

Office of Rail Transport

<https://utk.gov.pl/en/passenger-rights/1695,Who-we-are-and-how-we-can-help-you.html>
2024-02-25, 03:54

Who we are and how we can help you

The Office of Rail Transport (Polish abbreviation UTK) was established on 1 June 2003 within the framework of adjusting the Polish railway market to the requirements binding in the European Union. By definition, the Office is meant to secure compliance with the rights of passengers who are seen as the "weaker" party to the contracts concluded with carriers. It also safeguards railway-system cohesion, supervising all technical solutions that influence railway traffic safety and the railway system. Our duties further include monitoring rail market development, raising rail transport safety standards and cooperating with EU institutions.

The Passenger Rights Department is dedicated to promoting and supervising compliance with railway passenger rights that arise directly from Polish and EU documents. Should you have any doubts, or wish to file a complaint, feel free to contact us.

Our address:

Al. Jerozolimskie 134, 02-305 Warszawa

e-mail: pasazer@utk.gov.pl

Railway transport passenger rights' hotline: +48 22 460 40 80 - available on working days from 8:15 a.m. to 4:15 p.m.