



Council of the  
European Union

Brussels, 7 January 2021  
(OR. en)

5069/21

FAUXDOC 4  
COMIX 9

**NOTE**

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From:	General Secretariat of the Council
To:	Delegations
No. prev. doc.:	6277/20
Subject:	List of national contact points available to the general public for information on identity and travel documents

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Delegations will find attached the revised list of national contact points available to the general public (via <http://www.consilium.europa.eu/prado/en/prado-contacts.html>) for information on identity and travel documents.

Please provide missing and updated information to [helpline.PRADO@consilium.europa.eu](mailto:helpline.PRADO@consilium.europa.eu).

**Participating countries**

**AUT - Österreich**  
**BEL - België / Belgique / Belgien**  
**BGR - България**  
**CYP - Κύπρος**  
**CZE - Česko**  
**DEU - Deutschland**  
**DNK - Danmark**  
**EST - Eesti**  
**ESP - España**  
**FIN - Suomi ♦ Finland**  
**FRA - France**  
**GRC - Ελλάς**  
**HRV - Hrvatska**

**HUN - Magyarország**  
**IRL - Éire / Ireland**  
**ITA - Italia**  
**LTU - Lietuva**  
**LUX - Luxembourg / Luxemburg**  
**LVA - Latvija**  
**MLT - Malta**  
**NLD - Nederland**  
**POL - Polska**  
**PRT - Portugal**  
**ROU - România**  
**SVK - Slovensko**  
**SVN - Slovenija**  
**SWE - Sverige**  
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**CHE - Schweiz / Suisse / Svizzera**

**ISL - Ísland**  
**NOR - Norge**  
\* \* \*

**Associated Schengen country, not participating**

**LIE - Liechtenstein**  
\* \* \*

**Neighbouring countries**

**MDA - Moldova**  
**UKR - Україна / Ukraine**

**AUT**  
REPUBLIK  
ÖSTERREICH



08.00 Bundesministerium für Inneres  
- Herrengasse 7  
16.00 Postfach 100  
CET 1014 Wien

[post@bmi.gv.at](mailto:post@bmi.gv.at)

**BEL**  
ROYAUME DE  
BELGIQUE /  
KONINKRIJK BELGIË /  
KÖNIGREICH



*Document numbers - ID documents:*  
FOD Binnenlandse Zaken -  
Instellingen en Bevolking -  
Rijksregister \* SPF Intérieur -  
Institutions et Population -  
Registre National  
Park Atrium, Rue des colonies  
/ Kolonienstraat 11  
1000 Bruxelles / Brussel

[info@checkdoc.be](mailto:info@checkdoc.be)

<https://www.checkdoc.be/>

BELGIEN		<i>Travel documents (passports):</i> Federale Overheidsdienst Buitenlandse Zaken - Dienst reis- en identiteitsdocumenten * Service public fédéral Affaires étrangères - Service documents de voyage et d'identité Rue des Petits Carmes / Karmelietenstraat 15 1000 Bruxelles / Brussel		<a href="mailto:paspoort@diplobel.fed.be">paspoort@diplobel.fed.be</a> <a href="mailto:passeport@diplobel.fed.be">passeport@diplobel.fed.be</a>  FAX: +32.2.507 89 58	Tel.: +32 2 501 81 11
<b>BGR</b> РЕПУБЛИКА БЪЛГАРИЯ / REPUBLIC OF BULGARIA		08.30 - 17.30 EET	Ministry of Interior Identity Documents Directorate 48, Maria Luiza Blvd. 1202 Sofia	<a href="mailto:int.151@mvr.bg">int.151@mvr.bg</a>  Tel.: +359 2 982 39 94	
<b>СΥΡ</b> ΚΥΠΡΙΑΚΗ ΔΗΜΟΚΡΑΤΙΑ / KIBRIS CUMHURİYETİ / REPUBLIC OF CYPRUS		1.	Cyprus Police Forensic Document Examination Laboratory Criminalistic Services Department 1478 Nicosia	<a href="mailto:cs.registry@police.gov.cy">cs.registry@police.gov.cy</a> FAX: +357 2 280 86 09 Σε αμφίβολες περιπτώσεις, να αποτείνεστε στο τοπικό σας αστυνομικό τμήμα.	Tel.: +357 2 280 84 26 + 357 2 280 83 66
<b>CZE</b> ČESKÁ REPUBLIKA		07.30 - 16.00 CET	Directorate of Foreign Police Service, National Centre for Documents Examination Olšanská 2 130 51 Prague 3	V případě pochybností se obraťte na místní policejní služebnu.	

<p><b>DEU</b> BUNDESREPUBLIK DEUTSCHLAND</p>		<p>Mon- Thu 07.00 - 17.00 Fri 07.00 - 15.00 CET</p>	<p>Bundespolizeipräsidium Referat 33 Heinrich-Mann-Allee 103 14473 Potsdam</p>	<p><a href="mailto:bpolp@polizei.bund.de">bpolp@polizei.bund.de</a> FAX: +49 331 97997 1010 Hotline der Bundespolizei für alle Fälle: In konkreten Zweifelsfällen wenden Sie sich bitte an Ihre örtliche Polizeidienststelle. Notruf 110.</p>	<p>Tel.: +49 331 979 970 +49 800 6 888 000</p>
<p><b>DNK</b> DANMARK</p>			<p>Danish National Police Department for International Communication Ejby Industrivej 125 – 135 DK-2600 Glostrup</p>	<p>I tvivlstilfælde kontaktes det lokale politi.</p>	
<p><b>ESP</b> ESPAÑA</p>		<p>09.00 - 21.00 CET</p>	<p>COMISARÍA GENERAL DE EXTRANJERÍA Y FRONTERAS Calle General Pardiñas 90 BIS° 28006 Madrid</p>	<p>En caso de duda, diríjase a las autoridades policiales locales.</p>	
<p><b>FIN</b> SUOMI ♦ FINLAND</p>		<p>07.00 - 24.00 EET</p>	<p>Border Guard - Gulf of Finland Coast Guard District, Helsinki Border Control Unit / Document Examination PO Box 12 01531 Vantaa</p>	<p><a href="mailto:docu@raja.fi">docu@raja.fi</a> FAX: +358 295 411 545</p>	<p>Tel.: +358 295 426 650</p>

<b>EST</b> EESTI		08.00 - 17.00 EET	Police and Border Guard Board - Intelligence Management Bureau, Intelligence Analysis Division Pärnu Mnt. 139 15060 Tallinn	<a href="mailto:pass@politsei.ee">pass@politsei.ee</a> Kahtluse korral pöörduge palun oma kohaliku politseiasutuse poole.	Tel.: + 372 614 9198 + 372 614 9147
<b>FRA</b> RÉPUBLIQUE FRANÇAISE		09:00 - 18:00 CET	Ministère de l'Intérieur, Direction Centrale de la Police Aux Frontières - DEFDI - Division de l'Expertise en Fraude Documentaire et à l'Identité 27, cours des Petites Ecuries 77185 Lognes	<a href="mailto:dcpaf-defdi-expertise@interieur.gouv.fr">dcpaf-defdi- expertise@interieur.gouv.fr</a> En cas de doute, veuillez contacter le bureau de police le plus proche.	Tel.: +33 1 60 37 17 61
<b>GRC</b> ΕΛΛΗΝΙΚΗ ΔΗΜΟΚΡΑΤΙΑ		07.30 - 15.00 EET	Hellenic Police Headquarters, Forensic Science Division - Counterfeit and Forgery Section Αρχηγείο Ελληνικής Αστυνομίας, Διεύθυνση Εγκληματολογικών Ερευνών - Εργαστήριο Διερεύνησης Παραχάραξης Κιβδηλείας και Πλαστότητας Εντύπων και Αξιών Antigonis Str. 2-6 & Leoforos Athinon 10442 Athens	<a href="mailto:forgelab@astynomia.gr">forgelab@astynomia.gr</a> FAX: +30 210 5103 261	Tel.: +30 210 5103 268 +30 210 5103 249

<p><b>HRV</b> REPUBLIKA HRVATSKA</p>		<p>08.00 - 16.00 CET</p>	<p>Ministry of Interior General Police Directorate Forensic Science Centre „Ivan Vucetic“ Ilica 335 10 000 Zagreb</p>	<p>FAX: + 385 1 37 88 051</p>	<p>Tel.: +385 1 37 88 165</p>
<p><b>HUN</b> MAGYARORSZÁG</p>		<p>07.30 - 16.00 CET</p>	<p>Országos Rendőr- főkapitányság Rendészeti Főigazgatóság Határrendészeti Főosztály Documentációs Osztály</p>	<p><a href="mailto:dokumentacio@orfk.police.hu">dokumentacio@orfk.police.hu</a> FAX: +36 1 4435 452</p>	<p>Tel.: +36 1 4435 447</p>
<p><b>IRL</b> ÉIRE / IRELAND</p>		<p>09.00 - 17.00 WET (GMT)</p>	<p>Garda National Immigration Bureau 13-14 Burgh Quay Dublin 2</p>	<p><a href="mailto:GNIB_DV@garda.ie">GNIB_DV@garda.ie</a></p>	<p>Tel.: +353 1 666 9100</p>
<p><b>ITA</b> REPUBBLICA ITALIANA</p>		<p>08.00 - 14.00 + 15:00 - 18:00 CET</p>	<p>Direzione Centrale Anticrimine Servizio Polizia Scientifica, Divisione II Sezione III, Identità Grafica e Falso Documentale Via Tuscolana 1548 00173 Roma</p>	<p>In caso di dubbio si prega di contattare il locale ufficio di polizia.</p>	
<p><b>LTU</b></p>		<p>08.00 - 17.00 EET</p>	<p>State Border Guard Service Criminal Investigation Board, Forensic Science Unit</p>	<p><a href="mailto:sbgs.docucentre@vrm.lt">sbgs.docucentre@vrm.lt</a></p>	<p>Tel.: +370 5 219 8222</p>

LIETUVOS RESPUBLIKA		24/7	State Border Guard Service National Coordination Center	<a href="mailto:vilnius.vsat.ob@vsat.vrm.lt">vilnius.vsat.ob@vsat.vrm.lt</a> FAX: +370 5 271 9306	Tel.: +370 5 271 9305
<b>LUX</b> GRAND-DUCHÉ DE LUXEMBOURG		09.00 - 11.30 + 13.00 - 16.30 CET	Ministère des Affaires Etrangères et de l'Immigration - Bureau des passeports, Visas et Légalisations-	<a href="mailto:service.passeports@mae.etat.lu">service.passeports@mae.etat.lu</a>	Tel.: +352 478 8300
<b>LVA</b> LATVIJAS REPUBLIKA		08.00 - 16.30 EET	Office of Citizenship and Migration Affairs - Identification Documents Department (Pilsonības un migrācijas lietu pārvaldes - Pasu nodaļa) Čiekurkalna 1. līnija 1, k-5 Rīga LV-1026	<a href="mailto:marina.svinka@pmlp.gov.lv">marina.svinka@pmlp.gov.lv</a>	
<b>MLT</b> MALTA		07.30 - 17.30 CET Sum- mer time: 07:15 - 14.00	National Document Examination Unit	<a href="mailto:doclab.police@gov.mt">doclab.police@gov.mt</a>	Tel.: +356 2294 2729

<p><b>NLD</b> KONINKRIJK DER NEDERLANDEN</p>		<p>07:00 - 16:00 CET</p>	<p>Expertise Centre Identity Fraud and Documents Royal Marechaussee Schiphol - Ministry of Defense Postbus 90615 2509 LP Den Haag MPC 51 B</p>	<p><a href="mailto:ECID.FADO@mindef.nl">ECID.FADO@mindef.nl</a></p>	<p>Tel.: +31 20 603 97 83</p>
<p><b>POL</b> RZECZPOSPOLITA POLSKA</p>		<p>08:15 - 16:15 CET</p>	<p>Border Guard Headquarters Forensic Laboratory of Border Guard ul. Komitetu Obrony Robotników 23, 02-148 Warsaw</p>	<p>W razie wątpliwości należy skontaktować się z miejscową policją.</p>	
<p><b>PRT</b> PORTUGAL</p>		<p>08.30 - 20.00 WET</p>	<p>Serviço de Estrangeiros e Fronteiras DCID-UCPAT</p>	<p><a href="mailto:PRADO@sef.pt">PRADO@sef.pt</a></p>	<p>Tel.: +351 214 236 200</p>
<p><b>ROU</b> ROMÂNIA</p>		<p>08.00 - 16.00 EET</p>	<p><u>ID documents:</u> Ministry of Internal Affairs, Directorate for Persons Records and Databases Management Str.Obcina Mare nr. 2, sector 6 București</p> <hr/> <p><u>Other documents:</u> Ministry of Internal Affairs General Inspectorate of Romanian Border Police Bd. Geniului, nr. 42 C, sector 6 București</p>	<p><a href="mailto:operator1.depabd@mai.gov.ro">operator1.depabd@mai.gov.ro</a> FAX: +40 21 4134849</p> <hr/> <p><a href="mailto:d1.b1.igpf@mai.gov.ro">d1.b1.igpf@mai.gov.ro</a></p>	<p>Tel.: +40 21 746 3049</p> <hr/> <p>Tel.: +40 21 408 7401</p>

**SVK**  
SLOVENSKÁ  
REPUBLIKA



Bureau of Border and Foreign  
Police of the Presidium of the  
Police Force

Ružinovská 1/B  
812 72 Bratislava

V prípade pochybností  
kontaktujte svoj miestny  
policajný zbor.

[oacd@minv.sk](mailto:oacd@minv.sk)

FAX: +421 9610 59 115

FAX: +421 9610 59 074

Tel.: +421 9610 50 726

Tel.: +421 9610 50 774

**SVN**  
REPUBLIKA  
SLOVENIJA



08.00  
-  
16.00  
CET

Ministry of Interior Republic of  
Slovenia

Stefanova ul. 2  
1501 Ljubljana

[gp.mnz@gov.si](mailto:gp.mnz@gov.si)

Tel.: +386 1 428 40 00

**SWE -**  
SVERIGE



Police Authority  
National Operations Department  
- Border Policing Section

PO Box 122 56  
102 26 Stockholm

Om tveksamhet råder  
vänligen kontakta  
närmaste polisstation.

[granspolissektionen.noa@polisen.se](mailto:granspolissektionen.noa@polisen.se)

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**CHE**  
CONFÉDÉRATION  
SUISSE / SCHWEIZ /  
SVIZZERA /  
SVIZRA /  
SWITZERLAND



08.00  
-  
16.30  
CET

Bundesamt für Polizei fedpol  
Document Authentication  
Domain (ADoc)  
  
Nussbaumstrasse 29  
3003 Bern

[adoc@fedpol.admin.ch](mailto:adoc@fedpol.admin.ch)  
  
FAX: +41 58 46 41 410

Tel.: +41 58 46 48 700

**ISL**  
ÍSLAND /  
ICELAND /  
ISLANDE



05.30  
-  
17.30  
WET

Document Center - Borderpolice  
at Keflavik Airport -  
  
Brekkestíg 39  
260 Reykjanesbæ

[LSS.docu@police.is](mailto:LSS.docu@police.is)

Tel.: +354 444 2200

**NOR**  
NORGE /  
NOREG /  
NORWAY



Please contact your local police.

**LIE**  
FÜRSTENTUM  
LIECHTENSTEIN



Landespolizei Kriminalpolizei -  
Kommissariat Kriminaltechnik  
  
Gewerbeweg 4  
9490 Vaduz

[helen.saxer@lv.li](mailto:helen.saxer@lv.li)  
  
FAX: +354 425 0952

Tel.: +354 420 182

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## Neighbouring countries

**MDA**  
REPUBLICA  
MOLDOVA



08.00  
-  
17.00  
EET

Ministry of Internal Affairs of the  
Republic of Moldova,  
Department of the Border Police,  
Document Expertise Directorate

MD 2012, mun. Chişină, str.  
Petricani 19

[docsec@border.gov.md](mailto:docsec@border.gov.md)

Tel.: +373 22 259 634

**UKR**  
УКРАЇНА /  
UKRAINE



State Migration Service of Ukraine

[relations@dmsu.gov.ua](mailto:relations@dmsu.gov.ua)

[shpak@dmsu.gov.ua](mailto:shpak@dmsu.gov.ua)

+ 38 044 279 05 31