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MINISTRY OF INFRASTRUCTURE

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EUROPEAN COMMISSION
DIRECTORATE GENERAL
FOR MOBILITY AND TRANSPORT
DIRECTORATE D –
Logistics, maritime and
land transport and passenger rights
D4 – Passenger rights
B - 1040 Bruxelles/Brussel

Number: 370-11/2020/98-02521757

Date: 1.9.2021

Subject: Report about passenger rights for years 2019 and 2020

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 infrastructure notifies published report as follows :

1. Information and statistics on complaints handling by NEB

Year	Number of Complaints	Reason for complaint	Comments (if any)
2019	0	/	/
2020	0	/	/

2. Complaints 2019

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 2019.

2.2 Complaints carriers received:

Legend/Reason for Complaint	Number	%
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A	23	3,52
B	118	18,2
C	2	0,3
D	6	0,91
E	7	1,07
F	17	2,60
G	431	66,0
H	4	0,60
I	45	6,8
Total	653	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 2020

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 2020.

3.2 Complaints received carriers

Legend/Reason for Complaint	Number	%
A	3	0,5
B	85	14,0
C	1	0,1
D	8	1,3
E	4	0,7
F	37	6,2
G	357	60,0
H	7	1,1
I	93	15,7
Total	595	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 Infrastructure did not take any other actions (dissemination of information about passenger's rights, inspections or meeting with stakeholders) in 2019 and 2020.

Reports of carriers were published by month following the legend above. We registered 653 complaints in 2019 and 595 complaints in 2020.

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)
2019	0	/	/
2020	0	/	/

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