Complaint filed by M.M. against GSP Beograd for discrimination on grounds of marital and family status in area of providing services

No. 07-00-423/2016-02 Date: 11/11/2016

**OPINION**

The Opinion has been issued in the proceeding acted upon the complaint filed by M. M. from B. against PUC Urban Public Transport Enterprise "Beograd" (GSP Beograd) for discrimination based on marital and family status. The complainant stated that, on 5 August 2016, in Belgrade, she got on a bus on line 77, with a baby in a stroller. Upon entering the vehicle, they were approached by the bus driver, who did not want to resume driving until the stroller was folded and the baby carried in arms. Considering this manner of driving unsafe for her and the baby, and that the baby was secured and safe in the locked stroller, the complainant refused to act according to the driver’s directive, after which she was practically forced to leave the bus, since the driver did not want to resume driving. The statement regarding the complaint against PUC Urban Public Transport Enterprise "Beograd" notes that the driver’s actions were not pursuant to the valid Rulebook on Duties of the Transport Personnel in PUC Urban Public Transport Enterprise "Beograd", which does not contain the passenger’s obligation to enter with a child in a stroller, to fold the stroller and take the child in their arms. The Rulebook contains only a recommendation to do so, for the safety of the passengers, During the procedure it was determined that PUC Urban Public Transport Enterprise "Beograd" placed M. M. into an unequal position by enforcing a special obligation for using the service of this company, which are not necessary and justified by security reasons, since the same goal could have been achieved in a different manner, which constitutes a violation of the Law on the Prohibition of Discrimination. Therefore, the Commissioner for the Protection of Equality issued a recommendation to PUC Urban Public Transport Enterprise "Beograd" to take all necessary measures in order to ensure an unobstructed and safe approach to services rendered by this company to persons with children in strollers, to inform its employees who transport passengers of the contents of the opinion with recommendations of the Commissioner for the Protection of Equality, to henceforth pay attention not to violate anti-discriminatory regulations with its acts and practice in rendering services, and to issue an apology to M. M. from B. in personal contact or in writing because of the suffered act of discrimination.