



MINISTERUL TRANSPORTURILOR ȘI INFRASTRUCTURII

INSPECTORATUL DE STAT PENTRU CONTROLUL ÎN TRANSPORTUL RUTIER - I.S.C.T.R.

Operator de date cu caracter personal sub Nr. 21776, înregistrat la „A.N.S.P.D.C.P.”



Activity report of Romania

Regulation (EU) No 181/2011 concerning the rights of passengers in bus and coach transport

1st January, 2023 - 31st December, 2024

I- Information on the national system

In Romania, by Government Decision no. 425 of 26 June 2013 it was ensured implementation of the Regulation (EU) no. 181/2011 of the European Parliament and of the Council of 16 February 2011 concerning the rights of passengers traveling by bus and coach and amending Regulation (EC) no. 2006/2004.

According to art. 8 of Government Decision. No. 425 of 26 June 2013, the national bodies responsible for enforcement of this regulation are:

- a) State Inspectorate for Road Transport control - ISCTR as the national body responsible for ensuring the enforcement of the rules which impose obligations on carriers and terminal managing bodies;
- b) Ministry of Economy by the staff involved in inspection and control, as the national body responsible for ensuring the enforcement of the rules which impose obligations on travel agencies and tour operators.

II. Road transport (bus and coach) market

A list of all carriers carrying out passenger transport can be found on the website of the ROMANIAN ROAD AUTHORITY - ARR, an institution under the Ministry of Transport and Infrastructure, an institution that deals with issuing documents for access to the occupation of transport operator and terminal managing bodies.

List of main carriers currently operating long-distance regular services (i.e. services where the scheduled distance is 250 km or more)	
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1. ATLANTIC TRAVELS INTERNATIONAL SRL	4. TABITA TOUR SRL
2. ATLAS MOTORS SRL	5. CDI TRANSPORT INTERN SI INTERNATIONAL SRL
3. ELITUR TRANS SRL	6. TUR CENTO TRANS SRL

III. Complaint handling process

According to the legislation in force in Romania, the passenger can directly send the complaint to the carriers or to the terminal managing bodies. If a passenger send a complaint directly to the ISCTR, the traffic inspectors carry out checks in traffic and/or at the headquarters of the carriers, as the case may be, to verify the complained aspects, and if necessary, sanctions are applied. The ISCTR recommends to carriers and terminal management bodies what measures they must undertake to remedy the issues found during the checks.

If applicable, ISCTR communicates passenger requests to other states, if they refer to transport operators or terminal management bodies from.

IV. Complaint statistics

During 2024, ISCTR received a complaint regarding cancellations or delays of a departure by transport operators or terminal management bodies, regarding non-compliance with Government Decision No. 425/2013.

Table IV.1 - Statistical data of complaints submitted to the National Enforcement Body

Year	Number of complaints	Reason for complaint							Comments
		Travel information (Article 24)	Right to assistance at designated terminals and on board buses and coaches (Article 13)	Compensation in respect of wheelchairs and other mobility equipment (Article 17)	Assistance in the event of cancelled or delayed departures (Article 21)	Continuation, re-routing and reimbursement in the event of cancelled or delayed departures (Article 19)	Compensation in the event of accidents (Article 7)	Others	
From 1 January to 31 December 2023	0	0	0	0	0	0	0	0	
From 1 January to 31 December 2024	0	0	0	0	0	1	0	0	

During period 2023 - 2024, the carriers and the terminal management bodies did not communicate to ISCTR any information indicating that passengers had filed complaints against them.

Table IV.2 – If available, statistical data of complaints submitted to carriers or terminal managing bodies									
Year	Number of complaints	Reason for complaint							Comment
		Travel information (Article 24)	Right to assistance at designated terminals and on board buses and coaches (Article 13)	Compensation in respect of wheelchair s and other mobility equipment (Article 17)	Assistance in the event of cancelled or delayed departures (Article 21)	Continuation, re-routing and reimbursement in the event of cancelled or delayed departures (Article 19)	Compensation in the event of accidents (Article 7)	Others	
From 1 January to 31 December 2023	0	0	0	0	0	0	0	0	
From 1 January to 31 December 2024	0	0	0	0	0	0	0	0	

V. Sanctions and penalties

- Information on the procedure to impose the sanction and penalty**

In Romania by Government Decision no. 425 of 26 June 2013 it was ensured implementation of the Regulation (EU) no. 181/2011 of the European Parliament and of the Council of 16 February 2011 concerning the rights of passengers traveling by bus and coach and amending Regulation (EC) no. 2006/2004.

This government decision can be accessed at the following link:

<https://legislatie.just.ro/Public/DetaliiDocument/149472>

- Information and statistics on sanctions and penalties**

During period 2023-2024, ISCTR did not apply sanctions for non-compliance with the provisions of Regulation (EU) no. 181/2011 on the rights of passengers traveling by bus and coach and of Government Decision No. 425/2013 with subsequent amendments and additions.

Table 6 - Statistics on national sanctions and penalties imposed			
Year	Number of sanctions imposed):	Type of sanction imposed (in case of fines, what was the sum imposed):	Penalty or fine amount
From 1 January to 31 December 2023	0	-	-
From 1 January to 31 December 2024	0	-	-

VI. Actions taken to implement and monitor the Regulation

- **Implementation and monitoring of Article 11 related to accessibility and information as well as Articles 13 and 14 related to the right to assistance and the conditions of assistance**

To verify compliance with the provisions of Regulation NO. 181/2011 regarding the rights of passengers traveling by bus and coach and amending Regulation (EC) no. 2006/2004, ISCTR carries out roadside checks but also at the premises checks of terminals and carriers.

- **Implementation and monitoring of Article 16 on disability-related training**

The staff training is realized at the professional training centers when a driver obtains his training certificate for passenger transport. ISCTR verifies the activity of these centers.

At the terminal level, their staff receives internal training. During the checks carried out at the terminals, ISCTR verifies the supporting documents regarding the training of the staff assigned to provide free assistance to the disabled persons and persons with reduced mobility, within the limits of their competences.

- **Implementation and monitoring of Articles 20 and 21 on information and assistance in the event of a cancelled or delayed departures**

The ISCTR verifies the information given to passengers during premises checks at the terminals. They check that the information provided regarding cancellations or delays of a departure, within a regular service, is properly displayed and easily accessible to passengers.

The ISCTR verifies compliance with Article 21, and if there are complaints from passengers, and these are confirmed, sanctions are applied in accordance with the provisions of the Government Decision no. 425/2013 with subsequent amendments and additions.

- **Implementation and monitoring of Article 25 on information on passenger rights**

ISCTR verifies that the passengers are informed about their rights during roadside checks and checks at the terminals. Our institution checks that the information provided is open and accessible to passengers.

There are several ways of information: during buying tickets online, display of information on passenger rights in terminals, on board vehicles, when possible, on the Internet.

The ISCTR checks compliance with Article 25 if there are complaints from passengers that they were not informed about their rights.

- **Implementation and monitoring of Article 26 on complaints**

At the terminal's premises and at the premises of the carrier, there is a complaints register which is checked every time by ISCTR inspectors.

Thus, during premises checks, ISCTR monitors compliance with Article 26 regarding complaints.

VII. Conclusion and evolutions observed since the previous reporting

Compared to the biennial report from previous years, submitted to the European Commission and published on the ISCTR website, no significant differences were observed regarding non-compliance with Regulation (EU) no. 181/2011, of carriers and at the level of terminals.

For a better understanding of the provisions of Regulation 181/2011, regarding the rights of passengers traveling by bus and coach, we suggest to the European Commission, the creation of audio/video materials and their dissemination in mass-media /online.

Best regards,

Tudor Claudiu NIȘULESCU

Chief State Inspector

State Inspectorate for Road Transport Control - I.S.C.T.R.



Reporting template proposals – Bus and Coach

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