

# ACTS OF SPECIALIZED BODIES OF THE CENTRAL PUBLIC ADMINISTRATION

National Authority for Consumer Protection

## 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 Vice-President of the National Authority for Consumer Protection** issues the following order:

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 the Annex 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 shall be 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.

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This Order was adopted in accordance with the notification procedure laid down in Directive (EU)2015/1535 of the

- (6) Public passenger transport operators are required to put in place information arrangements dedicated to persons

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,  
**Sebastian-Ioan Hotca**

Bucharest, 4 June 2024.  
No 579.

ANNEX)



## **INFORMARE PERSOANE CU DIZABILITĂȚI**

**Pentru toate modurile de transport aveți dreptul la asistență gratuită în**

**terminale și la bordul vehiculelor. Nu vi se poate refuza transportul din cauza handicapului sau a mobilității dumneavoastră reduse, cu excepția cazurilor justificate din motive de siguranță sau de proiectare a vehiculului sau a infrastructurii.**

**ÎN SITUAȚIA ÎN CARE DORIȚI SĂ CĂLĂTORIȚI CU MIJLOACE DE TRANSPORT ÎN COMUN, TREBUIE SĂ VĂ ADRESAȚI CONDUCĂTORULUI AUTO PRIN ÎNSOȚITOR/DIRECT, ACESTA AVÂND REZERVAT LOCUL DIN IMEDIATA APROPIERE PENTRU DUMNEAVOASTRĂ. ATÂT LA URCARE, CÂT ȘI LA COBORÂRE CONDUCĂTORUL AUTO VA ACORDA ASISTENȚĂ PERSOANELOR CU DIZABILITĂȚI.**

**În situația în care nu vă sunt respectate drepturile, vă puteți adresa ANPC la numărul unic 0219551 sau ANPDPD la tel: 0314338090.**

INFORMARE PERSOANE CU DIZABILITĂȚI	INFORMATION FOR DISABLED PERSONS
<b>ACCES PERSOANE CU DIZABILITĂȚI</b>	<b>ACCESS FOR DISABLED PERSONS</b>
Pentru toate modurile de transport aveți dreptul la asistență gratuită în terminale și la bordul vehiculelor. Nu vi se poate refuza transportul din cauza handicapului sau a mobilității dumneavoastră reduse, cu excepția cazurilor justificate din motive de siguranță sau de proiectare a vehiculului sau a infrastructurii	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.
<b>ÎN SITUАȚIA ÎN CARE DORIȚ SĂ CĂLĂTORIȚI CU MIJLOACE DE TRANSPORT ÎN COMUN, TREBUIE SĂ VĂ ADRESAȚI CONDUCĂTORULUI AUTO PRIN ÎNSОȚITOR/DIRECT, ACESTA AVÂND REZERVAT LOCUL DIN IMEDIATA APPROPIERE PENTRU DUMNEAVOASTRĂ. ATĂL LA URCARE, CÂT ȘI LA COBORÂRE CONDUCĂTORUL AUTO VA ACORDA ASISTENȚĂ PERSOANELOR CU DIZABILITĂȚI.</b>	<b>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.</b>
În situația în care nu vă sunt respectate drepturile, vă puteți adresa AN PC la numărul unic 0219551 sau ANPDPD la tel: 0314338090.	In case your rights are not respected, you can contact ANPC at the unique number 0219551, or ANPDPD, at phone number: 0314338090.