



REPUBLIC OF SLOVENIA  
MINISTRY OF THE ENVIRONMENT, CLIMATE AND ENERGY

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EUROPEAN COMMISSION  
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**Subject:** Report about passenger rights for years 2021 and 2022

With regard to article 29 Regulation (EU) No 181/2011 of the European Parliament and of the Council of 16 February 2011 concerning the rights of passengers in bus and coach transport and amending Regulation (EC) No 2006/2004, the Ministry of the Environment, Climate and Energy notifies published report as follows :

### 1. Information and statistics on complaints handling by NEB

Year	Number of Complaints	Reason for complaint	Comments (if any)
2021	0	/	/
2022	0	/	/

### 2. Complaints 2021

2.1 Complaints received NEB:

Reason for complaint	Number	%
/	/	/

NEB did not receive any complaints as appeal body and did not impose any sanction in 2021.

## 2.2 Complaints carriers received:

Legend/Reason for Complaint	Number	%
A	72	5,77
B	137	10,98
C	5	0,40
D	17	1,36
E	33	2,64
F	47	3,77
G	686	54,97
H	66	5,29
I	185	14,82
Total	1.248	100%

All above passengers complaints were submitted to the carriers and they were solved directly by the carriers. Passengers in Slovenia are generally aware of their rights.

- A : quality of visual and auditory information,
- B : arrangement of personnel,
- C : comfort and cleanliness,
- D : service offerings,
- E : pricing,
- F : capacity,
- G : compliance schedules,
- H : technical deficiencies,
- I : others.

## 3. Complaints 2022

### 3.1 Complaints received NEB:

Reason for complaint	Number	%
/	/	/

NEB did not receive any complaints as appeal body and did not impose any sanction in 2022.

### 3.2 Complaints received carriers

Legend/Reason for Complaint	Number	%
A	69	3,76
B	247	13,55
C	6	0,33
D	102	5,55
E	37	2,01
F	124	6,75
G	954	52,04
H	44	2,40
I	250	13,61
Total	1.837	100%

All above passenger complaints were submitted to the carriers, and they were solved directly by the carriers. Passengers in Slovenia are generally aware of their rights.

The Ministry of the Environment, Climate and Energy did not take any other actions (dissemination of information about passenger's rights, inspections, or meeting with stakeholders) in 2021 and 2022.

Reports of carriers were published by month following the legend above. We registered 1.248 complaints in 2021 and 1.837 complaints in 2022.

With reference to what was mentioned above, also the table of the sanctions is enclosed, as follows:

Year	Number of Sanctions imposed	Type of Sanctions imposed (in case of fines what was the sum imposed)	Reason for imposing sanction (which provision of the Regulation was breached)
2021	0	/	/
2022	0	/	/

#### 4. Actions taken to implement and monitoring the Regulation

Ministry of the Environment, Climate and Energy manages two projects Mobility of vulnerable groups and Spatial data support for public passenger transport management - Disabled persons in public passenger transport, to improve accessibility to transport services for disabled person or person with reduced mobility.

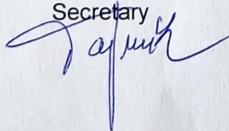
Through 2021 and 2022 the Republic of Slovenia preparing the Access to Products and Services for Persons with Disabilities Act which implementing the EU regulation Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services (Text with EEA relevance). The Act was accepted in 2023.

In 2022, The Republic of Slovenia accepted a Low Management of Public Passenger Transport Act (April) and establish a Company for the management of public passenger traffic (available website at: <https://www.dujpp.si/>) is to ensure efficient management and implementation of public passenger transport (bus and railway). This will further also improve the bus passenger rights.

At the end of the 2022, the Ministry started changes of regulation Road Transport Act (article 114b) were adding free transport for a companion for the holders of the EU disability card. This action will improve accessibility to transport services for people with disabilities.

With Regards,

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