



## 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](http://ec.europa.eu/transport/themes/passengers/rail/index_en.htm)

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Member State	Organisation	Contact details
 <a href="#">Austria</a>	Agentur für Passagier- und Fahrgastrechte (apf)	Linke Wienzeile 4/1/6 AT - 1060 Wien  <a href="http://www.apf.gv.at">www.apf.gv.at</a>
 <a href="#">Belgium</a>	Service Public Fédéral Mobilité et Transports - Federale Overheidsdienst Mobiliteit en Vervoer (Federal Public Service Mobility and Transport)	Tel. : +32 2 277 48 91 (FR) +32 2 277 48 90 (NL)  <a href="http://www.mobilit.fgov.be">www.mobilit.fgov.be</a>
 <a href="#">Bulgaria</a>	Изпълнителна агенция "Железопътна администрация" (Railway Administration Executive Agency)	Tel. : +359 2 9 409 428 +359 2 9 409 506  <a href="http://www.iaja.government.bg">www.iaja.government.bg</a>
 <a href="#">Croatia</a>	Croatian Regulatory Authority for the Network Industries (HAKOM)	Tel. : +385 1 700 7007 <a href="http://www.hakom.hr">www.hakom.hr</a>
 <a href="#">Czech Republic</a>	Dražní úřad (Rail Authority)	Tel. : +420 224 229 937  <a href="http://www.ducr.cz">www.ducr.cz</a>
 <a href="#">Denmark</a>	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 <a href="http://www.abtm.dk">www.abtm.dk</a>  Tel. : + 45 41 78 03 83  Mail: <a href="mailto:info@jernbanenaevnet.dk">info@jernbanenaevnet.dk</a> Site: <a href="http://www.jernbanenaevnet.dk">www.jernbanenaevnet.dk</a>
 <a href="#">Estonia</a>	Estonian Road Administration Teelise 4, 10916 Tallinn, Estonia Supervisory Division of Public Transport Department	Tel. : +372 6 201 700 <a href="http://www.mnt.ee/eng">www.mnt.ee/eng</a>
 	Kuluttajariitalautakunta (Consumer Disputes Board)	Tel. : +358 29 56 65200  <a href="http://www.kuluttajariita.fi">www.kuluttajariita.fi</a>

<u>Finland</u>	The Finnish Transport and Communications Agency (Traficom) Kumpulantie 9, 00520 P.O. Box 320, 00059 TRAFICOM FI - 00101 HELSINKI	<a href="mailto:kirjaamo@traficom.fi">kirjaamo@traficom.fi</a> <a href="http://www.traficom.fi">www.traficom.fi</a>
 <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 <a href="http://www.service-public.fr">www.service-public.fr</a>
 <u>Germany</u>	Eisenbahn-Bundesamt (Federal Railway Authority)	Heinemannstraße 6 53175 Bonn E-Mail: <a href="mailto:fahrgastrechte@eba.bund.de">fahrgastrechte@eba.bund.de</a> Telefax: +49 228 9826-9199 <a href="https://www.eba.bund.de/DE/Themen/Fahrgastrechte/fahrgastrechte_node.html;jsessionid=F807330C4099D4E283D4308B6AEA31A3.live11294">https://www.eba.bund.de/DE/Themen/Fahrgastrechte/fahrgastrechte_node.html;jsessionid=F807330C4099D4E283D4308B6AEA31A3.live11294</a> <a href="https://www.eba.bund.de/EN/PassengerRights/passengerrights_node.html">https://www.eba.bund.de/EN/PassengerRights/passengerrights_node.html</a>
 <u>Greece</u>	Ρυθμιστική Αρχή Σιδηροδρόμων (Regulatory Authority for Railways)	Tel. : +30 210 3860141-2 <a href="http://www.ras-el.gr">www.ras-el.gr</a>
 <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 <a href="mailto:lgazgatasiszerv.vasut@itm.gov.hu">lgazgatasiszerv.vasut@itm.gov.hu</a> <a href="mailto:Regulatorybody.rail@itm.gov.hu">Regulatorybody.rail@itm.gov.hu</a>
 <u>Ireland</u>	Department of Transport	Tel. : +353 1 67 07 444 <a href="http://www.transport.ie">www.transport.ie</a>
 <u>Italy</u>	Autorità di Regolazione dei Trasporti	Tel. : +39 0111912550 <a href="http://www.autorita-trasporti.it/">http://www.autorita-trasporti.it/</a>
 <u>Latvia</u>	Sabiedrisko pakalpojumu regulēšanas komisija (Public Utilities Commission)	Tel. : +371 670 97 200 <a href="http://www.sprk.gov.lv">www.sprk.gov.lv</a>
 <u>Lithuania</u>	State Consumer Rights Protection Authority  State Railways Inspectorate	Tel. : +370 5 262 6751 <a href="http://www.vvtat.lt">www.vvtat.lt</a> e-mail: <a href="mailto:tarnyba@vvtat.lt">tarnyba@vvtat.lt</a>  Tel. : +370 3 243 0362 <a href="http://www.vgi.lt">www.vgi.lt</a> e-mail: <a href="mailto:vgi@vgi.lt">vgi@vgi.lt</a>
 <u>Luxembourg</u>	Communauté des Transports (Regulatory Authority for Transport)	Tel. : +352 26 86 57 1 <a href="http://www.verkeiersverbond.lu">www.verkeiersverbond.lu</a>
 <u>The Netherlands</u>	Inspectie Leefomgeving en Transport (Human Environment and Transport Inspectorate)	Tel.: +31 88 489 00 00 <a href="http://www.ilent.nl">www.ilent.nl</a>

 <u>Poland</u>	Urząd Transportu Kolejowego (Office for Rail Transport)	Tel.: +48 801 044 080 +48 22 460 40 80 <a href="http://www.utk.gov.pl">www.utk.gov.pl</a>
 <u>Portugal</u>	Instituto da Mobilidade e dos Transportes Terrestres (Institute for Mobility and Land Transport)	Tel. : +351 217 949 000 <a href="http://www.imtt.pt">www.imtt.pt</a>
 <u>Romania</u>	Autoritatea Feroviară Română (Romanian Railway Authority)	Tel. : +40 21 307 79 00 <a href="http://www.afer.ro">www.afer.ro</a>
 <u>Slovakia</u>	Dopravný úrad (Transport Authority)	Tel. : +42 12 50 255 202 <a href="http://www.nsat.sk">www.nsat.sk</a>
 <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 <a href="http://www.akos-rs.si">www.akos-rs.si</a>
 <u>Spain</u>	Ministerio de Fomento (Ministry of Public Works)	Tel. : +34 915 977 000 <a href="http://www.fomento.es">www.fomento.es</a>
 <u>Sweden</u>	Konsumentverket (Swedish Consumer Agency)	Tel.: +46 771 42 33 00 <a href="http://www.konsumentverket.se">www.konsumentverket.se</a>
<b>Other countries</b>		
 <u>United Kingdom</u>	Office of Rail Regulation	Tel.: +44 20 7282 2000 <a href="http://www.rail-reg.gov.uk">www.rail-reg.gov.uk</a>
 <u>United Kingdom (Northern Ireland)</u>	Department for Regional Development	Tel. : +353 28 9054 0540 <a href="http://www.drdni.gov.uk">www.drdni.gov.uk</a>