



## Národní úřady řešící práva cestujících podle Nařízení [EC] 1371/2007

[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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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@mobiliteit.fgov.be">PRS.DPF@mobiliteit.fgov.be</a> <a href="http://www.mobiliteit.belgium.be">www.mobiliteit.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>	Drážní 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>

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 <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>
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 <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>
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 <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>