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Subject: Report about passenger rights for Year 2017 and 2018

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, Ministry notifies published report in the following:

**1 Information and statistics on complaints handling by NEB**

Year	Number of Complaints	Reason for complaint	Comments (if any)
2017	0	/	/
2018	0	/	/

**2 Complaints 2017**

2.1 – Complaints received NEB

Reason for complaint	Number	%
Total	/	/

NEB did not received any complaints as appeal body and did not impose any sanction in 2017.

2.2. Complaints carriers received:

Legend/Reason for Complaint	Number	%
Total	/	/

In 2018 Ministry of Infrastructure as NEB and appeal body did not receive any complaints. 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 2018 – Complaints

#### 3.1 – Complaints received NEB:

Reason for complaint	Number	%
Total	/	/

In 2018 Ministry of Infrastructure as NEB and appeal body did not receive any complaints. Passengers in Slovenia are generally aware of their rights.

A : quality of visual and auditory information,  
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#### 3.2 Complaints received carriers

Legend/Reason for Complaint	Number	%
Total	/	/

The system was regulated through in the Act – Regulation of implementation No 181/2011 was applied by national Regulation by 1 March 2013. The system of sanction is stipulated in the Act – Regulation of implementation No 181/2011 and it is performed by inspectorate. The carriers were informed by Ministry through Instructions for dealing with passengers complaints in December 2014 and the system was started on 1. January 2015.

Ministry of Infrastructure did not taken any other actions (dissemination of information about passengers rights, inspections or meeting with stakeholders) in 2017 and 2018.

With reference to what was mentioned before, also the table of the sanctions is imposed, 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)
2017	0	/	/
2018	0	/	/

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