



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/IR

**Subject: Commission's support study on the implementation and results of Regulation (EU) 2021/782 on rail passengers.**

Dear Sir / Madam,

The European Commission - Directorate General for Mobility and Transport - has commissioned the consortium constituted by Ramboll Management Consulting A/S and Transport & Mobility Leuven, Milieu Consulting SRL and its subcontractors to carry out a support study for the report on the implementation and results of Regulation (EU) 2021/782 on rail passengers' rights and obligations (RPRR). The RPRR entered into force on 7 June 2021 and applies since 7 June 2023. The overall aim of the study is to gather data on the implementation and initial results of the Regulation. The Commission is obliged to report to the Council and European Parliament by June 2026 (Art.39 RPRR).

Given the importance the Commission attaches to this study, we would be grateful if involved stakeholders could offer their cooperation during the data and information collection phase of this project, expressing their views on the current state of play on the implementation and initial results of the RPRR.

We take this opportunity to assure you that all information made available to the study team will be treated confidentially, if need be. We thank you for your kind cooperation.

For further information, please contact us by sending an e-mail to the functional mailbox: [MOVE-RAIL-PASSENGERS-RIGHTS@ec.europa.eu](mailto:MOVE-RAIL-PASSENGERS-RIGHTS@ec.europa.eu).

Yours sincerely,

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