



## 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)

Member States	Organisation	Contact details
 <u>Austria</u>	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>
 <u>Belgium</u>	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>
 <u>Bulgaria</u>	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>
 <u>Croatia</u>	Croatian Regulatory Authority for the Network Industries (HAKOM)	Tel. : +385 1 700 7007 <a href="http://www.hakom.hr">www.hakom.hr</a>
 <u>Czech Republic</u>	Drážní úřad (Rail Authority)	Tel. : +420 224 229 937  <a href="http://www.ducr.cz">www.ducr.cz</a>
 <u>Denmark</u>	Sekretariatet for Ankenævnet for Bus, Tog og Metro (Appeal Board for Bus, Train and Metro)	Tel. : +45 36 13 18 91  <a href="http://www.abtm.dk">www.abtm.dk</a>
 <u>Estonia</u>	Tarbijakaitseamet (Consumer Protection Board)	Tel. : +372 6 201 700  <a href="http://www.tka.riik.ee">www.tka.riik.ee</a>
 <u>Finland</u>	Kuluttajariitalautakunta (Consumer Disputes Board)	Tel. : +358 29 56 65200  <a href="http://www.kuluttajariita.fi">www.kuluttajariita.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)	Tel. : +49 228 30 795 400 <a href="http://www.eba.bund.de">www.eba.bund.de</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 of National Development H-1066 Budapest Teréz krt. 38 Postal address: H-1440 Budapest, Pf. 1	Tel. : +36 1 373 14 05 <a href="mailto:lgazgatasiszerv.vasut@nfm.gov.hu">lgazgatasiszerv.vasut@nfm.gov.hu</a> <a href="mailto:Regulatorybody.rail@nfm.gov.hu">Regulatorybody.rail@nfm.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: tarnyba@vvtat.lt  Tel. : +370 3 243 0362 <a href="http://www.vgi.lt">www.vgi.lt</a> e-mail: vgi@vgi.lt
 <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>
 <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</u> (Northern Ireland)	Department for Regional Development	Tel. : +353 28 9054 0540  <a href="http://www.drdni.gov.uk">www.drdni.gov.uk</a>