

Activity report of Slovakia

Regulation (EU) 1177/2010 concerning the rights of passengers when travelling by sea and inland waterway

Year of 2023 and 2024

I. Information on national system

Introduction to the national system

The Slovak Trade Inspection (hereinafter referred to as “STI”) is the designated national body for handling complaints and enforcing passenger rights under Regulation (EU) No. 1177/2010 on the rights of passengers in maritime and inland waterway transport (hereinafter referred to as “NEB Slovakia”).

In addition, the STI is also the designated national body for handling complaints and enforcing passenger rights in air transport under Regulation (EU) No. 261/2004, for enforcing the rights of disabled passengers and passengers with reduced mobility in air transport under Regulation (EU) No. 1107/2006 and in bus and coach transport under Regulation (EU) No. 181/2011.

The STI has the status of a market surveillance authority. The competences of the STI in market surveillance are defined both by Act No. 128/2002 Coll. on state control of the internal market in matters of consumer protection and further by Act No. 108/2024 Coll. on consumer protection.

The provision of Section 16, point 7 (c) of Act No. 108/2024 Coll. defines the competence of the STI in relation to the NEB Slovakia body exclusively to "handling complaints pursuant to Article 24 of Regulation (EU) No. 1177/2010".

For a breach of obligations pursuant to Article 24 of Regulation (EU) No. 1177/2010, the STI may impose a fine on the supervised person from €100 to 1% of the turnover of the supervised person, but not more than €100,000.

Furthermore, on 1 January 2024 come into effect Act No. 332/2023 Coll. on public passenger transport. This Act uniformly regulates the conditions for operating public passenger transport, the rights and obligations of carriers and passengers, and also the responsibility for monitoring compliance with the obligations set out in the Act in the bus, rail and waterborne sector of the public passenger transport.

The provision of Section 4, point 7 of Act No. 332/2023 Coll. establishes the competence of the STI only for "handling complaints and claims for the fulfilment of obligations under the transport regulations and their handling by the carrier according to the complaints regulations".

Compliance with Regulation (EU) No. 181/2011 and fines of €100 - €5,000 for their violation are imposed by the administrative authorities referred to in Sections 32, 35 and 36 of Act No. 332/2023 Coll., pursuant to Section 41, point 1(r).

STI is a national government body. STI is a non-profit organization financed from the state budget from the chapter of the Ministry of Economy of the Slovak Republic.

II. Maritime market

Slovakia, as a inland country, uses only waterborne transport via inland waterways, the majority of which is represented by the 172 km long Slovak section of the Danube.

Basic parameters of the waterborne transport market in the Slovak Republic:

Table 1 Volume of domestic passenger journeys	
Rok	Total number of passengers
2018	107 tis
2019	130 tis
2020	38 tis
2021	62 tis
2022	79 tis
2023	71 tis

Note: Data for 2024 is not available.

Source: Ministry of Transport of the Slovak Republic

URL: [https://www.mindop.sk/statistiky-15/statistiky?filter\[sector\]=18&filter\[area\]=148](https://www.mindop.sk/statistiky-15/statistiky?filter[sector]=18&filter[area]=148)

→ item "Comparison of passenger transport modes" (Preprava osôb podľa druhu dopravy)

At the end of 2024, the Ministry of Transport of the Slovak Republic issued licenses for the provision of passenger public waterborne transport on inland waterways to **30 operators**.

Source: Ministry of Transport of the Slovak Republic

URL: <https://www.mindop.sk/ministerstvo-1/doprava-3/vodna-doprava/licencna-politika-vnutrozemskej-vodnej-dopravy/zoznam-vydanych-licencii-na-vykonavanie-verejnej-vodnej-dopravy-1041-1042>

III. Complaint handling process

STI, as NEB Slovakia, handles complaints regarding violations of Article 24 of Regulation (EU) No. 1177/2010.

Passengers may file a complaint directly with NEB Slovakia (i.e. STI). The complaint may be filed in writing or electronically by e-mail (STI does not offer an online form for this purpose).

According to national Slovak legislation, the STI is only entitled to deal with complaints concerning collective consumer rights. The STI investigates consumer complaints, takes action, carries out administrative procedures and imposes fines or penalties for breaches of the law. In addition, the STI is also one of the subjects of the alternative dispute resolution.

Decisions made by STI based on the investigation of complaints are not binding on carriers and terminal operators. In cases where a carrier or terminal operator does not respect the decision of STI, passengers may pursue their rights through an alternative dispute resolution body or through the courts.

Information on passenger rights in shipping is published by STI on its website, URL: <https://www.STI.sk/sk/prava-cestujucich/prava-cestujucich-v-lodnej-doprave.STI>

IV. Complaint statistics

STI has not received any complaints regarding waterborne passenger rights so far since 2017.

Table 2 – Statistical data of complaints submitted to the National Enforcement Body									
	Total number of complaints	Reason for complaint							Comments
		Accessibility and information (Article 9)	Right to assistance (Article 10)	Compensation of mobility equipment or other specific equipment	Assistance in the event of cancelled or	Re-routing and reimbursement in the event of cancelled	Compensation in the event of delay in arrival	Other	

				(Article 15)	delayed departures (Article 17)	or delayed departures (Article 18)	(Article 19)		
From 1 January to 31 December 2023	0								
From 1 January to 31 December 2024	0								

Table 3 – Statistical data of complaints submitted to terminal operators

	Total number of complaints	Reason for complaint							Comments
		Accessibility and information (Article 9)	Right to assistance (Article 10)	Compensation of mobility equipment or other specific equipment (Article 15)	Assistance in the event of cancelled or delayed departures (Article 17)	Re-routing and reimbursement in the event of cancelled or delayed departures (Article 18)	Compensation in the event of delay in arrival (Article 19)	Other	
From 1 January to 31 December 2023	0								
From 1 January to 31 December 2024	0								

Table 4 – Statistical data of complaints submitted to carriers

	Total number of complaints	Reason for complaint							Comments
		Accessibility and information (Article 9)	Right to assistance (Article 10)	Compensation of mobility equipment or other specific equipment (Article 15)	Assistance in the event of cancelled or delayed departures (Article 17)	Re-routing and reimbursement in the event of cancelled or delayed departures (Article 18)	Compensation in the event of delay in arrival (Article 19)	Other	
From 1 January to 31 December 2023	0								
From 1 January to 31 December 2024	0								

V. Sanctions and penalties

Due to the fact that STI, like NEB Slovakia, did not receive any complaints from passengers in waterborne transport in the period 2023-2024, STI did not initiate any administrative sanctioning procedures and did not impose any fines.

Table 5 – Statistics on national sanctions and penalties inflicted			
	Number of sanctions imposed	Type of sanction imposed	Penalty or fine amount
From 1 January to 31 December 2023	0		
From 1 January to 31 December 2024	0		

VI. Actions taken to implement and monitor Regulation

Since the beginning of 2024, Act No. 332/2023 Coll. has been in effect, regulating the conditions for operating public passenger transport, the rights and obligations of carriers and passengers, and now also the responsibility for monitoring compliance with the obligations established in the bus, rail and waterborne sector of the public passenger transport by Act No. 332/2023 Coll., including obligations arising from Regulation (EU) No. 1177/2010.

STI provides information on the rights of passengers in ship transport through its website.

URL: <https://www.STI.sk/sk/prava-cestujucich/prava-cestujucich-v-lodnej-doprave.STI>

VII. Conclusion and evolution observed since the previous reporting

In 2023 - 2024, there were no major changes in market factors in the field of maritime and inland waterway transport in Slovakia.

Given that Act No. 332/2023 Coll., with the exception of the obligations specified in Section 4, point 7, does not delegate any other obligations to the STI, the STI has not adopted any other measures related to the implementation and monitoring of Regulation (EU) No. 1177/2010.