



Council of the
European Union

Brussels, 4 June 2021
(OR. en)

5069/4/21
REV 4

FAUXDOC 4
COMIX 9

NOTE

From:	General Secretariat of the Council
To:	Delegations
No. prev. doc.:	5069/3/21 REV 3
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
-
16.00 Herrengasse 7
CET Postfach 100
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
reisen 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

BGR
РЕПУБЛИКА
БЪЛГАРИЯ /
REPUBLIC OF
BULGARIA



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

int.151@mvr.bg

Tel.: +359 2 982 39 94

CYP
ΚΥΠΡΙΑΚΗ
ΔΗΜΟΚΡΑΤΙΑ /
KIBRIS CUMHURİYETİ



40.

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
αποτείνεστε στο τοπικό σας
αστυνομικό τμήμα.

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

CZE
ČESKÁ REPUBLIKA



07.30
-
16.00
CET

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
Polizeidienststelle
Notruf 110.

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

DNK
DANMARK
+ FÆRØERNE /
FØROYAR
+ GRØNLAND /
KALAALLIT NUNAAT



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

I tvivlstilfælde kontaktes det lokale
politi.

ESP
ESPAÑA

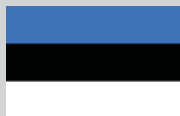


09.00 - 21.00 CET
Policía Nacional
Sección de Investigación de
Fraude Documental
Calle General Pardiñas 90, P
5º
28006 Madrid, Spain

cgef.ucrifsifd@policia.es

En caso de duda, diríjase 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

Kahtluse korral pöörduge palun oma
kohaliku politseiasutuse poole.

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

Tel.: +358 295 426 650

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](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

-
**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
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>Forensic Science Ireland Garda National Immigration Bureau 13-14 Burgh Quay Dublin 2, Ireland</p>	<p>documents@fsi.gov.ie 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 - Methodical Management Division (Pilsonības un migrācijas lietu pārvaldes - Metodiskās vadības nodaļa) Čiekurkalna 1. līnija 1, k-3 Rīga LV-1026, Latvia</p>	<p>marina.svinka@pmlp.gov.lv dace.kupce@pmlp.gov.lv</p>	<p>+371 6720 8285 +371 6721 9521</p>
<p>MLT MALTA</p>		<p>07:00 - 16:00 CET</p>	<p>National Document Examination Unit</p>	<p>doclab.police@gov.mt</p>	<p>Tel.: +356 2294 2759</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><u>All other documents:</u> 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>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>

SVN
REPUBLIKA
SLOVENIJA



08.00
-
16.00
CET

Ministry of Interior Republic of
Slovenia
Stefanova ul. 2
1501 Ljubljana, Slovenia

gp.mnz@gov.si

Tel.: +386 1 428 40 00

SWE -
SVERIGE



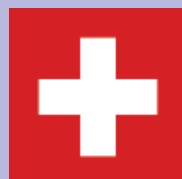
Police Authority
National Operations Department
(NOA) -
Border Policing Section
Kv. Kronoberg
106 75 Stockholm, Sweden

Om tveksamhet råder
vänligen kontakta
närmaste polisstation.

granspolissektionen.noa@polisen.se

* * *

CHE
CONFÉDÉRATION
SUISSE / SCHWEIZ /
SVIZZERA /
SVIZRA



08.00
-
16.30
CET

Bundesamt für Polizei (Fedpol)
Technology and Development of
Documents (TEA)
Guisanplatz 1A
3003 Bern, Switzerland

adoc@fedpol.admin.ch

Tel.: +41 58 46 48 700

ISL
ÍSLAND



05.30
-
17.30
WET

Document Center - Borderpolice
at Keflavik Airport -
Brekkuftíg 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

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

UKR
УКРАЇНА /
UKRAINE



State Migration Service of Ukraine

relations@dmsu.gov.ua

shpak@dmsu.gov.ua

+ 38 044 279 05 31

* * *

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
UKR УКРАЇНА / UKRAINE			State Migration Service of Ukraine	relations@dmsu.gov.ua shpak@dmsu.gov.ua	+ 38 044 279 05 31