



# Register of Commission expert groups and other similar entities

## Commission Expert Group

**Name:** Expert group on Passenger Rights (E02861)  
(Active - Group which operates on a permanent basis)

**Policy Area:** Transport

**Lead DG:** MOVE - DG Mobility and Transport

**Type:** Informal, Permanent

**Scope:** Limited

**Mission:** Enforcement of all Regulations related to Passenger Rights, notably in relation to air transport (Regulations (EC) 261/2004, (EC) 1107/2006 and (EC) 889/2002), rail transport (Regulation (EC) 1371/2007), sea and inland waterway (Regulation (EU) 1177/2010) as well as bus and coach transport (Regulation (EU) 181/2011). The main task of this group is to discuss implementation issues with national enforcement bodies and stakeholders and to facilitate a harmonised approach to the enforcement of the EU passenger rights legislation.

**Task:** Assist the Commission in relation to the implementation of existing Union legislation, programmes and policies

Assist the Commission in the preparation of delegated acts

Assist the Commission in the preparation of legislative proposals and policy initiatives

Coordinate with Member States, exchange of views

**Contact:** MOVE-MARITIME-PASSENGER-RIGHTS@ec.europa.eu;  
MOVE-APRIGHTS@ec.europa.eu; MOVE-RAIL-PASSENGERS-RIGHTS@ec.europ

**Publication in RegExp:** 14 Dec 2012

**Last updated:** 31 May 2017

## **Additional Information**

### **Activity Report**

Meeting on the application of Regulation (EC) 261/2004 on the rights of passengers when travelling by air on 14 March 2017

[Document 1](#)

(approx. 54 kb)

[Document 2](#)

(approx. 87 kb)

### **Activity Report**

The National Enforcement Bodies for rail passenger rights sub-group (Regulation 1371/2007) on 6 March 2017.

[Document 1](#)

(approx. 81 kb)

[Document 2](#)

(approx. 73 kb)

### **Activity Report**

Meeting on the application of Regulation 1107/2006 - PRM rights when travelling by air- Brussels 6 February 2017

[Document 1](#)

(approx. 98 kb)

[Document 2](#)

(approx. 174 kb)

### **Activity Report**

The National Enforcement Bodies for bus passenger rights on 26 April 2016

[Document 1](#)

(approx. 70 kb)

[Document 2](#)

(approx. 86 kb)

### **Activity Report**

The National Enforcement Bodies for maritime passenger rights on 25 April 2016

[Document 1](#)

(approx. 66 kb)

[Document 2](#)

(approx. 88 kb)

### **Activity Report**

The National Enforcement Bodies for air passenger rights on 5-6 April 2016

[Document 1](#)

(approx. 105 kb)

[Document 2](#)

(approx. 84 kb)

### **Activity Report**

The National Enforcement Bodies on air passenger rights 11 NOV (PRM-passengers with reduced mobility)

[Document 1](#)

(approx. 98 kb)

[Document 2](#)

(approx. 78 kb)

### **Activity Report**

The National Enforcement Bodies for air passenger rights on 14 September 2015

[Document 1](#)

(approx. 106 kb)

[Document 2](#)

(approx. 104 kb)

### **Activity Report**

The National Enforcement Bodies for maritime passenger rights on 23 June 2015

[Document 1](#)

(approx. 59 kb)

[Document 2](#)

(approx. 352 kb)

### **Activity Report**

The National Enforcement Bodies for rail passenger rights . On 31 March 2015 (Regulation 1371/2007)

[Document 1](#)

(approx. 204 kb)

[Document 2](#)

(approx. 41 kb)

### **Activity Report**

Meeting of National Enforcement Bodies - Rights of passengers travelling by bus and coach. On 11 March 2015

[Document 1](#)

(approx. 67 kb)

[Document 2](#)

(approx. 260 kb)

## Activity Report

Meeting of National Enforcement Bodies - Rights of passengers travelling by bus and coach. On 24 June 2014

[Document 1](#)

(approx. 64 kb)

[Document 2](#)

(approx. 112 kb)

## Activity Report

The National Enforcement Bodies for maritime passenger rights sub- group meets several times a year. The meeting is foreseen for 11th April 2014

[Document 1](#)

(approx. 60 kb)

[Document 2](#)

(approx. 82 kb)

## Activity Report

The National Enforcement Bodies for maritime passenger rights sub-group (Regulation 1177/2010) on 18 February 2014.

[Document 1](#)

(approx. 96 kb)

[Document 2](#)

(approx. 275 kb)

## Activity Report

The National Enforcement Bodies for rail passenger rights sub-group (Regulation 1371/2007) on 14 October 2013.

[Document 1](#)

(approx. 79 kb)

[Document 2](#)

(approx. 89 kb)

## Activity Report

The National Enforcement Bodies for bus and coach passenger rights sub-group (Regulation (EC) No 181/2011) on 18 July 2013.

[Document 1](#)

(approx. 115 kb)

[Document 2](#)

(approx. 100 kb)

## Activity Report

The National Enforcement Bodies for air passenger rights sub-group (Regulation (EC) No 261/2004) on 12 April 2013.

[Document 1](#)

(approx. 105 kb)

[Document 2](#)

(approx. 59 kb)

## Activity Report

The National Enforcement Bodies for maritime passenger rights sub- group meets several times a year. The meeting is foreseen for 18th of March 2013

[Document 1](#)

(approx. 73 kb)

[Document 2](#)

(approx. 109 kb)

[Document 3](#)

(approx. 110 kb)

## Activity Report

The National Enforcement Body extraordinary circumstances AIR met on 27-28 February 2013.

[Document 1](#)

(approx. 32 kb)

[Document 2](#)

(approx. 40 kb)

## Activity Report

The National Enforcement Body extraordinary circumstances AIR met on 15 January 2013.

[Document 1](#)

(approx. 33 kb)

[Document 2](#)

(approx. 59 kb)

## Activity Report

The National Enforcement Bodies for rail passenger rights sub-group met on 16 July 2012. The agenda and the minutes of the meeting are attached.

[Document 1](#)

(approx. 48 kb)

[Document 2](#)

(approx. 74 kb)

## Activity Report

The National Enforcement Bodies for air passenger rights sub-group (Regulation (EC) No 261/2004) was held on 31 May 2012. The agenda and minutes of the meeting are attached.

[Document 1](#)

(approx. 75 kb)

[Document 2](#)

(approx. 90 kb)

### **Activity Report**

The National Enforcement Bodies for air passenger rights sub-group (Reg. 1107/2006) met once in 2011, on 15 March. The meeting report is attached. In 2012, the group met on 16 February 2012.

[Document 1](#)

(approx. 38 kb)

### **Activity Report**

The National Enforcement Bodies for rail passenger rights sub-group was held on 29 June 2011. The discussions were about: • NEBs Group for Rail Passenger Rights updates compared to last meeting. • The guidelines note (presented on the first meeting) on the requirements concerning the contents of Service Quality Reports to be published by railway undertakings pursuant to Art 28 of Regulation 1371/2007 (the Rail Passenger Rights Regulation) as well as procedure for their publication on the website of the European Railway Agency (ERA). • The Memorandum of understanding (presented on the first meeting) on complaint handling procedure under Regulation 1371/2007. • Discussion on the definition of extraordinary circumstances and on the scope of related exemptions under Regulation 1371/2007. • Discussion on the establishment of a Rail Information and Reservation System.

[Document 1](#)

(approx. 82 kb)

### **Activity Report**

The National Enforcement Bodies for rail passenger rights sub-group second meeting was held on 22 November 2010.

### **Selection Procedure (members)**

The members of this group are the EU Member States as well as Switzerland, Iceland and Norway, who are party to the Regulations in question. The authorities of the Member States decide on their representatives.

### **Internal Rules of Procedure**

Expert groups usually operate in an informal setting without any formal rules of procedure. This is the case for this group.

## Members

### Type D - Member State Authority

Country		Membership Status
Austria	2 Public Authorit(y-ies)	Member
Belgium	1 Public Authorit(y-ies)	Member
Bulgaria	4 Public Authorit(y-ies)	Member
Croatia	2 Public Authorit(y-ies)	Member
Cyprus	2 Public Authorit(y-ies)	Member
Czech Republic	3 Public Authorit(y-ies)	Member
Denmark	6 Public Authorit(y-ies)	Member
Estonia	2 Public Authorit(y-ies)	Member
Finland	3 Public Authorit(y-ies)	Member
France	3 Public Authorit(y-ies)	Member
Germany	2 Public Authorit(y-ies)	Member
Greece	3 Public Authorit(y-ies)	Member
Hungary	4 Public Authorit(y-ies)	Member
Ireland	2 Public Authorit(y-ies)	Member
Italy	2 Public Authorit(y-ies)	Member
Latvia	5 Public Authorit(y-ies)	Member
Lithuania	4 Public Authorit(y-ies)	Member
Luxembourg	3 Public Authorit(y-ies)	Member
Malta	2 Public Authorit(y-ies)	Member
Netherlands	1 Public Authorit(y-ies)	Member
Poland	3 Public Authorit(y-ies)	Member
Portugal	2 Public Authorit(y-ies)	Member
Romania	4 Public Authorit(y-ies)	Member
Slovakia	3 Public Authorit(y-ies)	Member
Slovenia	2 Public Authorit(y-ies)	Member
Spain	5 Public Authorit(y-ies)	Member
Sweden	3 Public Authorit(y-ies)	Member
United Kingdom	9 Public Authorit(y-ies)	Member

### Type E - Other public entity

## Subgroups

Name	Duration	Composition
<b>National Enforcement Bodies for rail passenger rights</b>	unlimited	
<b>Type D - Member State Authority</b>		
Country	Public Authority	Membership Status
United Kingdom	Equality and Human Rights Commission England (Reg. 1107/2006), Equality and Human Rights Commission Wales (Reg. 1107/2006), Equality and Human Rights Commission Scotland (Reg. 1107/2006), Equality and Human Rights Commission Ireland (Reg. 1107/2006), Civil Aviation Authority (Enforcement Reg. 261/2004), Air Transport Users Council (Complaint handling Reg. 261/2006), Office of Rail Regulation (Reg. 1371/2007), London Travel Watch (Reg. 1371/2007), Passenger Focus (Reg. 1371/2007)	Member
Sweden	Swedish Consumer Protection Agency (Reg. 261/2004 and Reg. 1371/2007, 1177/2010, 181/2011), Swedish Transport Agency (Reg. 1371/2007 and 1177/2010, 181/2011) - Civil Aviation Department (Reg. 1107/2006), National Board for Consumer Complaints (Complaints and dispute resolution Reg. 261/2004) and Reg. 1371/2007)	Member
Spain	Air Safety Agency (Reg. 261/2004, 1107/2006), Spanish Ministry of Public Works - Directorate General Land Transport (Reg. 1371/2007, 181/2011), RENFE (Reg. 1371/2007), ADIF (Reg. 1371/2007), El Instituto Nacional del Consumo Ministerio de Sanidad, Servicios Sociales e Igualdad (Reg. 1177/2010)	Member
Slovenia	Ministry of Transport, Civil Aviation Directorate (Reg. 261/2004, 1107/2006), Slovenian Ministry of Transport, Directorate for Railways and Cableways (Reg. 1371/2007, 181/2011)	Member
Slovakia	Slovak Trade Inspectorate - Central Inspectorate (Reg. 261/2004, 1107/2006, 1177/2010, 181/2011), Ministry of Transport, Posts and Telecommunication (Reg. 1371/2007), Slovak Railway Regulatory Authority (Reg. 1371/2007)	Member
Romania	National Authority for Consumer Protection (Reg. 261/2004), National Authority for People with Disabilities (Reg. 1107/2006), Romanian Railway Authority (Reg. 1371/2007), State Inspectorate for Road Transport Control (Reg. 181/2011)	Member

Portugal	Civil Aviation Authority (Reg. 261/2004, 1107/2006), Institute for Mobility and Land Transport (Reg. 1371/2007, 181/2011)	Member
Poland	Civil Aviation Authority (Reg. 261/2004, 1107/2006), Polish Office For Rail Transport (Reg. 1371/2007), Ministry of Transport, Construction and Maritime Economy (Reg. 181/2011)	Member
Netherlands	Ministry of Infrastructure and Environment - Inspectorate for Transport, Public Works and Water management (Reg. 261/2004, 1107/2006 and 1371/2007, 1177/2010, 181/2011)	Member
Luxembourg	Ministry for Economy and Foreign Trade (Reg. 1107/2006), Directorate for Civil Aviation (Reg. 261/2004), Regulatory Authority for Transport (Reg. 1371/2007)	Member
Lithuania	Civil Aviation Administration (Reg. 261/2004, 1107/2006), Lithuanian Ministry of Transport (Reg. 1371/2007, 181/2011), Lithuanian Maritime Safety Administration (Reg. 1177/2010), State Consumer Rights Protection (Reg. 1177/2010, 181/2011)	Member
Latvia	Consumer Rights Protection Centre (Reg. 261/2004, 1177/2010), Civil Aviation Agency of Latvia (Reg. 1107/2006), Latvian Public Utilities Commission (Reg. 1371/2007), Latvian Maritime Administration (Reg. 1177/2010), Road Transport Administration (181/2011)	Member
Italy	Civil Aviation Authority (Reg. 261/2004, 1107/2006), Italian Ministry of Infrastructure and Transport (Reg. 1371/2007, 181/2011)	Member
Ireland	Commission for Aviation Regulation (Reg. 261/2004, 1107/2006), National Transport Authority - Public Transport Services (Reg. 1371/2007, 181/2011)	Member
Hungary	Civil Aviation Authority (Enforcement Reg. 261/2004), Hungarian Authority for Consumer Protection (Complaints Reg. 261/2004), Equal Treatment Authority (Reg. 1107/2006), National Transport Authority (Reg. 1371/2007, 1177/2010, 181/2011)	Member
Greece	Hellenic Civil Aviation Authority (Reg. 261/2004, 1107/2006), Ministry of Infrastructure, Transport and Networks (Reg. 1371/2007), Ministry of Shipping, Maritime Affairs & the Aegean (Reg. 1177/2010)	Member
Germany	Federal Aviation Office (Reg. 261/2004, 1107/2006), German Federal Railway Authority (Reg. 1371/2007, 1177/2010, 181/2011)	Member

France	Directorate General for Civil Aviation (261/2004), Ministry of Economy, Industry and Employment (Reg. 1371/2007) - Subdivision for Tourism (1107/2006), Direction Générale de la Concurrence, de la Consommation et de la Répression des Fraudes (DGCCRF) (Reg. 1177/2010, , 181/2011)	Member
Finland	Finnish Consumer Agency and Ombudsman (Enforcement) (Reg. 261/2004, 1107/2006 and 1371/2007, 1177/2010, 181/2011), Finnish Transport Safety Agency (Enforcement and Complaints) (Reg. 261/2004, 1107/2006 and 1371/2007, 1177/2010, 181/2011), Consumer Disputes Board (Dispute Resolution and Complaints) (Reg. 261/2004, 1107/2006 and 1371/2007, 1177/2010, 181/2011)	Member
Estonia	Consumer Protection Board (Reg. 261/2004 and 1371/2007, 1177/2010, 181/2011), Ministry of Economic Affairs and Communication (Reg. 1107/2006)	Member
Denmark	Civil Aviation Administration (Reg. 261/2004, 1107/2006), Danish Rail Regulatory Body (Reg. 1371/2007), Danish Appeal Board for Bus, Train and Metro (Reg. 1371/2007), Danish Maritime Authority (Reg. 1177/2010), Consumer Complaints Board (Reg. 1177/2010), Danish Transport Authority (Reg. 181/2011)	Member
Czech Republic	Civil Aviation Authority (Reg. 261/2004, 1107/2006), Czech Rail Authority (Reg. 1371/2007), Ministry of Transport (Reg. 181/2011)	Member
Croatia	Ministry of the Sea, Transport and Infrastructure, Civil Aviation Authority Croatia	Member
Bulgaria	Ministry of Transport - Directorate General for Civil Aviation (Reg. 261/2004, 1107/2006), Railway Administration Executive Agency (Reg. 1371/2007), Commission for Consumer Protection (Reg. 1177/2010), Road Transport Administration (Reg. 181/2011)	Member
Belgium	Federal Office for Mobility and Transport (Reg. 261/2004, 1107/2006 and 1371/2007)	Member
Austria	Ministry for Transport, Innovation and Technology (Reg. 261/2004 and Reg. 1107/2006), Austrian Rail Regulatory Body (1371/2007)	Member

Name	Duration	Composition
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<b>National Enforcement Bodies for maritime passenger rights</b>	unlimited	
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**Type D - Member State Authority**



Country	Public Authority	Membership Status
United Kingdom	Equality and Human Rights Commission England (Reg. 1107/2006), Equality and Human Rights Commission Wales (Reg. 1107/2006), Equality and Human Rights Commission Scotland (Reg. 1107/2006), Equality and Human Rights Commission Ireland (Reg. 1107/2006), Civil Aviation Authority (Enforcement Reg. 261/2004), Air Transport Users Council (Complaint handling Reg. 261/2006), Office of Rail Regulation (Reg. 1371/2007), London Travel Watch (Reg. 1371/2007), Passenger Focus (Reg. 1371/2007)	Member
Sweden	Swedish Consumer Protection Agency (Reg. 261/2004 and Reg. 1371/2007, 1177/2010, 181/2011), Swedish Transport Agency (Reg. 1371/2007 and 1177/2010, 181/2011) - Civil Aviation Department (Reg. 1107/2006), National Board for Consumer Complaints (Complaints and dispute resolution Reg. 261/2004) and Reg. 1371/2007)	Member
Spain	Air Safety Agency (Reg. 261/2004, 1107/2006), Spanish Ministry of Public Works - Directorate General Land Transport (Reg. 1371/2007, 181/2011), RENFE (Reg. 1371/2007), ADIF (Reg. 1371/2007), El Instituto Nacional del Consumo Ministerio de Sanidad, Servicios Sociales e Igualdad (Reg. 1177/2010)	Member
Slovenia	Ministry of Transport, Civil Aviation Directorate (Reg. 261/2004, 1107/2006), Slovenian Ministry of Transport, Directorate for Railways and Cableways (Reg. 1371/2007, 181/2011)	Member
Slovakia	Slovak Trade Inspectorate - Central Inspectorate (Reg. 261/2004, 1107/2006, 1177/2010, 181/2011), Ministry of Transport, Posts and Telecommunication (Reg. 1371/2007), Slovak Railway Regulatory Authority (Reg. 1371/2007)	Member
Romania	National Authority for Consumer Protection (Reg. 261/2004), National Authority for People with Disabilities (Reg. 1107/2006), Romanian Railway Authority (Reg. 1371/2007), State Inspectorate for Road Transport Control (Reg. 181/2011)	Member
Portugal	Civil Aviation Authority (Reg. 261/2004, 1107/2006), Institute for Mobility and Land Transport (Reg. 1371/2007, 181/2011)	Member

Poland	Civil Aviation Authority (Reg. 261/2004, 1107/2006), Polish Office For Rail Transport (Reg. 1371/2007), Ministry of Transport, Construction and Maritime Economy (Reg. 181/2011)	Member
Netherlands	Ministry of Infrastructure and Environment - Inspectorate for Transport, Public Works and Water management (Reg. 261/2004, 1107/2006 and 1371/2007, 1177/2010, 181/2011)	Member
Malta	Department of Civil Aviation (Reg. 261/2004, 1107/2006), Malta Competition and Consumer Affairs Authority (Reg. 181/2011)	Member
Luxembourg	Ministry for Economy and Foreign Trade (Reg. 1107/2006), Directorate for Civil Aviation (Reg. 261/2004), Regulatory Authority for Transport (Reg. 1371/2007)	Member
Lithuania	Civil Aviation Administration (Reg. 261/2004, 1107/2006), Lithuanian Ministry of Transport (Reg. 1371/2007, 181/2011), Lithuanian Maritime Safety Administration (Reg. 1177/2010), State Consumer Rights Protection (Reg. 1177/2010, 181/2011)	Member
Latvia	Consumer Rights Protection Centre (Reg. 261/2004, 1177/2010), Civil Aviation Agency of Latvia (Reg. 1107/2006), Latvian Public Utilities Commission (Reg. 1371/2007), Latvian Maritime Administration (Reg. 1177/2010), Road Transport Administration (181/2011)	Member
Italy	Civil Aviation Authority (Reg. 261/2004, 1107/2006), Italian Ministry of Infrastructure and Transport (Reg. 1371/2007, 181/2011)	Member
Ireland	Commission for Aviation Regulation (Reg. 261/2004, 1107/2006), National Transport Authority - Public Transport Services (Reg. 1371/2007, 181/2011)	Member
Hungary	Civil Aviation Authority (Enforcement Reg. 261/2004), Hungarian Authority for Consumer Protection (Complaints Reg. 261/2004), Equal Treatment Authority (Reg. 1107/2006), National Transport Authority (Reg. 1371/2007, 1177/2010, 181/2011)	Member
Greece	Hellenic Civil Aviation Authority (Reg. 261/2004, 1107/2006), Ministry of Infrastructure, Transport and Networks (Reg. 1371/2007), Ministry of Shipping, Maritime Affairs & the Aegean (Reg. 1177/2010)	Member
Germany	Federal Aviation Office (Reg. 261/2004, 1107/2006), German Federal Railway Authority (Reg. 1371/2007, 1177/2010, 181/2011)	Member

France	Directorate General for Civil Aviation (261/2004) ,Ministry of Economy, Industry and Employment (Reg. 1371/2007) - Subdivision for Tourism (1107/2006) ,Direction Générale de la Concurrence, de la Consommation et de la Répression des Fraudes (DGCCRF) (Reg. 1177/2010, , 181/2011)	Member
Finland	Finnish Consumer Agency and Ombudsman (Enforcement) (Reg. 261/2004, 1107/2006 and 1371/2007, 1177/2010, 181/2011),Finnish Transport Safety Agency (Enforcement and Complaints) (Reg. 261/2004, 1107/2006 and 1371/2007, 1177/2010, 181/2011),Consumer Disputes Board (Dispute Resolution and Complaints) (Reg. 261/2004, 1107/2006 and 1371/2007, 1177/2010, 181/2011)	Member
Estonia	Consumer Protection Board (Reg. 261/2004 and 1371/2007, 1177/2010, 181/2011) ,Ministry of Economic Affairs and Communication (Reg. 1107/2006)	Member
Denmark	Civil Aviation Administration (Reg. 261/2004, 1107/2006),Danish Rail Regulatory Body (Reg. 1371/2007) ,Danish Appeal Board for Bus, Train and Metro (Reg. 1371/2007),Danish Maritime Authority (Reg. 1177/2010),Consumer Complaints Board(Reg. 1177/2010),Danish Transport Authority (Reg. 181/2011)	Member
Czech Republic	Civil Aviation Authority (Reg. 261/2004, 1107/2006),Czech Rail Authority (Reg. 1371/2007),Ministry of Transport (Reg. 181/2011)	Member
Cyprus	Civil Aviation Department (Reg. 261/2004 and 1107/2006),Ministry of Communication and Works (181/2011)	Member
Croatia	Ministry of the Sea, Transport and Infrastructure ,Civil Aviation Authority Croatia	Member
Bulgaria	Ministry of Transport - Directorate General for Civil Aviation (Reg. 261/2004, 1107/2006),Railway Administration Executive Agency (Reg. 1371/2007),Commission for Consumer Protection (Reg. 1177/2010),Road Transport Administration (Reg. 181/2011)	Member
Belgium	Federal Office for Mobility and Transport (Reg. 261/2004, 1107/2006 and 1371/2007)	Member
Austria	Ministry for Transport, Innovation and Technology (Reg. 261/2004 and Reg. 1107/2006),Austrian Rail Regulatory Body (1371/2007)	Member

**Type E - Other public entity**

No members currently attached to the sub-group.

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Name	Duration	Composition
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Register of Commission expert groups and other similar entities

[http://ec.europa.eu/transparency/regexpert/index.cfm?do=groupDetail\\_groupDetail&groupID=2861](http://ec.europa.eu/transparency/regexpert/index.cfm?do=groupDetail_groupDetail&groupID=2861)

**National Enforcement Bodies for bus and coach passenger rights**

unlimited

**Type D - Member State Authority**

<b>Country</b>	<b>Public Authority</b>	<b>Membership Status</b>
Sweden	Swedish Consumer Protection Agency (Reg. 261/2004 and Reg.1371/2007, 1177/2010, 181/2011),Swedish Transport Agency (Reg. 1371/2007 and 1177/2010, 181/2011) - Civil Aviation Department (Reg. 1107/2006) ,National Board for Consumer Complaints (Complaints and dispute resolution Reg. 261/2004) and Reg. 1371/2007)	Member
Spain	Air Safety Agency (Reg. 261/2004, 1107/2006),Spanish Ministry of Public Works - Directorate General Land Transport (Reg. 1371/2007, 181/2011) ,RENFE (Reg. 1371/2007) ,ADIF (Reg. 1371/2007),El Instituto Nacional del Consumo Ministerio de Sanidad, Servicios Sociales e Igualdad (Reg. 1177/2010)	Member
Slovenia	Ministry of Transport, Civil Aviation Directorate (Reg. 261/2004, 1107/2006),Slovenian Ministry of Transport, Directorate for Railways and Cableways (Reg. 1371/2007, 181/2011)	Member
Slovakia	Slovak Trade Inspectorate - Central Inspectorate(Reg. 261/2004, 1107/2006, 1177/2010, 181/2011),Ministry of Transport, Posts and Telecommunication (Reg. 1371/2007) ,Slovak Railway Regulatory Authority (Reg. 1371/2007)	Member
Romania	National Authority for Consumer Protection (Reg. 261/2004) ,National Authority for People with Disabilities (Reg. 1107/2006) ,Romanian Railway Authority (Reg. 1371/2007),State Inspectorate for Road Transport Control (Reg. 181/2011)	Member
Portugal	Civil Aviation Authority (Reg. 261/2004, 1107/2006),Institute for Mobility and Land Transport (Reg. 1371/2007, 181/2011)	Member
Poland	Civil Aviation Authority (Reg. 261/2004, 1107/2006),Polish Office For Rail Transport (Reg. 1371/2007),Ministry of Transport, Construction and Maritime Economy (Reg. 181/2011)	Member
Netherlands	Ministry of Infrastructure and Environment - Inspectorate for Transport, Public Works and Water management (Reg. 261/2004, 1107/2006 and 1371/2007, 1177/2010, 181/2011)	Member

Malta	Department of Civil Aviation (Reg. 261/2004, 1107/2006),Malta Competition and Consumer Affairs Authority (Reg. 181/2011)	Member
Lithuania	Civil Aviation Administration (Reg. 261/2004, 1107/2006),Lithuanian Ministry of Transport (Reg. 1371/2007, 181/2011),Lithuanian Maritime Safety Administration (Reg. 1177/2010),State Consumer Rights Protection (Reg. 1177/2010, 181/2011)	Member
Latvia	Consumer Rights Protection Centre (Reg. 261/2004, 1177/2010) ,Civil Aviation Agency of Latvia (Reg. 1107/2006) ,Latvian Public Utilities Commission (Reg. 1371/2007),Latvian Maritime Administration (Reg. 1177/2010),Road Transport Administration (181/2011)	Member
Italy	Civil Aviation Authority (Reg. 261/2004, 1107/2006),Italian Ministry of Infrastrucutre and Transport (Reg. 1371/2007, 181/2011)	Member
Ireland	Commission for Aviation Regulation (Reg. 261/2004, 1107/2006),National Transport Authority - Public Transport Services (Reg. 1371/2007, 181/2011)	Member
Hungary	Civil Aviation Authority (Enforcement Reg. 261/2004) ,Hungarian Authority for Consumer Protection (Complaints Reg. 261/2004),Equal Treatment Authority (Reg. 1107/2006) ,National Transport Authority (Reg. 1371/2007, 1177/2010, 181/2011)	Member
Germany	Federal Aviation Office (Reg. 261/2004, 1107/2006),German Federal Railway Authority (Reg. 1371/2007, 1177/2010, 181/2011)	Member
France	Directorate General for Civil Aviation (261/2004) ,Ministry of Economy, Industry and Employment (Reg. 1371/2007) - Subdivision for Tourism (1107/2006) ,Direction Générale de la Concurrence, de la Consommation et de la Répression des Fraudes (DGCCRF) (Reg. 1177/2010, , 181/2011)	Member
Finland	Finnish Consumer Agency and Ombudsman (Enforcement) (Reg. 261/2004, 1107/2006 and 1371/2007, 1177/2010, 181/2011),Finnish Transport Safety Agency (Enforcement and Complaints) (Reg. 261/2004, 1107/2006 and 1371/2007, 1177/2010, 181/2011),Consumer Disputes Board (Dispute Resolution and Complaints) (Reg. 261/2004, 1107/2006 and 1371/2007, 1177/2010, 181/2011)	Member

Estonia	Consumer Protection Board (Reg. 261/2004 and 1371/2007, 1177/2010, 181/2011) ,Ministry of Economic Affairs and Communication (Reg. 1107/2006)	Member
Denmark	Civil Aviation Administration (Reg. 261/2004, 1107/2006),Danish Rail Regulatory Body (Reg. 1371/2007) ,Danish Appeal Board for Bus, Train and Metro (Reg. 1371/2007),Danish Maritime Authority (Reg. 1177/2010),Consumer Complaints Board(Reg. 1177/2010),Danish Transport Authority (Reg. 181/2011)	Member
Czech Republic	Civil Aviation Authority (Reg. 261/2004, 1107/2006),Czech Rail Authority (Reg. 1371/2007),Ministry of Transport (Reg. 181/2011)	Member
Cyprus	Civil Aviation Department (Reg. 261/2004 and 1107/2006),Ministry of Communication and Works (181/2011)	Member
Bulgaria	Ministry of Transport - Directorate General for Civil Aviation (Reg. 261/2004, 1107/2006),Railway Administration Executive Agency (Reg. 1371/2007),Commission for Consumer Protection (Reg. 1177/2010),Road Transport Administration (Reg. 181/2011)	Member
Belgium	Federal Office for Mobility and Transport (Reg. 261/2004, 1107/2006 and 1371/2007)	Member

Name	Duration	Composition
<b>National Enforcement Bodies for air passenger rights</b>	unlimited	
<b>Type D - Member State Authority</b>		
Country	Public Authority	Membership Status
United Kingdom	Equality and Human Rights Commission England (Reg. 1107/2006),Equality and Human Rights Commission Wales (Reg. 1107/2006) ,Equality and Human Rights Commission Scotland (Reg. 1107/2006) ,Equality and Human Rights Commission Ireland (Reg. 1107/2006) ,Civil Aviation Authority (Enforcement Reg. 261/2004) ,Air Transport Users Council (Complaint handling Reg. 261/2006) ,Office of Rail Regulation (Reg. 1371/2007) ,London Travel Watch (Reg. 1371/2007) ,Passenger Focus (Reg. 1371/2007)	Member
Sweden	Swedish Consumer Protection Agency (Reg. 261/2004 and Reg.1371/2007, 1177/2010, 181/2011),Swedish Transport Agency (Reg. 1371/2007 and 1177/2010, 181/2011) - Civil Aviation Department (Reg. 1107/2006) ,National Board for Consumer Complaints (Complaints and dispute resolution Reg. 261/2004) and Reg.	Member

	1371/2007)	
Spain	Air Safety Agency (Reg. 261/2004, 1107/2006), Spanish Ministry of Public Works - Directorate General Land Transport (Reg. 1371/2007, 181/2011), RENFE (Reg. 1371/2007), ADIF (Reg. 1371/2007), El Instituto Nacional del Consumo Ministerio de Sanidad, Servicios Sociales e Igualdad (Reg. 1177/2010)	Member
Slovenia	Ministry of Transport, Civil Aviation Directorate (Reg. 261/2004, 1107/2006), Slovenian Ministry of Transport, Directorate for Railways and Cableways (Reg. 1371/2007, 181/2011)	Member
Slovakia	Slovak Trade Inspectorate - Central Inspectorate (Reg. 261/2004, 1107/2006, 1177/2010, 181/2011), Ministry of Transport, Posts and Telecommunication (Reg. 1371/2007), Slovak Railway Regulatory Authority (Reg. 1371/2007)	Member
Romania	National Authority for Consumer Protection (Reg. 261/2004), National Authority for People with Disabilities (Reg. 1107/2006), Romanian Railway Authority (Reg. 1371/2007), State Inspectorate for Road Transport Control (Reg. 181/2011)	Member
Portugal	Civil Aviation Authority (Reg. 261/2004, 1107/2006), Institute for Mobility and Land Transport (Reg. 1371/2007, 181/2011)	Member
Poland	Civil Aviation Authority (Reg. 261/2004, 1107/2006), Polish Office For Rail Transport (Reg. 1371/2007), Ministry of Transport, Construction and Maritime Economy (Reg. 181/2011)	Member
Netherlands	Ministry of Infrastructure and Environment - Inspectorate for Transport, Public Works and Water management (Reg. 261/2004, 1107/2006 and 1371/2007, 1177/2010, 181/2011)	Member
Malta	Department of Civil Aviation (Reg. 261/2004, 1107/2006), Malta Competition and Consumer Affairs Authority (Reg. 181/2011)	Member
Luxembourg	Ministry for Economy and Foreign Trade (Reg. 1107/2006), Directorate for Civil Aviation (Reg. 261/2004), Regulatory Authority for Transport (Reg. 1371/2007)	Member

Lithuania	Civil Aviation Administration (Reg. 261/2004, 1107/2006),Lithuanian Ministry of Transport (Reg. 1371/2007, 181/2011),Lithuanian Maritime Safety Administration (Reg. 1177/2010),State Consumer Rights Protection (Reg. 1177/2010, 181/2011)	Member
Latvia	Consumer Rights Protection Centre (Reg. 261/2004, 1177/2010) ,Civil Aviation Agency of Latvia (Reg. 1107/2006) ,Latvian Public Utilities Commission (Reg. 1371/2007),Latvian Maritime Administration (Reg. 1177/2010),Road Transport Administration (181/2011)	Member
Italy	Civil Aviation Authority (Reg. 261/2004, 1107/2006),Italian Ministry of Infrastructre and Transport (Reg. 1371/2007, 181/2011)	Member
Ireland	Commission for Aviation Regulation (Reg. 261/2004, 1107/2006),National Transport Authority - Public Transport Services (Reg. 1371/2007, 181/2011)	Member
Hungary	Civil Aviation Authority (Enforcement Reg. 261/2004) ,Hungarian Authority for Consumer Protection (Complaints Reg. 261/2004),Equal Treatment Authority (Reg. 1107/2006) ,National Transport Authority (Reg. 1371/2007, 1177/2010, 181/2011)	Member
Greece	Hellenic Civil Aviation Authority (Reg. 261/2004, 1107/2006),Ministry of Infrastructure, Transport and Networks (Reg. 1371/2007),Ministry of Shipping, Maritime Affairs & the Aegean (Reg. 1177/2010)	Member
Germany	Federal Aviation Office (Reg. 261/2004, 1107/2006),German Federal Railway Authority (Reg. 1371/2007, 1177/2010, 181/2011)	Member
France	Directorate General for Civil Aviation (261/2004) ,Ministry of Economy, Industry and Employment (Reg. 1371/2007) - Subdivision for Tourism (1107/2006) ,Direction Générale de la Concurrence, de la Consommation et de la Répression des Fraudes (DGCCRF) (Reg. 1177/2010, , 181/2011)	Member
Finland	Finnish Consumer Agency and Ombudsman (Enforcement) (Reg. 261/2004, 1107/2006 and 1371/2007, 1177/2010, 181/2011),Finnish Transport Safety Agency (Enforcement and Complaints) (Reg. 261/2004, 1107/2006 and 1371/2007, 1177/2010, 181/2011),Consumer Disputes Board (Dispute Resolution and Complaints) (Reg. 261/2004, 1107/2006 and 1371/2007, 1177/2010, 181/2011)	Member



Estonia	Consumer Protection Board (Reg. 261/2004 and 1371/2007, 1177/2010, 181/2011) ,Ministry of Economic Affairs and Communication (Reg. 1107/2006)	Member
Denmark	Civil Aviation Administration (Reg. 261/2004, 1107/2006),Danish Rail Regulatory Body (Reg. 1371/2007) ,Danish Appeal Board for Bus, Train and Metro (Reg. 1371/2007),Danish Maritime Authority (Reg. 1177/2010),Consumer Complaints Board(Reg. 1177/2010),Danish Transport Authority (Reg. 181/2011)	Member
Czech Republic	Civil Aviation Authority (Reg. 261/2004, 1107/2006),Czech Rail Authority (Reg. 1371/2007),Ministry of Transport (Reg. 181/2011)	Member
Cyprus	Civil Aviation Department (Reg. 261/2004 and 1107/2006),Ministry of Communication and Works (181/2011)	Member
Croatia	Ministry of the Sea, Transport and Infrastructure ,Civil Aviation Authority Croatia	Member
Bulgaria	Ministry of Transport - Directorate General for Civil Aviation (Reg. 261/2004, 1107/2006),Railway Administration Executive Agency (Reg. 1371/2007),Commission for Consumer Protection (Reg. 1177/2010),Road Transport Administration (Reg. 181/2011)	Member
Belgium	Federal Office for Mobility and Transport (Reg. 261/2004, 1107/2006 and 1371/2007)	Member
Austria	Ministry for Transport, Innovation and Technology (Reg. 261/2004 and Reg. 1107/2006),Austrian Rail Regulatory Body (1371/2007)	Member

**Type E - Other public entity**

No members currently attached to the sub-group.

Name	Duration	Composition
<b>National Enforcement Body extraordinary circumstances AIR</b>	unlimited	

**Type D - Member State Authority**

Country	Public Authority	Membership Status
United Kingdom	Equality and Human Rights Commission England (Reg. 1107/2006),Equality and Human Rights Commission Wales (Reg. 1107/2006) ,Equality and Human Rights Commission Scotland (Reg. 1107/2006) ,Equality and Human Rights Commission Ireland (Reg. 1107/2006) ,Civil Aviation Authority (Enforcement Reg. 261/2004) ,Air Transport Users Council (Complaint handling Reg. 261/2006) ,Office of Rail Regulation (Reg. 1371/2007) ,London Travel Watch (Reg. 1371/2007) ,Passenger Focus (Reg. 1371/2007)	Member

Spain	Air Safety Agency (Reg. 261/2004, 1107/2006), Spanish Ministry of Public Works - Directorate General Land Transport (Reg. 1371/2007, 181/2011) ,RENFE (Reg. 1371/2007) ,ADIF (Reg. 1371/2007),El Instituto Nacional del Consumo Ministerio de Sanidad, Servicios Sociales e Igualdad (Reg. 1177/2010)	Member
Netherlands	Ministry of Infrastructure and Environment - Inspectorate for Transport, Public Works and Water management (Reg. 261/2004, 1107/2006 and 1371/2007, 1177/2010, 181/2011)	Member
Ireland	Commission for Aviation Regulation (Reg. 261/2004, 1107/2006),National Transport Authority - Public Transport Services (Reg. 1371/2007, 181/2011)	Member
Germany	Federal Aviation Office (Reg. 261/2004, 1107/2006),German Federal Railway Authority (Reg. 1371/2007, 1177/2010, 181/2011)	Member
France	Directorate General for Civil Aviation (261/2004) ,Ministry of Economy, Industry and Employment (Reg. 1371/2007) - Subdivision for Tourism (1107/2006) ,Direction Générale de la Concurrence, de la Consommation et de la Répression des Fraudes (DGCCRF) (Reg. 1177/2010, , 181/2011)	Member

**Type E - Other public entity**

No members currently attached to the sub-group.

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## Statistics

### Number of Members: 38

Type A - Individual expert appointed in his/her personal capacity:	0	female: 0	male: 0
Type B - Individual expert appointed as representative of a common interest:	0	female: 0	male: 0
Type C - Organisation:	0		
Type D - Member State Authority:	28		

### Number of Alternate Members: 0

Type A - Individual expert appointed in his/her personal capacity:	0	female: 0	male: 0
Type B - Individual expert appointed as representative of a common interest:	0	female: 0	male: 0
Type C - Organisation:	0		
Type D - Member State Authority:	0		

### Number of Observers: 0

Type A - Individual expert appointed in his/her personal capacity:	0	female: 0	male: 0
Type B - Individual expert appointed as representative of a common interest:	0	female: 0	male: 0
Type C - Organisation:	0		
Type D - Member State Authority:	0		