

GENERAL AUTHORITY TO THE OFFICE OF RAIL REGULATION

1. The Secretary of State, in exercise of the power conferred on him by section 8 of the Railways Act 1993 (the Act), hereby gives to the Office of Rail Regulation (ORR) the following general authority, which replaces the general authority given on 31 March 1994.
2. Subject to the following provisions of this authority the ORR is authorised to grant a licence to any person whom it is satisfied demonstrates:
 - a) good repute;
 - b) financial fitness;
 - c) professional competence; and
 - d) appropriate insurance cover for civil liabilitiesconsistent with the criteria ORR applies in respect of qualifications for a European licence, as described in Schedule 2 of the Railways (Licensing of Railway Undertakings) Regulations 2005.
3. The ORR is authorised to grant a licence on such terms and conditions as the ORR considers appropriate, but, except with the consent of the Secretary of State, a licence may not contain any condition which relates to the level of any fares charged for travel by means of railway passenger services.
4. The ORR shall seek the Secretary of State's agreement to any material changes it proposes to make to its template licences, and in particular, but not limited to, the standard licence conditions relating to:
 - (i) Participation in approved schemes for through ticketing and network benefits;
 - (ii) Membership of the Rail Delivery Group (RDG) and compliance with the RDG Articles;
 - (iii) Cooperation with Network Rail and passenger train and station operators so as to secure the provision of appropriate, accurate and timely information for passengers;
 - (iv) Policy statements for meeting the needs of disabled passengers which take into account the Secretary of State's Code of Practice published pursuant to section 71B of the Act;
 - (v) The publication of and compliance with procedures for handling complaints; and
 - (vi) Liaison with Passenger Focus and London TravelWatch.
5. This General Authority will be reviewed within 5 years of the date on which it is issued.



Paul Collins (Deputy Director, Rail Strategy)

Signed by authority of the Secretary of State for Transport

20 May 2014