



## Národní úřady řešící práva cestujících v rámci Evropské unie

[https://transport.ec.europa.eu/transport-themes/passenger-rights/rail\\_en](https://transport.ec.europa.eu/transport-themes/passenger-rights/rail_en)

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Členský stát	Organizace	Kontakty
 <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- Service Relais des voyageurs - Federale Overheidsdienst Mobiliteit en Vervoer - Dienst Reizigersrelaties (Federal Public Service Mobility and Transport - Passenger relay service)	Rue du progrès 56 1210 Bruxelles Vooruitgangstraat 56 1210 Brussels Mail : <a href="mailto:PRS.DPF@mobilit.fgov.be">PRS.DPF@mobilit.fgov.be</a> <a href="http://www.mobilit.belgium.be">www.mobilit.belgium.be</a>  Tel. : +32 2 277 36 58 or +32 2 277 30 49
 <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>	Dražní úřad (Rail Authority) 	Wilsonova 300/8 121 06 Prague 8 Czech republic  Mail: <a href="mailto:podatelna@ducr.cz">podatelna@ducr.cz</a> Tel. : +420 972 241 839, line 108,109,111  <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)  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>
	Estonian Road Administration	Tel. : +372 6 201 700 <a href="http://www.mnt.ee/eng">www.mnt.ee/eng</a>

 <u>Estonia</u>	Teelise 4, 10916 Tallinn, Estonia Supervisory Division of Public Transport Department	
 <u>Finland</u>	Kuluttajariitalautakunta (Consumer Disputes Board)  PRM-passengers and business passengers: The Finnish Transport and Communications Agency (Traficom)  Finnish Competition and Consumer Agency	Tel. : +358 29 56 65200  <a href="http://www.kuluttajariita.fi">www.kuluttajariita.fi</a>  <a href="mailto:kirjaamo@traficom.fi">kirjaamo@traficom.fi</a> <a href="http://www.traficom.fi">www.traficom.fi</a> P.O. Box 320, FI-00059 TRAFICOM Tel. +358 29 534 5000
 <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, Germany  Tel:+49228/30795-400 Fax:+49228/9826-9199  <a href="mailto:fahrgastrechte@eba.bund.de">fahrgastrechte@eba.bund.de</a> <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>  <a href="mailto:info@ras-el.gr">info@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:lgazgatasizserv.vasut@itm.gov.hu">lgazgatasizserv.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 (ART) Ufficio diritti degli utenti  Transport Regulation Authority Passengers' Rights	Phone: + 39 01119212 - 558/546 Pec: <a href="mailto:pec@pec.autorita-trasporti.it">pec@pec.autorita-trasporti.it</a> Email: <a href="mailto:ddu@autorita-trasporti.it">ddu@autorita-trasporti.it</a> http: <a href="http://www.autorita-trasporti.it">www.autorita-trasporti.it</a> Address: Via Nizza n. 230 PC: 10126, Torino - Italy
 <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  Lithuanian Transport Safety Administration	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 5 278 56 01 <a href="https://ltsa.lrv.lt">https://ltsa.lrv.lt</a> E-mail: <a href="mailto:ltsa@ltsa.lrv.lt">ltsa@ltsa.lrv.lt</a>

 <u>Luxembourg</u>	<b>Ministère de la Protection des consommateurs</b> 271, route d'Arlon L-1150 Luxembourg B.P 119 L-2011 Luxembourg	Tel.: +352 247-73700 <a href="mailto:passagers@mpc.etat.lu">passagers@mpc.etat.lu</a> <a href="https://guichet.public.lu/fr/citoyens/citoyennete/protection-consommateur/droits-voyageurs/droit-passagers-ferroviaires.html">https://guichet.public.lu/fr/citoyens/citoyennete/protection-consommateur/droits-voyageurs/droit-passagers-ferroviaires.html</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>	Autoridade da mobilidade e dos transportes	Palácio Coimbra, Rua de Santa Apolónia, n.º 53 1100-468 Lisboa Tel: +351 211025800 reclamacoes@amt-autoridade.pt  <a href="http://www.amt-autoridade.pt">www.amt-autoridade.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. : +421 2 48 777 402  <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>