



Valsts dzelzceļa  
administrācija

## **LATVIA**

# **Report of the National Enforcement Body of Latvia on the application of Regulation (EU) 2021/782 of the European Parliament and of the Council in international rail passenger transport**

**2023–2025**

### **1. Identification and functions of the National enforcement body (NEB)**

In accordance with the first paragraph of Article 33.<sup>3</sup> of the Railway Law, the State Railway Administration (hereinafter – VDA) is the competent authority that ensures the supervision of rail passenger rights in international passenger transport in Latvia.

VDA acts as a national enforcement body (NEB) within the meaning of Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passenger rights and obligations (hereinafter referred to as Regulation (EU) 2021/782). Regulation (EU) 2021/782 is directly applicable in Latvia and determines the rights and obligations of the NEB regarding its implementation.

In accordance with the Art. 33 (1) of Regulation (EU) 2021/782, the Consumer Rights Protection Centre (CRPC) is designated as the alternative dispute resolution institution. However, in fact, the CRPC does not currently exercise this function in the field of rail passenger rights.

In Latvia, rail passenger rights are enforced by two national enforcement bodies (NEB):

- VDA, which is responsible for monitoring the rights of rail passengers in international transport;
- Road Transport Directorate, which implements monitoring of the rights of rail passengers on domestic routes.

VDA is an Authority not financed from the State budget in accordance with the provisions of the Law on Budget and Financial Management. From 1 January 2010, the activities of the Authority are financed from the funds intended for the maintenance of the railway infrastructure, as specified in Art. 10, para (1) and

(2) of the Railway Law.

Based on the Cabinet of Ministers' Order No. 640 of October 3, 2023 “On the Approval of the State Railway Administration's Budget for 2024”, the State Railway Administration's budget for 2024 is set as follows:

- revenues – 575 446 EUR,
- expenses – 674 017 EUR.

As of December 31, 2024, the VDA employed 11 employees, 3 of whom are directly involved in passenger rights issues.

In addition to Regulation (EU) 2021/782, the protection of rail passenger rights is also regulated by the following national legal acts:

- Railway Law,
- Railway Transport Law.

Both laws are publicly available on the website: [www.likumi.lv](http://www.likumi.lv).

For failure to provide information, improper provision of information or provision of false information, administrative liability is provided for in the first part of Art. 3 of the Administrative Penalties Law on Violations in the Field of Administration, Public Order and Use of the State Language, and for committing such a violation, an administrative penalty is imposed on the relevant persons.

## **2. Exemptions from the application of Regulation (EU) 2021/782 provided for in a Member State**

In accordance with Articles 4 and 4<sup>1</sup> of the Railway Transport Law, exceptions have been established in Latvia from the application of Regulation (EU) 2021/782, using the discretion granted to the Member States of the European Union in Art. 2 of Regulation (EU) 2021/782.

In particular:

1. Regulation (EU) 2021/782 shall not apply to international rail passenger and baggage transport if it is carried out between stations located in Latvia and a country that is not a Member State of the European Union.
2. The requirements of Regulation (EU) 2021/782 shall apply in full to domestic rail passenger transport in Latvia, except for Art. 10 of Regulation No 2021/782, which shall not apply until 7 June 2030.
3. Regarding rail passenger transport on the heritage railway network, Regulation (EU) 2021/782 shall not apply, except for Articles 13 and 14 thereof, which concern insurance and minimum liability.

## **3. Complaints procedure**

The procedure for reviewing complaints regarding violations of passenger rights identified in international rail passenger transport is set out in Regulation (EU) 2021/782, specifically in Art. 33. The requirements of the Regulation (EU) 2021/782 are directly applicable in Latvia.

Additional information is available on the VDA website in the Section “Protection of Passenger Rights”:

 <https://www.vda.gov.lv/lv/pasazieru-tiesibu-aizsardziba>

#### 4. Statistics and analysis of complaints received

No formal complaints were received violations of passenger rights in international rail passenger transport during the reporting period. One request for information was received at the end of 2023, which does not qualify as a complaint.

##### Description of the nature of complaints received and analysis of possible patterns

Table 4.1 - Statistical data of complaints submitted to the National Enforcement Body									
Year	Number of complaints	Reason for complaint <i>* If possible, please indicate the article from the corresponding Chapter.</i>							Comments
		Transport contract, information, and tickets (Chapter II)	Liability of Railway undertaking for passengers and their luggage (Chapter III)	Delays, missed connections and cancellations (Chapter IV)	Persons with disabilities and persons with reduced mobility (Chapter V)	Security, complaints and quality service (Chapter VI)	Information to passengers about their rights (Chapter VII, art.30)	Others	
From June 7, 2023 to June 7, 2024	0	-	-	-	-	-	-	1 Request for information regarding international travel list; does not qualify as a formal complaint.	At the end of 2023, a request for information from 1 private individual regarding the list of international passenger transport trips in Latvia was received and a response was provided.
From June 7, 2024 to June 7, 2025	0	-	-	-	-	-	-	-	-

## 5. Application of sanctions (penalties) and preventive measures

VDA, as the National enforcement body (NEB), is granted the right to impose administrative penalties on persons for committing the relevant violations.

Administrative liability is provided for in the following cases:

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- ◆ For failure to provide information, providing incomplete or false information to an institution (in accordance with Article 3, (1) of the Administrative Penalties Law on violations in the field of administration, public order and use of the state language)

***Penalty:***

- For a natural person – a warning or a fine of up to 140 fine units (700 EUR);
- For a legal entity – from 14 to 2800 fine units (from 70 to 14 000 EUR).

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- ◆ For failure to comply with the lawful requirements of the national executive body or obstruction of the activities of its officials (in accordance with Article 4 of the Administrative Penalties Law on violations in the field of administration, public order and use of the state language)

***Penalty:***

- For a natural person – a warning or a fine of up to 140 fine units (700 EUR);
  - For a legal person – from 14 to 2800 fine units (from 70 to 14 000 EUR).
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Regulatory initiatives:

- In 2023, proposals were developed for amendments to the Railway Law to provide for administrative liability for violations of certain requirements of Regulation (EU) 2021/782.
- The clarified draft law was prepared in 2023, which provides for the determination of administrative liability for violations of the requirements of Regulation (EU) 2021/782 and the VDA as the only national enforcement body (NEB) in Latvia, referred to in Article 31 of Regulation (EU) 2021/782. Both draft laws were submitted to the responsible ministry for consideration by the Cabinet of Ministers and the Saeima, however, they have not yet been adopted.

### Statistics of sanctions (penalties) imposed:

Table 5 – Statistics on penalties imposed *)		
Year	Number of penalties:	Penalty or fine amount
From June 7, 2023 to June 7, 2024	0	0

<b>From June 7, 2024 to June 7, 2025</b>	0	0
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\*) **Note:** Although no sanctions were applied during the reporting period, proposals for amendments to the Railway Law and a relevant draft law were developed in 2023 and 2024 to ensure the application of Regulation (EU) 2021/782 in an appropriate manner and to establish administrative liability for violations of certain requirements of Regulation (EU) 2021/782. They are considered legislative initiatives with a preventive purpose.

## 6. Enforcement actions taken by NEB

### Supervision measures taken by the State Enforcement Body in the field of international rail passenger transport (June 7, 2023 – June 7, 2025)

(1) At the end of 2023, the Lithuanian railway undertaking “*LTG-Link*” expressed its desire to resume international passenger transport on the territory of Latvia. State Railway Administration, as a rail regulatory body, carried out the procedure for applying the economic equilibrium test in accordance with Commission Implementing Regulation 2018/1795 to determine whether the new international transport would disrupt the balance of the existing PSO-transport on the intended route and published information about it on the authority website.

(2) In December 2023, the VDA carried out an inspection of the civil liability coverage of the railway undertaking “*LTG-Link*”, which would provide cross-border rail passenger transport services, based on Art. 14 of Regulation (EU) 2021/782 and the requirements of the regulatory enactments of the Republic of Latvia. It was found that the initially provided liability coverage did not meet the minimum amount set in Latvia for passenger transport – EUR 2,000,000.00. The VDA requested to ensure an increase in liability coverage, which was also fulfilled. Considering that the requirement was met, no sanctions were applied.

## 7. Conclusions, future developments

During the reporting period from 7 June, 2023 to 7 June, 2025, no significant violations of the rail passenger rights were detected in international transport in the territory of Latvia.

- No passenger complaints were received during this period.
- Sanctions (penalties) for violations of the requirements of Regulation (EU) 2021/782 of the European Parliament and of the Council were not applied.

VDA ensured:

- Ongoing cooperation with the Lithuanian railway carrier “*LTG-Link*” in connection with the resumption of international passenger transportation in the territory of Latvia;

- Informing the public about passenger rights, including by preparing and publishing up-to-date information on the VDA official website, including on the procedure for submitting complaints.
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Future development directions:

- Continue to improve supervisory functions, ensuring compliance with EU regulatory requirements and timely identification of risks;
- Follow changes in regulatory frameworks, including at the EU level, and make the necessary amendments to national regulatory acts;
- Strengthen public awareness of passenger rights, paying particular attention to the context of international transport;
- Maintain close cooperation with foreign railway undertakings and national enforcement authorities to ensure a common understanding and application of the regulation across borders.

## 8. Contact information

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