






National Enforcement Bodies under Regulation (EU) 2021/782 on rail passengers' rights and obligations


https://transport.ec.europa.eu/transport-themes/passenger-rights/rail_en

Disclaimer: The table is based on the information received from the EU Member States. Each Member State is responsible for the accuracy of the information it gives about its national enforcement bodies. The Commission cannot be held responsible for any missing or outdated information.

Update: 20 March 2024

Member State	Organisation	Contact details
 Austria	<p>Agentur für Passagier- und Fahrgastrechte (apf)</p> <p>Agency for Passenger Rights (apf)</p> <p>Linke Wienzeile 4/1/6, 1060 Wien, Austria</p>	<p>Tel.: +43 1 505 07 07 - 710</p> <p>Website: www.passagier.at</p> <p>Online Beschwerdeformular (Deutsch): German</p> <p>Online complaint form (English): English</p>
 Belgium	<p>Service Public Fédéral Mobilité et Transports- Service Relais des voyageurs</p> <p>Rue du progrès 56 BE-1210 Bruxelles</p> <p>/ Federale Overheidsdienst Mobiliteit en Vervoer - Dienst Reizigersrelaties</p> <p>Vooruitgangstraat 56 BE-1210 Brussels</p> <p><i>(Federal Public Service Mobility and Transport - Passenger relay service)</i></p>	<p>Tel.: +32 (0)2 277 31 11</p> <p>E-mail: PRS.DPF@mobiliteit.fgov.be</p> <p>Website: French, Dutch, English</p> <p>Online complaint form: French, Dutch, English</p>
 Bulgaria	<p>Изпълнителна агенция - Железопътна администрация (Railway Administration - Executive Agency)</p> <p>5 Gen. Iosif Gurko Str. BG-1000 Sofia</p>	<p>Tel.: (+359 2) 9 409 428</p> <p>Fax: (+359 2) 987 67 69</p> <p>E-mail: FOffice@iaja.bg</p> <p>Website: Bulgarian, English</p>
 Croatia	<p>Croatian Regulatory Authority for Network Industries (HAKOM)</p> <p>Roberta FrangešaMihanovića 9 HR-10110 Zagreb</p>	<p>Tel.: +385 1 700 70 07 (Mon-Fri 09.00-11.30 and 12.30-15.00)</p> <p>Fax: +385 1 700 70 70</p> <p>E-mail: zeljeznica@hakom.hr</p> <p>Website: Croatian, English</p>

 <u>Czech Republic</u>	Drážní úřad (Rail Authority) Wilsonova 300/8 CZ-121 06 Prague 8	Tel.: +420 972 241 839, line 108,109,111 E-mail: podatelna@ducr.cz Website: Czech Online complaint form: Czech
 <u>Denmark</u>	Ankenævnet for Bus, Tog og Metro (Appeal Board for Bus, Train and Metro) Automatikvej 1 DK-2860 Søborg Jernbanenævnet (The Danish Rail Regulatory Body) Carsten Niebuhrs Gade 43 DK-1577 Copenhagen V	Tel.: +45 36 13 18 91 or +45 22 62 65 00 (Tue 09:30-11:30 and Fri 10:00-11:30) E-mail: mail@abtm.dk Website: Danish Online complaint form: Danish, English (English guide to complaint) Tel.: +45 41 78 03 86 (Mon-Thu 09:00-16:00 and Fri 09:00-15.30) E-mail: info@jernbanenaevnet.dk Website: Danish, English
 <u>Estonia</u>	Estonian Transport Administration Valge 4 EE-11413 Tallinn	Tel.: +372 620 1200 (Mon-Wed and Fri 09.00-17.00 and Thu 09.00-16.00) E-mail: info@transpordiamet.ee Website: Estonian, Russian, English
 <u>Finland</u>	<u>Consumer complaints:</u> Kuluttajariitalautakunta (Consumer Disputes Board) Hämeentie 3 P.O. Box 306 FI-00531 HELSINKI <u>Business travellers and PRM-passenger complaints:</u> Liikenne- ja viestintävirasto Traficom (Finnish Transport and Communications Agency Traficom) PO Box 320 FI-00059 TRAFICOM <u>Information and guidance related to consumer law questions and disputes (no handling of individual cases):</u> Kilpailu- ja kuluttajavirasto (Finnish Competition and Consumer Authority) Postal address: KKV, POB 5, FI-00531 Helsinki Visiting address: Lintulahdenkuja 2, FI-00530 Helsinki	Tel.: +358 29 566 5200 Fax: +358 29 566 5249 E-mail: krii@oikeus.fi Website: Finnish, Swedish, English Tel.: +358 29 534 5000 (Mon-Fri 08:00-16:15) E-mail: kirjaamo@traficom.fi Website: Finnish, Swedish, English Tel.: +358 29 505 3000 (Mon-Fri 08:00-16:15) E-mail: kirjaamo@kkv.fi Website: Finnish, Swedish, English
 <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 Online complaint form: English

	59, boulevard Vincent Auriol 75703 Paris Cedex 13 Website : https://www.economie.gouv.fr/dgccrf	
 <u>Germany</u>	Eisenbahn-Bundesamt (Federal Railway Authority) Heinemannstr. 6 53175 Bonn	Tel.: +49 228 30795 - 400 Website: www.eba.bund.de Online complaint forms: German
 <u>Greece</u>	Ρυθμιστική Αρχή Σιδηροδρόμων (Regulatory Authority for Railways) Stadiou 33 EL-105 59 Athens	Tel.: +30 210 3860141 E-mail: info@ras-el.gr Website: Greek Online complaint form: Greek or Greek - Word
 <u>Hungary</u>	Ministry of Construction and Transport - Rail Regulatory Body Teréz krt. 38 HU-1066 Budapest Postal address: H-1066 Budapest, Terez krt. 38	Tel.: +36 1 373-1405 E-mail: igazgatasiszerv.vasut@ekm.gov.hu Website: Hungarian (Hungarian - complaint handling process)
 <u>Ireland</u>	Údaras Náisiúnta Iompair, National Transport Authority Dún Scéine, Iveagh Court, Harcourt Lane, Dublin 2	Tel.: +353 1 879 8300 E-mail: info@nationaltransport.ie Website: Irish/Gaelic , English
 <u>Italy</u>	Autorità di Regolazione dei Trasporti (ART) (Transport Regulation Authority) Via Nizza 230 IT-10126 Torino	Tel.: + 39 011 19212 550 E-mail: pec@pec.autorita-trasporti.it Website: Italian , English Online complaint form: Italian , English
 <u>Latvia</u>	<u>Domestic rail passenger transport:</u> Autotransporta Direkcija (Road Transport Administration) 30 Vaļņu Street Riga, LV-1050 <u>International rail passenger transport:</u> State Railway Administration Republic of Latvia Blaumaņa Street 28-3, Riga, LV-1011	Tel.: +371 67280485 E-mail: info@atd.lv Website: Latvian , Russian , English Tel.: +371 67233225 Fax: +371 67234105 E-mail: pasts@vda.gov.lv Website: Latvian , English
 <u>Lithuania</u>	State Consumer Rights Protection Authority Lithuanian Transport Safety Administration	Tel. : +370 5 262 6751 www.vvtat.lt e-mail: tarnyba@vvtat.lt Tel.: +370 5 278 56 01 https://ltsa.lrv.lt e-mail: ltsa@ltsa.lt

 <u>Luxembourg</u>	Ministère de l'Agriculture, de l'Alimentation et de la Viticulture Direction de la protection des consommateurs 271, route d'Arlon L-1150 Luxembourg Postal address: B.P. 119, L-2011 Luxembourg	Tel.: +352 247-73700 E-Mail: passagers@mpc.etat.lu Website: : French , German , English , Luxembourgish Complaint form: English
 <u>The Netherlands</u>	Inspectie Leefomgeving en Transport <i>(Human Environment and Transport Inspectorate)</i> P.O. Box 16191 2500 BD The Hague	Tel.: +31 88 489 00 00 (Mon-Fri 08:30-17:00) Website: Dutch , English Online compensation form: Dutch , English
 <u>Poland</u>	Urząd Transportu Kolejowego <i>(Office for Rail Transport)</i> Al. Jerozolimskie 134 PL-02-305 Warsaw	Tel.: +48 22 460 40 80 (Mon-Fri 08:15-16:15) Fax: +48 22 749 14 01 E-mail: pasazer@utk.gov.pl Website: Polish , English
 <u>Portugal</u>	Autoridade da Mobilidade e dos Transportes Av. António Augusto Aguiar, n.º 128 1050-020 Lisboa	Tel.: +351 211025800 E-mail: reclamacoes@amt-autoridade.pt Website: www.amt-autoridade.pt
 <u>Romania</u>	Autoritatea Feroviară Română <i>(Romanian Railway Authority)</i> Calea Grivitei 393 sector 1, Bucharest Romania	Tel.: +4021 307 79 00 E-mail: registratura@afcr.ro Website: Romanian , English
 <u>Slovakia</u>	Dopravný úrad <i>(Transport Authority)</i> Letisko M.R. Štefánika 823 05 Bratislava Slovakia	Tel.: +421 2 48 777 402 E-mail: drahy@nsat.sk or nsat@nsat.sk Website: Slovak , English
 <u>Slovenia</u>	Agencija za komunikacijska omrežja in storitve Republike Slovenije <i>(Communications Networks and Services Agency of the Republic of Slovenia)</i> Stegne 7, 1000 Ljubljana, Slovenia	Tel.: +386 (0)1 583 63 00 (Mon-Fri 08:30-14:00) Fax: +386 (0)1 511 11 01 E-mail: info.box@akos-rs.si Website: Slovene , English
 <u>Spain</u>	Ministerio de Transportes, Movilidad y Agenda Urbana <i>(Ministry of Transport, Mobility and Urban Agenda)</i> Paseo de la Castellana 67 ES-28071 Madrid	Tel.: +34 915 977 000 Website: Spanish
 	Konsumentverket <i>(Swedish Consumer Agency)</i> Tage Erlandergratan 8A	Tel.: +46 771 42 33 00 E-mail:

<p><u>Sweden</u></p>	<p>SE-652 20 Karlstad Postal address: Konsumentverket/KO, Box 48 SE-651 02 Karlstad</p> <p>Transportstyrelsen (<i>Swedish Transport Agency</i>) Box 267 SE-781 23 Borlänge</p>	<p>konsumentverket@konsumentverket.se Website: www.konsumentverket.se - multiple language options (Swedish, English, Finnish, Croatian, German, Spanish, French, Polish, Romanian, etc.)</p> <p>Tel: +46 771-503 503 E-mail: jarnvag@transportstyrelsen.se</p> <p>Website: Swedish, English</p>
<p>Other countries</p>		
<p> <u>Norway</u></p>	<p>Norsk ReiselivsForum, Transportklagenemnda og Pakkereisenemnda (<i>The Travel Complaint Handling Body</i>) Øvre Slottsgate 18-20, NO-0157 Oslo</p>	<p>Tel.: +47 22 54 60 00 (Tue-Thu 10:00-11:15 and 12:00-14:00) E-mail: post@reiselivsforum.no Website: Norwegian, English Online complaint form: Norwegian, English</p>
<p> <u>United Kingdom</u></p>	<p>Office of Rail Regulation</p>	<p>Tel.: +44 20 7282 2000 Website: www.rail-reg.gov.uk</p>
<p> <u>United Kingdom</u> (Northern Ireland)</p>	<p>Department for Regional Development</p>	<p>Tel.: +353 28 9054 0540 Website: www.drdni.gov.uk</p>