

Activity report of Slovakia

Regulation (EU) 1177/2010 concerning the rights of passengers when travelling by sea and inland waterway

Years 2019 - 2022

I- Information on the national system

Introduction to the national system.

The Slovak Trade Inspection (hereinafter "STI") is the competent national authority responsible for complaints and enforcement of the passenger's rights within Regulation (EU) 1177/2010 concerning the rights of passengers when travelling by sea and inland waterway (NEB Slovakia).

Also, STI as NEB enforces Regulations concerning passenger rights when travelling by air, bus and coach, including passengers with reduced mobility.

With regard to the enforcement of passengers' rights when travelling by sea and inland waterways, STI works closely with the Ministry of Transport of the Slovak Republic on tasks relating to quality standards, training, accessibility, conditions of carriage and the issue of statistical data.

The STI is the market surveillance authority of the internal market in Slovakia. The competences are stipulated in Act No. 128/2002 Coll. on State Control of Internal Market in the Consumer Protection Issues and in Act No. 250/2007 Coll. on Protection of Consumers and on changes and amendments to Act No. 372/1990 Coll. on offences.

The STI is a national government body. It is a non-profit organization, financed from the state budget in the chapter of the Ministry of Economy of the Slovak Republic.

Slovakia has only inland waterway transport.

List of licenses of the waterway transport carriers:

<https://www.mindop.sk/ministerstvo-1/doprava-3/vodna-doprava/licencna-politika-vnutrozemskej-vodnej-dopravy>

Zoznam vydaných licencií na vykonávanie verejnej vodnej dopravy (pdf, 837 kB)

Statistical data: https://datacube.statistics.sk/#!/view/sk/VBD_SK_WIN/do1008rs/v_do1008rs_00_00_00_en

II- Maritime market

Table 1 – Volume of passenger journeys		
Year	Passengers	PRM Passenger
2019	236 294	7 268
2020	168 264	6 775
2021	170 733	6 794
2022	174 189	6756

Table 2 - List of carriers operating passenger inland waterway transport	
1. Slovenská plavba a prístavy a. s. Horárska 12 815 24 Bratislava	2. SLOVENSKÝ VODOHOSPODÁRSKY PODNIK, š.p. Radničné námestie 8 969 55 Banská Štiavnica
3. Slovenská plavba a prístavy - lodná osobná doprava, a.s. Fajnorovo nábrežie 2 811 02 Bratislava	4. DUNA-COLOR, s.r.o. Kravany nad Dunajom 186 946 36 Kravany nad Dunajom
5. INTERCOM Agentúra s.r.o. Paulínyho 8 811 02 Bratislava	6. SK DUNAYACHT s.r.o. Jókaiho ul. 30 945 01 Komárno
7. River Trans, s.r.o. Ďurkova 23 949 01 Nitra	8. K.T.G., s.r.o. Jesenského 61/85 934 01 Štúrovo
9. Obec Vinné Vinné 508 072 31 Vinné	10. SLOVFLLOT, s.r.o. Grösslingova 5 811 09 Bratislava
11. Triana Group, s.r.o. Seberíniho 1 821 03 Bratislava	12. Regionálna správa a údržba ciest Nitra a.s. Štúrova 147 949 65 Nitra
13. ZVD s.r.o. Štefánikova 13 080 01 Prešov	14. Bohuš ČURJAK – BČ & GROUP SNP 70/53 013 24 Strečno
15. Tmlg s.r.o. M. Benku 1761/36 920 01 Hlohovec	16. Emil ZÁPECA – Vážska plavba Trenčín Pádivého 5 911 01 Trenčín

III- Complaint handling process

A description of the complaint mechanism implemented

Concerning Regulation (EU) 1177/2010, STI (NEB) also handles individual complaints.

First of all, passenger should make a complaint to the carrier within 2 months of the scheduled service during which the problem occurred. The carrier must reply in 1 month and give passenger a final reply no more than 2 months after receiving a complaint. If the passenger is not satisfied with the response, he/she can lodge a complaint with the NEB.

According to national Slovak legislation, the STI is only entitled to deal with complaints concerning collective consumer rights. The STI investigates consumer complaints, takes action, carries out administrative procedures and imposes fines or penalties for breaches of the law. In addition, the STI is also one of the subjects of the alternative dispute resolution.

Passenger can submit their complaint directly to NEB. We do not have an online form.

After investigation, the decision of the NEB is not binding for the transport carrier. Passengers can pursue their rights through alternative dispute resolution or through the courts.

The information concerning passenger right is published on the website <https://www.soi.sk/sk/prava-cestujucich.soi>

Any action from the NEB to inform passengers on their complaint possibilities is done via website only, as the STI's (NEB's) competence is limited by legislation.

IV- Complaint statistics

STI (NEB) has not received any complaints so far since 2017.

Table 3 – Statistical data of complaints submitted to the National Enforcement Body

	Total number of complaints	Reason for complaint							Comments
		Accessibility and information (Article 9)	Right to assistance (Article 10)	Compensation of mobility equipment or other specific equipment (Article 15)	Assistance in the event of cancelled or delayed departures (Article 17)	Re-routing and reimbursement in the event of cancelled or delayed departures (Article 18)	Compensation in the event of delay in arrival (Article 19)	Other	
From 1 January to 31 December 2019	0								
From 1 January to 31 December 2020	0								
From 1 January to 31 December 2021	0								
From 1 January to 31 December 2022	0								

Table 4 – Statistical data of complaints submitted to terminal operators									
	Total number of complaints	Reason for complaint							Comments
		Accessibility and information (Article 9)	Right to assistance (Article 10)	Compensation of mobility equipment or other specific equipment (Article 15)	Assistance in the event of cancelled or delayed departures (Article 17)	Re-routing and reimbursement in the event of cancelled or delayed departures (Article 18)	Compensation in the event of delay in arrival (Article 19)	Other	
From 1 January to 31 December 2019	0								
From 1 January to 31 December 2020	0								
From 1 January to 31 December 2021	0								
From 1 January to 31 December 2022	0								

Table 5 – Statistical data of complaints submitted to carriers									
	Total number of complaints	Reason for complaint							Comments
		Accessibility and information (Article 9)	Right to assistance (Article 10)	Compensation of mobility equipment or other specific equipment (Article 15)	Assistance in the event of cancelled or delayed departures (Article 17)	Re-routing and reimbursement in the event of cancelled or delayed departures (Article 18)	Compensation in the event of delay in arrival (Article 19)	Other	
From 1 January to 31 December 2019	0								
From 1 January to 31 December 2020	0								
From 1 January to 31 December 2021	0								
From 1 January to 31 December 2022	0								

V- Sanctions and penalties

Information on the procedure to impose the sanction and penalty

Information and statistics on sanctions and penalties

Regarding the number of complaints (0) no administrative proceedings have been initiated and no sanction has been imposed.

Table 6 – Statistics on national sanctions and penalties inflicted			
	Number of sanctions imposed	Type of sanction imposed	Penalty or fine amount
From 1 January to 31 December 2019	0		
From 1 January to 31 December 2020	0		
From 1 January to 31 December 2021	0		
From 1 January to 31 December 2022	0		

VI- Actions taken to implement and monitor the Regulation

Implementation and monitoring of Article 9 and 10 related to accessibility and information and right to assistance

Implementation and monitoring of Article 13 on quality standard for assistance

Implementation and monitoring of Article 14 on training and instructions

Implementation and monitoring of Article 16 and 17 on information and assistance in the event of a cancelled or delayed departures

Implementation and monitoring of Article 23 on information on passenger rights

Implementation and monitoring of Article 24 on complaints

STI monitor compliance with above mentioned Articles of Regulation (EU) 1177/2010. We plan to carry out an audit of the Port of Bratislava, a major port on the River Danube in Slovakia.

VII. Conclusion and evolutions observed since the previous reporting

Slovakia has inland waterways. Regulation (EU) No 1177/2010 only applies to 172 km of public river transport on the Danube.