



Council of the
European Union

Brussels, 6 April 2021
(OR. en)

5069/2/21
REV 2

FAUXDOC 4
COMIX 9

NOTE

From:	General Secretariat of the Council
To:	Delegations
No. prev. doc.:	5069/1/21 REV 1
Subject:	List of national contact points available to the general public for information on identity and travel documents

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.

1. Participating countries

- 2. **AUT - Österreich**
- 3. **BEL - België / Belgique / Belgien**
- 4. **BGR - България**
- 5. **CYP - Κύπρος**
- 6. **CZE - Česko**
- 7. **DEU - Deutschland**
- 8. **DNK - Danmark**
- 9. **EST - Eesti**
- 10. **ESP - España**
- 11. **FIN - Suomi**
- 12. **FRA - France**
- 13. **GRC - Ελλάς**
- 14. **HRV - Hrvatska**

- 15. **HUN - Magyarország**
- 16. **IRL - Éire / Ireland**
- 17. **ITA - Italia**
- 18. **LTU - Lietuva**
- 19. **LUX - Luxembourg**
- 20. **LVA - Latvija**
- 21. **MLT - Malta**
- 22. **NLD - Nederland**
- 23. **POL - Polska**
- 24. **PRT - Portugal**
- 25. **ROU - România**
- 26. **SVK - Slovensko**
- 27. **SVN - Slovenija**
- 28. **SWE - Sverige**
- 29. *****

30. CHE - Schweiz / Suisse / Svizzera

- 31. **ISL - Ísland**
- 32. **NOR - Norge / Noreg**
- 33. *** * ***

34. Associated Schengen country, not participating

- 35. **LIE - Liechtenstein**
- * * ***

36.

37. Neighbouring countries

- 38. **MDA - Moldova**
- 39. **UKR - Україна / Ukraine**

AUT

REPUBLIK
ÖSTERREICH



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

post@bmi.gv.at

BEL
ROYAUME DE
BELGIQUE /
KONINKRIJK BELGIË /
KÖNIGREICH
BELGIEN



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

info@checkdoc.be

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

BEL travel documents:
Federale Overheidsdienst
Buitenlandse Zaken - Dienst
reizen identiteitsdocumenten /
Service public fédéral Affaires
étrangères - Service
documents de voyage et
d'identité
Rue des Petits Carmes /
Karmelietenstraat 15
1000 Bruxelles / Brussel,
Belgium

paspoort@diplobel.fed.be
passeport@diplobel.fed.be

Tel.: +32 2 501 81 11

Foreign security documents:

[DJT.cdbv-
ocrf.d@police.belgium.eu](mailto:DJT.cdbv-ocrf.d@police.belgium.eu)

BGR
РЕПУБЛИКА
БЪЛГАРИЯ /
REPUBLIC OF
BULGARIA







08.30
-
17.30
EET
Ministry of Interior
Identity Documents Directorate
48, Maria Luiza Blvd.
1202 Sofia, Bulgaria

int.151@mvr.bg

Tel.: +359 2 982 39 94



<p>CYP ΚΥΠΡΙΑΚΗ ΔΗΜΟΚΡΑΤΙΑ / KIBRIS CUMHURİYETİ</p>		<p>40.</p>	<p>Cyprus Police Forensic Document Examination Laboratory Criminalistic Services Department 1478 Nicosia, Cyprus</p>	<p>cs.registry@police.gov.cy FAX: +357 2 280 86 09 Σε αμφίβολες περιπτώσεις, να αποστείνετε στο τοπικό σας αστυνομικό τμήμα.</p>	<p>Tel.: +357 2 280 84 26 + 357 2 280 83 66</p>
<p>CZE ČESKÁ REPUBLIKA</p>		<p>07.30 - 16.00 CET</p>	<p>Directorate of Foreign Police Service, National Centre for Documents Examination Olšanská 2 130 51 Prague 3, Czechia</p>	<p>rscp.doklady@pcr.cz scp.r.sekret.od@pcr.cz FAX: +420 974 841 038 V případě pochybností se obraťte na místní policejní služebnu.</p>	<p>Tel.: +420 974 841 324</p>
<p>DEU 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, Germany</p>	<p>bpolp@polizei.bund.de 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>DNK DANMARK + FÆRØERNE / FØROYAR + GRØNLAND / KALAALLIT NUNAAT</p>			<p>Danish National Police Department for International Communication Ejby Industrivej 125 – 135 DK-2600 Glostrup, Denmark</p>	<p>I tvivlstilfælde kontaktes det lokale politi.</p>	

ESP ESPAÑA		09.00 - 21.00 CET	Policía Nacional Sección de Investigación de Fraude Documental Calle General Pardiñas 90, P 5º 28006 Madrid, Spain	cgef.ucrifsifd@policia.es	En caso de duda, dirijase a las autoridades policiales locales.
EST EESTI		08.00 - 17.00 EET	Police and Border Guard Board - Intelligence Management Bureau, Intelligence Analysis Division Pärnu Mnt. 139 15060 Tallinn, Estonia	pass@politsei.ee	Tel.: + 372 614 9198 + 372 614 9147
FIN SUOMI		07.00 - 24.00 EET	Border Guard - Gulf of Finland Coast Guard District, Helsinki Border Control Unit / Document Examination PO Box 12 01531 Vantaa, Finland	docu@raja.fi	FAX: +358 295 411 545
FRA 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, France	dcpaf-defdi-expertise@interieur.gouv.fr	Tel.: +33 1 60 37 17 61

GRC
ΕΛΛΗΝΙΚΗ
ΔΗΜΟΚΡΑΤΙΑ



07.30
-
15.00
EET

Hellenic Police Headquarters

-
**Αρχηγείο Ελληνικής
Αστυνομίας -**

- *Greek passports:* National
Passport & Security
Documents Division /
Διεύθυνση Διαβατηρίων και
Εγγράφων Ασφαλείας

contact@passport.gov.gr

Tel.: +30 210 7298 000

- *Greek ID cards:* Security
Branch, State Security
Division, Identity Cards &
Archives Section / Κλάδος
Ασφάλειας, Διεύθυνση
Κρατικής Ασφάλειας, Τμήμα
Ταυτοτήτων και Αρχείων

dka4tayt@astynomia.gr

Tel.: +30 210 6924 991

- *Foreign security documents:*
Forensic Science Division,
False Documents Examination
Laboratory / Διεύθυνση
Εγκληματολογικών Ερευνών,
Εργαστήριο Διερεύνησης
Παραχάραξης Κιβδηλείας και
Πλαστότητας Εντύπων και
Αξιών

forgelab@astynomia.gr

FAX: +30 210 5103 261

Tel.: +30 210 5103 268

+30 210 5103 257

HRV
REPUBLIKA
HRVATSKA



08.00
-
16.00
CET

Ministry of Interior
General Police Directorate
Forensic Science Centre „Ivan
Vucetic“
Ilica 335
10 000 Zagreb, Croatia

FAX: + 385 1 37 88 051

Tel.: +385 1 37 88 165

<p>HUN MAGYARORSZÁG</p>		<p>07.30 - 16.00 CET</p>	<p>Országos Rendőr- főkapitányság Rendészeti Főigazgatóság Határrendészeti Főosztály Documentációs Osztály</p>	<p>dokumentacio@orfk.police.hu</p>	<p>Tel.: +36 1 4435 447</p>
<p>IRL ÉIRE / IRELAND</p>		<p>09.00 - 17.00 WET (GMT)</p>	<p>Garda National Immigration Bureau 13-14 Burgh Quay Dublin 2, Ireland</p>	<p>GNIB_DV@garda.ie</p>	<p>Tel.: +353 1 666 9100</p>
<p>ITA 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, Italy</p>	<p>In caso di dubbio si prega di contattare il locale ufficio di polizia.</p>	
<p>LTU LIETUVOS RESPUBLIKA</p>		<p>08.00 - 17.00 EET 24/7</p>	<p>State Border Guard Service Criminal Investigation Board, Forensic Science Unit State Border Guard Service National Coordination Center</p>	<p>sbgs.docucentre@vrm.lt vilnius.vsat.ob@vsat.vrm.lt FAX: +370 5 271 9306</p>	<p>Tel.: +370 5 219 8222 Tel.: +370 5 271 9305</p>

<p>LUX GRAND-DUCHÉ DE LUXEMBOURG</p>		<p>09.00 - 11.30 + 13.00 - 16.30 CET</p>	<p>Ministère des Affaires Etrangères et de l'Immigration - Bureau des passeports, Visas et Légalisations</p>	<p>service.passeports@mae.etat.lu</p>	<p>Tel.: +352 478 8300</p>
<p>LVA LATVIJAS REPUBLIKA</p>		<p>08.00 - 16.30 EET</p>	<p>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, Latvia</p>	<p>marina.svinka@pmlp.gov.lv dace.kupce@pmlp.gov.lv</p>	
<p>MLT MALTA</p>		<p>07.30 - 17.30 CET Summer time: 07:15 - 14.00</p>	<p>National Document Examination Unit</p>	<p>doclab.police@gov.mt</p>	<p>Tel.: +356 2294 2729</p>
<p>NLD 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, Netherlands</p>	<p>ECID.FADO@mindef.nl</p>	<p>Tel.: +31 88 953 1686</p>

<p>POL RZECZPOSPOLITAPO LSKA</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, Poland</p>	<p>W razie wątpliwości należy skontaktować się z miejscową policją.</p>	
<p>PRT PORTUGAL</p>		<p>08.30 - 20.00 WET</p>	<p>Serviço de Estrangeiros e Fronteiras DCID-UCPAT</p>	<p>PRADO@sef.pt</p>	<p>Tel.: +351 214 236 200</p>
<p>ROU 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 Bucureşti, Romania</p>	<p>operator1.depabd@mai.gov.ro</p>	<p>Tel.: +40 21 440 2440 - extension 25230</p>
<p>SVK SLOVENSKÁ REPUBLIKA</p>			<p>Bureau of Border and Foreign Police of the Presidium of the Police Force Ružinovská 1/B 812 72 Bratislava, Slovakia</p>	<p>V prípade pochybností kontaktujte svoj miestny policajný zbor. oacd@minv.sk FAX: +421 9610 59 115 FAX: +421 9610 59 074</p>	<p>Tel.: +421 9610 50 726 Tel.: +421 9610 50 774</p>

<p>SVN REPUBLIKA SLOVENIJA</p>		<p>08.00 - 16.00 CET</p>	<p>Ministry of Interior Republic of Slovenia Stefanova ul. 2 1501 Ljubljana, Slovenia</p>	<p>gp.mnz@gov.si</p>	<p>Tel.: +386 1 428 40 00</p>
* * *					
<p>SWE - SVERIGE</p>			<p>Police Authority National Operations Department (NOA) - Border Policing Section Kv. Kronoberg 106 75 Stockholm, Sweden</p>	<p>Om tveksamhet råder vänligen kontakta närmaste polisstation. granspolissektionen.noa@polisen.se</p>	
<p>CHE CONFÉDÉRATION SUISSE / SCHWEIZ / SVIZZERA / SVIZRA</p>		<p>08.00 - 16.30 CET</p>	<p>Bundesamt für Polizei fedpol Document Authentication Domain (ADoc) Nussbaumstrasse 29 3003 Bern, Switzerland</p>	<p>adoc@fedpol.admin.ch FAX: +41 58 46 41 410</p>	<p>Tel.: +41 58 46 48 700</p>
<p>ISL ÍSLAND</p>		<p>05.30 - 17.30 WET</p>	<p>Document Center - Borderpolice at Keflavik Airport - Brekkestíg 39 260 Reykjanesbæ, Iceland</p>	<p>LSS.docu@police.is</p>	<p>Tel.: +354 444 2200</p>

NOR
KONGERIKET NORGE
/ KONGERIKET
NOREG / NORGGA
GONAGASRIIKA



Please contact your local police.

LIE
FÜRSTENTUM
LIECHTENSTEIN



Landespolizei Kriminalpolizei -
Kommissariat Kriminaltechnik
Gewerbeweg 4
9490 Vaduz, Liechtenstein

helen.saxer@lv.li

Tel.: +354 420 182

FAX: +354 425 0952

* * *

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, Moldova

docsec@border.gov.md

Tel.: +373 22 259 634

[↑ top](#)

UKR
УКРАЇНА /
UKRAINE



State Migration Service of Ukraine

relations@dmsu.gov.ua

shpak@dmsu.gov.ua

+ 38 044 279 05 31