

Order

on the provision by economic operators of information regarding access to public passenger transport services and respectively in buildings owned by them to consumers in the disabled persons category

Having regard to the provisions of:

— Article 18 of the Government Ordinance No 21/1992 on consumer protection, republished, as subsequently amended and supplemented;

— Article 5(5) of Government Decision No 700/2012 on the organisation and operation of the National Authority for Consumer Protection, as subsequently amended and supplemented;

Report No 8896/17.08.2023 drawn up by the Directorate General of Market Surveillance and Inspection and European Harmonisation.

The President of the National Authority for Consumer Protection issues the following

ORDER

Article 1. Economic operators carrying out public passenger transport activities, including by air, as well as economic operators operating in buildings or premises where access ramps or other types of access for disabled persons cannot be installed or have not yet been provided, shall be required to provide clear and accurate information to consumers in this category on how to access them in public transport, buildings or premises.

Article 2. 1. Public transport operators shall be required to display in a visible form and size and to install on all access doors of the means of transport, dedicated to disabled persons, clear and accessible indications dedicated to them on how they may have access to boarding/alighting the public means of transport, consisting of pictograms and/or light signals, as well as an audio system to warn them of the places of boarding and alighting, the time of opening and closing of the doors and the name of the stations.

2. Transport operators are required to install external/internal audio signals above each access door, as well as inside the means of transport, to announce their stop at the station.

3. Public passenger transport operators are required to place, on each platform/refuge/station where the means of public transport will stop, but not limited to, special markings and information boards, which shall contain indications on the location of the door dedicated to the access of disabled persons or from where they will be taken over and how the boarding and alighting will be made.

4. In each platform/station/refuge public transport operators are required to display visible instructions, consisting of simple, succinct, intuitive and intelligible pictograms on the boarding and alighting of disabled persons from the means of transport, including the obligation of the staff involved to inform them of the station where they are to perform the alighting, as well as the concrete way in which they will be supported.

5. At the request of persons with mobility impairments, the staff involved in the public transport of persons is required to provide them with information on how they will be helped to board/alight, as well as to provide assistance when boarding/alighting from the means of public transport.

6. Public passenger transport operators are required to put in place information arrangements dedicated to persons who are blind or visually impaired, presented physically and/or digitally.

7. At airports, it is mandatory to display on access doors, on information boards in their immediate vicinity or in waiting rooms, but not limited to, clear and accessible indications for all categories of disabled persons, consisting of pictograms and/or light signals, as well as an audio system, on how these persons are supported to have access, move and/or board.

8. All the information referred to in paragraphs 1 to 7 shall be submitted as part of the regulations undertaken by public transport operators or premises management operators.

9. For the category of blind or visually impaired persons, economic operators are required to transmit communications, information, warnings or indications according to the obligations laid down in Article 1, as well as those in paragraphs 1-7, but not limited to, in the audio version or by using any specific physical or digital means.

Article 3. 1. Economic operators operating in buildings or premises where access ramps or other access options for disabled persons cannot be installed or have not yet been provided are required to inform by any means, on doors or panels, in the immediate vicinity of the access path, how they can benefit from the necessary support.

2. In application of the provisions of paragraph 1, economic operators must also have information variants dedicated to blind or visually impaired persons, either audio or by using any specific physical or digital means.

Article 4. 1. The economic operators referred to in Article 1 are required to display the information plate referred to in Annex I, which makes an integral part of this Order.

2. The plate referred to in paragraph 1 shall be made through the care of economic operators, according to the model shown in the Annex to this Order and displayed in the consumer's field of vision in a visible place.

3. Economic operators must also have variants dedicated to blind or visually impaired persons, either audio or by using any specific physical or digital means.

Article 5. This Order shall enter into force 30 days after publication in the Official Gazette of Romania, Part I.

This Order was adopted in accordance with the notification procedure laid down in Directive (EU)2015/1535 of the European Parliament and of the Council of 9 September 2015 laying down a procedure for the provision of information in the field of technical regulations and of the rules on Information Society services, transposed into Romanian law by Government Decision No 1016/2004 on measures for the organisation and exchange of information in the field of technical standards and regulations and of the rules on Information Society services between Romania and the Member States of the European Union, as well as the European Commission, as subsequently amended and supplemented.

**President of the National Authority for Consumer Protection,
HORIA MIRON CONSTANTINESCU**



INFORMATION FOR DISABLED PERSONS

For all modes of transport, you are entitled to free assistance in terminals and on-board vehicles. You cannot be denied transport due to your disability or reduced mobility, except in cases justified on grounds of safety or design of the vehicle or infrastructure.

IF YOU WISH TO TRAVEL BY PUBLIC TRANSPORT, YOU MUST CONTACT THE DRIVER THROUGH YOUR ACCOMPANYING PERSON/DIRECTLY, THE DRIVER HAVING THE SEAT IN THE IMMEDIATE VICINITY RESERVED FOR YOU. THE DRIVER SHALL PROVIDE ASSISTANCE TO DISABLED PERSONS BOTH FOR BOARDING/ALIGHTING.

In case your rights are not respected, you can contact ANPC at the unique number 0219551, or ANPDPD, telephone 0314338090.