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### Conference of Passenger Claims Departments

Bern, 24 September 2015

The conference will start with an overview of the latest developments in the EU Regulation on rail passengers' rights and obligations (PRR) as well as news on the CIT passenger products.

Following this introduction the focus will be on practical cases from the passenger claims departments' daily business, being dealt with in groups and then discussed in the plenary session. In the afternoon, aspects such as assistance and commercial arrangements will be highlighted from a practical perspective. Last but not least the conference will offer excellent possibilities for networking.

➔ [Flyer / registration](#)



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## EDITORIAL



Dear Readers,

COTIF remains on a course of expansion. Azerbaijan submitted its application to accede to COTIF to the Secretary General of OTIF at the end of May 2015. COTIF 99 has also been in force for Italy since 5 February 2015, and the Swedish Ambassador submitted the instrument of ratification on 12 June 2015. Ratification means that Sweden will now apply COTIF 1999, including its 7 Appendices. The CUI Uniform Rules, which, as Appendix E to COTIF, governs the Contract of Use of Infrastructure in International Rail Traffic, is now applied in all EU Member States, with the exception of the United Kingdom, the Czech and Slovak Republics, following the withdrawal of most reservations. The CIT welcomes this development, since harmonised international transport law for passenger and freight traffic is extremely important for the business success of CIT member railways.

With this pleasing development in mind, I trust you will enjoy the following articles on the CIT's current activities even more!

**Best wishes from Bern**  
**Cesare Brand**  
**Secretary General of the CIT**



## Sweden's ratification of COTIF 1999

The national ratification procedure in Sweden has now been concluded and the instrument of ratification was deposited with the Secretary General of OTIF on 12 June 2015.

A circular dated 12 June 2015 from the Secretary General of OTIF, as the Depositary, announced that for Sweden, COTIF, as amended by the Protocol of 3 June 1999 modifying the Convention concerning International Carriage by Rail (COTIF) of 9 May 1980 (COTIF 1999) applies from the day on which the instrument of ratification was deposited, i.e. 12 June 2015. The instrument was deposited with no reservations according to Art. 42 COTIF.

The CIV and CIM lists of maritime and inland waterway services concerning Sweden will also be updated accordingly.

A full list of Member States and the status of ratifications, acceptances and approvals of COTIF 1999 is available on the OTIF's website, see under "Publications".

*Jan.Svensson(at)cit-rail.org*

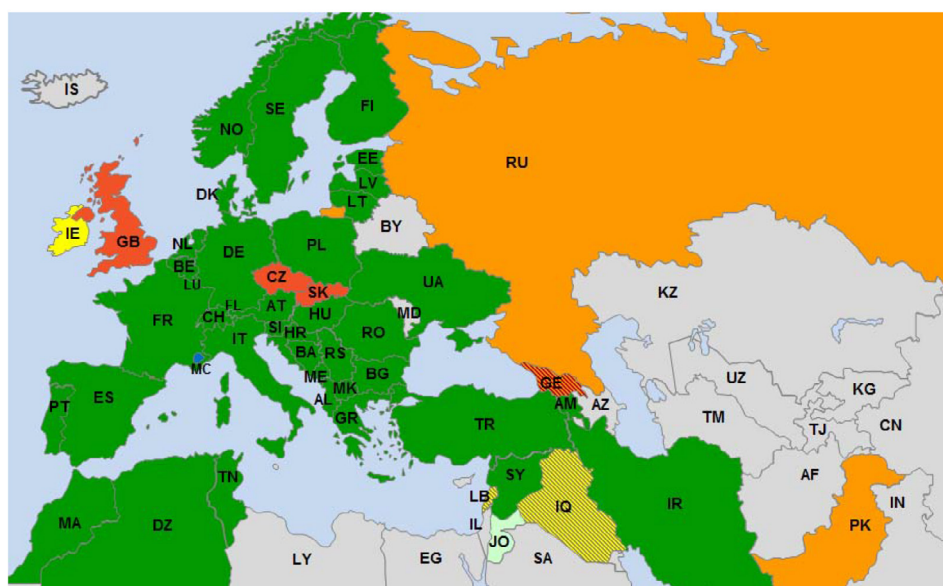
Original: EN



### Champ d'application géographique de la COTIF et ses appendices Geografischer Anwendungsbereich des COTIF und dessen Anhänge Geographical scope of COTIF and its appendices

Etat au 1<sup>er</sup> juillet 2015  
Stand 1. Juli 2015  
Situation on 1 July 2015

- Tous les appendices de la COTIF (38)  
Alle Anhänge des COTIF (38)  
All COTIF appendices (38)
- Sans ATMF (1)  
Ohne ATMF (1)  
Without ATMF (1)
- Sans CUI/APTU/ATMF (3)  
Ohne CUI/APTU/ATMF (3)  
Without CUI/APTU/ATMF (3)
- Sans CUV/CUI/APTU/ATMF (1)  
Ohne CUV/CUI/APTU/ATMF (1)  
Without CUV/CUI/APTU/ATMF (1)
- Sans CIV/RID/CUV/CUI/APTU/ATMF (2)  
Ohne CIV/RID/CUV/CUI/APTU/ATMF (2)  
Without CIV/RID/CUV/CUI/APTU/ATMF (2)
- COTIF 1999 pas encore ratifiée (1)  
COTIF 1999 noch nicht ratifiziert (1)  
COTIF 1999 not yet ratified (1)
- Suspension de la qualité de membre (2)  
Ruhen der Mitgliedschaft (2)  
Membership suspended (2)
- Membres associés (1)  
Assoziierte Mitglieder (1)  
Associate Members (1)



#### Useful links

- ➔ [Publications on OTIF's website](#)
- ➔ [OTIF's press release](#)

## Azerbaijan accedes to COTIF to become 50th OTIF Member State

According to a circular letter received from OTIF, Azerbaijan submitted its application to the Secretary General of OTIF to accede to COTIF at the end of May 2015. COTIF will apply on railway lines included in the CIM and CIV lists, and RID will apply to the carriage of dangerous goods.

The Secretary General of OTIF informed the COTIF Member States and the CIT GS of Azerbaijan's application to accede to COTIF on 21 May 2015. Following the expiry of the objections period of three months (until 21 August 2015), accession will take place on the first day of the third month after notification has been given by the Secretary General (probably on 1 November 2015, Article 37 § 3 COTIF). In accordance with Article 42 § 1, first sentence of COTIF, Azerbaijan has declared that it will not apply the Appendices CUV, CUI, APTU and ATMF. The carriage of dangerous goods, including regulations concerning the international carriage of dangerous goods by rail (RID – Appendix C to COTIF), are governed by this convention. Azerbaijan will thus become the 50th Member State of OTIF.

In accordance with Article 1 § 6 CIM, Azerbaijan will apply the CIM UR to the following 1520 mm railway lines, as soon as they come into operation: between Baku and Boyuk-

Kesik (503 km), and between Alyat Port and Alyat railway station (6 km). The Boyuk-Kesik railway line is also subject to the CIV UR.

The CIT GS, in close cooperation with the OTIF SG, is preparing to implement the accession of Azerbaijan at railway undertaking level. Azerbaijan Railways (ADY) has been a member of the CIT since 2010. This enables the company to use the CIM and CIM/SMGS consignment notes for rail transport services with Turkey and also with the Central Asian Republics (in particular Kazakhstan). In addition, the inclusion of the railway line from Alyat Port to Alyat railway station promises to be an advantageous development for multimodal transport services on the Caspian Sea to Turkmenistan and Kazakhstan (using the CIT's GTC Rail-Sea Traffic).

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*Original: DE*

### Useful link

➔ [OTIF's press release](#)

## The revised SMGS entered into force on 1 July 2015

As of 1 July 2015, the new version of SMGS 1951 (Convention concerning International Goods Traffic by Railway) entered into force after 10 years of revision work, together with the associated staff instructions and implementing provisions. In parallel, the CIT GS has completed all the necessary updates to the "CIM/SMGS Consignment Note Manual" (GLV-CIM/SMGS).

The principal decision for the revision work was taken in 2005 at ministerial level by the parties to the SMGS Agreement<sup>(1)</sup>. The official language versions are in Russian and Chinese. An English translation is being prepared in collaboration with the UN Economic Commission for Europe (UNECE).

According to information provided by the OSJD Committee, which is responsible for secretarial duties relating to the SMGS (and the parallel SMPS Agreement Concerning International Passenger Traffic by Rail), the amendments that have been made do not affect the fundamental principles of the SMGS. During the revision of the SMGS, following the CIM Uniform Rules (CIM UR), the amendments completed

as a result of the reform processes carried out primarily by individual railway undertakings and the separation of infrastructure and operations, including the role of private carriers, were taken into account.

In parallel to the revision work, a basic convention concerning international rail traffic is being prepared under the auspices of OSJD. In the case of this particular work, similarly to COTIF 1999, in addition to a basic agreement, various appendices with uniform rules are to be included to regulate international passenger and goods traffic and the use of wagons and infrastructure in a standardised manner.

### Revision of the CIT's CIM/SMGS Consignment Note Manual

As a result of the revision of the SMGS – in particular regarding the new Appendix 6 to the SMGS relating to the CIM/SMGS consignment note – the CIM/SMGS Steering Group involved at project level also decided to adjust the CIT "CIM/SMGS Consignment Note Manual" (GLV-CIM/

(1) The following 25 states are currently parties to the SMGS Agreement: Albania, Afghanistan, Azerbaijan, Belarus, Bulgaria, China, Estonia, Georgia, Iran, Kazakhstan, Kyrgyzstan, Latvia, Lithuania, Moldavia, Mongolia, North Korea, Poland, Russian Federation, Slovakia, Czech Republic, Turkmenistan, Hungary, Ukraine, Uzbekistan, Vietnam.

SMGS). The supplements agreed on for the GLV-CIM/SMGS were examined in depth by the CIM Working Group before submitting them for approval by the CIT's CIM Committee responsible and the language was fine-tuned in an ad-hoc editorial group made up of experts from the OSJD and the CIT. The next step will involve the CIT SG also fine-tuning the manual dealing with reconsignments (GR-CIM/SMGS) to regulate the case of redirecting a consignment with a new consignment note.

The CIT's CIM Committee unanimously approved the amendments to the GLV-CIM/SMGS at the last meeting, which was held on 26 March 2015. The new version of the manual was published on 1 June 2015 in all four languages (German, French, English and Russian) and entered into force on 1

July 2015. The CIT SG subsequently informed CIT members of the new version of the GLV-CIM/SMGS in Circular letter 08/2015 of 28 May 2015.

*Erik.Evtimov(at)cit-rail.org*

*Original: DE*

#### Useful links

➔ [GLV-CIM/SMGS](#)

➔ [Revised version of the SMGS](#)



## PASSENGER TRAFFIC

### Implementation of passengers' rights and new CIT products in the focus of the CIV Committee

The CIV Committee at its annual meeting held on 24 June traditionally dealt with cornerstone issues related to rail passengers' rights and their implementation. The CIV Committee also approved a number of important amendments to the current CIT products for passenger traffic and adopted two new documents which will play an important role for the CIT members.

#### Update on the exemptions to the application of the Rail PRR

The CIT General Secretariat presented to the CIV Committee an updated list of exemptions from the Rail PRR as of June 2015 based on the information provided by the CIT members. Since some of the exemptions expired on 3 December 2014, EU Member States were able to apply for extension of some or all of the previously granted exemptions. In order to make this information on the exemptions to the application of the Rail PRR more accessible the CIV Committee approved an interactive map on the application of the Rail PRR, prepared by the CIT General Secretariat. This interactive map will be available on the CIT web-page after the summer break.

#### New products for passenger traffic

The CIV Committee unanimously approved two new manuals: the CIT Manual for International Rail Tickets (MIRT) and the CIT Manual for Cooperation Contracts in International Passenger Traffic by Rail (MCOOP), including a Boilerplate Contract and two sets of General Terms and Conditions for Successive and Substitute Carriage. Both products were thoroughly prepared jointly by the CIT General Secretariat and experts of the CIT members, who participated in the



The seventeenth annual meeting of the CIV Committee was held on 24 June in Bern

special ad hoc expert groups and the CIV Working Group.

The MIRT arose as a result of merging the two current CIT ticketing manuals GTV-CIT and GTT-CIV into a single, updated, coherent and customer-friendly document.

The MCOOP aims to support CIT members when drafting cooperation agreements and aims to harmonize the liability rules applicable between railway undertakings that intend to work together in international passenger traffic.

Both documents are undergoing the final editorial checks and will enter into force in the next few months: MIRT – on 13 December 2015, MCOOP – on 1 March 2016.

#### Revision of the GCC-CIV/PRR and the AIV

Over the last year the CIV Working Group (extensively) dealt with the question of the carriage of dangerous goods by passengers. Two documents were presented to the CIV Committee – the Notice concerning the carriage of dangerous goods in passenger trains and a table with examples of dangerous goods which are (not) allowed for carriage. Both documents were double-checked by the OTIF experts on dangerous goods. The CIV Committee decided that



the Notice will be placed on the CIT web-page and will be referred to in point 6.2 of the GCC-CIV/PRR. This will help to maintain a clear structure of the GCC-CIV/PRR and enable the Notice to be updated smoothly whenever necessary. The table is for information and illustrative purposes only and will also be available to CIT members on the CIT web-site. These amendments and new documents will come into effect on 1 October 2015.

Finally, the CIV Committee adopted some minor changes to the AIV, primarily related to the fact that the current ticketing manuals will soon be replaced by MIRT. All amendments to the AIV adopted by the CIV Committee will come into effect on 13 December 2015.

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*Original: EN*

## 2<sup>nd</sup> UIC/CIT e-Ticketing Workshop successfully held from 21 – 22 May 2015 in Utrecht, Netherlands

Barcodes, reference numbers, checking-in with a credit card, geo-location – rapidly developing technologies create new opportunities for railways. However, new technologies can also bring about new challenges. Among other matters, UIC/CIT e-Ticketing workshop aimed to provide an overview of the current e-ticketing world from the legal, commercial and technical point of view and to present the newest technologies that have or will have a significant impact on future ticketing strategies.

Following the previous E-ticketing Workshop held in Frankfurt on Main in Germany from 24 – 25 October 2012, the second edition of the UIC/CIT e-ticketing workshop took place in Utrecht, Netherlands from 21 to 22 May 2015 at the NS Headquarters, with the generous support of NS and Mastercard. About 80 managers, experts, decision-makers dealing with e-ticketing from legal, commercial or technical departments representing railway companies, ticket vendors and consultancies participated in the Workshop.

The digital age is creating many new opportunities, including in the area of ticketing. In order to meet the increasing expectations of customers, railway undertakings have to find optimal solutions to make travelling by train more attractive and convenient and at the same time cost-effective. Thus, knowledge about the latest tendencies in this field is crucial. The aim of the e-Ticketing workshop is precisely to share such knowledge and discuss the challenges that come with new technologies.

During the first day, participants had an opportunity to learn about the most recent developments in e-ticketing. A number of speakers presented topics related to Technologies and Rail Ticketing Innovation. The first day was concluded by a panel on the legal setting for e-ticketing, where the CIT representative spoke about legal requirements for e-ticketing and the DB representative dealt with data protection challenges.



Tetyana Payosova (CIT) presented legal requirements for e-Ticketing

The second day was dedicated to workshops, practical analysis and group discussions. Participants were offered the opportunity to participate in two out of eight different workshops, chaired by experts in their fields discussing e-ticketing concerns related to commercial, legal and technical issues. CIT experts chaired the session “Do your e-tickets conform with the requirements of international rail transport law?”.

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*Original: EN*



## News from the CIT's CIM Working Group

One of the key items on the agenda of the first meeting of the CIM Working Group this year was the question of digitising transport documents with their diverse functions, including legal functions as transport, commercial and customs documents and their depiction in CIT freight documentation and the new boilerplate contract for the implementation of the GTC Rail-Sea Traffic.

### Digitisation of transport documents

The current versions of the two "EDI Contract Checklist" documents containing the legal specifications for the electronic consignment note and wagon note (Appendix 7a GTM-CIT and 1a GTW-CIT) were finalised provisionally at working level in accordance with the principle of functional equivalence resulting from Article 6 § 9 CIM. The results of the work will be submitted for examination at the next meeting, which will take place at the end of November 2015, and then submitted to the CIT's CIM Committee for approval at its meeting in March 2016.

The current draft of the functional specifications in accordance with Appendix 1 to the new GLV-CIM also focuses on the re-consideration of Article 6 § 9 CIM as the basis for establishing functional equivalence. The current draft of the GLW-CUV in accordance with Appendix 1 on the functional specifications the wagon note has adopted the functionally relevant content of the GLV-CIM on the CIM electronic consignment note as with the CUV wagon note, while taking into account, however, that the basis for the wagon note is not the CIM, but the AVV.

For the further revision of the content of the GTM-CIT and GTW-CIT manuals intended for CIT members, in which primarily the processes described in the leaflets of this manual will be modified, will now be published in accordance with the decisions taken by the CIM Committee (see CIT-Info 2, pp. 5-6). This initially means that the paper-based procedure will continue to be described first of all and is thus the standard case; the detailed provisions for the electronic procedure, however, will then be included as well. This variant can serve as a transitional solution until the electronic consignment note is also predominantly used in practice.

### Boilerplate contract relating to the GTC Rail-Sea Traffic

The GTC Rail-Sea Traffic entered into force on 1 January 2015. The CIM Committee additionally instructed the CIM Working Group to put together its initial thoughts on the implementation of the GTC Rail-Sea Traffic with a boilerplate contract for the organisation of the successive rail carriers and the registered shipping companies. The CIT will present its initial thoughts on such a boilerplate contract for the model of successive carriers at the meeting. The comments received from the experts will be included in the draft and submitted for approval at the next meeting of the CIM Working Group.



At its meeting in June, the CIM WG focused on digitalisation of transport documents and the project «New Boilerplate Contract Rail-Sea Traffic»

The CIT also reported on the amendments to the GLV-CIM/SMGS resulting from the revision of the SMGS that were agreed at project level by the CIM/SMGS tax group. The CIM Committee approved the amendments to the GLV-CIM/SMGS at the last meeting, which was held on 26 March 2015, to ensure that they would enter into force at the same time as the revised SMGS on 1 July 2015. The CIT SG notified the CIT members of the supplement to the GLV-CIM/SMGS at the end of May in Circular letter 8/2015 (see the article included in this issue of CIT-Info).

The next meeting of the CIM Working Group will take place on 25/26 November 2015 at the CIT's head office in Bern.

*Erik.Evtimov(at)cit-rail.org*

*Original: DE*

## News from the “Multimodality” Working Group

A large number of the experts from the field of multimodal transport participated in the meeting of the “Multimodality” Working Group, which took place at the end of March.

The first item on the agenda, Initial discussions, dealt with the further development of the GTC Rail-Sea Traffic. Following the subsequent approval of the GTC Rail-Sea Traffic, they entered into force on 1 January 2015 and have been available to the CIT members since then. Appendix 1 to the GTC Rail-Sea Traffic contains the CIM and CIV list of maritime and inland waterway services. In the case of both the CIM and the CIV list of maritime and inland waterway services, it was agreed that the CIT General Secretariat would update each of them annually and send the updated lists to all CIT members at the end of each November by means of a circular letter. In this regard, the OTIF representatives participating in the “Multimodality” Working Group reported on current changes to the CIV and CIM lists of maritime and inland waterway services, with all participants subsequently being given an opportunity to discuss their own personal experience and the knowledge they had gained in practice dealing with the inclusion of maritime and inland waterway services on the Mediterranean and the Black Sea, and also on the Baltic and Caspian Sea. Sweden meanwhile deposited its instrument of ratification of the 1999 version of COTIF on 12 June 2015, with the result that this entered into force for Sweden on the date of deposit.

The founding of the “Multimodality” Committee in November last year made it possible for the “Multimodality” Working Group to realign itself strategically in terms of its work by focusing on specific areas and leaving general topics and ideas to the Committee. Pertinent topics for future meetings were identified in the course of the meeting. A key topic will be the implementation of the GTC Rail-Sea Traffic. At its meeting in November 2014, the “Multimodality” Committee had authorised the “Multimodality” Working Group to put together its initial thoughts on the implementation of the GTC Rail-Sea Traffic with a boilerplate contract or alternatively with a checklist to organise the internal relationship between the rail carriers and the shipping companies at the interface in the port area.

In addition, now that the GTC Rail-Sea Traffic have been completed, the question for the “Multimodality” Working Group is whether a boilerplate contract for rail-road traffic needs to be prepared. To this end, the CIT and IRU (International Road Transport Union) are currently working together



A large number of the experts from the field of multimodal transport participated in the meeting of the “Multimodality” Working Group

to create joint documents designed to establish bridge clauses between the various legal regimes and thus help to remove legal and administrative barriers in the transport chain. To provide the legal basis for this work, the CIT SG and IRU have prepared a comparative table of CMR–COTIF/ CIM - IRU/CIT documents. At the meeting of the “Multimodality” Committee in November in Bern, it was agreed that the comparative table would be extended to include the SMGS rules and the associated staff instructions. The next step after completion of the comparative table will be to prepare a checklist for the rail-road traffic boilerplate contract based on examples of real-life cases obtained from members.

The meeting concluded with preparations for a seminar on multimodal transport services, which will be organised in collaboration with IRU and CCTT (Coordinating Council on Trans-Siberian Transportation) on 12 November of this year ahead of the “Multimodality” Committee meeting, and at which initial results of the comparative work will also be presented.

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*Original: DE*



*In this section, we publish details of legal decisions concerning rail transport and related areas of law, statements from public authorities and legal advice from the CIT General Secretariat on the practical legal issues that arise in daily life.*

## Start and end of the Contract of International Carriage of Goods by Rail

In the case of international carriage of goods, the question arises as to when the contract of carriage by rail starts and ends? How is the carrier's liability settled? Where will the goods be taken over and where will they be delivered?

### Start of the contract

Since the last revision of COTIF 1999, the Contract of International Carriage of Goods by Rail has been regarded as a consensual contract under international law (Article 6 § 1 CIM<sup>(1)</sup>). Accordingly, it is subject to the CIM Uniform Rules (CIM UR) for the carriage of goods by rail for reward between the place of taking over of the goods and the place designated for delivery, when they are situated in two different COTIF Member States, even in the event of the absence, irregularity or loss of the consignment note (Article 6 § 2, first sentence in conjunction with Article 1 § 1 CIM). This does not apply to contracts of domestic carriage by rail only.

The contract of carriage is concluded by mutual consent of the parties to the contract – consignor and carrier, who under normal circumstances also sign the consignment note (Article 6 § 3 CIM). An implied conclusion of the contract of carriage is also possible. The carrier's obligation to carry the goods in accordance with the contract of carriage arises therefore at a very early stage, even before the goods have been physically handed over for carriage. Liability for non-performance of the carriage is actually based on the applicable national law, since, in accordance with the CIM UR, the carrier is regarded as being liable only “between the time of taking over of the goods and the time of delivery” (Article 23 § 1 CIM). National laws frequently provide no upper limit for the liability – unlike international rail transport law (e.g. 17 units of account per kilogramme of gross mass short – Article 30 § 2 CIM).

### End of the contract

With the handing over of the consignment note and delivery of the goods to the consignee (authorised) at the place designated for delivery, in addition to the receipt and payment of the amounts due and in accordance with instructions stipulated in the contract (e.g. payment of transport costs, handing over of the original copy of the consignment note, confirmation of receipt, etc.) the contract of carriage is regarded as being fulfilled (Article 17 § 1 CIM). Under normal circumstances, the delivery of the goods takes place all

in accordance with the prescriptions in force at the place of destination (Article 17 § 2 in conjunction with Article 17 § 5 CIM). With the acceptance of the goods by the authorised consignee, all rights of action against the carrier arising from the contract of carriage are extinguished. Any claims made by the authorised consignee in the event of loss or damage that were visually identifiable not later than seven days after the acceptance of the goods remain unaffected [Article 47 § 2 b) Item 1 CIM] and within 60 days in cases where the transit period has been exceeded [Article 47 § 2 c) CIM].

### Conclusion

The Contract of International Carriage of Goods by Rail thus starts with the taking over of the goods from the consignor and ends with the delivery of the goods to the authorised consignee. Except where otherwise agreed, consignments are accepted at the normal loading siding at the forwarding station or forwarding terminal and delivered at the normal discharge siding at the destination station or destination terminal (Item 1.7.6 of CIT Customer Agreement Checklist). In addition, Items 11.1 and 11.2 of the GTC-CIM apply. The acceptance and delivery points are accordingly recorded in Boxes 10 (delivery point, supplemented with details of the destination station in accordance with DIUM and country in accordance with the Appendix to UIC leaflet 920-14) and 16 (point and date of acceptance - if the details of the actual acceptance differ from the details provided by the consignor, this is to be noted by the carrier who accepted the goods in Box 56 (“Carrier's declarations”) of the CIM Consignment Note Manual and regarded as binding until evidence to the contrary is provided).

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Original: DE

(1) In contrast to the previous contract in force in accordance with Article 11 § 1 CIM 1980, which states: “The contract of carriage shall come into existence as soon as the forwarding railway has accepted the goods for carriage together with the consignment note.”

### Useful link

➔ [GTC-CIM](#)





## OSJD and CIT formalise their cooperation

The CIT and the Organisation for Cooperation between Railways (OSJD) have enjoyed a very successful working relationship for many years on numerous projects and have now confirmed this in an agreement.

The OSJD is an intergovernmental organisation in the field of international rail traffic. The main objective of the OSJD is the development and improvement of international rail traffic, primarily between Europe and Asia, in addition to technical and scientific cooperation with Member States. It plans and designs trans-continental transport corridors and works on the harmonisation of freight law and technical conditions.

The OSJD has 28 members (Afghanistan, Albania, Azerbaijan, Belarus, Bulgaria, China, Czech Republic, Estonia, Georgia, Hungary, Iran, Kazakhstan, Cuba, North Korea, Kyrgyzstan, Latvia, Lithuania, Moldavia, Mongolia, Poland, Romania, Russian Federation, Slovakia, Tajikistan, Turkmenistan, Ukraine, Uzbekistan, Vietnam), in addition to four observers (Finland, France, Germany and Greece).

The Chairman of the OSJD Committee, Tadeusz Szozda, and the General Secretary of the CIT (Cesare Brand) signed a Memorandum of Cooperation in the margins of the OSJD Ministerial Conference on 3 June 2015 in Ulan Bator.



The intention is to formalise the continuing excellent cooperation on various projects (e.g. common CIM/SMGS consignment note, electronic freight documents, multimodality, cooperation on the CIV/SMPS project). In addition to current projects, an annual meeting of the OSJD and CIT management teams is to take place, to ensure that the joint activities can be coordinated.

We are looking forward to the continuation of what is currently very successful, amicable and constructive cooperation!

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*Original: DE*

# Conference of Passenger Claims Departments Bern, 24 September 2015

The joint CIT and UIC Passenger Claims Departments' Conference will this year take place on 24 September in the Universal Postal Union building in Bern. It is intended primarily for staff of the claims, sales and legal departments of CIT members.

During the morning session, participants will be given an overview of the most recent developments in the EU regulation on rail passengers' rights and obligations (PRR) as well as interesting cases before the courts and the national enforcement bodies (NEBs).

Furthermore, presentations will be given on the obligation to give customers information, the commercial gesture "Kulanz", as well as what's new in the CIT products for passenger traffic.

However, the main focus in the conference is the workshops, which will be offered in a slightly new setup, with mixed language groups and simultaneous interpretation enabling participants from railway undertakings with different languages to communicate in an easy and efficient way.

The workshop in the morning will deal with assistance for continuation of the journey due to missed connections during daytime and the offering of accommodation when the passenger has missed the last connection of the day.

In the afternoon workshop the participants will discuss interesting cases covering delay compensation, studying the whole process from the checking of the delay, the calculation of delay compensation, payment to the customer and back-office functions, such as the sharing of costs between the railway undertakings.

Lastly, the conference will offer good opportunities for networking, giving participants the opportunity to discuss unclarified issues or disputed cases. Where necessary, the CIT General Secretariat may facilitate contacts between the participants.



## Useful links

➔ [www.cit-rail.org](http://www.cit-rail.org)

➔ [www.uic.org](http://www.uic.org)



## CIT DIARY OF EVENTS

| Date           | Event                                      | Location    | CIT contact         |
|----------------|--|-------------|---------------------|
| 9 September    | Group of Coordinators CIM/SMGS             | Warsaw      | Erik Evtimov        |
| 10 September   | Steering group CIM/SMGS                    | Warsaw      | Erik Evtimov        |
| 17 September   | Executive Committee 2/2015                 | Basel       | Cesare Brand        |
| 24 September   | Conference of Passenger Claims Departments | Berne       | Jan Svensson        |
| 14 October     | CUI Committee                              | Berne       | Myriam Enzfelder    |
| 20-21 October  | CIV Working group                          | Berne       | Tetyana Payosova    |
| 29 October     | Seminar CIV/SMPS                           | Monte Carlo | Erik Evtimov        |
| 12 November    | Workshop Multimodality                     | Berne       | Nina Sziladi-Scherf |
| 13 November    | Multimodality Committee                    | Berne       | Erik Evtimov        |
| 19 November    | General Assembly                           | Berne       | Cesare Brand        |
| 25-26 November | CIM Working group                          | Berne       | Erik Evtimov        |

## Events with CIT participation

| Date            | Event   | Org                           | Location | CIT contact                             |
|-----------------|---|-------------------------------|----------|---|
| 7 September     | IRT Working Group                                 | UIC                           | Paris    | Jan Svensson                            |
| 8 September     | CDF Steering Committee                            | UIC                           | Paris    | Cesare Brand                            |
| 8-9 September   | Commercial and Technical Group Joint Meeting      | UIC                           | Paris    | Isabelle Oberson,<br>Jan Svensson       |
| 9-10 September  | Ferroworld Forum 2015                             | Ferroworld                    | Geneva   | Cesare Brand                            |
| 15-16 September | TAF/TAP-TSI CCM                                   | ERA                           | Brussels | Jan Svensson                            |
| 24 September    | CER General Assembly                              | CER                           | Oslo     | Cesare Brand                            |
| 24 September    | Working group «seals»                             | CER                           | Olten    | Joël Forthoffer                         |
| 29-30 September | OTIF General Assembly                             | OTIF                          | Berne    | Cesare Brand                            |
| 5 October       | CIT/RailData Coordination meeting                 | RailData                      | Basel    | Erik Evtimov                            |
| 6 October       | Passenger Working Group                           | CER                           | Brussels | Tetyana Payosova                        |
| 6-7 October     | Workshop on Cargo Theft                           | EU                            | Brussels | Erik Evtimov                            |
| 7 October       | Customer Liaison Group                            | CER                           | Brussels | Tetyana Payosova                        |
| 8 October       | UIC Steering Committee                            | UIC                           | Paris    | Erik Evtimov                            |
| 12-15 October   | TAG, TAP MD                                       | UIC                           | Paris    | Jan Svensson                            |
| 14 October      | Freight Focus Group                               | CER                           | Brussels | Erik Evtimov,<br>Nina Sziladi-Scherf    |
| 14-16 October   | Unified Railway Law                               | UNECE                         | Geneva   | C Brand, E Evtimov,<br>N Sziladi-Scherf |
| 21 October      | Corridor Rhine-Alpine Conference 2015             | EEIG Corridor<br>Rhine-Alpine | Anvers   | Cesare Brand                            |
| 22 October      | Meeting of the joint technical group ECN CIM/SMGS | OSJD/CIT                      | Varsovie | Lothar Schneemann                       |
| 28 October      | Freight Forum                                     | UIC                           | Budapest | Erik Evtimov                            |
| 3 November      | Commercial and Distribution Forum                 | UIC                           | Paris    | Isabelle Oberson,<br>Tetyana Payosova   |
| 10-11 November  | XXIV Plenary Meeting                              | CCTT                          | Vienna   | J.-L. Dufournaud,<br>E. Evtimov         |

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