

## USER MANUAL

### PROCEDURE FOR FILING COMPLAINTS, REIMBURSEMENT CLAIMS AND EXERCISING PASSENGERS' RIGHTS AND CLAIMS

#### Submission of complaints

Passengers have the right to file a written complaint to the railway undertaking in order to protect their rights prescribed by Regulation (EU) No 2021/782 of the European Parliament and the Council of 29 April 2021 on railway passengers' rights and obligations and other regulations governing passengers' rights.

Passengers may file a written complaint within three months of the event to which the complaint relates.

The railway undertaking should provide the passenger with a reasoned response to the complaint within one month from the date of receipt of the complaint, stating the instructions for further action.

In justified cases, the railway undertaking may submit a written reasoned response within a maximum period of three months from the date of receipt of the complaint, with the obligation to inform the passenger in advance within one month from the date of receipt of the complaint.

A complaint may be filed:

- by e-mail to [reklamacije@hzpp.hr](mailto:reklamacije@hzpp.hr);
- in writing to the address: HŽ Putnički prijevoz, Sales and Marketing, Zagreb, Strojarska cesta 11 or other addresses listed in Annex II;
- in writing via the complaints book located at the ticket office (the list of official sites is provided in Annex I).

The complaint must contain basic information about the complainant (name and surname, contact information) and essential factors necessary for resolving the question (reason for filing the complaint, date and route of travel, train number) and you must provide a copy of the ticket and other relevant evidence. The personal data of the complainant passengers are processed solely for the purpose of resolving complaints in accordance with the Act on the Implementation of the General Data Protection Regulation (OG 42/18) and Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on free movement of such data, as well as repealing Directive 95/46/EC (General Data Protection Regulation).

A complaint that does not contain the aforementioned information and evidence, which is necessary to take the complaint into the resolution procedure, is considered incomplete and within eight days the railway undertaking will invite the applicant to supplement the complaint and submit the necessary information that the passenger is obliged to submit no later than eight days from the date of receipt of the invitation to supplement the complaint. The deadline for submitting a written reasoned response, with instructions on further action, runs from the date of receipt of the amendment to the complaint and the submission of all necessary information.

If the passenger does not provide basic information (name and surname, contact information) in the complaint or does not submit a complaint supplemented with the necessary information and evidence within eight days of receiving the call, without which the railway undertaking is unable to act, the complaint will not be taken in consideration and will be deemed not to have been submitted.

If the passenger does not receive a response to the complaint within the prescribed deadline or is not satisfied with the response, pursuant to Regulation (EU) 2021/782, they may submit a request for the

exercise of passenger rights to the Croatian Regulatory Authority for Network Industries (HAKOM) within 3 months of receiving the information on the dismissal of the initial complaint.

A request can be submitted:

- in writing to the address: Ulica Roberta Frangeša-Mihanovića 9, 10 110 Zagreb
- electronically at [e-complaints](#)
- by e-mail to [zeljeznica@hakom.hr](mailto:zeljeznica@hakom.hr)
- fax number: + 385 (0)1 / 7007-070.

The request should include:

- passenger data (name and surname of the passenger, personal identification number (OIB) and address of residence);
- subject of the request (brief description and reasons why the passenger is not satisfied with the carrier's response);
- evidence (e.g. ticket, etc.);
- a copy of the complaint to the railway undertaking;
- a copy of the railway undertaking's response to the complaint;
- other available documentation.

The Croatian Regulatory Authority for Network Industries (HAKOM) shall, as a rule, decide on the passenger's request regarding the rights and obligations covered by Regulation 2021/782, without conducting an oral hearing, as soon as possible, and no later than three months from the date of collection of the relevant data. The railway undertaking should act in accordance with the decision of HAKOM.

### Requesting reimbursement

A request for reimbursement for unused or partially used tickets purchased at ticket offices, ticket machines or on the train shall be submitted at the ticket office.

The request for reimbursement of individual tickets and monthly/semi-monthly/15-day/30-day subscription tickets entered on the smart card is submitted at the ticket office.

Applications shall be submitted in accordance with the provisions of Tariff 101, items 4.1 and 1.8.c.

For tickets that cannot be returned at the ticket office due to tariff regulations or other reasons, the request is sent electronically to [reklamacije@hzpp.hr](mailto:reklamacije@hzpp.hr) or to the following address: HŽ Putnički prijevoz, Sales and marketing, Strojarska cesta 11, Zagreb.

A request for refund of the price of unused or partially used e-tickets, annual subscription tickets and connection tickets shall be submitted electronically to [reklamacije@hzpp.hr](mailto:reklamacije@hzpp.hr) or to the following address: HŽ Putnički prijevoz, Sales and marketing, Strojarska cesta 11, Zagreb.

If the passenger withdraws from the onward journey during the journey with the ticket written on the smart card or e-ticket, the train attendant gives the passenger a certified request for the exercise of the passenger's rights, which confirms the passenger's withdrawal from the onward journey. For passengers with a paper ticket, the train attendant confirms the passenger's withdrawal from the onward journey on the back of the ticket. The request is sent to [reklamacije@hzpp.hr](mailto:reklamacije@hzpp.hr).

The passenger sends a request for unused bed or berth tickets to [reklamacije@hzpp.hr](mailto:reklamacije@hzpp.hr).

If there are no attendants on the train, the passenger sends a request to [reklamacije@hzpp.hr](mailto:reklamacije@hzpp.hr).

The request should include:

- passenger data (name and surname, address of residence, personal identification number (OIB), contact details, IBAN bank account number);
- original ticket (paper tickets purchased at the ticket office, on the train or at the ticket machine), date and route of travel, train number;
- copy or e-ticket/ticket number written on the smart card;
- reason for requesting reimbursement;
- other relevant documents proving the additional cost.

Deadlines for submitting requests for the return of unused or partially used tickets depend on the type of ticket and are prescribed by **Tariff 101 – Tariff for the transport of passengers in national traffic** (item 4.2. for individual tickets, or item 1.8.c) for subscription tickets). The tariff is published at [www.hzpp.hr](http://www.hzpp.hr), and can also be requested at the ticket office at the official spot.

### Submitting a request to exercise passenger rights

The passenger is entitled to delay compensation in the following cases:

- 25% of the ticket price for delays of 60 to 119 minutes;
- 50% of the ticket price for delays of 120 minutes or more;
- in the event of frequent delays, if the passenger uses the service continuously for 6 months on the basis of a subscription ticket, they are entitled to a refund of part of the amount of the subscription ticket.

The passenger is entitled to reimbursement in case of missed connection/inability to continue the journey due to delay or train cancellation. In addition to the claim for damage due to lost connection/inability to continue the journey due to train delay or cancellation, a validated ticket must be submitted.

If it is less than 4 euros, the fee will not be paid.

The request to exercise passenger rights can be downloaded at the link [Compensation for delay](#)

### Submitting claims

A compensation claim for damages arising from the death, damage to health or injury of a passenger shall be submitted in writing to the following address: HŽ Putnički prijevoz, Legal Affairs and Human Resources, Zagreb, Strojarska cesta 11.

The compensation claim must be reasoned and contain the personal data of the passenger/entitled person and the essential elements necessary to resolve (date and route of travel, train number, place, time, brief description and circumstances of the accident, description of the damage). In addition to the claim for compensation, a copy of the ticket or other evidence proving the status of the passenger/entitled person must be submitted. In addition to the request for compensation for damage caused by death, damage to health or injury to passengers, it is necessary to submit a notification of the passenger's accident, or a confirmation of the notification in accordance with Article 55, Chapter VI. of Annex I, Regulation (EU) 782/2021.

## PASSENGER INSURANCE

In accordance with the Law on Compulsory Insurance in Traffic, HŽ Putnički prijevoz has concluded a contract on compulsory passenger insurance from the consequences of an accident with an insurance company, on the basis of which the passenger (insured person) to whom the accident occurs acquires their own and direct right to claim insurance against the insurer. In the event of the death of a passenger, the right to a direct claim for payment of insurance shall belong to the insurance beneficiary specified in the terms of insurance.

HŽ Putnički prijevoz has a liability insurance policy for damage caused to third parties.

## ANNEX I List of official spots where the book of complaints is located

REGIONAL UNIT ZAGREB		
No.	STATION/STOP	
1	Zagreb Main Station	Passenger service
2	Maksimir	ticket office
3	Trnava	ticket office
4	Čulinec	ticket office
5	Sesvete	ticket office
6	Sesvetski Kraljevec	ticket office
7	Dugo Selo	ticket office
8	Ivanić-Grad	ticket office
9	Novoselec	ticket office
10	Popovača	ticket office
11	Kutina	ticket office
12	Banova Jaruga	ticket office
13	Novska	ticket office
14	Zagreb West Station	ticket office
15	Kustošija	ticket office
16	Vrapče	ticket office
17	Gajnice	ticket office
18	Podsused stop	ticket office
19	Zaprešić	ticket office
20	Brdovec	ticket office
21	Savski Marof	ticket office
22	Velika Gorica	ticket office
23	Sisak	ticket office
24	Sisak Caprag	ticket office
25	Sunja	ticket office
26	Duga Resa	ticket office

27	Karlovac Center	ticket office
28	Karlovac	ticket office
29	Jastrebarsko	ticket office

<b>REGIONAL UNIT VARAŽDIN</b>		
No.	STATION/STOP	
1	Zabok	ticket office
2	Bedekovčina	ticket office
3	Varaždin	ticket office
4	Čakovec	ticket office
5	Kotoriba	ticket office
6	Krapina	ticket office
7	Ludbreg	ticket office
8	Virovitica	ticket office
9	Vrbovec	ticket office
10	Križevci	ticket office
11	Koprivnica	ticket office
12	Bjelovar	ticket office
<b>REGIONAL UNIT VINKOVCI</b>		
No.	STATION/STOP	
1	Vinkovci	ticket office
2	Strizivojna-Vrpolje	ticket office
3	Slavonski Brod	ticket office
4	Nova Kapela-Batrina	ticket office
5	Nova Gradiška	ticket office
6	Pleternica	ticket office
7	Požega	ticket office
8	Osijek	ticket office
9	Našice	ticket office
10	Slatina	ticket office
11	Beli Manastir	ticket office
12	Perkovci	ticket office
<b>REGIONAL UNIT RIJEKA</b>		
No.	STATION/STOP	
1	Rijeka	ticket office

2	Moravice	ticket office
3	Ogulin	ticket office
4	Pula	ticket office
5	Pazin	ticket office
REGIONAL UNIT SPLIT		
No.	STATION/STOP	
1	Split	ticket office
2	Split Suburb	ticket office
3	Knin	ticket office
4	Šibenik	ticket office

## ANNEX II List of addresses and contacts of organisational units responsible for handling passenger complaints and requests

### HŽ PUTNIČKI PRIJEVOZ

10 000 ZAGREB

STROJARSKA cesta 11

Phone: +385 (01) 3783-061 (8.00 – 15.00)

e-mail: [reklamacije@hzpp.hr](mailto:reklamacije@hzpp.hr)

### HŽ PUTNIČKI PRIJEVOZ

#### Sales and marketing

10 000 ZAGREB

STROJARSKA cesta 11

Phone: +385 (01) 2336-932 (8.00 – 15.00)

e-mail: [prodaja@hzpp.hr](mailto:prodaja@hzpp.hr)

### Regional unit RIJEKA

51 000 RIJEKA

Trg kralja Tomislava 1

Phone: +385 (0)51 322-455 (8.00 – 15.00)

e-mail: [ri\\_rijeka@hzpp.hr](mailto:ri_rijeka@hzpp.hr)

### Regional unit SPLIT

21 000 SPLIT

Obala kneza Domagoja 8

Phone: +385 (0)21 314-181 (8.00 – 15.00)

e-mail: [ri\\_split@hzpp.hr](mailto:ri_split@hzpp.hr)

**Regional unit VARAŽDIN**

42 000 VARAŽDIN

Kolodvorska 17

Phone: +385 (0)42 200-870 (8.00 – 15.00)

e-mail: [rj\\_varazdin@hzpp.hr](mailto:rj_varazdin@hzpp.hr)

**Regional unit VINKOVCI**

32 100 VINKOVCI

Ante Starčevića 79

Phone: +385 (0)32 308-963 (8.00 – 15.00)

e-mail: [rj\\_vinkovci@hzpp.hr](mailto:rj_vinkovci@hzpp.hr)

**Regional unit ZAGREB**

10 000 ZAGREB

Trg Ante Starčevića 1

Phone: +385 (0)1 4533-582 (8.00 – 15.00)

e-mail: [rj\\_zagreb@hzpp.hr](mailto:rj_zagreb@hzpp.hr)

**National Regulatory Authority for the Implementation of Regulation 2021/782 on Railway Passenger Rights and Obligations****Croatian Regulatory Authority for Network Industries (HAKOM)**

Ulica Roberta Frangeša-Mihanovića 9

10 110 Zagreb

e-mail: [zeljeznica@hakom.hr](mailto:zeljeznica@hakom.hr)

fax: (0)1 7007-070

[www.hakom.hr](http://www.hakom.hr)