

Report on Railway Passenger Rights

(In accordance with Article 32 of Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations)

Reporting period (01.01.2023.-31.12.2024.)

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1. Overview of Railway Passenger Rights under Regulation No. 2021/782

1.1. Regulation No. 2021/782 (hereinafter – the Regulation) aims to ensure a uniform level of protection and assistance for railway passengers across all European Union Member States, with particular attention to persons with disabilities and reduced mobility. The Regulation entered into force on 6 June 2021 and has been applicable since 7 June 2023.

1.2. Passenger Rights.

The Regulation establishes the following key rights for all passengers, with specific protections for persons with disabilities or reduced mobility:

1.2.1. Right to non-discriminatory transport conditions;

1.2.2. Right to information;

1.2.3. Right to compensation and assistance;

1.2.4. Right to continue travel, reroute, or receive compensation in case of trip cancellation or significant delay;

1.2.5. Right to assistance in case of departure cancellation or delay from a bus stop (exemption for domestic operators);

1.2.6. Specific rights for persons with disabilities or reduced mobility:

1.2.6.1. Right to access transport without additional charges;

1.2.6.2. Right to receive special assistance;

1.2.6.3. Right to compensation for lost or damaged mobility equipment.

1.2.7. Right to submit complaints to operators and national enforcement authorities.

2. Application of Regulation No. 2021/782 in Latvia

2.1. Since 7 June 2023, the Regulation's requirements have been applied to all regular domestic railway passenger services in Latvia, primarily operated by AS "Pasažieru vilciens" (brand "Vivi") and SIA "Gulbenes–Alūksnes bānītis," as well as international passenger services where the boarding or alighting point is in an EU Member State.

2.2. Paragraph 7 of the Transitional Provisions of the Railway Transport Law stipulates that the exemptions from Regulation (EC) No. 1371/2007 as set in Article 4.¹, paragraph 2, of the 21 November 2019 version of the law, which were applied to domestic railway passenger and luggage transport until 3 December 2024, remain in effect until this date.

2.3. Article 3, paragraph 3 of the Railway Transport Law states that Article 10 of the Regulation concerning railway passenger and luggage transport services is not applied until 7 June 2030.

2.4. Article 4, paragraph 2 of the Railway Transport Law states that the Regulation is not applied to international railway passenger and luggage transport between stations located in Latvia and a non-EU Member State. No such international services existed in 2023 and 2024.

2.5. Article 4.¹, paragraph 3 of the Railway Transport Law exempts historical heritage railway passenger and luggage transport from the Regulation, except for Articles 13 and 14. This exemption applies to

SIA “Gulbenes–Alūksnes bānītis” narrow-gauge railway services on the Gulbene–Alūksne route.

- 2.6. Paragraph 18 of Cabinet of Ministers Regulation No. 599 of 28 August 2012, “Procedure for the Provision and Use of Public Transport Services,” requires that accessible public transport vehicles may be requested 36 hours in advance. In line with the objective of Article 24(a) of the Regulation to reduce this period to 24 hours by 30 June 2026, the station manager and railway operators implemented measures to introduce a 24-hour notification period already in the summer of 2024.

3. National Enforcement Body

- 3.1. Article 33.³ of the Railway Law designates the national enforcement bodies responsible for implementing the Regulation:

3.1.1. The body responsible for enforcing the Regulation (except for Article 23(1)(g) and Article 27) for domestic railway passenger transport is the Road Transport Administration (VSIA Autotransporta direkcija, ATD). For international railway passenger transport, it is the State Railway Administration.

3.1.2. The authority responsible for enforcing Article 23(1)(g) and Article 27 of the Regulation is the State Railway Technical Inspectorate.

- 3.2. Under Article 33.³ of the Railway Law and Article 31 of the Regulation, ATD is designated as an independent national enforcement body that:

3.2.1. Oversees the implementation of the Regulation for domestic railway passenger transport;

3.2.2. Reviews passenger complaints unresolved by operators, acting as an appellate body for domestic transport issues.

- 3.3. Information on Complaints Reviewed under the Regulation:

Year	Number of Complaints Received	Nature of Complaints (Violated Passenger Rights)	Comments
1 January–31 December 2023.	0		
1 January–31 December 2024.	0		

- 3.4. It is noted that no complaints related to the Regulation were received by ATD in 2023 or 2024. This is primarily attributed to the following reasons:

3.4.1. Significant exemptions from the Regulation’s application in domestic transport, as per Paragraph 7 of the Transitional Provisions of the Railway Transport Law, were in place until 3 December 2024.

3.4.2. Cabinet of Ministers Regulation No. 599 of 28 August 2012 provides broader passenger rights in some cases than those stipulated by the Regulation.

3.4.3. Passengers submitted complaints to ATD unrelated to the Regulation’s requirements, such as issues concerning train schedules, route networks, and ticket office closures.

- 3.5. In 2024, ATD conducted inspections of domestic railway transport compliance with the Regulation,

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particularly regarding passengers with disabilities or reduced mobility. Several non-compliances were identified and requested to be rectified. The railway operator addressed these issues accordingly.

4. Penalties for Non-Compliance with Regulation No. 2021/782

Under Article 35 of the Regulation, Member States establish effective, proportionate, and dissuasive penalties for violations to ensure passenger rights protection and railway transport development. In Latvia, ATD is officially designated under Article 31 as the national enforcement body to monitor compliance by railway operators. ATD imposes penalties based on the Regulation, national legislation, and contractual obligations.

4.1. Types of Penalties:

Penalties include those stipulated by the Regulation, contractual agreements, and other national legislation:

4.1.1. Fines (contractual penalties): ATD may impose contractual fines for various violations, including:

4.1.1.2. Non-compliance with contract requirements;

4.1.1.3. Failure to operate or partial operation of a service;

4.1.1.4. Non-compliance with set tariffs;

4.1.1.5. Violations of ticket sales regulations;

4.1.1.6. Failure to maintain separate accounting for economic activities;

4.1.1.7. Obstructing oversight or control measures or incorrect compensation calculations;

4.1.1.8. Significant delays (more than 3% of services in a calendar year delayed by over 5 minutes due to the operator's fault);

4.1.1.9. Contract termination in specified cases.

4.2. Administrative sanctions: Including warnings or corrective measures, as determined by ATD based on national legislation.

4.3. License or safety certificate restrictions: In cases of serious or repeated violations (e.g., non-compliance with license or safety certificate requirements), ATD or another competent authority may initiate license suspension or revocation.

4.4. Other measures: ATD may impose additional sanctions, such as the obligation to rectify identified violations and provide written notification of corrective actions taken.

4.5. Statistical Information on Applied Penalties:

Year	Number of Penalties Applied	Basis for Penalties	Comments
1 January–31 December 2023	0		
1 January–31 December 2024	0		

5. Information Availability and Awareness Measures

Information on railway passenger rights and the complaint submission process is available on the ATD website: [Rail passenger rights](https://www.atd.lv/en/news/rail-passenger-rights)¹. This information is provided in Latvian and English.

To ensure that railway operators, station managers, ticket vendors, and tour operators in Latvia inform passengers about their rights and obligations under the Regulation, ATD conducts audits of these entities. These audits include random checks of company websites, ticket information, and station informational materials. The audits focus particularly on the availability of information regarding the rights of passengers with disabilities and reduced mobility, including assistance request procedures, accessibility requirements, and service quality. Identified deficiencies, such as inaccurate or insufficient information, are communicated to the respective operator or station manager with instructions for corrective actions and deadlines. ATD conducts follow-up inspections to verify that deficiencies have been addressed.

6. Other information

6.1. Applications, including complaints regarding passenger rights, can be submitted completing this form:

[Application Road Transport Administration_EN](#)²:

6.1.1. In person at Vaļņu iela 30 (3rd floor), Riga, Monday to Thursday from 8:00 AM to 5:00 PM, and Fridays from 8:00 AM to 2:30 PM.

6.1.2. By mail to the Road Transport Administration, Vaļņu iela 30, Riga, LV-1050;

6.1.3. By email, sending a digitally signed application to info@atd.lv;

6.1.4. Using <https://e.atd.lv/login> on the public services portal www.latvija.lv;

6.1.5. Using the official  **e-adress** of the Road Transport Administration

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¹ <https://www.atd.lv/en/news/rail-passenger-rights>

² Online Form: Complete the form on our website ([Application Road Transport Administration_EN](#))