

**Question for written answer E-011880/2013
to the Commission**
Rule 117
Fabrizio Bertot (PPE)

Subject: ENAC and the Charter of Passengers' Rights

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

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

Can the Commission state which measures are being taken to monitor the Italian National Civil Aviation Body (ENAC) and ensure that it guarantees consumers a decent service equal to that provided in other EU Member States?