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Diskriminierungsanzeige von Zugangsberechtigten bei Schienenwegen und Serviceeinrichtungen Entgegennahme

Heruntergeladen am 03.07.2025

<https://fimportal.de/xzufi-services/102998736/B100019>

Modul	Sachverhalt
Leistungsschlüssel	99084024261000
Leistungsbezeichnung I	Diskriminierungsanzeige von Zugangsberechtigten bei Schienenwegen und Serviceeinrichtungen Entgegennahme
Leistungsbezeichnung II	Report possible discrimination in access to railroads and railroad service facilities
Typisierung	1 - Bund: Regelung und Vollzug
Quellredaktion	Bund
Freigabestatus Katalog	fachlich freigegeben (gold)
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	

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Leistungstyp	Leistungsobjekt mit Verrichtung
Leistungsgruppierung	
Verrichtungskennung	Entgegennahme (261)
SDG-Informationsbereich	nicht SDG-relevant
Lagen Portalverbund	Fahrerlaubnis und Sachkenntnisse (2110100), Verbraucherschutz (2140100)
Einheitlicher Ansprechpartner	Nein
Fachlich freigegeben am	04.09.2023
Fachlich freigegeben durch	Federal Ministry for Digital and Transport Affairs (BMDV)
Handlungsgrundlage	https://www.gesetze-im-internet.de/eregg/_1.html https://www.gesetze-im-internet.de/eregg/_10.html https://www.gesetze-im-internet.de/eregg/_11.html https://www.gesetze-im-internet.de/eregg/_66.html
Teaser	If you as a company feel that your access to the railroad infrastructure is restricted, you can submit a discrimination complaint to the Federal Network Agency.
Volltext	Are you an access-authorized company or access-authorized person who believes that a railroad infrastructure company is discriminating against you or restricting your rights with regard to access to railroad infrastructure or service facilities? Then you can report this to the Federal Network Agency. The Federal Network Agency is responsible for monitoring access to the railroad infrastructure. If you as a passenger feel that your rights are being restricted, for example due to delays and the associated consequences, you can contact the Federal Railway Authority (EBA). You can submit your complaint (notification of discrimination) informally by post, e-mail, fax, telephone or online. It should contain in particular

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	• a precise description of the facts from your point of view • the date of the possible discrimination • the name of the company by which you believe you have been discriminated against
Erforderliche Unterlagen	If available: Documents or photos that substantiate your descriptions, for example: • train path applications • Route construction plans • Correspondence with the accused company • Charging regulations • Terms of use • Decisions on train path allocation
Voraussetzungen	They are entitled to access railroad tracks and service facilities in accordance with the Railway Regulation Act.
Kosten	There are no costs for you.
Verfahrensablauf	You can send your submission (notification of discrimination) to the Federal Network Agency online, by e-mail, fax, telephone or in writing by post. Submit your entry (notification of discrimination) online: • Call up the online form "Netzzugangseingabe" on the federal portal verwaltung.bund.de. This will guide you step by step through the necessary information, which you can enter electronically. • You can upload the documents as a file. • An employee of the Federal Network Agency will contact you. Submit your entry (notification of discrimination) by e-mail, fax, telephone or post: • You can send the submission informally to the Federal Network Agency. • Please describe your case as precisely as possible and - if available - add documents that prove the possible discrimination.

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	An employee of the Federal Network Agency will contact you.
Bearbeitungsdauer	2 - 6 Woche(n)
Frist	There are no deadlines.
weiterführende Informationen	https://www.bundesnetzagentur.de/DE/Fachthemen/Eisenbahnen/Schienenwege/start.html https://www.bundesnetzagentur.de/DE/Fachthemen/Eisenbahnen/Serviceeinrichtungen/serviceeinrichtungen-node.html
Hinweise	There are no indications or special features.
Rechtsbehelf	• Appeal to the Ruling Chamber 10 of the Federal Network Agency • Legal recourse via the Cologne Administrative Court
Kurztext	• Notification of discrimination by parties entitled to access railroad infrastructure and service facilities - Acceptance • Possibility of notification (notification of discrimination) for companies that consider themselves restricted in their right of access to the railroad infrastructure • Notification of possible discrimination possible via online form or informally by post, e-mail, fax and telephone • Persons entitled to access should enclose documents proving the possible discrimination • Responsible: Federal Network Agency (BNetzA)
Ansprechpunkt	
Zuständige Stelle	
Formulare	
Ursprungsportal	Diskriminierungsanzeige von Zugangsberechtigten bei Schienenwegen und Serviceeinrichtungen Entgegennahme, Diskriminierungsanzeige von Zugangsberechtigten bei Schienenwegen und Serviceeinrichtungen Entgegennahme