



National Enforcement Bodies under Regulation [EC] 1371/2007 on rail passengers' rights and obligations

http://ec.europa.eu/transport/themes/passengers/rail/index_en.htm

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Member State	Organisation	Contact details
 Austria	Agentur für Passagier- und Fahrgastrechte (apf)	Linke Wienzeile 4/1/6 AT - 1060 Wien www.apf.gv.at
 Belgium	Service Public Fédéral Mobilité et Transports- Service Relais des voyageurs - Federale Overheidsdienst Mobiliteit en Vervoer - Dienst Reizigersrelaties (Federal Public Service Mobility and Transport - Passenger relay service)	Rue du progrès 56 1210 Bruxelles Vooruitgangstraat 56 1210 Brussels Mail : PRS.DPF@mobilit.fgov.be www.mobilit.belgium.be Tel. : +32 2 277 36 58 or +32 2 277 30 49
 Bulgaria	Изпълнителна агенция "Железопътна администрация" (Railway Administration Executive Agency)	Tel. : +359 2 9 409 428 +359 2 9 409 506 www.iaja.government.bg
 Croatia	Croatian Regulatory Authority for the Network Industries (HAKOM)	Tel. : +385 1 700 7007 www.hakom.hr
 Czech Republic	Drážní úřad (Rail Authority)	Tel. : +420 224 229 937 www.ducr.cz
 Denmark	Sekretariatet for Ankenævnet for Bus, Tog og Metro (Appeal Board for Bus, Train and Metro) The Danish Rail Regulatory Body (Jernbanenævnet)	Tel. : +45 36 13 18 91 www.abtm.dk Tel. : + 45 41 78 03 83 Mail: info@jernbanenaevnet.dk Site: www.jernbanenaevnet.dk

 <u>Estonia</u>	Estonian Road Administration Teelise 4, 10916 Tallinn, Estonia Supervisory Division of Public Transport Department	Tel. : +372 6 201 700 www.mnt.ee/eng
 <u>Finland</u>	Kuluttajariitalautakunta (Consumer Disputes Board) PRM-passengers and business passengers: The Finnish Transport and Communications Agency (Traficom) Finnish Competition and Consumer Agency	Tel. : +358 29 56 65200 www.kuluttajariita.fi kirjaamo@traficom.fi www.traficom.fi P.O. Box 320, FI-00059 TRAFICOM Tel. +358 29 534 5000
 <u>France</u>	Direction Générale de la Concurrence, de la Consommation et de la Répression des fraudes - D.G.C.C.R.F. (Directorate General for Competition, Consumption and Anti-Fraud)	Tel. : +33 144 871 717 www.service-public.fr
 <u>Germany</u>	Eisenbahn-Bundesamt (Federal Railway Authority)	Heinemannstraße 6 53175 Bonn, Germany Tel:+49228/30795-400 Fax:+49228/9826-9199 fahrgastrechte@eba.bund.de www.eba.bund.de
 <u>Greece</u>	Ρυθμιστική Αρχή Σιδηροδρόμων (Regulatory Authority for Railways)	Tel. : +30 210 3860141-2 www.ras-el.gr info@ras-el.gr
 <u>Hungary</u>	Rail Regulatory Body Ministry for Innovation and Technology H-1066 Budapest Teréz krt. 38 Postal address: H-1440 Budapest, Pf. 1	Tel. : +36 1 373 14 05 lgazgatasiszerv.vasut@itm.gov.hu Regulatorybody.rail@itm.gov.hu
 <u>Ireland</u>	Department of Transport	Tel. : +353 1 67 07 444 www.transport.ie
 <u>Italy</u>	Autorità di regolazione dei trasporti (ART) Ufficio diritti degli utenti Transport Regulation Authority Passengers' Rights	Phone: + 39 01119212 - 558/546 Pec: pec@pec.autorita-trasporti.it Email: ddu@autorita-trasporti.it http://www.autorita-trasporti.it Address: Via Nizza n. 230 PC: 10126, Torino - Italy
 <u>Latvia</u>	Sabiedrisko pakalpojumu regulēšanas komisija (Public Utilities Commission)	Tel. : +371 670 97 200 www.sprk.gov.lv
 <u>Lithuania</u>	State Consumer Rights Protection Authority Lithuanian Transport Safety Administration	Tel. : +370 5 262 6751 www.vvat.lt e-mail: tarnyba@vvat.lt Tel.: +370 5 278 56 01

		https://ltsa.lrv.lt E-mail: ltsa@ltsa.lrv.lt
 <u>Luxembourg</u>	Ministère de la Protection des consommateurs https://guichet.public.lu/fr/citoyens/citoyennete/protection-consommateur/droits-voyageurs/droit-passagers-ferroviaires.html	Tel.: +352 247-73700 passagers@mpc.etat.lu 271, route d'Arlon L-1150 Luxembourg B.P 119 L-2011 Luxembourg
 <u>The Netherlands</u>	Inspectie Leefomgeving en Transport (Human Environment and Transport Inspectorate)	Tel.: +31 88 489 00 00 www.ilent.nl
 <u>Poland</u>	Urząd Transportu Kolejowego (Office for Rail Transport)	Tel.: +48 801 044 080 +48 22 460 40 80 www.utk.gov.pl
 <u>Portugal</u>	Autoridade da mobilidade e dos transportes	Palácio Coimbra, Rua de Santa Apolónia, n.º 53 1100-468 Lisboa Tel: +351 211025800 reclamacoes@amt-autoridade.pt www.amt-autoridade.pt
 <u>Romania</u>	Autoritatea Feroviară Română (Romanian Railway Authority)	Tel. : +40 21 307 79 00 www.afer.ro
 <u>Slovakia</u>	Dopravný úrad (Transport Authority)	Tel. : +421 2 48 777 402 www.nsat.sk
 <u>Slovenia</u>	Agencija za komunikacijska omrežja in storitve Republike Slovenije (Agency for Communication Networks and Services of the Republic of Slovenia)	Tel. : +386 1 583 63 00 www.akos-rs.si
 <u>Spain</u>	Ministerio de Fomento (Ministry of Public Works)	Tel. : +34 915 977 000 www.fomento.es
 <u>Sweden</u>	Konsumentverket (Swedish Consumer Agency)	Tel.: +46 771 42 33 00 www.konsumentverket.se
Other countries		
 <u>United Kingdom</u>	Office of Rail Regulation	Tel.: +44 20 7282 2000 www.rail-reg.gov.uk
 <u>United Kingdom (Northern Ireland)</u>	Department for Regional Development	Tel. : +353 28 9054 0540 www.drdni.gov.uk

