

Other complaint-handling forums available to consumers

1. Conciliation Board

The primary purpose of the Conciliation Board's procedure is to facilitate the resolution of disputes between consumers and businesses through amicable settlements. This process is available nationwide and is free of charge.

The Board has the authority to mediate out-of-court disputes concerning the quality and safety of products, the application of product liability laws, the quality of services, and the conclusion and enforcement of contracts between consumers and businesses.

Our company fully complies with its legal obligations related to the conciliation procedure in order to resolve consumer disputes. For more detailed information on the conciliation process, please visit www.bekeltetes.hu, where you can also find the complaint form recommended by the Conciliation Boards.

2. Government agencies as consumer protection authorities

For residential consumers, government consumer protection authorities will intervene if the service provider violates regulations in the following areas:

- Billing and settlement
- Invoicing
- Payment issues
- Metering
- Service suspension or disconnection due to late payment
- Reconnection of the consumer after the settlement of outstanding debts
- Failure by the provider to meet its obligation to supply information

3. Hungarian energy and public utility regulatory authority

The Hungarian Energy and Public Utility Regulatory Authority (HEPURA) addresses:

- All residential consumer complaints not covered under Section 2 (e.g., unauthorized purchases or irregular transactions).
- Violations concerning billing, invoicing, payment, or metering related to the suspension or disconnection of electricity due to overdue payments, or the reconnection of services once the debt is settled, especially when linked to unauthorized or irregular purchases and the consequences of such actions.
- Complaints from non-residential customers.

Conciliation Boards

The Conciliation Board of Baranya County

Address: 7625 Pécs, Majorossy Imre Street 36
Phone Numbers: +36 72/507 154, +36 20/283 3422
Fax Number: +36 72/507 152
E-mail: info@baranyabekeltetes.hu

Jurisdiction:

Baranya County
Somogy County
Tolna County

The Conciliation Board of Budapest

Address: 1016 Budapest, Krisztina Boulevard 99
Postal Address: 1253 Budapest, PO Box 10
Phone Number: +36 1/488 2131
E-mail: bekelteto.testulet@bkik.hu

Jurisdiction:

Budapest

The Conciliation Board of Borsod-Abaúj-Zemplén County

Address: 3525 Miskolc, Szentpáli Street 1
Postal Address: 3501 Miskolc, PO Box 36
Phone Numbers: +36 46/501 090 (new claims),
+36 46/501 871 (claims in progress)
E-mail: bekeltetes@bokik.hu

Jurisdiction:

Borsod-Abaúj-Zemplén County
Heves County
Nógrád County

The Conciliation Board of Csongrád-Csanád County

Address: 6721 Szeged, Párizsi Boulevard 8-12
Phone Number: +36 62/554 250 (extension 118)
E-mail: bekelteto.testulet@cskik.hu

Jurisdiction:

Csongrád-Csanád County
Bács-Kiskun County
Békés County

The Conciliation Board of Fejér County

Address: 8000 Székesfehérvár, Hosszúséta Square 4-6
Phone Number: +36 22/510 310
Fax Number: +36 22/510 312
E-mail: bekeltetes@fmkik.hu

Jurisdiction:

Fejér County
Komárom-Esztergom County
Veszprém County

The Conciliation Board of Győr-Moson-Sopron County

Address: 9021 Győr, Szent István Street 10/a

Phone Number: +36 96/520 217

E-mail: bekelteto.testulet@gymsmkik.hu

The Conciliation Board of Hajdú-Bihar County

Address: 4025 Debrecen, Vörösmarty Street 13-15

Phone Numbers: +36 52/500 710, +36 52/500 745

Fax Number: +36 52/500 720

E-mail: bekelteto@hbkik.hu

The Conciliation Board of Pest County

Address: 1055 Budapest, Balassi Bálint Street 25. IV/2

Phone Number: +36 1/792 7881

E-mail: pmbekelteto@pmkik.hu

Hungarian Energy and Public Utility Regulatory Authority

Address: 1054 Budapest, Bajcsy-Zsilinszky Street 52

Postal Address: 1388 Budapest, PO Box 89

Central Phone Number: +36 1/459 7777

Customer Service Number: +36 1/459 7740

Central Fax Number: +36 1/459 7766

Customer Service Fax Number: +36 1/459 7739

E-mail: mekh@mekh.hu

Customer Service E-mail cím: fogyasztovedelem@mekh.hu

Government Agencies as Consumer Protection Authorities**Bács-Kiskun County Government Office**

**Department of Transport, Technical Licensing,
and Consumer Protection**

Consumer Protection Department

Address: 6000 Kecskemét, Szent István Boulevard 19/A

Postal Address: 6001 Kecskemét, PO Box 189

Phone Number: +36 76/795 710

E-mail cím: fogyasztovedelem@bacs.gov.hu

Baranya County Government Office

**Department of Transport, Technical Licensing, Metrology, and
Consumer Protection**

Consumer Protection Department

Address: 7630 Pécs, Hengermalom Street 2

Phone Number: +36 72/795 398

E-mail: fogyasztovedelem@baranya.gov.hu

Békés County Government Office

**Department of Transport, Technical Licensing, and Consumer
Protection**

Consumer Protection Department

Address: 5600 Békéscsaba, József A. Street 2-4

Phone Number: +36 66/546 150

E-mail: fogyved@bekes.gov.hu

Borsod-Abaúj-Zemplén County Government Office

Department of Public Authorities

Consumer Protection Department

Address: 3525 Miskolc, József Attila Street 20

Phone Number: +36 46/795 779

E-mail: fogyasztovedelem@borsod.gov.hu

Jurisdiction:

Győr-Moson-Sopron County

Vas County

Zala County

Jurisdiction:

Hajdú-Bihar Vármegye

Jász-Nagykun-Szolnok Vármegye

Szabolcs-Szatmár-Bereg Vármegye

Jurisdiction:

Pest Vármegye

Csongrád-Csanád County Government Office

Department of Technical Authorities

Consumer Protection Department

Address: 6722 Szeged, Rákóczi Square 1

Phone Number: +36 62/680 530

E-mail cím: fogyasztovedelem@csongrad.gov.hu

Fejér County Government Office

**Department of Transport, Technical Licensing, Metrology, and
Consumer Protection**

Consumer Protection Department

Address: 8000 Székesfehérvár, Honvéd Street 8

Postal Address: 8050 Székesfehérvár, PO Box 936

Phone Number: +36 22/501 751

E-mail: fogyved@fejer.gov.hu

Győr-Moson-Sopron County Government Office

**Department of Transport, Technical Licensing, Metrology, and
Consumer Protection**

Consumer Protection Department

Address: 9022 Győr, Türr István Street 7

Phone Number: +36 96/795 950

Fax Number: +36 96/795 955

E-mail: fogyasztovedelem@gyor.gov.hu

Hajdú-Bihar County Government Office

**Department of Transport, Technical Licensing, Metrology, and
Consumer Protection**

Consumer Protection Department

Address: 4024 Debrecen, Széchenyi Street 46

Phone Number: +36 52/533 924

Fax Number: +36 52/504 105

E-mail: fogyasztovedelem@hajdu.gov.hu

**Government Office of the Capital Budapest
Consumer Protection Main Department
Consumer Protection Department**
Address: 1117 Budapest, Prielle Kornélia Street 4/b
Phone Number: +36 1/450 2598
E-mail: fogyved_kmf_budapest@bfkh.gov.hu

**Government Office of Jász-Nagykun-Szolnok County
Department of Transport, Technical Licensing, Metrology, and
Consumer Protection
Consumer Protection Department**
Address: 5000 Szolnok, Indóház Street 8
Phone Number: +36 56/422 603
E-mail: jasz.kmmf@jasz.gov.hu

**Government Office of Komárom-Esztergom County
Department of Transport, Technical Licensing, and Consumer
Protection
Consumer Protection Department**
Address: 2800 Tatabánya, Bárdos László Street 2
Phone Number: +36 34/309 303
Fax Number: +36 34/309 302
E-mail: fogyasztovedelem.meff@komarom.gov.hu

**Government Office of Nógrád County
Department of Transport, Technical Licensing, and Consumer
Protection
Consumer Protection Department**
Address: 3100 Salgótarján, Karancs Street 54
Postal Address: 3100 Salgótarján, PO Box 308
Phone Number: +36 32/511 116
E-mail: fogyved@nograd.gov.hu

**Government Office of Pest County
Consumer Protection Directorate**
Address: 1072 Budapest, Nagy Diófa Boulevard 10-12
Phone Number: +36 1/459 4843
E-mail: fogyved@pest.gov.hu

**Government Office of Somogy County
Department of Transport, Technical Licensing, Metrology, and
Consumer Protection
Consumer Protection Department**
Address: 7400 Kaposvár, Vásártéri Street 2
Phone Number: +36 82/510 868
E-mail: fogyasztovedelem@somogy.gov.hu

**Government Office of Heves County
Department of Transport, Technical Licensing, and Consumer
Protection
Department of Consumer Protection**
Address: 3300 Eger, Kossuth Lajos Street 9
Postal Address: 3301 Eger, PO Box 216
Phone Number: +36 36/515 469
Fax Number: +36 36/516 040
E-mail: fogyved@heves.gov.hu

**Government Office of Szabolcs-Szatmár-Bereg County
Department of Transport, Technical Licensing, and Consumer
Protection
Consumer Protection Department**
Address: 4400 Nyíregyháza, Hatzel Square 10
Postal Address: 4401 Nyíregyháza, PO Box 77
Phone Number: +36 42/500 694
Fax Number: +36 42/504 398
E-mail: fogyasztovedelem@szabolcs.gov.hu

**Government Office of Tolna County
Department of Transport, Technical Licensing, Metrology, and
Consumer Protection
Consumer Protection Department**
Address: 7100 Szekszárd, Kiskorzó Square 3
Phone Number: +36 74/795 385
Fax Number: +36 74/999 103
E-mail: fogyasztovedelem@tolna.gov.hu

**Government Office of Vas County
Department of Transport, Technical Licensing, Metrology, and
Consumer Protection
Consumer Protection Department**
Address: 9700 Szombathely, Wesselényi Street 7
Postal Address: 9701 Szombathely, PO Box 24
Phone Numbers: +36 94/505 220, +36 94/505 219
Fax Number: +36 94/506 984
E-mail: fogyasztovedelem@vas.gov.hu

**Government Office of Veszprém County
Directorate of Authorities
Consumer Protection Department**
Address: 8200 Veszprém, Kistó Street 1
Phone Number: +36 88/550 510
E-mail: veszprem.fogyasztovedelem@veszprem.gov.hu

**Government Office of Zala County
Department of Transport, Technical Licensing, and Consumer
Protection
Consumer Protection Department**
Address: 8900 Zalaegerszeg, Pintér Máté Street 22
Phone Number: +36 92/510 530
E-mail: fogyasztovedelem.zala@zala.gov.hu

All data reflect the status as of 2024-09-30, based on the information from the following websites:
<http://www.mekh.hu/kapcsolat>
<https://bekeltetes.hu/index.php?id=testuletek>
<https://mkik.hu/a-bekelteto-testuletek-teruleti-honlapjai>
<http://www.kormanyhivatalok.hu>