

Category

[Handling of appeals](#)

Processing of appeals

Appeals against a request for payment for travel without a valid transport document or a document confirming eligibility for free or reduced-price travel may be submitted (with reference to the request number) on one of the forms available below:

1. By correspondence to the following postal address:

"Koleje Mazowieckie - KM" sp. z o.o.

Wydział Windykacji

ul. Lubelska 24

03-802 Warszawa

telephone number: +48 22 47 37 621, +48 22 47 38 255

2. By e-mail at: odwolania@mazowieckie.com.pl

3. In person: at the debt collection desk in the lobby of the Masovian Railways ticket offices at Warszawa Wschodnia station, ul. Lubelska 24, open on:

- Monday 7.00 a.m. to 5 p.m.
- Tuesday 7.00 a.m. to 5 p.m.
- Wednesday 7.00 a.m. to 6 p.m.
- Thursday, Friday 7.00 a.m. to 5 p.m.

4. By fax at: +48 22 47 37 632

If this is necessary for the proper consideration of the appeal, the transport operator may, not later than 14 days after the receipt of the appeal, request that the entitled person or the passenger, within a set period of time not shorter than 14 days from the receipt of the request, submit the originals or certified copies of documents concerning the conclusion of the contract of carriage or other documents related to the nature and amount of the claim, including proof of eligibility for free or reduced-

price travel. The request shall contain the instruction that failure to submit the documents within the specified time limit will result in the appeal being left unprocessed.

The appeal should be answered immediately, no later than within 30 days from the date of receipt of the appeal by the Masovian Railways.

The response from the Masovian Railways-KM sp. z o.o. may be appealed directly to the locally competent court of law, namely:

the District Court for Warszawa Praga Południe
I Civil Division
ul. Terespolska 15A,
03-813 Warszawa

or

The Rail Passenger Ombudsman
to the President of the Railway Transport Office
Al. Jerozolimskie 134
02-305 Warszawa

Helpline: 801 044 080 or 22 460 40 80 - open weekdays 8.15 a.m. - 4.15 p.m., e-mail address: pasazer@utk.gov.pl

Amounts due as a result of requests for payment should be paid (with reference to the request number) via bank or post to the following bank account:

60 1130 1017 0020 0972 8020 0005 Bank Gospodarstwa Krajowego, or

at the debt collection desk in the lobby of the Masovian Railways ticket offices at Warszawa Wschodnia station, ul. Lubelska 24, open on:

- Monday 7.00 a.m. to 5 p.m.
- Tuesday 7.00 a.m. to 5 p.m.
- Wednesday 7.00 a.m. to 6 p.m.
- Thursday, Friday 7.00 a.m. to 5 p.m.

[Appeal against a request for payment](#)

[Request for payment by instalments](#)

