

**Report on the passenger rights protection
activities of the Hungarian Rail Regulatory
Body**

2023-2024

Legal basis for publishing the report

According to Article 31 (1) of the Regulation (EU) 2021/782 (hereinafter: Regulation) each Member State shall designate a body or bodies responsible for the enforcement of the Regulation.

According to Section 17 (1) of Act XLI of 2012 on passenger transport services (hereinafter: Act 2012) the rail regulatory body shall monitor whether railway undertakings and transport organisers comply with the legislation on the rights of passengers using rail passenger services. Within the framework of its activity, the regulatory body shall monitor and analyse the compliance with the Regulation, Act 2012, the government decrees on the rules of rail passenger transport and the General Terms and Conditions of railway undertakings and transport organisers.

In Hungary, the Government has designated the Rail Regulatory Body of the Construction and Transport Ministry (hereinafter: Rail Regulatory Body) as the national enforcement body.

Article 32 (3) of the Regulation requires the national enforcement bodies to publish reports every two years with statistics on their activity, including on penalties applied by 30 June of the following calendar year. Those reports shall be made available on the website of the European Union Agency for Railways too.

The report for years 2023 and 2024 shall be published by 30 June 2025.

I. Monitoring activities of the Rail Regulatory Body in 2023 and 2024 in relation to railway undertakings operating with an urban or suburban license and transport organisers

- a) In 2023, the Rail Regulatory Body paid special attention to monitoring the fulfilment of the information obligation related to the timetable extract (1), timetable changes (2), and traffic disruptions (3). The Rail Regulatory Body conducted on-site inspections
- in connection with 3 companies
 - in 46 cases at tram stops,
 - in 30 cases at suburban stops,
 - in 17 cases at metro stations,
 - in 31 cases at stops for busses replacing rail services,
 - in 8 cases at tram-train stops.



The inspections affected one of the above-mentioned locations in a total of 132 cases.

As a result of the inspections the Rail Regulatory Body detected

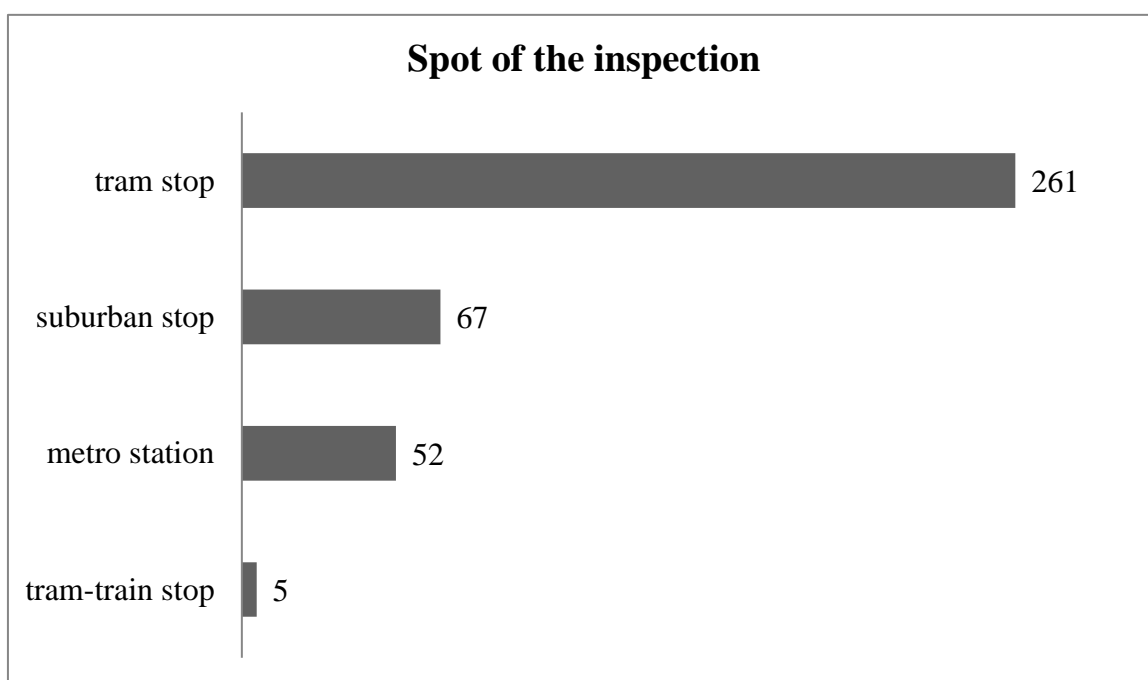
- in connection with 2 companies
- a total of 8 infringements, of which
 - 3 infringements were related to shortcomings of the timetable extract (missing information on connection and transfer options),
 - 5 infringements were related to missing information on traffic disruptions.

Ratio of detected infringements to the number of inspections: 6%.

In each of the above-mentioned cases, the Rail Regulatory Body issued a warning and obliged the infringing organisations to perform the necessary actions in order to dissolve the infringement.

b) In 2024 the Rail Regulatory Body has continued to monitor the fulfilment of the information obligations mentioned in Paragraph (a). The Rail Regulatory Body conducted on-site inspections

- in connection with 4 companies
 - in 261 cases at tram stops,
 - in 67 cases at suburban stops,
 - in 52 cases at metro stations,
 - in 5 cases at tram-train stops.



The inspections affected one of the above-mentioned locations in a total of 385 cases.

<i>Detected infringements*</i>	Missing valid timetable extract	Shortcomings of the timetable extract – connection and transfer options	Shortcomings of the timetable extract – indication of the timetable period	Missing information on timetable changes	Missing information on traffic disruptions	
<i>Number of infringements</i>	33	2	21	5	25	<i>In total:</i> 86

*in connection with 4 companies

Ratio of detected infringements to the number of inspections: 22%

As a result of the detected infringements the Rail Regulatory Body

- in the case of 47 infringements issued a warning and obliged the infringing organisations to perform the necessary actions in order to dissolve the infringement;
- in the case of 39 infringements obliged the infringing organisations to perform the necessary actions in order to dissolve the infringement and imposed a supervision fine.

The total amount of the supervision fine imposed by the Rail Regulatory Body was 2 643 000 HUF.

In 2024 the Rail Regulatory Body monitored the fulfilment of the information obligation set out in Article 11 (3) of the Regulation with regard to railway undertakings operating with an urban license.

According to the provision where there is no ticket office or ticketing machine in the station of departure, passengers shall be informed at the station of:

(a) the possibility of purchasing tickets via telephone or the Internet or on board the train, and of the procedure for such purchase;

(b) the nearest railway station or place at which ticket offices or ticketing machines are available.

The Rail Regulatory Body, as part of comprehensive investigations, has come to the conclusion that two railway undertakings have failed to comply with the above-mentioned obligations at the tram stops operated by them. The Rail Regulatory Body issued a warning and obliged the infringing organisations to perform the necessary actions in order to dissolve the infringement.

In 2024 the Rail Regulatory Body launched comprehensive investigations into two railway undertakings with urban licenses in connection with the data content of timetable extracts placed at tram stops. The Rail Regulatory Body concluded that the data content of the timetable extracts placed at tram stops was incomplete, as they did not include information on the start and end of the timetable period or on its indefinite duration. The Rail Regulatory Body issued a warning and obliged the infringing organisations to perform the necessary actions in order to dissolve the infringement.

II. Monitoring activities of the Rail Regulatory Body in 2023 and 2024 in relation to railway undertakings operating with a national license

- a) In 2023 the Rail Regulatory Body paid special attention to monitoring the fulfilment of audible and written information obligation at railway stations and stops, as well as at stops for busses replacing rail services.

The Rail Regulatory Body monitored the provision and availability of the following information elements:

1. Audible information:

- arrival, departure and stop times of trains;
- cancellation and delay of trains.

2. Written information:

- timetable extract (1.);
- timetable changes and traffic disruptions (2.);
- general terms and conditions of rail transport (3.);
- applied fees (4.);
- the nearest railway station or place at which ticket offices or ticketing machines are available (5.);
- nearest staffed stations and directly available assistance for persons with disabilities and persons with reduced mobility (6.);
- contact details of the national enforcement body (7.).

The Rail Regulatory Body conducted on-site inspections in connection with 2 companies in 190 cases at railway stations or stops, additionally in 16 cases at stops for busses replacing rail services.

<i>Information element</i>	1.	2.	3.	4.	5.	6.	7.	
<i>Number of infringements</i>	2	2	25	3	8	8	32	<i>In total:</i> 80

In addition to the above, two infringements were detected in connection with the obligation to ensure the operability of elevators.

Regarding audible information the Rail Regulatory Body has not detected any infringements.

Ratio of detected infringements to the number of inspections: 39%

As a result of the detected infringements the Rail Regulatory Body

- in the case of 17 infringements issued a warning and obliged the infringing organisations to perform the necessary actions in order to dissolve the infringement;

- in the case of 63 infringements obliged the infringing organisations to perform the necessary actions in order to dissolve the infringement and imposed a supervision fine;
- in the case of 2 infringements imposed a supervision fine.

The total amount of the supervision fine imposed by the Rail Regulatory Body was 10 339 000 HUF.

b) In 2023 the Rail Regulatory Body made it a priority to inspect the adequacy of the information provided on trains during the journey.

The on-site inspections focused on the provision and availability of the following information elements:

- destination and major stops of the train (1.);
- next station (2.);
- delays (3.);
- on-board services and facilities, including Wi-Fi (4.);
- main connections, transfers (5.);
- general terms and conditions of rail transport (6.);
- contact details of the national enforcement body (7.).

The Rail Regulatory Body conducted on-site inspections on trains in connection with 1 company in 46 cases.

<i>Information element</i>	1.	2.	3.	4.	5.	6.	7.	
<i>Number of infringements</i>	3	0	2	13	2	3	4	<i>In total:</i> 27

As a result of the detected infringements the Rail Regulatory Body

- in the case of 2 infringements issued a warning;
- in the case of 7 infringements obliged the infringing organisations to perform the necessary actions in order to dissolve the infringement and imposed a supervision fine;
- in the case of 18 infringements imposed a supervision fine.

Ratio of detected infringements to the number of inspections: 59%

The total amount of the supervision fine imposed by the Rail Regulatory Body was 5 918 000 HUF.

c) Based on the experience gathered in 2023, in 2024 the Rail Regulatory Body shifted the focus of inspections to the adequacy of written information provided at railway stations and stops. The Rail Regulatory Body monitored the provision and availability of the following information elements:

- timetable extract (1.);
- timetable changes and traffic disruptions (2.);
- general terms and conditions of rail transport (3.);
- applied fees (4.);
- the nearest railway station or place at which ticket offices or ticketing machines are available (5.);
- nearest staffed stations and directly available assistance for persons with disabilities and persons with reduced mobility (6.);
- contact details of the national enforcement body (7.).

The Rail Regulatory Body conducted on-site inspections in connection with 2 companies in 175 cases at railway stations or stops.

<i>Information element</i>	1.	2.	3.	4.	5.	6.	7.	
<i>Number of infringements</i>	24	36	5	5	8	3	2	<i>In total:</i> 83

Ratio of detected infringements to the number of inspections: 47%

As a result of the detected infringements the Rail Regulatory Body

- in the case of 11 infringements issued a warning;
- in the case of 23 infringements issued a warning and obliged the infringing organisations to perform the necessary actions in order to dissolve the infringement;
- in the case of 39 infringements obliged the infringing organisations to perform the necessary actions in order to dissolve the infringement and imposed a supervision fine;
- in the case of 10 infringements imposed a supervision fine.

The total amount of the supervision fine imposed by the Rail Regulatory Body was 3 238 000 HUF.

d) In 2024 the Rail Regulatory Body has continued to pay special attention to monitor the adequacy of information provided on trains during the journey.

The on-site inspections focused on the provision and availability of the following information elements:

- destination and major stops of the train (1.);

- next station (2.);
- delays (3.);
- on-board services and facilities, including Wi-Fi (4.);
- main connections, transfers (5.);
- general terms and conditions of rail transport (6.);
- contact details of the national enforcement body (7.).

The Rail Regulatory Body conducted on-site inspections on trains in connection with 2 company in 84 cases.

<i>Information element</i>	1.	2.	3.	4.	5.	6.	7.	
<i>Number of infringements</i>	158	66	76	52	82	4	7	<i>In total:</i> 445

As a result of the detected infringements the Rail Regulatory Body

- in the case of 11 infringements obliged the infringing organisations to perform the necessary actions in order to dissolve the infringement and imposed a supervision fine;
- in the case of 434 infringements imposed a supervision fine.

Ratio of detected infringements to the number of inspections: 530%

The total amount of the supervision fine imposed by the Rail Regulatory Body was 29 167 000 HUF.

III. Complaint handling by the Rail Regulatory Body in 2023-2024

2023

Number of complaints submitted within the deadline and falling within the competence of the Rail Regulatory Body: 21, of which 6 were related to the transport organiser, 15 were related to railway undertakings.

a) Number of unfounded complaints: 14

Subjects related to unfounded complaints:

- imposition of a fine – 7 cases
- complaint handling procedure – 3 cases
- inadequate quality of service – 3 cases
- ticket refund – 1 case

b) Number of substantiated complaints: 7

Distribution of infringements detected based on substantiated complaints:

- failure to comply with information obligation on trains during the journey – 2 cases
- violation of rules related to complaint handling procedures – 3 cases
- violation of rules related to purchasing a ticket on board without paying a fine – 1 case
- violation of rules regarding the right of the passenger to take an alternative route – 1 case

The total amount of the supervision fine imposed by the Rail Regulatory Body was 4 975 000 HUF.

2024

Number of complaints submitted within the deadline and falling within the competence of the Rail Regulatory Body: 33, of which 3 were related to the transport organiser, 30 were related to railway undertakings.

a) Number of unfounded complaints: 19

Subjects related to unfounded complaints:

- imposition of a fine on board – 12 cases
- complaint handling procedure – 1 cases
- inadequate quality of service – 1 case
- ticket refund – 4 cases
- other information obligation – 1 case

b) Number of substantiated complaints: 14

Distribution of infringements detected based on substantiated complaints:

- failure to comply with information obligation on trains during the journey – 1 case
- violation of rules related to complaint handling procedures – 6 cases
- violation of rules related to imposition of fines on board – 4 cases
- violation of the obligation to provide information on legal remedies – 1 case
- violation of information obligation regarding through-tickets – 1 case
- violation of other information obligation – 1 case

The total amount of the supervision fine imposed by the Rail Regulatory Body was 8 460 000 HUF.