



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 The Commission cannot be held responsible for any missing or outdated information.*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: 06 May 2025

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

 <u>Czech Republic</u>	Drážní úřad (Rail Authority) Bělehradská 222/128 Prague 2 12000	Tel.: +420 226 523 368 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>Complaints from PRM-passengers and supervision of the rights of non-consumers (i.e. business travellers, no handling of individual cases)</u> Liikenne- ja viestintävirasto Traficom (Finnish Transport and Communications Agency, Traficom) P.O. Box 320 00059 TRAFICOM <u>Supervision of the interests of consumers on a collective level (no handling of individual cases):</u> Consumer Ombudsman / Finnish Competition and Consumer Authority P.O. Box 5 FI - 00531 HELSINKI	Tel.: +358 29 566 5200 Fax: +358 29 566 5249 E-mail: kril@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) 59, boulevard Vincent Auriol 75703 Paris Cedex 13 Website : https://www.economie.gouv.fr/dgccrf	Tel. : +33 144 871 717 www.service-public.fr Online complaint form: English
 <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>	National Transport Authority, Údaras Náisiúnta Iompair Haymarket House, Smithfield, Dublin 7, D07 CF98	E-mail: EUPassengerRights@nationaltransport.ie Website: 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 Valņu 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>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
 <u>Sweden</u>	Konsumentverket <i>(Swedish Consumer Agency)</i> Tage Erlander gatan 8A SE-652 20 Karlstad Postal address: Konsumentverket/KO, Box 48 SE-651 02 Karlstad Transportstyrelsen <i>(Swedish Transport Agency)</i> Box 267 SE-781 23 Borlänge	Tel.: +46 771 42 33 00 E-mail: konsumentverket@konsumentverket.se Website: www.konsumentverket.se - multiple language options (Swedish, English, Finnish, Croatian, German, Spanish, French, Polish, Romanian, etc.) Tel: +46 771-503 503 E-mail: jarnvag@transportstyrelsen.se Website: Swedish , English
Other countries		
 Liechtenstein	Office of Building Construction and Spatial Planning Giessenstrasse 3 Postfach 684 9490 Vaduz	Tel.: +423 236 71 10 E-mail: info.ahr@llv.li Website: https://www.llv.li/de
 <u>Norway</u>	Norsk ReiselivsForum, Transportklagenemnda og Pakkereisenemnda <i>(The Travel Complaint Handling Body)</i> Øvre Slottsgate 18-20, NO-0157 Oslo	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
 <u>United Kingdom</u>	Office of Rail Regulation	Tel.: +44 20 7282 2000 Website: www.rail-reg.gov.uk
 <u>United Kingdom</u> (Northern Ireland)	Department for Regional Development	Tel.: +353 28 9054 0540 Website: www.drdni.gov.uk

 Schweiz / Suisse / Svizzera	Durchsetzungsstelle für Passagierrechte im öffentlichen Verkehr Bundesamt für Verkehr (BAV) Mühlestrasse 6 CH-3063 Ittigen Postadresse: Bundesamt für Verkehr CH-3003 Bern	Tel.: +41 58 467 36 42 / +41 58 463 39 44 E-Mail: passagierrechte@bav.admin.ch Website: Durchsetzungsstelle - BAV (language options: English, German, French, Italian)
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