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**COHERENT EUROPEAN SYSTEM OF INTERNATIONAL
TRANSPORT INFRASTRUCTURES**

Quality-of-service concept

Addendum 1

**Submitted by the Government of the Republic of Belarus
Ministry of Transport and Communications**

One of the main objectives of the operation of a transport system is the full and timely satisfaction of citizens' needs for transport services. To achieve this goal the State must establish minimum social standards or, in other words, minimum State social guarantees to meet the public's requirements for the carriage of passengers and goods. Essential in ensuring the quality of these services to the population is the general availability of information on transporters, the kinds of routes covered by them, tariffs, accompanying services and so forth.

The Ministry of Transport and Communications of the Republic of Belarus in principle supports the potential application of the criteria for the quality of transport services and other aspects determining the quality of such services and transport networks outlined in the informal document.

It may also be noted that the Government of the Republic of Belarus is now carrying out specific work on the establishment of relevant uniform norms in the field of transport for the introduction of changes in the system of State social standards for serving the public. In addition, the Ministry of Transport and Communications of the Republic of Belarus and local executive committees are drawing up a unified list of normative legal instruments applicable at the republican, regional and district levels, which will regulate the implementation of State social standards for services to the public in the field of transport.
