

**Rights of passengers travelling by sea and inland waterway
(Regulation (EU) N° 1177/2010)**

Template for the NEBs activity reports for 2019

WORKING DOCUMENT

National Navigation Authority of the Czech Republic

Article 26 of Regulation (EU) N° 1177/2010 provides that

"By 1 June 2015 and every 2 years thereafter, the enforcement bodies designated pursuant to Article 25 shall publish a report on their activity in the previous two calendar years, containing in particular a description of actions taken in order to implement the provisions of this Regulation, details of sanctions applied and statistics on complaints and sanctions applied."

The Commission services drafted this template in order to help National Enforcement Bodies (NEB) to fulfil their obligation and in order to ensure the availability of comparable data for the upcoming evaluation of the Regulation by the Commission (see Article 29 of the Regulation).

In countries where several NEBs have been designated, a single coordinated reply would be appreciated.

1) Please specify when was the enforcement body(ies) fully operational in your country

Since January 1, 2015

2) Distribution of tasks between different NEBs (if applicable)?

If there are several NEBs in your Member State, please indicate how the tasks stipulated in the Regulation are distributed between them? [The National Navigation Authority of the Czech Republic deals with complaints of passengers in the inland water transport.](#)

3) Could you please indicate what are the powers of the NEB(s) in your country following a complaint? If applicable in your country, can the NEB enforce claims and offer redress ?

[Only dealing with customers' complaints, not offering redress etc.](#)

3) Statistics on complaint handling at carrier/terminal operator level and at NEB level:

Statistics at carrier/terminal operator level are not mandatory under Article 26 of the Regulation. However, it seems that, in general, very few complaints reach the NEBs in the waterborne sector. Statistics at carrier/terminal operator level would provide a better picture of the way the Regulation is implemented.

Carriers (optional) – Data is not available

Year	Number of complaints received by carriers	Reason for complaint (e.g. cancellation, delay, discrimination, lack of assistance, please indicate whether it is a disability related complaint):	Number of complaints rejected by the carrier and appealed by the passenger	Comments (if any):
From 1 January 2017–31 December 2017				
From 1 January 2018–31 December 2018				

Terminal operators (optional) - Data is not available

Year	Number of complaints received by terminal operators	Reason for complaint (e.g. cancellation, delay, discrimination, lack of assistance, please indicate whether it is a disability related complaint):	Number of complaints rejected by the terminal operator and appealed by the passenger	Comments (if any):
From 1 January 2017–31 December 2017				
From 1 January 2018				

-31 December 2018				
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NEB(s) (mandatory)

If you provide only partial statistics, please justify.

Year	Number of complaints received by NEB(s)	Reason for complaint (e.g. cancellation, delay, discrimination, lack of assistance, please indicate whether it is a disability related complaint):	Comments (if any). Please specify how many of the cases received were solved. If applicable, please indicate what happened to the unsolved cases (referral to Court, ADR alternative dispute resolution)?
From 1 January 2017–31 December 2017	0		
From 1 January 2018 –31 December 2018	0		

In your Member State (please underline the correct answer):

- [Passengers can always submit their complaint directly to the NEB](#), or
- Passengers are obliged to submit their complaints to the carrier/terminal operator first, and they can only submit a complaint to an NEB if they are not satisfied with the solution offered by the carrier/terminal operator

Do you use a complaint form at national level (please underline the correct answer)?:

- [No](#)
- Yes (if yes, please provide a copy of this form to the Commission if different from the Commission template)

Did you transfer any complaints to NEBs of other Member State? If yes, how many complaints?

4) Information and statistics on penalties (Article 28 of the Regulation):

Year	Number of penalties imposed:	Types of penalty (in case of fines, what were the amounts imposed):	Reason for imposing the penalty (which provision of the Regulation was breached) :
From 1 January 2017–31 December 2017	0		
From 1 January 2018 –31 December 2018	0		

Among the penalties listed in the above table, how many were imposed following a complaint and how many were imposed at the NEB(s) own initiative?

Which body(ies) imposed the penalties ?

5) Other actions taken in order to ensure the correct application of the Regulation:

How do you monitor that carriers, terminal operators, ticket vendors etc. respect the Regulation (e.g. do you organise inspections)? [Within the framework of the inland navigation surveillance.](#)

Do you cooperate with organizations representing carriers, passengers, disabled people or consumers, consumer authorities or other national authorities? (if yes, please specify)

[No, due to the current conditions on water transport market in the Czech Republic.](#)

Do you cooperate with NEBs in other Member States (if yes, please specify how) ?

[No. So far there has been no need for it.](#)

Have you taken any action to disseminate information about sea and inland waterway passenger rights? (If yes, please specify)

In relation to amendments of legislation involved in the inland navigation, the public notices are used. The information is also available on the NEB's website.

How has Article 9 of the Regulation on access conditions for disabled persons or persons with reduced mobility been implemented in your country?

All the vessels listed in the Czech Ship Registry shall meet standards of accessibility for disabled people. Crews regularly obtain a special training.

6) General information on the environment in which the Regulation is applied in your Member State:

Could you briefly describe the sea and inland waterway market in your Member State? (If you have any data on the number of operators falling under the Regulation, the volume of passengers transported, please specify.)

In the Czech Republic, Regulation (EU) N° 1177/2010 does not immediately relate to the passenger boat operators as these only provide sightseeing tours. However, the operators meet the general stipulations of Regulation concerning the public transport services provision. Foreign cruise ships offering entertainment and recreation often visit the Czech Republic. Even in this case, no complaints have been received by the NEB.

Articles 2(3) and 2(4) of the Regulation allow Member State to give exemptions from the application of the Regulation to domestic seagoing ships of less than 300 GT and to services covered by public service obligations/contracts. Please indicate whether your Member State has applied (one of) those exemptions and if so, please provide details.

Not applied. No vessels of mentioned GT are currently registered in the Czech Republic.

7) Any other comment/information to be reported

No proposals