

Options for legal remedy

If the handling of your complaint by BKK Zrt has not led to a satisfactory result, you may turn to the following authorities and organisations:

1.) In case of the infringement of the rights of passengers using bus and rail transport services where the investigation by BKK Zrt has not had a satisfactory outcome, the passenger may turn directly to the bus transport authority or the railway-transport management body for revision.

Bus transport authority: Ministry for Innovation and Technology (postal address: 1440 Budapest, Pf. 1, customer service in person: 1066 Budapest, Teréz krt. 38., phone: +36 1 373 1405), electronically: secure client gateway ('hivatali kapu') service ID: ITMKKEF; KRID: 166068369. In the case of complaints submitted using the e-Paper service, the addressee is the Innovációs és Technológiai Minisztérium (ITM) Közlekedési Hatósági Ügyekért Felelős Helyettes Államtitkárság (Deputy State Secretariat for Transport Authority Affairs of the Ministry of Innovation and Technology (ITM)).

Railway transport management body: Ministry for Innovation and Technology, Deputy State Secretariat for Transport Authority Affairs, Railway Transport Management Body (postal address: 1440 Budapest, Pf. 1, customer service in person: 1066 Budapest, Teréz krt. 38., phone: +36 1 373 1405). In the case of complaints submitted using the e-Paper service, the addressee is the Innovációs és Technológiai Minisztérium (ITM) Közlekedési Hatósági Ügyekért Felelős Helyettes Államtitkárság (Deputy State Secretariat for Transport Authority Affairs of the Ministry of Innovation and Technology (ITM)).

2.) Consumer protection authorities pursuant to Act CLV of 1997 on Consumer Protection:

The competent Budapest Municipal or County Government Office based on the customer's permanent address or temporary place of residence. Please see the contact details at this link: <http://www.kormanyhivatal.hu/hu>

3.) If the complaint concerns the resolution of a legal dispute in connection with the establishment, validity, legal effects or cancellation of the agreement or the breach of contract and its legal effects, the Customer may turn to a court or conciliation board as per the Code of Civil Procedure. Please note that if BKK Zrt. declares at the start of the proceedings that it shall not accept the conciliation board's decision as binding, the competent board may make a recommendation based on the assessment of the available documents and evidence.

Conciliation Boards: Budapest Conciliation Board (1016 Budapest, Krisztina krt. 99., postal address: 1253 Budapest, Pf. 10, e-mail: bekelteto.testulet@bkik.hu, phone number: +36 1 488 2131). Customers with residence outside Budapest may turn to the competent conciliation board for their county of residence within Hungary. Please visit this link for contact details: https://fogyasztovedelem.kormany.hu/#/bekelteto_testuletek

If you wish to file a complaint you can initiate proceedings at the Hungarian National Authority for Data Protection and Freedom of Information (NAIH) (address: 1055 Budapest, Falk Miksa utca 9-11., postal address: 1363 Budapest, Pf. 9, website: www.naih.hu, phone number: +36 1 391-1400, fax: +36 1 391-1410, e-mail address: ugyfelszolgalat@naih.hu) concerning the management of your personal data or bring the matter to court. BKK's privacy statement regarding the handling of personal data is available at <https://bkk.hu/en/about-bkk/data-management-information/>.