



REPUBLIC OF SLOVENIA  
**MINISTRY OF INFRASTRUCTURE**

TRANSPORT DIRECTORATE

Langusova ulica 4, 1535 Ljubljana

T: 01 478 82 82  
F: 01 478 81 39  
E: gp.mzi@gov.si  
www.mzi.gov.si

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

[Email : MOVE-BUS-PASSENGER-  
RIGHTS@ec.europa.eu](mailto:MOVE-BUS-PASSENGER-RIGHTS@ec.europa.eu)

Number: 371-1/2014/70-00841232

Date: 1 st of June

**Subject: Report about passenger rights**

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 and with regard to your email on 8 th of April, Ministry notifies published report in the following:

**1) Information and statistics on complaints handling:**

Year	Number of complaints	Reason for complaint (e.g. cancellation, delay, discrimination, lack of assistance):	Comments (if any):
From 1 March 2013 – 31 December 2013	0		
From 1 January - 31 December 2014	0		

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. Reasons for complaints are shown in the following legend: 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. Reports of carriers were published by month by upper legend and it is resulted by 155 complaints by 30 th June. This share of infringements is 0.000009 % of all passengers. With reference to what was mentioned yet, also the table of the sanctions are not imposed yet, as follows:

**2) Information and statistics on sanctions:**

Year	Number of sanctions imposed:	Type of sanction imposed (in case of fines, what was the sum imposed):	Reason for imposing the sanction (which provision of the Regulation was breached) :
From 1 March 2013 – 31 December 2013	0		
From 1 January 2014 – 31 December 2014	0		

With Regards,

Prepared by:

Vojmir Drašler  
Senior adviser

Andrej Benkovič  
Secretary

Msc. Mirko Komac  
Acting director