

**Rights of passengers travelling by sea and inland waterway  
(Regulation (EU) N° 1177/2010)**

**Draft template for the NEBs activity reports for 2017**

**WORKING DOCUMENT**

Article 26 of Regulation (EU) N° 1177/2010 provides that

*"By 1 June 2015 and every 2 years thereafter, the enforcement bodies designated pursuant to Article 25 shall publish a report on their activity in the previous two calendar years, containing in particular a description of actions taken in order to implement the provisions of this Regulation, details of sanctions applied and statistics on complaints and sanctions applied."*

The Commission services drafted this template in order to help National Enforcement Bodies (NEB) to fulfil their obligation and in order to ensure the availability of comparable data for the upcoming evaluation of the Regulation by the Commission (see Article 29 of the Regulation).

In countries where several NEBs have been designated, a single coordinated reply would be appreciated.

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1) Distribution of tasks between different NEBs (if applicable)?

The only NEB responsible for enforcement of the Regulation (EU) N° 1177/2010 is the Slovak Trade Inspection.

2) Statistics on complaint handling at carrier/terminal operator level and at NEB level:

**Carriers**

Year	Number of complaints received by carriers	Reason for complaint (e.g. cancellation, delay, discrimination, lack of assistance, please indicate whether it is a disability related complaint):	Number of complaints rejected by the carrier and appealed by the passenger	Comments (if any):
From 1th January 2015 to 31th December 2015	0	N/A	0	-
From 1th January 2016 to 31th December 2016	0	N/A	0	-

**Terminal operators**

Year	Number of complaints received by terminal operators	Reason for complaint (e.g. cancellation, delay, discrimination, lack of assistance, please indicate whether it is a disability related complaint):	Number of complaints rejected by the terminal operator and appealed by the passenger	Comments (if any):
From 1th January 2015 to 31th December 2015	0	N/A	0	-
From 1th January 2016 to 31th December 2016	0	N/A	0	-

**NEB(s)**

Year	Number of complaints received by NEB(s)	Reason for complaint (e.g. cancellation, delay, discrimination, lack of assistance, please indicate whether it is a disability related complaint):	Comments (if any). Please specify how many of the cases received were solved. If applicable, please indicate what happened to the unsolved cases (referral to Court, ADR alternative dispute resolution)?
From 1st January 2015 to 31st December 2015	0	N/A	N/A
From 1st January 2016 to 31st December 2016	0	N/A	N/A

In your Member State (please underline the correct answer):

Passengers are obliged to submit their complaints to the carrier/terminal operator. After solving of their complaints, the passengers have the right to submit a complaint to an NEB in case when they are not satisfied with the solution offered by the carrier/terminal operator.

Do you use a complaint form at national level (please underline the correct answer)?:

No

Did you transfer any complaints to NEBs of other Member State? If yes, how many complaints?

No

3) Information and statistics on penalties (Article 28 of the Regulation):

Year	Number of penalties	Types of penalty (in case of fines, what were the	Reason for imposing the penalty (which provision
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	imposed:	amounts imposed):	of the Regulation was breached) :
From 1th January 2015 to 31th December 2015	0	N/A	N/A
From 1th January 2016 to 31th December 2016	0	N/A	N/A

Among the penalties listed in the above table, how many were imposed following a complaint and how many were imposed at the NEB(s) own initiative?

N/A.

Which body(ies) imposed the penalties ?

N/A

4) Other actions taken in order to ensure the correct application of the Regulation:

How do you monitor that carriers, terminal operators, ticket vendors etc. respect the Regulation (e.g. do you organise inspections)?

According to the Section 40a, Article 3 and Sub article b) of the Law Nr. 338/2000 Coll. On the inland navigation, the Transport Authority of Slovak Republic can impose the fine from 330€ to 6 635€ to the carrier in case of infringement of carrier's obligations fixed in this Law or in Regulation (EU) N° 1177/2010.

Do you cooperate with organizations representing carriers, passengers, disabled people or consumers, consumer authorities or other national authorities? (if yes, please specify)

The Slovak Trade Inspection cooperates with The Transport Authority of the Slovak Republic and with the Ministry of Transport and Construction of Slovak Republic.

Do you cooperate with NEBs in other Member States (if yes, please specify how) ?

At the present, there is not cooperation between the Slovak Trade Inspection and the NEBs from other Member States.

Have you taken any action to disseminate information about sea and inland waterway passenger rights? (If yes, please specify)

The Slovak Trade Inspection published the information related to sea and inland waterway passenger rights on the webpage (<https://www.soi.sk/sk/Informacie-pre-verejnost/Prava-cestujucich-v-autobusovej-doprave.soi>).

How has Article 9 of the Regulation on access conditions for disabled persons or persons with reduced mobility been implemented in your country ?

According to the the Law Nr. 338/2000 Coll. On the inland navigation, the carrier is obliged to:

- create conditions for the carriage of disabled persons and persons with reduced mobility, and

- announce the conditions for the carriage in relation to the transport of disabled persons and persons with reduced mobility and accompanying persons at the request of the Ministry of Transport nad Construction of the Slovak Republic.

5) General information on the environment in which the Regulation is applied in your Member State:

Could you briefly describe the sea and inland waterway market in your Member State? (If you have any data on the number of operators falling under the Regulation, the volume of passengers transported, please specify.)

The number of public inland waterway transport carriers performing passenger water transport (regular and irregular), based on issued licences is 22.

	1995	2000	2005	2010	2013	2014	2015	
<b><i>Passenger transported by the inland waterway transport (thous. persons)</i></b>	138	80	134	120	109	154	132	

Articles 2(3) and 2(4) of the Regulation allow Member State to give exemptions from the application of the Regulation to domestic seagoing ships of less than 300 GT and to services covered by public service obligations/contracts. Please indicate whether your Member State has applied (one of) those exemptions and if so, please provide details.

Slovak Republic does not apply any of this exemptions because of it character of an inland state.

6) Any other comment/information to be reported

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