



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

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Additional Information

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.

Activity Report

The National Enforcement Bodies for rail passenger rights sub-group second meeting was held was 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	3 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	2 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	6 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
National Enforcement Bodies for rail passenger rights	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
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), Servicios y Estudios para la Navegacion Aerea y la Seguridad Aernautica S.A. - Spain	Member
Slovenia	Slovenian Ministry of Transport, Directorate for Railways and Cableways (Reg. 1371/2007, 181/2011), Ministry of Transport, Civil Aviation Directorate (Reg. 261/2004, 1107/2006)	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),Inspectie Leefomgeving en Transport - NL	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 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
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), Luftfahrt - Bundesamt	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
National Enforcement Body extraordinary circumstances AIR	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), Servicios y Estudios para la Navegacion Aerea y la Seguridad Aeronautica S.A. - Spain	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),Inspectie Leefomgeving en Transport - NL	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),Luftfahrt - Bundesamt	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.

Name	Duration	Composition
National Enforcement Bodies for bus and coach passenger rights	unlimited	

Type D - Member State Authority

Country	Public Authority	Membership Status
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),Servicios y Estudios para la Navegacion Aerea y la Seguridad Aernautica S.A. - Spain	Member

Slovenia	Slovenian Ministry of Transport, Directorate for Railways and Cableways (Reg. 1371/2007, 181/2011), Ministry of Transport, Civil Aviation Directorate (Reg. 261/2004, 1107/2006)	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), Inspectie Leefomgeving en Transport - NL	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 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
Germany	Federal Aviation Office (Reg. 261/2004, 1107/2006), German Federal Railway Authority (Reg. 1371/2007, 1177/2010, 181/2011), Luftfahrt - Bundesamt	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
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National Enforcement Bodies for air passenger rights	unlimited	
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Type D - Member State Authority

Country	Public Authority	Membership Status
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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	Member

del Consumo Ministerio de Sanidad, Servicios Sociales e Igualdad (Reg. 1177/2010), Servicios y Estudios para la Navegacion Aerea y la Seguridad Aernautica S.A. - Spain

Slovenia	Slovenian Ministry of Transport, Directorate for Railways and Cableways (Reg. 1371/2007, 181/2011), Ministry of Transport, Civil Aviation Directorate (Reg. 261/2004, 1107/2006)	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), Inspectie Leefomgeving en Transport - NL	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 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
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),Luftfahrt - Bundesamt	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
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National Enforcement Bodies for maritime passenger rights 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
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), Servicios y Estudios para la Navegacion Aerea y la Seguridad Aernautica S.A. - Spain	Member
Slovenia	Slovenian Ministry of Transport, Directorate for Railways and Cableways (Reg. 1371/2007, 181/2011), Ministry of Transport, Civil Aviation Directorate (Reg. 261/2004, 1107/2006)	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),Inspectie Leefomgeving en Transport - NL	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 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
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), Luftfahrt - Bundesamt	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.	Member

	1177/2010),Danish Transport Authority (Reg. 181/2011)	
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.

Statistics

Number of Members: 32

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		