

**Report 2019 on enforcement of 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 in Estonia**

Public Transport Act § 80(7) stipulates that Consumer Protection and Technical Regulatory Authority is the designated national enforcement body of the Regulation (EC) No 181/2011 in Estonia.

The Consumer Protection and Technical Regulatory Authority ensures the implementation of the Regulation (EU) No 181/2011 upon regular bus and coach services that fall within the scope of regulation thereof and exercises supervision over the compliance with the regulation and other requirements concerning the consumer's rights.

According to Article 29 of the Regulation (EU) No 181/2011 the enforcement bodies shall publish a report on their activity in the previous 2 calendar years, containing in particular a description of actions taken in order to implement this Regulation and statistics on complaints and sanctions applied. The previous report was published in 2017.

During the period from 1st January 2017 to 31st December 2018 the Consumer Protection and Technical Regulatory Authority did not receive any complaints regarding violation of rights provided in Regulation (EU) No 181/2011.

The Consumer Protection and Technical Regulatory Authority unfortunately cannot provide information whether any and if, then how many, complaints were filed to carriers, terminals or ticket vendors. The abovementioned do not have statutory obligation to keep such statistics.

Complaint to Consumer Protection and Technical Regulatory Authority is filed after the passenger has already turned to the service provider in a written form but does not agree with the solution offered by the service provider or has not received a reply in 15 days.

The Consumer Protection and Technical Regulatory Authority accepts complaints filed by post, electronically (by email or via a website) and in person at the Consumer Protection and Technical Regulatory Authority's office.

During the period from 1st January 2015 to 31st December 2016 the Consumer Protection and Technical Regulatory Authority did not impose any sanctions to carriers, terminals or ticket vendors.

In 2017 and 2018, the Consumer Protection and Technical Regulatory Authority focused on enforcement of air passenger rights under Regulation (EC) 261/2004 of the European Parliament and of the Council and information and monitoring activities related to the entry into force of Directive (EU) 2015/2302.