

I- Information on the national system

Name of the NEB

Inspectie Leefomgeving en Transport (ILT) Departement Rail

Description of the tasks of the NEB

The Human Environment and Transport Inspectorate (ILT) supervises rail traffic in the Netherlands. This includes the main railway network, tram and metro systems, and other railways. The ILT enforces regulations for rail safety and grants permits to railway companies and individuals working on the railway, such as train drivers.

The Minister of Infrastructure and Water Management (IenW) is the national safety authority for the railway. The ILT has been given the mandate as National Safety Authority (NSA):

- Supervising rail safety within the Netherlands
- To grant permits for the commissioning of rolling stock and infrastructure.
- To maintain the European Vehicle Register (EVR).
- To issue safety certificates and operating permits.
- To issue train driver permits.
- Supervision of rail passenger's rights and obligations (EU) 2021/782
- Supervision of European Accessibility Act (EU) 2019/882 within the scope of rail

There are no other NEBs in The Netherlands.

There has been no significant review of national legislation regarding this matter. Therefore, there are no updates or references to the Official Journal related to national rules or measures on penalties in line with Article 35(1) of the Regulation.

The implementation of the Regulation in national law has not yet resulted in any case law. Consequently, there are no issues addressed or references available at this time.

II- Use of exemptions - rail market developments

We have no significant passenger rail market developments at this moment in the Netherlands

III- Complaint handling process

The Human Environment and Transport Inspectorate (ILT) monitors compliance with European passenger rights regulations by railway companies in the Netherlands. The ILT does not manage individual complaints about carriers and station managers.

However, the ILT can act against carriers and station managers who systematically violate the rules. In such cases, the ILT can impose measures to ensure that the railway company complies with the rules correctly. The ILT welcomes all individual complaints at our own “ILT Loket”

When the complainant is not satisfied with the response of the carrier or station manager it is possible to submit a case/complaint at an independent body. There are the following options:

ILT-Loket

Here it is possible to fill in a complaint form and

Public Transport Complaints Office

Here it is possible to fill in a complaint form of the Public Transport Complaints Office (formerly managed by the Public Transport Ombudsman).

Public Transport Disputes Committee

Here it is possible to file complaints about delays, service, and tickets. The committee charges €27.50 per complaint.

The Court (civil litigation)

It is possible to ask the court a judgment on your dispute with the carrier.

When the ILT takes a decision based on a complaint this decision will be binding on the railway undertaking or station manager. However, on financial matters this decision is not binding.

An official complaint form can be found via the link below. The form is also available in English. If this is not possible the ILT also provides the option to call the following number

[Melding overige onderwerpen | MijnILT](#)

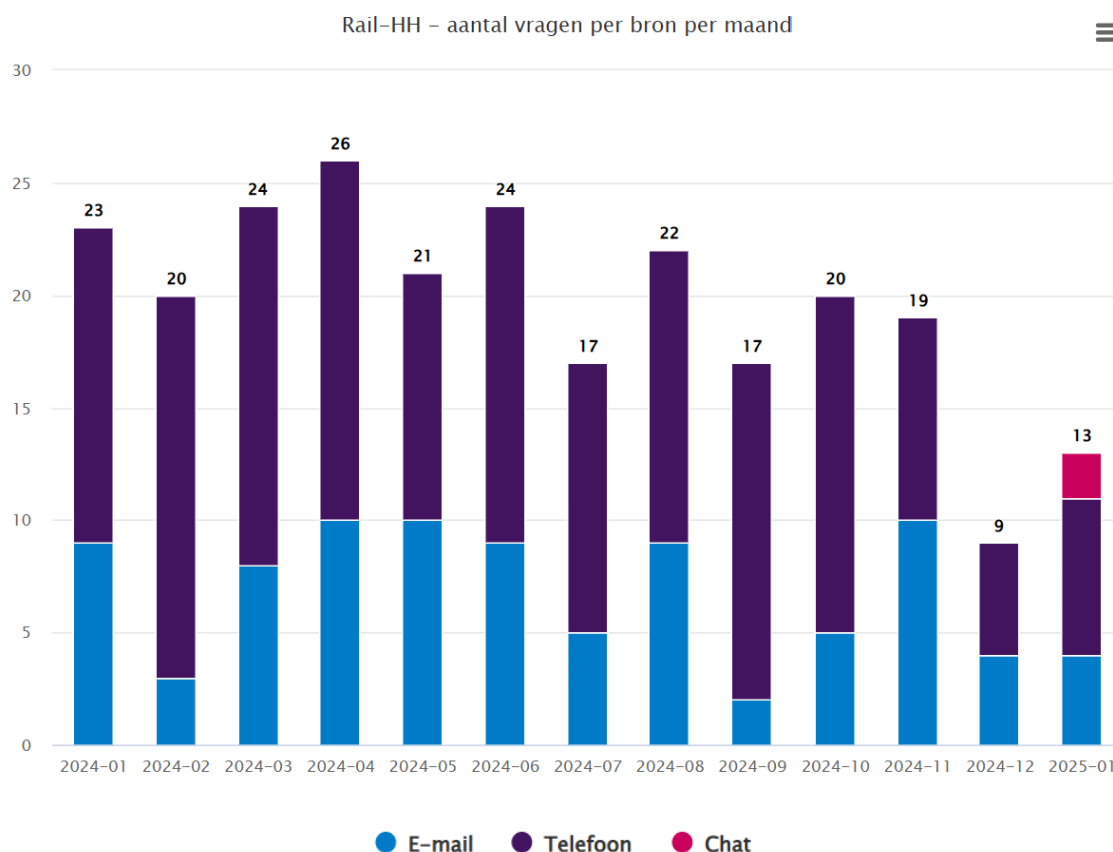
Passengers are informed by the railway companies on their websites, in the terms of use, how to contact the ILT. This information is also available, by an information sign, in every station in the Netherlands. The information is also available on line on the ILT site, link; [Passagiersrechten voor treinreizigers | Inspectie Leefomgeving en Transport \(ILT\)](#)

IV- Complaint statistics

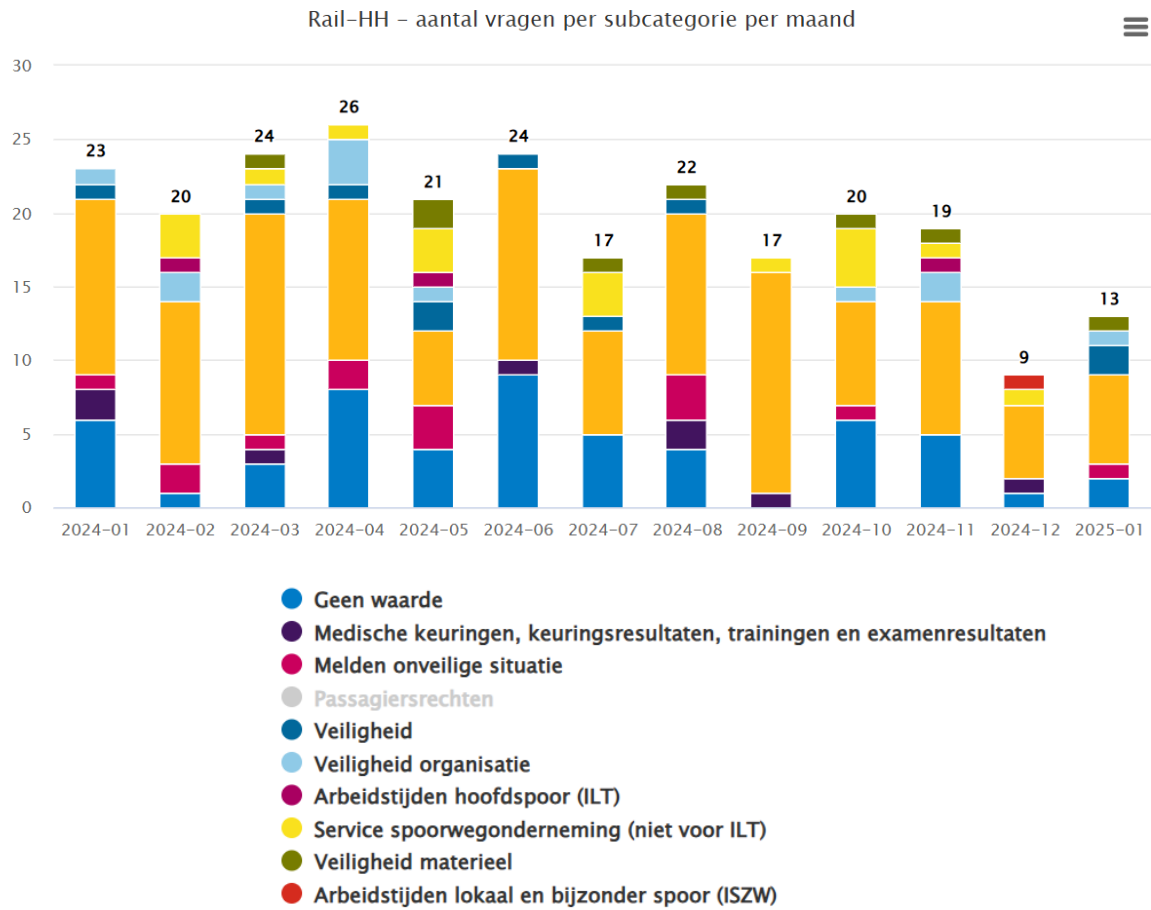
In the period from January 2024 to January 2025, 255 questions were received regarding Rail-HH.

The graphs below show these questions broken down by source (email/phone/chat) and subcategory. Furthermore, we show the distribution of questions managed by first or second line, and those managed within or outside the deadline.

Source



Subcategory



The distribution of questions managed by first or second line

This graph shows which portion of the questions were managed by the first line and which were managed by or with the help of the second line.

