Convention, the State stated that there is no national minority in the Spanish state, even though they had considered to apply the Convention to the Roma people. Anyway we must underline that Roma or any other minority are not formally recognised at national level as a national minority.

In the first evaluation of the Framework Convention and in connection with the information provided under Article 3 of it, the State Report referred to the Preamble to the Spanish Constitution of 1978, which recognises and protects "all Spaniards and all the peoples of Spain in the exercise of human rights, of their cultures and traditions, and of their languages and institutions". Several terms are used in the Constitution to designate the country's population in its entirety ("the Spanish people" in Article 1.2, "all Spaniards" in the Preamble, "the Spanish Nation" in the Preamble and Article 2) and its components ("the peoples of Spain" in the Preamble, "the nationalities" in Article 2).

In that way, the Advisory Committee noted that, when ratifying the European Charter for Regional or Minority Languages in April 2001, the authorities entered a declaration stating which languages were considered in Spain as regional or minority languages. In the absence of any express indication concerning the groups which the Government regards as national minorities and in so far as the linguistic dimension is a fundamental factor in identity for the "peoples" or "nationalities" of Spain, the Advisory Committee wondered what is the status of the groups so designated in relation to the Framework Convention.

Certainly the Advisory Committee took note of the fact that the Spanish authorities do not accept any inclusion of "nationalities" of Spain in the scope of application of the Framework Convention. That being the case, in the absence of in-depth discussions with the authorities and contacts with the persons concerned, it is not possible, or even desirable, for the Advisory Committee to conclude whether it would be appropriate or inappropriate to treat these groups as national minorities. Moreover, since they are recognised as "peoples" by the Spanish Constitution, it may be that they would not wish to be designated nor treated as national minorities.

Even in the following monitoring of the Framework Convention different NGOs representing Basque, Galician, Catalan and Asturian language have claimed to be included as a national minority, the State has not changed its attitude.

It is interesting to remind that in the last monitoring the Advisory Committee stated its concern and established, however, that the standards that are currently applicable in Spain do not in themselves make the protection of the Framework Convention superfluous. The Advisory Committee emphasises in this context the importance of the enjoyment of minority rights in practice, whether or not the persons concerned are officially recognised in the Spanish legal system as belonging to national minorities.

1. General consideration about the Spanish State's attitude

Therefore, there was a new recommendation concerning that issue:

The Advisory Committee again recommends that the authorities actively raise awareness among groups other than the Roma of the protection offered by the Framework Convention. It recommends that the authorities undertake consultations with representatives of such groups in order to ascertain whether they are interested in such protection and that the authorities rapidly designate a structure or body with clear competences in this field.

So, we can conclude that the Spanish State continue not recognizing the national or ethnic, cultural, religious and linguistic identity of minorities as it is established in article 1 of the Declaration of the Persons Belonging to National or Ethnic, Religious and Linguistic Minorities.

2 Sociolinguistic data

The Galician language belongs to the Galician-Portuguese linguistic system. It's the language of Galiza, the territory where it originated. The social pressure towards its standardization gained the legal status as Galiza's own and official language in the Statute of Autonomy in 1981¹. The statute itself defines Galiza as a historical nationality.

Since the XV Century, a process of linguistic substitution and imposition of Castilian language starts. It involves the exclusion of the Galician language, and it deepened as the State consolidated throughout the XIX and XX centuries. Relegated to the private areas, it would remain as the language of the majority of the Galician society until the beginning of the XXI century, although in a declining trend, and under a clear inferiority compared to Spanish.

Galician language is spoken in four territories where Galician is the native language (Galiza, Eo-Navia (Asturias), Bierzo and Sanabria (Castille and Leon) and the Xálima Valley (Estremadura), all of which are within the Spanish state.

Only in the territories of the Galician Autonomous Community and Castille and Leon is Galician legally recognized. In Galiza, it is a co-official language, and in the Statute of Castille and Leon it is included as a language under special protection status. However, the Galician government has maintained a belligerent attitude against their language since 2009. In Castille and Leon, there is not a single practical acknowledgement for the obliged enforcement of the Charter, according to the instrument of ratification of the Charter by the Spanish state in 2001.²

The fact that Galician belongs to the Galician-Portuguese linguistic system could have an important positive impact for the language, if cultural and linguistic relations in this area were strengthened.

All the sociolinguistic studies point out the progressive loss of Galician speakers. The comparison of the data from the *Mapa Sociolingüístico de Galicia (Sociolinguistic map for Galiza)* (volumes between 1992 and 2004) from the Real Academia Galega (Galician Royal Academy), the study *A evolución sociolingüística 1992-2004 (Linguistic evolution 1992-2008) from the Consello da Cultura Galega (Council for Galician Culture)* or the data from the Instituto Galego de Estatística (Galician Statistics Institute) *Enquisa estrutural a fogares 2013 (Structural survey to households, IGE 2014)*³ and *Prácticas e actitudes da mocidade en Galicia (Practices and attitudes of youth in Galicia, Consello da Cultura Galega, 2017)*⁴, show that since 1992 (date of the first reliable study) until today, the linguistic substitution process of Galician with Spanish has been advancing in a continuous and sustained way, due to the loss of cross-generational transmission (from parents to children), and also because of intra-generational loss (people who stop using the language). However, if we look at the IGE data, we see that the loss of speakers is continuous and increasing as age decreases, and in continuous evolution between 2003 and 2013, with some exceptions in the 2003-2008 period.

1 Statute of Autonomy of Galiza. Available in: <https://www.xunta.gal/estatuto/titulo-preliminar>.

2 Instrument of ratification of the European Charter. Available in: http://www.seap.minhap.gob.es/dms/es/areas/politica_autonomica/coop_autonomica/Oficina_Lenguas_Oficiales/Documentacion/parrafo/05/text_es_files/CARTA-EUROPEA-DE-LENGUAS-REGIO.pdf.

3 *Enquisa estrutural a fogares. Coñecemento e uso do galego*. Instituto Galego de Estatística 2014. Available in: https://www.ige.eu/web/mostrar_actividade_estadistica.jsp?idioma=gl&codigo=0206004.

4 *Prácticas e actitudes da mocidade en Galicia*. Consello da Cultura Galega. 2017. Available in: <http://consellodacultura.gal/publicacion.php?id=4293>.

2. Sociolinguistic data

People according the language they usually speak (%)⁵

Age	Always in Galician			More Galician than Spanish			More Spanish than Galician			Always in Spanish		
	2003	2008	2013	2003	2008	2013	2003	2008	2013	2003	2008	2013
5-14	27,10	15,26	13,20	13,23	20,87	11,91	25,50	34,28	27,79	34,17	29,59	47,09
15-29	28,49	18,59	19,78	17,25	24,37	16,91	28,72	31,58	29,66	25,55	25,47	33,64
30-49	36,63	22,06	23,07	20,17	26,59	20,90	21,39	26,87	26,62	21,81	24,48	29,42
5-64	51,16	34,26	35,42	21,91	32,67	24,22	13,42	17,30	18,85	13,51	15,77	21,52
65+	66,11	52,90	52,74	15,76	25,60	21,08	7,60	10,52	12,38	10,53	10,98	13,80
Total	43,20	30,29	31,20	18,32	26,73	20,29	18,83	22,70	22,26	19,66	20,28	26,25

The only openly positive detail they show – the unambiguous improvement in the self-perceived linguistic skills – is easily explained by the starting point from the first studies. There, the older generations were scarcely literate, or were educated at a time when teaching Galician in schools was forbidden.

The introduction of Galician language in the educational system since 1981 definitely improved the literacy rates, and the ability to read and write in Galician, but couldn't prevent a decrease in the overall number of speakers.

All the different research indicates that Galician is the language with the sharpest drop among the co-official languages within the State, that in 10 years the number of people who never use it has doubled, and that the use of the Galician as the first language among young people from the main Galician cities is only residual.⁶

People who can speak Galician. Data per gender and age (%)⁷

Age	A lot			Quite			Little or nothing		
	2003	2008	2013	2003	2008	2013	2003	2008	2013
5-14	56,98	45,02	40,08	25,08	38,61	37,22	17,94	16,36	22,70
15-29	69,99	59,60	60,27	22,07	29,83	27,90	7,95	10,57	11,83
30-49	65,72	52,29	59,14	21,78	34,57	27,11	12,50	13,15	13,74
5-64	70,78	54,16	56,39	19,67	36,19	29,80	9,55	9,66	13,82
65+	70,75	55,55	59,73	21,32	37,50	31,39	7,93	6,95	8,87

⁵ IGE 2014: People according the language they usually speak. Available in: [https://www.ige.eu/igebdt/esqv.jsp?paxina=001&c=0206004&ruta=verPpalesResultados.jsp?OP=1&B=1&M=&COD=2953&R=0\[all\]&C=1\[all\];3\[all\]&F=2:0;9912:12&S=&TI=1](https://www.ige.eu/igebdt/esqv.jsp?paxina=001&c=0206004&ruta=verPpalesResultados.jsp?OP=1&B=1&M=&COD=2953&R=0[all]&C=1[all];3[all]&F=2:0;9912:12&S=&TI=1).

⁶ IGE 2014: People according the language they usually speak. Data per council size. Available in: [http://www.ige.eu/igebdt/esqv.jsp?ruta=verTabla.jsp?OP=1&B=1&M=&COD=2957&R=0\[3\];1\[0:1:2:3\]&C=2\[0\];3\[all\]&F=&S=998:12&SCF=](http://www.ige.eu/igebdt/esqv.jsp?ruta=verTabla.jsp?OP=1&B=1&M=&COD=2957&R=0[3];1[0:1:2:3]&C=2[0];3[all]&F=&S=998:12&SCF=).

⁷ IGE 2014, People according the language they usually speak.

The decrease in the number of speakers is explained primarily by two factors.

- 1) There wasn't an active policy to correct the historical causes of the social discrediting of Galician. However, the old preconceptions remain, sometimes supported by the public administration.
- 2) There is a practical impossibility in the use and normal availability of the Galician language in many areas, in some cases violating basic rights, the Galician and state law, and the European Charter itself, and in some other cases because the legislation granting dominance to Spanish language is still in force (as demonstrated by the Liña do Galego reports).

Behind these facts, there are serious violations of the right of the citizens to use Galician in their own territory. Some of these situations are demonstrated in this report.

The linguistic policies that have been applied throughout the last 26 years aren't working to guarantee the recovery of the Galician language because they don't guarantee linguistic rights.

People according to the language they usually speak. Data per council size (%)⁸

More than 50.000 inhabitants	2003	2008	2013
Always in Galician	15,28	11,18	12,57
More Galician than Spanish	19,36	21,30	14,92
More Spanish than Galician	28,86	33,24	30,39
Always in Spanish	36,50	34,28	42,12

Regarding the legal support for the use of Galician, it should be noted that, compared with the 500 legal provisions that support or oblige the use of the Spanish language, Galician only has a dozen, and these are far from being applied and respected, as stated in the consecutive reports published yearly by our organization regarding linguistic rights violations, through Liña do Galego (Galician language Line), a public service for advice, complaints and compliments supported by A Mesa pola Normalización Lingüística without any type of aid from the state or autonomous authorities.

- The laws that are supposed to protect Galician language are:
- Estatuto de Autonomía (Statute of Autonomy)
- Lei 3/1983, de normalización lingüística (Law 3/1983, on linguistic standardization)
- Plan xeral de normalización da lingua galega (General plan for the standardization of Galician language)
- Lei 13/2007, de modificación da Lei da función pública de Galicia (Law 13/2007, on the amendment of the Law of the civil service in Galicia)
- Lei 6/2013, do 13 de xuño, do Sistema universitario de Galicia (Law 6/2013, from 13th June, for the University System in Galicia)
- Lei 1/2015, do 1 de abril, de garantía da calidade dos servizos públicos e da boa administración (Law 1/2015, from 1st April, on the quality assurance on public services and on the good administration)
- Lei 2/2015, do 29 de abril, do emprego público de Galicia (Law 2/2015, from 29th April, on public employment in Galicia)

⁸ IGE 2014, People according the language they usually speak. Data per council size.

3 Galician language in Education

The situation regarding the use of Galician in the education system has significantly worsened since 2010 with the approval of Decree 79/2010 by the autonomous government. This has been pointed out by all unions that are representative in Galician education, by all student organizations, by all pedagogical renewal movements and by the majority of parents' associations⁹. This social concern was also reflected in the reports of the third and the fourth evaluation of the Committee of Experts of the Council of Europe on the compliance of the European Charter for Regional and minority Languages¹⁰.

Education mainly in Galician is still not offered in any of these three educational stages, not even for those who demand it. This possibility, declared legal by the TSXG in a judgement from January 2008, or even that of an offer that contemplated a minimum of 50% of content in Galician was eliminated by the current Galician Government that ignored the "assertive instance" that the Committee of Experts of The European Charter for Languages had made in its fourth report, and in the position expressed by the union organizations, parents, pedagogical renewal movements, students and even Galician advisory bodies such as the Council of Galician Culture, the Galician School Board, or the Royal Galician Academy. The rejection was so great that it motivated a general strike in the education sector with participation of over 90%¹¹.

The 79/2010 Decree repealed everything included in the 124/2007 Decree and suppressed the lines of education mostly in Galician and the minimum of 50% in Galician language for the whole, despite the great demand and good reception by the educational communities. Today, this option is only granted through social initiatives not connected to the government, such as the Semente schools, and only for the 2 to 6 years-old stage.

Despite the TSXG declaring many central aspects of the 79/2010 Decree illegal, such as the possibility of using a different language [Spanish] in the classroom to that of the subject [Galician], the Xunta didn't change their position. The same court had confirmed the full legality of the abrogated 124/2007 Decree¹².

a) Infant Education

The 124/2007 Decree, that introduced the option of Galician language in pre-school education, and a minimum of 50% of all the compulsory stages in Galician, as well as vocational cycles and baccalaureate, was substituted by the Decree 79/2010. This limits to a maximum of 50% the number of subjects to be taught in Galician, with the goal of assigning them just 33%, expressly banning the teaching in Galician of Maths in primary education and Maths, Technology, Physics and Chemistry in secondary education.

9 Available in: https://www.lavozdeg Galicia.es/noticia/galicia/2010/04/08/consello-escolar-galicia-rechaza-decreto-gallego/0003_8403249.htm.

10 Available in: [https://www.coe.int/en/web/european-charter-regional-or-minority-languages/reports-and-recommendations#{"28993157":\[20\]}](https://www.coe.int/en/web/european-charter-regional-or-minority-languages/reports-and-recommendations#{).

11 Available in: <https://www.laopinioncoruna.es/portada/2010/01/21/queremos-galego-eleva-ao-90-o-apoio-ao-paro-o-decreto/352213.html>.

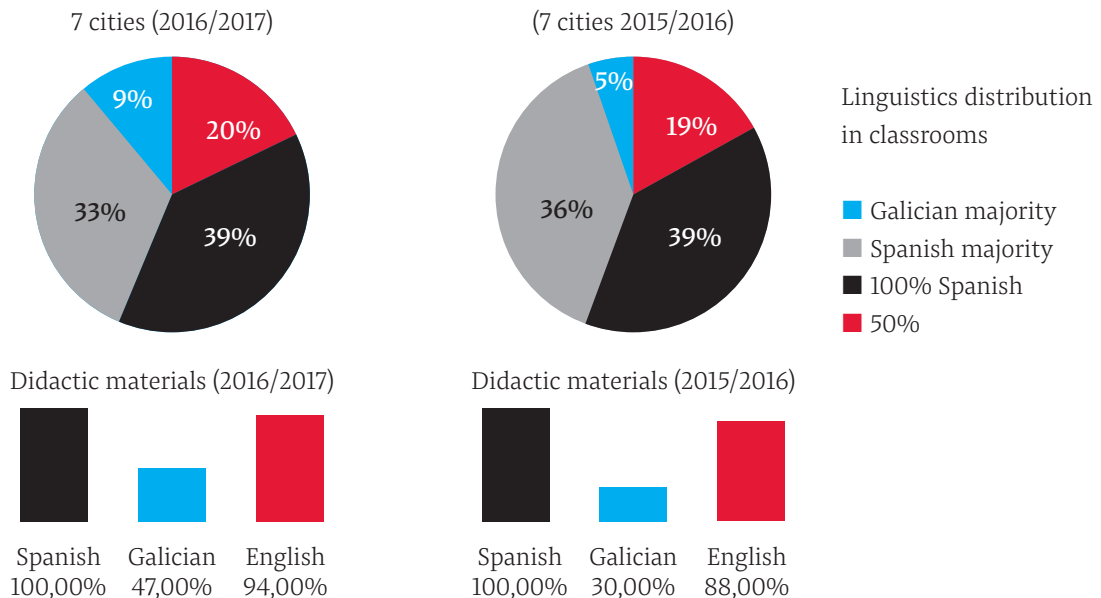
12 TSXG confirms the legality of 124/2007 Decree. Available in: <https://www.cig-ensino.gal/nova/o-tribunal-superior-de-xustiza-de-galicia-ratifica-a-legalidade-do-decreto-124-2007-polo-que-se-regula-o-uso-e-a-promocion-do-ga.html>.

The consequences were particularly severe in pre-school education in cities. Galescolas – pre-schools with an educational project that included a minimum of contents in Galician language – were replaced with Galiña Azul in 2010, while the successful pilot immersion programmes that were available were cancelled.

As a result, Galician is excluded from most pre-schools in Galician cities. The gradual introduction of Galician in areas where, as the State report notes, the law itself establishes the use of Spanish because it is the prevalent language, is not made effective or it is not enough, and in practice, Galician is treated as a foreign language.

A study¹³ by A Mesa pola Normalización Lingüística points out that Galician language is only present as the majority language (not the only one) in 5% of the pre-schools in cities with more than 50,000 inhabitants, and is only taught at 50% or more in the 19% of them. These figures are much lower than the level of actual speakers and the real demand for Galician education in our society.

Population ranges of more than 50,000 inhabitants, public and private schools: 987 779 inhabitants (36% of galician population)



This report includes the complaints from the pre-schools in cities, even those where Galician is used, on the lack of working materials in this language, while all of them had the materials in Spanish and a significant proportion in English.

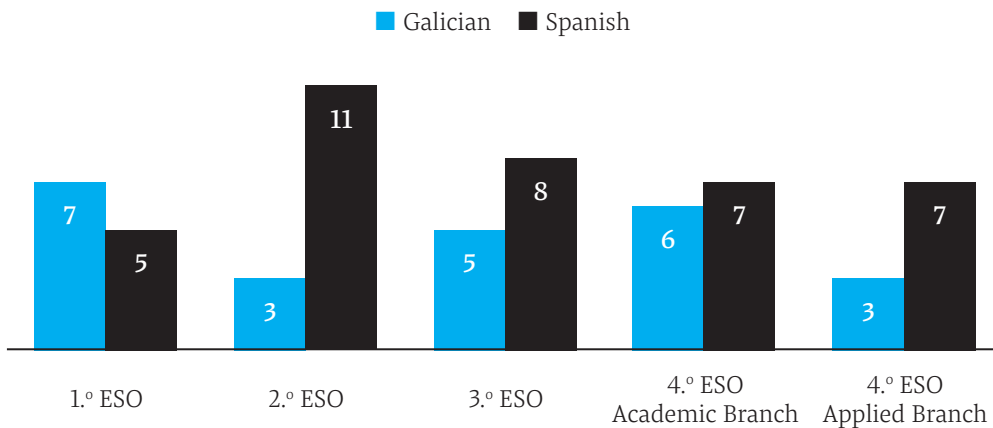
b) Primary and secondary education

As we have already indicated, at present, the use of Galician in the classrooms is expressly prohibited for the subjects of mathematics [in primary] and for mathematics, physics and chemistry and technology in secondary school. The amount of hours for the courses taught in Spanish established by the LOMCE is far superior to the ones that must be taught in Galician.

¹³ Galician language in pre-school in Galiza from 3 to 6 years-old. 2016/17. A Mesa pola Normalización Lingüística, 2016. Available in: <https://www.amesa.gal/wp-content/uploads/informeinfantildf5-pdf.pdf>.

3. Galician language in Education

Linguistic distribution by hours in ESO (Compulsory Secondary Education)



The Organic law for the improvement of educational quality, that includes the obligation of the State to guarantee full education in Spanish to those parents that ask for it, opening a possibility to deny the students the knowledge of the proper language of their territory, and even financing this pedagogical nonsense with public funding. At the same time, this possibility is denied to those parents who want to school their children mainly in Galician language.

The LOMCE increases the disadvantage that was the starting point of the 79/2010 Decree, giving more teaching hours in secondary education and baccalaureate to those subjects in which the use of Galician language is prohibited: Mathematics, Physics and Chemistry and Technology. Lessons in Galician are less than 33% where education in English is included, and less than 50% in the rest.

Most of the digital educational materials from Abalar project and the E-Dixgal digital book project is not in Galician, even though it is being provided by the Galician administration – not even the subjects that, according to the decree, should be taught in that language.

c) Vocational training

There isn't any educational material in Galician language for most of the lines of vocational training, thus it is impossible that both the Charter and the 79/2010 Decree are being fulfilled in that regard.

Galician language is also completely excluded from the e-vocational training, affecting nearly 5,000 students. The situation is so serious that in December 2013, the Galician government deleted from the distance learning platform the scarce materials already published in Galician, and substituted them with other materials in Spanish.

The open tests for Vocational Training, allowing the distance students taking the tests on-site for each module, are presented only in Spanish with the excuse of facilitating the comprehension for the examined, and it infringes the law, that states that they should be competent in both languages.

d) Adult training

The councils stopped collaborating for adult training, so its promotion decreased and, thus, the numbers of people enrolled also declined.

There isn't any specific linguistic training for many different social areas even though it is needed to improve the linguistic skills and foster the Galician language in these areas, i.e.: journalism, advertising, business, commerce, associations, health, civil service, etc.

Apart from the language courses, there isn't any action towards making Galician be the working language in the rest of education for adults and lifelong training.

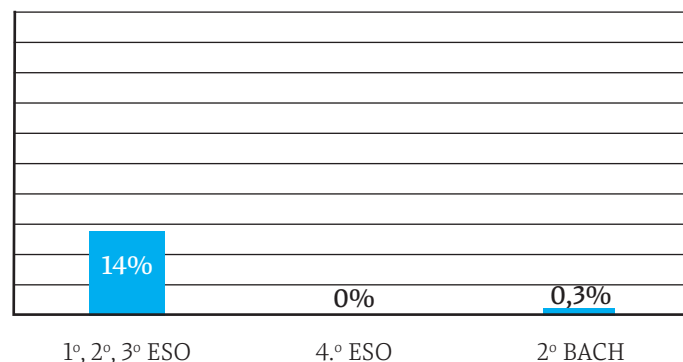
e) Galician history and culture teaching

The approval of the LOMCE (Organic law for the improvement of educational quality) which, according to the minister responsible, was born with the aim of "Spanifying" the education system, is a backwards step. Among other aspects, some content is centralized in Madrid, reducing the autonomous communities' possibility to adapt the curriculum to their cultural and historical reality.

Although the legislation points to the existence of specific goals regarding the knowledge of Galician history and culture in compulsory education and baccalaureate, the truth is that, in practice, through the learning standards (the compulsory contents about Galiza the students must acquire) there is almost no content related to Galiza, and those that do exist reduce at each step in the educational process.

For the 1st stage of ESO (1st, 2nd and 3rd years), from a total of 113¹⁴ standards for the Social Sciences and Geography and History subjects, only 14¹⁵ are partially related to Galiza (12%), an amount and percentage that decrease to 0 by the 4th year of ESO and the 2nd of baccalaureate. In all, the standards related to Galiza in these subjects represent just 3%.

*Learning standards about history and Galician culture.
Secondary education and baccalaureate*



14 LOMCE. Curriculum Geography and History. Royal Decree 1105/2014, 26th December, establishing the basic curriculum for the Educación Secundaria Obrigatoria (Compulsory Secondary Education) and Bacharelato (Baccalaureate). Available in: https://www.boe.es/diario_boe/txt.php?id=BOE-A-2015-37.

15 Consellaría de Educación (Department of Education), Xunta de Galiza. Autonomic curriculum for Geography and History – ESO. Available in: <https://www.edu.xunta.gal/portal/guiadalomce/secundaria/materias/to/xh>.

f) Teacher training

Continuous training isn't offered to teachers in order to improve their linguistic competence, not even for their specialized subject. Although Article 16 of the 79/2010 Decree states that the authorities should design a teacher training plan aiming to guarantee that all teachers have sufficient oral and written skills to communicate and develop their professional activities in Galician and be aware of the situation in Galiza, a specific proposition for continuous training in Galician doesn't yet exist, for currently employed teachers, who wish to improve their linguistic skills¹⁶.

g) Evaluation and follow-up by the administration

Although various social agents and political parties have requested it and despite it being a requisite from the 79/2010 Decree itself, there isn't any official report (drafted or made public) assessing the situation and consequences that the regressive actions undertaken by the Government mean for teaching in the Galician language.

Since the coming into force of the 79/2010 Decree, the education community, social organizations, political groups and worried parents have asked countless times for information and for a real assessment of the results that this decree meant for Galician language in education, but they never received any answer from the Administration.

It should be noted that the only information published on studies regarding the use of our language in schools comes from those drafted by A Mesa pola Normalización Lingüística, without any support from the public administration¹⁷, and in 2018 a study from Real Academia Galega confirms that education removes any relationship with Galician, and this is indicated as one of the factors in children abandoning the use of Galician language¹⁸.

Only after the publishing of the study by A Mesa on the disappearance of Galician in pre-schools in the cities did the Xunta offer information on their own rates regarding the use of Galician in the various educational stages; however, they are only bureaucratic information from the school inspection, which reports to Xunta itself.

The cases that were made public after public denunciations of the persons involved, in many cases through the A Liña do Galego service from A Mesa pola Normalización Lingüística, only create the idea that compliance is only observed in those aspects that forsake the use of Galician language. As an example, the educational inspection and the so-called Valedora do Pobo (Ombudswoman) supported a teacher who had penalised a 9 years-old student who spoke Galician because she used the correct, legal and legitimate form "Galiza".¹⁹

16 RESOLUTION of the 7th April 2015, from the Education, Vocational Training and Educational Innovation General Directorate, calling for the selection of continuous training for teachers. Available in: http://www.edu.xunta.gal/portal/sites/web/files/protected/content_type/advertisement/2015/04/16/20150416_convocatoria_pfpp2015_gl.pdf.

17 A Mesa pola Normalización Lingüística, 2016. Available in: <https://www.amesa.gal/informes/informe-sobre-lingua-galega-na-educacion-infantil-de-galiza-de-3-6-anos-curso-20162017>.

18 Sociolinguistic Analysis CEIP Ames. Real Academia Galega, 2018.

Available in: https://academia.gal/inicio/-/asset_publisher/m2gF/content/a-analise-sociolinguistica-do-ceip-agro-do-muino-de-ames-guia-para-recuperar-terreo-para-o-galego-na-infancia?redirect=https%3A%2F%2Facademia.gal%2Finicio%3Fp_p_id%3D101_INSTANCE_m2gF%26p_p_lifecycle%3D0%26p_p_state%3Dnormal%26p_p_mode%3Dview%26p_p_col_id%3Dcolumn-1%26p_p_col_pos%3D1%26p_p_col_count%3D4.

19 *Sermos Galiza*. 17/07/2017. Available in: <https://www.sermosgaliza.gal/articulo/lingua/valedora-do-pobo-avala-actuacion-do-centro-penalizou-alumna-empregar-galiza/20170717135917059610.html> Checked on 26/09/2018.

4 Cultural activities and facilities

The cultural policy of the current Government and the economic suffocation to which the sector is subject have provoked serious setbacks in this area.

Publishing

The difficulties of the Galician publishing sector are compounded by the impassivity of the Xunta in this area; it continues to suffocate the sector with a tough policy of cuts. The figures from the Report on Publishing Data in Galiza 2006-2016, published by the Consello da Cultura Galega (Galician Culture Council), indicate that the global evolution of the data for books edited in Galician fell 52.4% for books registered between 2010 and 2016. 50.7% of the overall ISBN registered books in Galiza in 2016 were published in Galician. This figure means a difference of 10.8 points compared with the previous year, when 61.5% of the total of books registered in ISBN in Galiza were published in Galician.

In addition, there's a reduction in the aids for translation from or into Galician.

Audio-visual industries

Access to audio-visual or cinematographic works created in other languages and/or subtitled in Galician is limited to that which is broadcast from time to time by TVG (with the above mentioned limitations), while there isn't an offer neither in commercial cinemas nor in alternative formats (DVD, CD...). The budget of TVG for dubbing was reduced by 60% for the last year.

The same difficulty is found in accessing and distributing audio-visual or cinematographic projects in Galician in commercial cinemas.

Except for some advertising action to promote the programming of music or activities in Galician at local *festas*, there was no action to promote the presence of Galician in these activities, often the most important cultural activity in many types of council and parishes in Galiza.

The difficulties in accessing cultural activities and services in Galician in the councils bordering the Galician territory where Galician is spoken are permanent.

Media

Nowadays, the percentage of use of Galician in the media is less than it was in the eighties. The media in Spanish has multiplied and the public media of the State has a minimal percentage of broadcasts in Galician.

4. Cultural activities and facilities

Television and radio

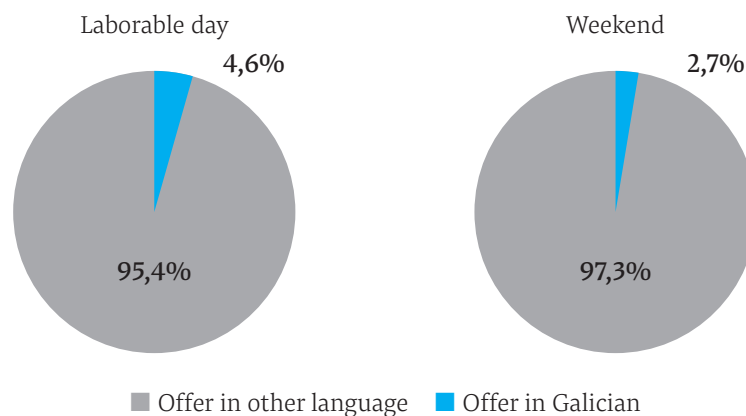
We must state the strengthening of the negative drift in which the Public State Radio and Television (RTVE) had entered, drastically reducing its emissions in Galician on state television (TVE) and radio (RNE). The content in Galician on the local broadcasts of TVE has been reduced to a minimum, and in relation to RNE, nothing has been done to reinstate broadcasts of Radio 4 in Galician; in fact, the recent remodelling of Radio 5 has consolidated the elimination of Galician from its local broadcasting.

According to the State's own report for the Council of Europe on the European Charter for Regional and Minority Languages, the Spanish public radio and television station RTVE only broadcasts 15 minutes in Galician from Monday to Friday on TV, and only 50 minutes per day on the radio.

This lack of support from the public media means that the percentage of Galician on the global television and radio broadcasts is reduced year after year, with the resulting negative consequences for the language of Galicia.

The only transmitter entirely in Galician is CRTVG. However, the insufficiency or lack of programmes for children and teens in our language is especially serious. The programmes for this segment of the population are limited to the broadcasts by TVG, which means that the total programming for this age group is 4.6% from Monday to Friday, and just 2.7% at the weekend, as revealed by the study carried out by A Mesa pola Normalización Lingüística²⁰.

Daily programmes for children in Galician



There's a clear need to update the contents for dubbed movies and TV show, as many of them are being constantly re-broadcast for many years, with almost no new content.

Regarding radio stations, there isn't a single radio station broadcasting mainly in Galician. The use of Galician in existing stations in Galiza is still scarce.

²⁰ The situation of Galician language in children's programming. A Mesa pola Normalización Lingüística, 2017. Available in: <https://www.amesa.gal/wp-content/uploads/a-situacion-da-lingua-galega-na-programacion-televisiva-infantil-pdf.pdf>.

Something entirely different are local stations. Because of the closeness to their audience they broadcast in Galician and they look for alternative means to share contents and news in Galician. This is the case of EMUGA-Radiofusión, mentioned in the State report.

In the private TV stations broadcasting for the whole State, the use of Galician was totally non-existent. In the only autonomous private television that broadcasted between 2014 and 2016 for the Galicia, the programming in Galician was very scarce, and the Xunta didn't do anything to ensure that the minimum percentage established in the granting of the license (50%) was fulfilled. Currently, there isn't any private TV station broadcasting in Galician for the whole autonomous community.

Print media

Regarding print media in Galician, there isn't a single daily newspaper in Galiza entirely in Galician, and only one weekly paper, *Sermos Galiza*.

Analysing the data from the IGE 2013 survey may offer a clearer vision in this regard. Only 3.69% of the Galician citizens read newspapers only or mostly in Galician²¹. The reason is that it is impossible to find newspapers written mostly in Galician, except for digital media like *sermosgaliza.gal*, *praza.gal*, or *galiciaconfidencial.com*, for Galiza, or local newspapers such as *quepasanacosta.gal* or *xornaldevigo.gal*.

*People according to the language they use to read the press.
Galiza/Provinces. 2013*

Always in Galician	0,84
More Galician than Spanish	2,89
More Spanish than Galician	35,52
Always in Spanish	60,76

21 Available in: [http://www.ige.eu/igebdt/esqv.jsp?ruta=verTabla.jsp?OP=1&B=1&M=&COD=6955&R=9912\[12\]&C=1\[0\];0\[0:1:2:3\]&F=&S=2:2013&SCF=.](http://www.ige.eu/igebdt/esqv.jsp?ruta=verTabla.jsp?OP=1&B=1&M=&COD=6955&R=9912[12]&C=1[0];0[0:1:2:3]&F=&S=2:2013&SCF=)

5 Judicial authorities

The possibility of using Galician language in the administration of justice affects fundamental rights, such as the defence or effective judicial protection, which are severely violated when a judicial process cannot be processed in the native language of the person concerned, which limits the intervention of Galician speakers in the defence of their interests.

Thus, the personal choice of a citizen or a civil servant for the use of Galician language always means a penalty for them, meaning:

- a) Delays for the citizen, because the need for translators and interpreters imposed by certain judges means that the processes will be slowed down.
- b) A double effort, because in order to carry out their daily work, they must also take on a translation work on legislation, documents and forms, which requires awareness and willingness, and not everyone is willing to.

These penalties allow us to establish the evident inequality compared with Spanish, as opting for the use of Spanish neither causes delays nor personal sacrifice, as they would have legislation and forms in this language at their disposal from the outset.

The Spanish state hasn't started any procedure to modify the legal framework (articles 231 LOPX and 142 LAC²²) so the criminal, civil and administrative authorities in Galiza can undertake the proceedings in the co-official languages in the event of any of the parties asking for it. Conversely, the use of Galician can be blocked and the procedure required to be followed in Spanish. We have many examples, and even written acknowledgement from a legal representative of the Administration (former judicial secretary) that there is no obligation in existing legislation and there being no computer application available which would allow the procedure to be followed in Galician.²³

The use of Galician is a **voluntary option** of judges, prosecutors, etc. (as long as none of the other parties objects), incompatible, in practice, with the citizens' right to ask for the legal procedure to take place in their language.

The knowledge of Galician continues not to be a requirement to exercise as a judge, prosecutor or judiciary secretary in Galiza.

In the courts of justice, before the beginning of any procedure, there is no ex officio enquiry about the usual language of the citizen, so that this is the language of the whole procedure, both oral and written. Even when the interested party openly requests their wish for the procedure and notifications to be processed in their language, this right is not guaranteed on many occasions.

In most cases, even if there is an express request, the judiciary secretaries refuse to provide the concerned party with notifications of the process in Galician. In these cases, the General Council of the Judiciary itself protects the judiciary secretaries who refuse to provide judgements or notifications in Galician and denies the existence of this right of citizens.

22 Lei Orgánica do Poder Xudicial (Organic Law of the Judiciary).

Available in: <https://www.boe.es/buscar/doc.php?id=BOE-A-1985-12666>.

23 Lei de axuizamento civil (Code of Civil Procedure). Available in: <https://www.boe.es/buscar/act.php?id=BOE-A-2000-323>.

There are still impediments to obtain the translation of judgements and if they are obtained it's always after months of delay from when the original version in Spanish was dictated, which can involve important problems for the requesting party. It should be noted that provincial courts, whose language services carry out the translation, do not have enough staff to streamline the translation process.

But the scarce use of Galician in the area of justice (existing estimates indicate that only 5% of judgements are in Galician) is not only due to refusal or lack of linguistic competence of a large part of the judiciary and the Tax Ministry. Frequently, it is the administration itself that makes its use difficult.

A clear example is the compulsory use of an IT platform in all courts, Minerva Nox²⁴ that does not allow the use of the Galician language despite being provided by the Xunta. This forces those who want to do their work in Galician to have a 40% work overload since they need to complete the entire process manually. This is the main reason that limits the will, if any, of the use of Galician in the courts.

Galician versions of documents are scarce, taking into account the huge number of rules involved and the delays in incorporating legal modifications; often, they are never added. We are referring to legislation ranging from consumer protection, the Trade Code, to family and minors legislation, and legislation on violence against women or the victim's statute. Basic regulations and documents in everyday use.

Existing translations for state legislation refer to their first version, without being updated. This causes distrust and consequent rejection, due to the high probability of inaccuracy.

The Lexnet program, in addition to being deficient regarding security, as shown by the very serious cases of access to procedures by people who were not party to them, has a very low standard of Galician for those who choose the option in Galician: the databases that contain most of the forms that are sent to the Courts are in Spanish.

Right to a proper name in Galician

Although there were legislative advances to simplify the process, we continue to find cases where some of the registry office staff impede the registration of patronymics in Galician.

Some courts have expressed doubts about the legality of allowing the restoration of Castilianized surnames based on a circular from the Central Civil Registry under the Ministry of Justice, which indicates that those names that are already part of the so-called "national *acquis*" should not be corrected. A significant case was that of a citizen who was denied the possibility of returning to the correct form of the surname *Rei* from *Rey* referring to the quoted interpretation, despite having scientific reports on the origin of the last name certified by the Royal Galician Academy and the favourable position of the public prosecutor²⁵.

24 Interview with the judge Carmen Pose. *La Voz de Galicia* 11/07/2018.

Available in: https://www.lavozdegalicia.es/noticia/carballo/corclubion/2018/07/11/span-langlsorprendeme-pleno-2018-pona-unha-placa-falar-galegospan/0003_201807C11C8992.htm.

25 Prosecutor supported the Galician change of the surname for a girl from Muxía. *La Voz de Galicia* 03/04/2017.

Available in: https://www.lavozdegalicia.es/noticia/carballo/muxia/2017/04/03/span-langgl-fiscal-apoiou-galeguizacion-spanspan-langgl-do-apelido-dunha-moza-muxia-finalmente-foi-denegadaspan/0003_201704C3C2993.htm.

6 Galician language in public administration and services

The use of Galician in the General Administration of the State

The Spanish Government continues to legislate against the minority languages by approving laws that oblige the use of Spanish and prevent the use of other official languages in the State.

A clear example is Law 39/2015, dated October 1st, on the common administrative procedure of public administrations²⁶ that does not improve the wording of the previous homologous law. The article that regulates linguistic uses (the 15th) is identical to the 36th of the previous Law 30/1992²⁷, dated November 26th, on the legal regime of public administrations for the common administrative procedure.

Another example is Article 56 of Legislative Royal Decree 6/2015, dated October 30th, which approves the consolidated text of the Law on traffic, circulation of motor vehicles and road safety, imposing the use of Spanish on traffic signage. This law causes municipalities to be denounced because they have the signs in Galician only, as in the case of the Gondomar Town Council denounced by the local Civil Guard.

State legislation ignores the requirement of language skills. It is credited as desirable, but such knowledge is not required, as can be seen in the last call for civil service entrance.

As acknowledged by the State on page 21 of its report to the Council of Europe on the fulfilment of the European Charter of Regional and Minority Languages, there are important impediments to accessing the General State Administration in Galician, particularly regarding telephone or online arrangements, as well as the websites of the ministries and of the bodies of the State Administration. Most of them only offer presentation texts or static information in Galician, but they do not allow dealings or communicating in Galician.

In this sense, the implementation of e-government means significant difficulties in guaranteeing the right to use Galician in dealings with the state administration. Formalities that were made in Galician without any problem a few years ago in local delegations, today cannot be conducted in Galician and, in addition, they do not even admit documentation in this language.

There continue to exist very serious cases in which the State Administration refuses to accept documentation submitted in Galician, in some cases with irreparable consequences for lack of time to submit translations, sometimes for documents issued by the administration itself (training certificates, certificates, ...). This, from our point of view, constitutes a coercion to oblige to the use of Spanish language.

A notable case was the denial of a grant to the Councils of Teo²⁸, Santa Comba and Santiago by the Institute for Diversification and Energy Saving under the Ministry of Industry, for the renewal of the public lighting because they had submitted a certificate from the municipal

26 LPAC 2005. Available in: https://www.boe.es/diario_boe/txt.php?id=BOE-A-2015-10565.

27 LPAC 1992: Ley 30/1992 – BOE.es. Available in: <https://www.boe.es/buscar/act.php?id=BOE-A-1992-26318>.

28 A Mesa supports the Council of Teo, 20/07/2016. Available in: <https://www.amesa.gal/noticias/noticias-da-mesa/mesa-pola-normalizacion-linguistica-apoia-o-concello-de-teo-na-agresion-linguistica-que-sufriu-instituto-para-la-diversificacion-y-el-ahorro-de-energia-idae-dependente-ministerio-de-indust#more-22309>.

secretary in Galician, as established by the Law on the use of Galician as an official language by local administrations.

These attitudes are protected by the authorities themselves, which have been delaying investigation processes, as in the case publicly denounced about the request for translation of a document delivered in Galiza related to a misogynistic murder case²⁹.

Likewise, we have proof that many local delegations of the State refuse to process documents and files in Galician, even when they are explicitly requested to do so, and the legislation grants citizens this right.

Direct dealings depend on the willingness of the civil servants to attend and/or understand Galician; in the case of the State Administration, there is no requisite for them to have knowledge of the Galician language to enter into the civil service. In addition, no measures were taken to guarantee and advance the linguistic training of State civil servants.

The documents and forms that could be used in Galician until recent times are now normally only offered in Spanish. We'd like to stress the case of the Tax Agency, which has removed some of the commonly used forms that were available in Galician until recently from its website. It is a particularly serious case because the procedures carried out in this agency are normally mandatory and they involve serious sanctions for those who do not comply with them.

Even in the case where the models in different official languages are available, at present, the State Administration only distributes the versions in Spanish and refuses to provide copies in Galician to those who request them.

However, this attitude is also present in other state bodies, with serious repercussions for citizenship such as: Social Security, Public Employment Service, Ministry of Interior...

The State Administration does not recognize the validity of official documentation written in Galician. For example, the Ministry of Economy refused the access of dozens of students to pre-doctorate scholarships because they submitted the official degree issued by the Galician Universities in Galician, while it would have been admitted if it were in Spanish or English (and the latter is not official in any territory of the State, while Galician is theoretically and formally official in the Autonomous Community of Galicia).

There's still no minimum guarantee to citizens to obtain their notarial documents in Galician without entailing unnecessary delays or inconveniences. This shows the negligence of the Administration to make effective the linguistic rights of citizenship.

Here we need to point out that, regarding the application of Law 39/2015 of common procedures in public administrations, as in most cases, it is the State who acts as if article 15.1 only contemplated the possibility of procedures in Spanish, as was indicated in the Congress of Deputies through a parliamentary question³⁰ and citizens who wish to be able to choose an official language in their territory.

29 Discrimination for the use of Galician language denounced. Available in: 5/11/2015 <https://www.amesa.gal/noticias/noticias-da-mesa/a-marcha-mundial-das-mulleres-e-a-mesa-denuncian-discriminacion-do-uso-da-lingua-galega-na-denuncia-pola-desproteccion-de-isabel-fuentes#more-21700>.

30 Question about the non fulfilment of Galician citizen rights in the IRPF tax declaration by the Tax Agency. Congress of Deputies. Registry N°: 0036056. 30/05/2017.

6. Galician language in public administration and services

It is important to note that the alleged freedom of choice is false, in the absence of equal conditions and provision for the languages in question.

Adulteration of place names

Lastly, it must be pointed out that the Linguistic Standardization Law of Galiza states, in article 10, that the only official place name is the Galician form. However, it is common to encounter the use of incorrect place names by public representatives in the exercise of their duties, by public entities, public transport companies and even public radio and television stations.

This attitude is only justifying that companies such as Google and Apple, in their geolocation services, still use the incorrect names. They even create serious problems for citizens who are willing to receive shipments or mail in their homes, but they are not included in these services.

The autonomous administration

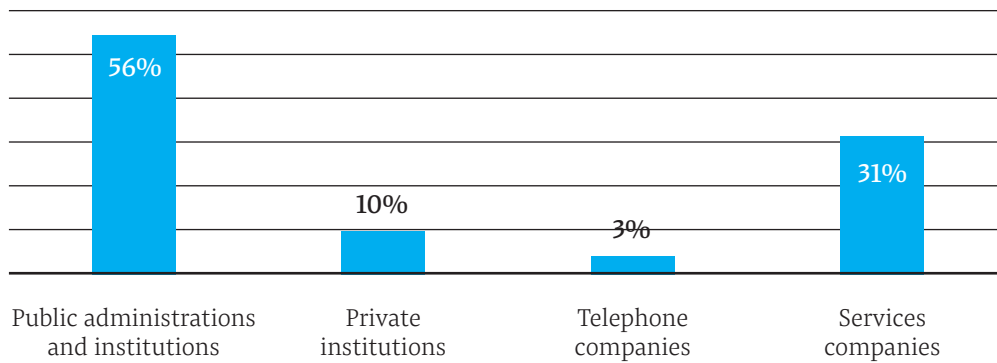
Although the use of Galician language within the autonomous administration is notable, important setbacks have taken place. The elimination of the requirement to prepare some of the examinations to enter the autonomous community's civil service in 2009, used to demonstrate the practical mastery of the Galician language, is in addition to the disappearance of the default option in Galician in consulting the electronic versions of official publications.

It is significant that both the state and the autonomous administration are the institutions that have most complaints due to the violation of linguistic rights (56%) of those processed by the Liña do Galego. This has to do with an increase in citizen awareness regarding the obligation of the public authorities about their right to use Galician, but also with a continuous backwards evolution in the possibility of exercising these rights³¹.

Law 2/2009, dated June 23rd, on the civil service in Galiza, meant a step back, as it diminishes the demonstration of knowledge of Galician in the recruitment of staff working for the Administration. This Law 2/2009 that modifies the Law of the Civil Service eliminated the requirement to have at least one of the exams for the access to the civil service in Galician, thereby eliminating the need to demonstrate the knowledge and correct expression for the civil servants and work personnel of the Galician Administration. Now, certification of having passed a Galician language course is enough. As the correct competence in Galician of the Administration's staff is not verified, the right of citizenship to be routinely addressed in this language cannot be guaranteed.

31 Liña do Galego report 2017. A Mesa pola Normalización Lingüística, 2017.
Available in: <https://www.amesa.gal/wp-content/uploads/informe-lina-do-galego-2017-pdf.pdf>.

Complaints per institution involved



This regression is behind an idea that began to spread between a – presently minority part – of the civil service, that it is not necessary to use or understand Galician – contrary to what the Linguistic Normalization Law states – and that has motivated complaints for breach of the Linguistic rights and citizenship, as in the offices of the Delegation of the Xunta in Lugo, where two civil servants reproached a citizen for demanding to be addressed in Galician. This fact was investigated and acknowledged by the Xunta itself, without any knowledge, at the present time, about the measures taken³².

Sometimes, the Xunta de Galiza itself participates as an institution in the exclusion of Galician and in the elimination of use assurances for the language. One example is the agreements signed annually since 2009³³ with the Spanish Army for fire prevention. Their first clause includes linguistic provisions that only allow the use of Castilian language in any relation with the Army, following OM 35/1987 dated June 17th, which means creating serious violations of citizen rights in times of great tension and danger.

There is also a failure by the different administrations, as well as by companies or entities that receive public funding, to comply with the use of the only valid and official Galician format for place names.

Local administration

Also in the area of the local administration, we find difficulties in using Galician in some councils and promotion policies have almost been eliminated:

The privatization and/or subcontracting of municipal services means that many of them cease to be provided in Galician, without even giving the option of attention in Galician. The exclusive use of Spanish in the sections of the contractor’s profile, transparency and electronic banking, in banks, companies managing water services and others do not offer the possibility of using Galician in basic proceedings like taxes payments, taxes, fines... Nowadays, many institutions don’t offer Galician in electronic or on-site banking.

32 Xunta investigates a complaint against civil servants in Lugo. *El Progreso*. Available in: 3/05/2018 <http://www.europapress.es/galicia/noticia-xunta-investiga-queja-contra-funcionarias-lugo-negaron-atender-mujer-gallego-20180305180905.html>.

33 420/38018/2016 Resolution, dated on the 13th of July. Ministry of Defence. Available in: <https://www.boe.es/boe/dias/2016/07/22/pdfs/BOE-A-2016-7115.pdf>.

6. Galician language in public administration and services

Many public offices in the city councils express themselves only in Spanish and they refuse to do so in Galician, contravening ordinances and provisions of the same local administrations. Some of the most important councils are characterized by a policy of exclusion of Galician, removing Galician as the language of work.

We also need to add judgement 89/2016 of the TSXG regarding the Ordinance for the use of Galician in the municipal administration of Lugo³⁴, currently being appealed in the Supreme Court. This sentence stops the positive evolution of many Galician councils, which had begun in 1986 towards a regulation of the use of Galician that allowed its use by citizens in all their relations with the city council, and that was slowly building over the last 30 years.

This sentence attacks elements of the Galician language normalization policy which are completely accepted and supported by most Galician people, as evidenced by the fact that they have been approved and agreed with total unanimity of the political forces with institutional representation.

Among these elements that the sentence attacks, is having the public signposts in Galician, the character of Galician as the proper and official language of Galiza and its institutions, and the right to use our own language with absolute normality.

While the legislation and the agreements in favour of the Galician language are scarce and limited, the general will for replenishing, rehabilitating and standardizing our language is clearly reflected in texts such as the Statute of Autonomy of Galiza (1981), the Linguistic Normalization Act (1986), the Law of use of Galician as an Official Language by Local Entities (1996), the General Plan for the Standardization of the Galician Language (2004), and the 2001 ratification of international treaties such as the European Charter for Regional and Minority Languages or other agreements such as the Universal Declaration of Linguistic Rights.

Sentence 89/2016 puts a stamp of legality and legitimacy on the discrimination of users of privatized services by reason of language, because it states the prevalence of the right of ignorance of Galician language to the companies that offer services to municipal administrations, against the right to use it and be answered on equal terms by and of the citizens. This aspect also contravenes the provisions of paragraph 3 of the European Charter for Regional and Minority Languages.

In the same line of backwards evolution, we find that similar arguments against any minimum advance for Galician are being reproduced in other municipalities, even against aspects established by jurisprudence. This is the case with the opposition and blocking by some political groups of the Regulation of use of Galician in the Council of Cee³⁵, or the elimination of the use of Galician by the authorities in the exercise of their functions in the plenary sessions of the City Council of Vigo³⁶.

34 Sentence 89/2016. Tribunal Superior de Xustiza de Galiza.

Available in: <http://www.poderjudicial.es/search/contenidos.action?action=contentpdf&databasematch=AN&reference=7620998&links=uso%20do%20galego%20lugo&optimize=20160316&publicinterface=true>.

35 Cee will not have a regulation for the promotion of Galician language. Que Pasa na Costa. 6/11/2015. Available in: <https://quepasanacosta.gal/cee-queda-sen-regulamento-para-o-impulso-da-lingua-galega-pola-negativa-de-psoe-pp-e-ciudadanos/>.

36 Galician is no longer the only language in the plenary sessions in Vigo. La Voz de Galicia. 29/08/2016.

Available in: https://www.lavozdeg Galicia.es/noticia/vigo/vigo/2016/08/29/gallego-deja-unica-lengua-plenos-concello-vigo/0003_201608V29C2991.htm.

State Security Forces and Corps

There are particularly severe cases related to the bodies and forces of State Security, in that they add vulnerability to the already delicate situation where the security and integrity of people or property may be at risk. We have documented cases where the Civil Guard and the National Police refuse to receive complaints and serious and urgent notices because they are in Galician. There are some cases, such as that of the Civil Guard of Gondomar, which was admitted by the Pontevedra Command, where there is no sanction for the responsible persons³⁷.

Public contracts under private management

Mechanisms were not established to guarantee an effective increase of the presence of Galician in the entities receiving public funding nor in the companies or bodies that provide services to those administrations. Guarantees of respect for the linguistic rights of citizenship are not demanded to concessionaire companies of the administration.

An increasingly widespread problem that we find is that the privatization and/or subcontracting of municipal services leads to many of these services no longer being provided in Galician, not even giving the option of attention in Galician, arguing that they are foreign companies.

Guarantees of respect for the linguistic rights of citizenship are not required of concessionaire companies under the administration.

The public services dependent on the State administration do not generally guarantee the provision of the service in Galician, as previously pointed out. However, in case of external services, this situation also affects local and autonomous administrations.

This situation can be exemplified through a case that occurred in the municipality of Carballiño, where the tax collection service (with a telephone serviced provided by a company outside Galiza) refused to inform a citizen because he was speaking Galician³⁸.

The situation of insecurity in the use of Galician in relations with private concessionaire companies providing public services is also used by these companies to strengthen their position in situations of conflict of interest beyond the language, as in the case of the company Fomento de Construcciones y Contratas, that claimed not to understand Galician at a conflict with the public administration (Mancomunidade da Barbanza) even though they were contractually obliged by contract to use it³⁹.

37 Civil Guard denies to assist a citizen because he used Galician language. 10/09/2015.

Available in: <https://www.amesa.gal/noticias/noticias-da-mesa/a-garda-civil-desculpase-por-vulnerar-os-dereitos-linguisticos-dun-cidadan-ao-que-lle-negou-atencion-por-falar-galego>.

38 The Council of O Carballiño denies attention to a citizen because he spoke Galician. Available in: 2/07/2014. <https://www.amesa.gal/noticias/noticias-da-mesa/o-concello-do-carballino-negase-a-atender-un-cidadan-porque-falaba-galego>.

39 Open conflict with Mancomunidade da Barbanza 24/11/2014.

Available in: <https://www.amesa.gal/noticias/noticias-da-mesa/a-mesa-exixelle-a-xunta-que-defenda-oficialidade-do-galego-fronte-ao-desprezo-de-fomento-de-construcciones-y-contratas-fcc-no-conflito-aberto-coa-mancomunidade-do-barbanza>.

7 Economic and social life

In the economic area, rights violations and linguistic discrimination continue to take place. This also affects the safeguards to exercise other rights, such as equal opportunities to access a job.

Work area

Most of the labour agreements still don't recognize linguistic rights of workers. Despite their prohibition, internal regulations still persist limiting the use of minority languages. An illustration of this is the so called Code of Ethics of Ferroatlántica⁴⁰, a multinational with several factories in Galiza which received public aid, which expressly denied the possibility of using languages other than Spanish, French, English and Chinese, in dealings between workers and the company. The action of A Mesa pola Normalización Lingüística and the works council of Ferroatlántica in Cee and Dumbría forced the company to change this article in their Code of Ethics. Unfortunately, this modification took place without public authorities intervening, despite being informed of the situation.

Cases of harassment and intimidation resulting from speaking in Galician still occur, and there is no Government plan of action to stop these types of situations. We can also confirm situations of pressure on workers in order to make them change the language they use in dealings with companies⁴¹ or even with users of the services, even in cases where they also use Galician.

We have detected some cases of workplace harassment regarding the use of Galician language, affecting the users of the services too. An example is the harassment and subsequent dismissal of a teacher in a nursery school because she was teaching children's songs to the kids. Although the company itself admitted this was the reason and it being clearly illegal, the administration didn't initiate any action.⁴²

Commerce

Against the more than 200 provisions that force businesses to use Spanish in commercial and information activities for consumers, there is only one for Galician language, that timidly protects the use of Galician, but it has no established mechanism to enforce it.

We continually see that users of business services find it impossible not only to be attended in Galician, but on many occasions they are not even allowed to express themselves in Galician.

40 The Code of Ethics of Ferroatlántica doesn't allow the use of Galician language.

Available in: 5/10/2016. <https://www.amesa.gal/noticias/noticias-da-mesa/o-codigo-etico-de-ferroatlantica-non-permite-o-uso-galego-nas-reclamacions-internas-da-empresa-vulnerando-legalidade>.

41 Liña do Galego report 2016. A Mesa pola Normalización Lingüística, 2017.

42 Available in: <http://www.galiciaconfidencial.com/noticia/26195-denuncian-escola-infantil-coruna-prohibe-galego>.

A particularly severe case was a 10 years old girl, admonished for speaking Galician during an equestrian summer camp. As the authorities didn't take any action, the parents felt obliged to pull their daughter out of the camp⁴³.

To stop this situation, A Mesa pola Normalización Lingüística promoted a popular legislative initiative for the guarantee of linguistic rights in the socio-economic area, which had an initial support of 125 people from the business, academia and cultural and social areas. The number of official supporters was near 30,000 signatures. In addition, several business, cultural, and consumer associations and trade unions publicly expressed their support.

In the end, this ILP was not taken into consideration by the Galician Parliament, because it only received the favourable vote of the opposition groups.

In any case, the widespread social support showed that there is a broad will for the possibility to use Galician on equal terms in the socio-economic area, and the drafting of action plans is not enough if there's no legal support for the use of Galician by consumers and companies.

Even those companies wishing to use Galician normally encounter legal problems that limit their marketing possibilities, but also technical difficulties regarding the lack of computer programmes in Galician, or they need to incur expenses that the public administration doesn't compensate with the mechanisms they have available.

Banking institutions

Most of the banking institutions operating in Galiza don't have any banking or financial documentation available in Galician, and there isn't any type of regulation protecting the linguistic right of Galician speakers in this area. The sale of the former Galician saving banks (Caixa Galicia and Caixanova), which had advanced in adding Galician to their documents, meant an important step backwards in this area. The successor entity, first Novagalicia Banco and then Abanca, although keeping in general the use of Galician in advertising, ATMs, etc., stopped making available the choice of Galician for many common contracts and procedures.

According to the report on this topic drafted by A Mesa pola Normalización Lingüística, currently there isn't a single banking institution operating in Galiza that allows all procedures to be made in Galician. Regarding online banking, only 40% of the banking entities allow the most basic operations in our language⁴⁴.

Public companies

Public companies such as RENFE and ADIF (rail services), Correos e Telégrafos (mail services) or AENA (airports) only partially use Galician in some of their most formal external documents. However, in recent years the trend is increasingly against the recognition of linguistic diversity in the State. For instance, in the case of Renfe some evident backwards steps were taken,

43 The equestrian centre Casas Novas humiliates a 10 years old girl for speaking Galician. 27 June 2015. Available in: <https://www.amesa.gal/noticias/noticias-da-mesa/o-centro-hipico-casas-novas-de-artexo-humilla-unharena-de-dez-anos-por-falar-en-galego>.

44 Banking report. A Mesa pola Normalización Lingüística, 2018.

7. Economic and social life

even violating the State law regarding place names. Although there is a regulation stating that the staff of these companies should respond to customers in Galician when they ask for it, there has never been enough skilled staff to serve in Galician, and there isn't any training programme to resolve this.

Regarding the Xunta, the use of Galician language isn't contemplated regarding companies that sign contracts with the public administration. Not even in the Education and Culture Department, with jurisdiction for standardization, and which refuses to provide a service in Galician in its outsourced training activities.

On the subject of contractual resources, the Xunta de Galiza assigned to the Central Court for Contractual Resources their powers (BOE, 25th November 2013). Therefore, all the special resources must be drafted in Spanish. This is the only case throughout the state.

Healthcare services

Servizo Galego de Saúde (Galician Health Service – SERGAS) only formally uses Galician in part of their signage and documents. However, most of the health staff is skilled to address the patients in Galician. Even for written documents, this right is not granted. A Mesa denounced serious cases where various SERGAS hospitals were delaying surgeries for months, only because the patients asked to sign their informed consent document in Galician. The situation in private health is even worse, with zero use of Galician.

The Work and Social Services Department has stood out because of the backwards steps taken regarding Galician. For instance, they excluded Galician from the publishing of their *Social Services Portfolio* and they hinder social workers from carrying out their work in Galician, drafting a unified model for Social report that is only available in Spanish.

Nursing homes use mostly Spanish in all their activities, even though most of the elderly people in them are primarily Galician-speakers.

8 Cross-border relations. Portuguese-speaking countries

Institutional agreements facilitating or encouraging contacts between Galiza and Portugal are still only anecdotal. The State hasn't reached any bilateral agreement with Portugal in this regard.

The cooperation between the local authorities from Galiza and Portugal, as well as the one favoured by the Galician government is practically anecdotal.

Nowadays, it is still impossible to receive radio or TV broadcasts from Portugal in Galiza, notwithstanding the linguistic and cultural proximity, and the fact that Portugal is a partner and ally of Spain, that has shown interest in facilitating it.

9 The helplessness of the Galician speakers

The consequences of the infringement of Galician speakers' linguistic rights are only lessened by queries and claims services such as A Liña do Galego⁴⁵, managed by A Mesa pola Normalización Lingüística without the collaboration of the state or autonomous government, and publishing a yearly report about its activity. This report and all others published about different areas are submitted to various institutions, among them the Secretaría Xeral de Política Lingüística (Linguistic Policies General Secretariat), public department with responsibilities regarding the language, Galician parliamentary groups, and the Galician Ombudswoman, who is responsible for subsequent actions in case of violation of citizen rights.

We must denounce the lack of action of public administration in most of these cases.

A Valedora do Pobo (Ombudswoman)

The attitude of the Valedora do pobo de Galiza is particularly serious, as she gave up on her responsibility for independent action, and she merely justifies the actions of public administrations. This attitude is not only in regard to the language. NGOs and social entities from different areas have expressed themselves frequently against this attitude.⁴⁶

45 A Liña do Galego. A Mesa pola Normalización Lingüística. Available in: <https://www.amesa.gal/linhadogalego>.

46 <https://www.sermosgaliza.gal/articulo/politica/investimento-i-d-galiza-retrocede-decada/20180702155738070271.html>.

10 **Most relevant cases**

2015

[45/2015] *National Police*. A policeman refuses to serve him because he speaks in Galician, and he hangs his phone.

[74/2015] *Department of Education*. In the English examinations, the exam was in Spanish and the test of translation in Spanish.

[90/2015] *Casas Novas Equestrian Center*. Discrimination against a 10 years girl to speak in Galician.

[95/2015] *Spanish military police/city police*. He went to the Spanish military police station for a complaint and demanded that he had to speak in Spanish. It was to the local police and they were not allowed to put the complaint in Galician.

[150/2015] *Jungle World*. In a children's space they prohibit teachers who speak Galician to children.

2016

[42/2016] *AUDASA*. At AP9 highway, km 121 there is a poster that puts "Isla de la Toja".

[58/2016] *AGADER*. In the call of the 2014-2020 program leader at several meetings of Agader, it has been explained that the use of Galician can not be valued to respect the principle of opportunity and free competition

[63/2016] *SERGAS*. In the oppositions (point 8) said that in case of doubt the option in Spanish prevails.

[74/2016] *Xunta de Galiza*. In the summons of librarianship grants of the Xunta de Galiza, Galician language is not a requirement

[84/2016] *Ministry of Economy*. The Galician is not admitted in the application for aid for hiring technologists.

[141/2016] *Amazon*. Amazon rejects opinions in Galician, they say they should be in Spanish.

[176/2016] *Google*. Google Maps continues to use detached and unofficial toponymy.

[259/2016] *Ministry of Industry*. Vulnerability of linguistic rights by excluding them from a process for presenting documentation in Galician and not having the right to modify them.

[359/2016] *Ferroatlántica*. Its ethical code does not allow the use of Galician in the internal claims of the company.

[419/2016] *Saba parking*. They asked him to speak in Spanish or they did not open the barrier and he could not withdraw the vehicle or leave the park.

2017

[3/2017] *Google*. On the Google platform appears the name Vilanova dos Infantes, as well as many others, unofficial (Villanueva de los Infantes).

[62/2017] *Galician Service of Placement Depreciation for having its name in Galician*. “There is life beyond the Canda”; “We are going to a global world, we do not have to be closed and nationalist”.

[136/2017] *Hospital Juan Cardona / SERGAS*. A patient was prevented from resonating because the necessary authorization was not provided in Galician to carry out that test. The patient requested to sign the authorization in Galician and the head of Radiology of that hospital assured him that they did not have this documentation in Galician and that if he did not sign that he was in Spanish he could not undergo the test.

[192/2017] *Ministry of Energy, Tourism and Digital Agenda*. The CE3X energy certification program that the state provides them is available only in Spanish.

[202/2017] *Department of education*. A teacher put as a lack of spelling the use of the term “Galiza” and she removed points in the exam to a 4th grade girl. When parents complained, the center supported the teacher.

[211/2017] *Xunta de Galicia*. An official of an administrative building of Xunta de Galiza in Vigo refused to speak in Galician and used mocking expressions.

[229/2017] *Google Maps*. Put most of the Galician place names wrong.

[243/2017] *Google Maps*. Uses bad names * Mellid, * Palas de Rey, * Villagarcía de Arosa.

[283/2017] *SERGAS*. An ambulance driver does not let him speak in Galician in his work.

[308/2017] *SERGAS*. In the opposition of the SERGAS of 2017 they gave two blocks of questions. One in Galician and one in Spanish, but in the part of the norms it said that there was difference between the statements of some question would be valid to that it was in Spanish.

[331/2017] *Port Authority of Vilagarcía*. Exclusion of Galician in the bases of the concession for the exploitation of the Corrubedo’s lighthouse as a tourist space.

[334/2017] *Santander Bank / Ministry of Justice*. In two different branches of the same entity, the payment of a penalty could not be paid for wanting to sign the receipt of the operation in Galician.

2018

[27/2018] *Traffic Department / Traffic Headquarters Lugo*. They change Meira place (* Mera) and make it impossible to carry out the complaints process in Galician.

[40/2018] *Fresh pasta “La Napolitana”*. Labor discrimination by using Galician in its work place (from November to January). They have been called to him repeatedly.

[53/2018] *Amazon*. Amazon does not support Galician in its product reviews.

10. Most relevant cases

[60/2018] *Sports service of the Xunta delegation*. Severe discrimination on the part of two civil servants who humiliated a person to request assistance in Galician.

[65/2018] *Department of Health*. The draft of the opposition of Sergas intends that in the registration of the oppositions choose the language of the exam

[90/2018] *Aena*. In the service of telephone assistance of the airport of Santiago do not attend in Galician because, according to the workers, they do not allow it.

[94/2018] *Ministry of engineering, tourism and digital agenda*. Non-official place names in the electronic headquarters of the RED (Entity to develop the Spanish digital agenda).

[233/2018] *Google*. The announcements of events in Galician are vetoed.

[268/2018] *Judge of Lugo*. They refused to give notice of a sentence in Galician.

[284/2018] *USC*. A doctoral student is required to present your thesis in English for having to present it in the language of most articles (which are in English by scientific needs).

[314/2018] *Google*. The google maps app writes the place names incorrectly.

[335/2018] *Parking Montero Ríos*. A person requested personal attention and a complaint sheet by the intercom. The answer was: This is Spain and Spanish is spoken.

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