

Activity report of Slovakia

Regulation (EU) 181/2011 concerning the rights of passengers in bus and coach transport

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. 181/2011 on the rights of passengers in bus and coach 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. 1177/2010.

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 26, 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 Articles 26 and 27 of Regulation (EU) No. 181/2011".

For a breach of obligations pursuant to Articles 26 and 27 of Regulation (EU) No. 181/2011, 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.

According to the provisions of Section 10 of Act No. 332/2023 Coll., even if the provisions of Regulation (EU) No. 181/2011 is not applicable, the passenger has the right:

- a) to safe, quiet and comfortable transport, for which he has a ticket and a seat reservation up to the stop or station for which he has paid the fare,
- b) to transport hand luggage, if the transport conditions or the contract for the carriage of persons allow it, as well as travel luggage and a live pet in the same means of transport,
- c) to request from the carrier the necessary travel information and information on the conditions of transport,
- d) to request from the carrier to announce a stop,
- e) to a refund of the fare if the transport was not carried out, or to a discount on the fare if the transport was carried out late or the carrier failed to comply with its obligations under the contract for the carriage of persons,
- f) to a reserved seat according to the seat reservation if he is ready to board before departure means of transport,
- g) in the case of a passenger with reduced mobility, the right to a reserved seat. Such a passenger also has the right to a reserved seat for a specially trained dog accompanying him.
- h) in the case of a passenger accompanying a baby carriage in which a child is transported or a wheelchair in which a person is transported, he has the right to a reserved seat in their immediate vicinity,
- i) to priority transport by alternative transport to the stop or station for which he has paid the fare in the event that the connection is cancelled or if the transport is stopped there.

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. Road transport (bus and coach) market

Basic parameters of the road transport (bus and coach) market in the Slovak Republic:

At the end of 2024, **828 carriers** with a Community license were operating in Slovakia in the field of passenger road transport and bus transport.

Source: Ministry of Transport of the Slovak Republic

URL: <https://www.jiscd.sk/registre/register-dopravcov-a-odborne-sposobilych-osob-v-cd/prehľad-dopravcov/>

In the same period, the Ministry of Transport of the Slovak Republic issued 21 permits for the operation of long-distance international lines, with at least 1 stop located in the territory of the Slovak Republic.

Source: Ministry of Transport of the Slovak Republic

URL: <https://www.mindop.sk/ministerstvo-1/statny-dopravny-urad-4/medzinarodna-autobusova-doprava/zoznam-vydanych-povoleni-podla-nariadenia-es-c-1073-2009-o-spolecnych-pravidlach-pristupu-na-medzinarodny-trh-autokarovej-a-autobusovej-dopravy>

Table 1 Volume of domestic passenger journeys	
Rok	Total number of passengers
2018	243 tis
2019	239 tis
2020	156 tis
2021	150 tis
2022	167 tis
2023	175 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)

III. Complaint handling process

STI, as NEB Slovakia, handles complaints regarding violations of Articles 26 and 27 of Regulation (EU) No. 181/2011.

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.soi.sk/sk/prava-cestujich/prava-cestujich-v-autobusovej-a-autokarovej-doprave.soi>

IV. Complaint statistics

STI did not reattribute complaints to NEBs of other member State.

Table IV.1 - Statistical data of complaints submitted to the National Enforcement Body

Year	Number of complaints	Reason for complaint							Comments
		Travel information (Article 24)	Right to assistance at designated terminals and on board buses and coaches (Article 13)	Compensation in respect of wheelchairs and other mobility equipment (Article 17)	Assistance in the event of cancelled or delayed departures (Article 21)	Continuation, re-routing and reimbursement in the event of cancelled or delayed departures (Article 19)	Compensation in the event of accidents (Article 7)	Others	
From 1 January to 31 December 2023	9					9			
From 1 January to 31 December 2024	9					8	1	1	2 complaints are still under investigation

Table IV.2 – If available, statistical data of complaints submitted to carriers or terminal managing bodies

Year	Number of complaints	Reason for complaint							Comments
		Travel information (Article 24)	Right to assistance at designated terminals and on board buses and coaches (Article 13)	Compensation in respect of wheelchairs and other mobility equipment (Article 17)	Assistance in the event of cancelled or delayed departures (Article 21)	Continuation, re-routing and reimbursement in the event of cancelled or delayed departures (Article 19)	Compensation in the event of accidents (Article 7)	Others	
From 1 January to 31 December 2023	n/a								
From 1 January to 31 December 2024	n/a								

V. Sanctions and penalties

In the period 2023-2024, SOI, as NEB Slovakia, did not investigate any complaints related to bus and coach transport, the result of the investigation of which would be the imposition of fines or the initiation of sanction proceedings

Table 4 – Statistics on national sanctions and penalties imposed

Year	Number of sanctions imposed	Type of sanction imposed (in case of fines, what was the sum 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. 181/2011.

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.soi>

VII. Conclusion and evolution observed since the previous reporting

In 2023 - 2024, there were no major changes in market factors in the field of bus and coach 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. 181/2011.