



Council of the
European Union

Brussels, 19 February 2021
(OR. en)

5069/1/21
REV 1

FAUXDOC 4
COMIX 9

NOTE

From:	General Secretariat of the Council
To:	Delegations
No. prev. doc.:	5069/21
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 - Magyarorszag
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



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

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

Travel documents (passports):

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,
Belgium

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

FAX: +32.2.507 89 58

Tel.: +32 2 501 81 11

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

40.

CYP

ΚΥΠΡΙΑΚΗ
ΔΗΜΟΚΡΑΤΙΑ /
KIBRIS CUMHURİYETİ



Cyprus Police
Forensic Document
Examination Laboratory
Criminalistic Services
Department
1478 Nicosia, Cyprus

cs.registry@police.gov.cy

FAX: +357 2 280 86 09

Σε αμφίβολες περιπτώσεις, να
αποστείνετε στο τοπικό σας
αστυνομικό τμήμα.

Tel.: +357 2 280 84 26
+ 357 2 280 83 66

CZE

ČESKÁ REPUBLIKA



Directorate of Foreign Police
Service, National Centre for
Documents Examination
Olšanská 2
130 51 Prague 3, Czechia

rscp.doklady@pcr.cz

scp.r.sekret.od@pcr.cz

FAX: +420 974 841 038

V případě pochybností se obraťte na
místní policejní služebnu.

Tel.: +420 974 841 324

DEU

BUNDESREPUBLIK
DEUTSCHLAND



Mon-
Thu
07.00

-
17.00
Fri

07.00

-
15.00
CET

Bundespolizeipräsidium
Referat 33
Heinrich-Mann-Allee 103
14473 Potsdam, Germany

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
Polizeiienststelle
Notruf 1 10.

Tel.: +49 331 979 970
+49 800 6 888 000

DNK

DANMARK
+ FÆRØERNE /
FØROYAR
+ GRØNLAND /
KALAAALLIT NUNAAAT



Danish National Police
Department for International
Communication
Ejby Industrivej 125 – 135
DK-2600 Glostrup, Denmark

I tvivlstilfælde kontaktes det lokale
politi.

ESP
ESPAÑA



COMISARÍA GENERAL DE
EXTRANJERÍA Y
FRONTERAS
Calle General Pardiñas 90
BIS°
28006 Madrid, Spain

09.00
-
21.00
CET

En caso de duda, dirijase a las
autoridades policiales locales.

EST
EESTI



Police and Border Guard
Board - Intelligence
Management Bureau,
Intelligence Analysis Division
Pärnu Mnt. 139
15060 Tallinn, Estonia

08.00
-
17.00
EET

pass@politsei.ee
Kahtluse korral pöörduge palun oma
kohaliku politseiasutuse poole.
Tel.: + 372 614 9198
+ 372 614 9147

FIN
SUOMI



Border Guard - Gulf of Finland
Coast Guard District, Helsinki
Border Control Unit /
Document Examination
PO Box 12
01531 Vantaa, Finland

07.00
-
24.00
EET

docu@raja.fi
FAX: +358 295 411 545
Tel.: +358 295 426 650

FRA
RÉPUBLIQUE
FRANÇAISE



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

09:00
-
18:00
CET

[dcpaf-defdi-
expertise@interieur.gouv.fr](mailto:dcpaf-defdi-expertise@interieur.gouv.fr)
En cas de doute, veuillez contacter le
bureau de police le plus proche.
Tel.: +33 1 60 37 17 61

GRC
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
Πλαστώτηρας Εντύπων και
Αξιών
Antigonis Str. 2-6 & Leoforos
Athinon
10442 Athens, Greece

forgelab@astynomia.gr
FAX: +30 210 5103 261

Tel.: +30 210 5103 268
+30 210 5103 249

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

HUN
MAGYARORSZÁG



07.30
-
16.00
CET

Országos Rendőr-
főkapitányság
Rendészeti Főigazgatóság
Határrendészeti Főosztály
Documentációs Osztály

dokumentacio@orfk.police.hu

Tel.: +36 1 4435 447

IRL
ÉIRE / IRELAND











09.00
-
17.00
WET
(GMT)





Garda National Immigration
Bureau
13-14 Burgh Quay
Dublin 2, Ireland

GNIB_DV@garda.ie

Tel.: +353 1 666 9100

<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</p>	<p>State Border Guard Service Criminal Investigation Board, Forensic Science Unit</p>	<p>sbgs.docucentre@vrm.lt Tel.: +370 5 219 8222</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 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. Ilnija 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 20 603 97 83</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@séf.pt</p> <p>Tel.: +351 214 236 200</p>

<p>ROU ROMÂNIA</p> 	<p>08.00 - 16.00 EET</p> <p><i>ID documents:</i> 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><i>Other documents:</i> Ministry of Internal Affairs General Inspectorate of Romanian Border Police Bd. Geniului, nr. 42 C, sector 6 Bucureşti, Romania</p> <p>d1.b1.igpf@mai.gov.ro</p> <p>Tel.: +40 21 408 7401</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 policačný 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>

* * *

CHE

CONFÉDÉRATION
SUISSE / SCHWEIZ /
SVIZZERA /
SVIZRA



08.00
-
16.30
CET

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

adoc@fedpol.admin.ch

FAX: +41 58 46 41 410

Tel.: +41 58 46 48 700

ISL

ÍSLAND



05.30
-
17.30
WET

Document Center - Borderpolice
at Keflavik Airport -
Brekkustig 39
260 Reykjanesbæ, Iceland

LSS.docu@police.is

Tel.: +354 444 2200

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

FAX: +354 425 0952

Tel.: +354 420 182

* * *

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. Chişinău, str.
Petricani 19, Moldova

docsec@border.gov.md

Tel.: +373 22 259 634

UKR
УКРАЇНА /
UKRAINE



State Migration Service of Ukraine

relations@dmsu.gov.ua
shpak@dmsu.gov.ua

+ 38 044 279 05 31