



EUROPEAN COMMISSION  
DIRECTORATE-GENERAL FOR MOBILITY AND TRANSPORT

Directorate B – Investment, Innovative & Sustainable Transport  
**B.5 – Social Aspects, Passenger Rights & Equal Opportunities**

Brussels  
MOVE.DDG1.B.5/EK

Mr Priit Sauk  
Director-General  
Estonian Transport Administration

Ms Kristi Talving  
Director General  
Consumer Protection and Technical  
Regulatory Authority

*By e-mail*  
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Dear Director-General Ms Talving and Director-General Mr Sauk,

Within the European Commission, I am in charge of the unit dealing with passenger rights. The role of my unit is to oversee and monitor the implementation and enforcement of the EU rules on passenger rights by the Member States, notably the national enforcement bodies (NEBs). In this regard, we regularly organise visits to NEBs in the Member States.

We would like to visit the Estonian Transport Administration and Consumer Protection and Technical Regulatory Authority on October 2024. During this visit we would like to focus in particular on the enforcement by your services of Regulation (EU) No 2021/782 on rail passenger rights, Regulation (EC) No 261/2004 on air passenger rights, Regulation (EC) No 1107/2006 — rights of disabled persons and persons with reduced mobility when travelling by air, as well as Regulation (EU) No 1177/2010 concerning the rights of passengers when travelling by sea and inland waterway and Regulation (EU) No 181/2011 concerning the rights of passengers in bus and coach transport.

The aim of this visit is to get to know your current team working on passenger rights in all sectors, get acquainted with any new developments regarding your organisational structure and working methods, as well as to clarify possible questions you may have on the application of the Regulations. It will also be an opportunity to establish personal contacts between our respective teams, which would contribute to the improvement of the communication flow between your competent authorities and DG MOVE.

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In this context and further to informal exchanges we held with your authorities' representatives, we would like to propose to visit the National Enforcement Bodies in your country on 9 October. I would be grateful if you could confirm whether this date is convenient for your services by Friday, 6 September 2024.

We would send you the topics/questions for the discussions beforehand and we would be happy to hear your suggestions.

While the main focus of our visit would be to meet with your team, if time permits and it is possible to arrange it would be useful for us to meet stakeholders at the national level, as we mostly have contact with stakeholders at the EU level only. I would be very grateful if you could share with me any contacts you might have that could be relevant in this context.

The further planning and execution of the visit on our side will be carried out by Ms Christina Vartsos Tzannetakis (Legal Officer) and Ms Ieva Riekstina (Seconded National Expert).

I remain at your disposal for any further questions you may have.

Yours sincerely,

*(e-signed)*

Elisabeth Kotthaus  
Head of Unit

Cc: Eddy LIEGEOIS, Director (acting) Directorate B – Investment, Innovative & Sustainable Transport;

Ms Merli Siitan, Head of the Sector of Business Department Consumer Protection and Technical Regulatory Authority;

Mr Karl Tiitson, Head of the transport supervision department at Estonian Transport Administration.