

**Question for written answer E-011878/2013
to the Commission**
Rule 117
Fabrizio Bertot (PPE)

Subject: Charter of Passengers' Rights - National bodies

The Passengers' Rights Charter (Regulation (EC) No 261/2004) has been in force for a while and, in many cases, has been a useful tool for European citizens in obtaining assistance, the compensation they are owed and anything related to disruptions caused by airlines.

However, there have been frequent observations about the considerable differences in terms of efficiency and punctuality between the activities of the various national bodies charged with monitoring this issue.

Can the Commission state which measures are being taken to monitor and, potentially, sanction national civil aviation bodies which fail to guarantee consumers a decent and efficient service?