

## City Office Citizen Services

### Opening Hours

Monday 7:30 – 4 p.m.

Tuesday 7:30 – 6 p.m.

Wednesday closed

Thursday 7:30 – 4 p.m.

Friday 7:30 – 12 p.m.

*! Please see below the additional notes regarding instant services, our office hours, and making appointments.*

### What can I apply for online?

At [www.kiel.de/onlinedienste](http://www.kiel.de/onlinedienste) you will find all the services that you can already do online.

- **Residence registration (de-/re-registration)** ⇒ [www.kiel.de/wohnsitzanmeldung](http://www.kiel.de/wohnsitzanmeldung)  
(You do not need the online ID function for your identity card.)
- **Certificate of good conduct** ⇒ Please apply directly online at the Federal Office of Justice [www.bundesjustizamt.de](http://www.bundesjustizamt.de). This service requires the activation of the **online ID function for your identity card**. The activation can easily be done at ⇒ [www.personalausweisportal.de](http://www.personalausweisportal.de)

**Please activate the online ID function für your identity card!** In the future, you will be able to submit many applications conveniently using the online ID function from home.

- **Tax identification number** ⇒ Please apply directly online at the Federal Office of Taxes [www.bzst.de](http://www.bzst.de)

### What can I do without an appointment?

#### ⇒ Instant services without an appointment:

- Pick up of identity card / passport
- Change of address in your identity card
- Certificate of good conduct (or online ⇒ [www.bundesjustizamt.de](http://www.bundesjustizamt.de))
- Residence registration (if it is not possible for you to register online; [www.kiel.de/wohnsitzanmeldung](http://www.kiel.de/wohnsitzanmeldung))
- Registration certificate („Meldebescheinigung“/“Aufenthaltsbescheinigung“)

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- Payment of welcome money for students/trainees (after registration of residence)
  - Pick up of fishing licenses

Please go directly to the counter during our opening hours, **do not wait in line** – we recommend visiting outside our service on demand hours (9 – 12 p.m.).

⇒ **Service on demand with waiting time (limited contingent) only for urgent identity card / passport issues**

Monday, Tuesday, Thursday and Friday 9 – 12 a.m.

Urgent issues: upcoming trip, ID / passport has expired or will expire in less than 3 months, loss of identification documents.

## How do I make an appointment?

You can make an appointment online at [www.kiel.de/terminvereinbarung](http://www.kiel.de/terminvereinbarung) or call 0431 901-904.

⇒ **Early appointment hours** daily 7.30 – 9:00 a.m. (except Wednesday)

Early appointments can be made the day before from 7.30 a.m. for the next day (Fridays for the following Monday) online at [www.kiel.de/terminvereinbarung](http://www.kiel.de/terminvereinbarung) or by phone at 0431-901-904.

⇒ **Family service hours (by appointment)**

Parents with school-age children can make separate appointments for family consultation hours on Tuesday between 2 and 4 pm. **Please call 0431 901-904.**

⇒ **District citizens' offices**

You can fix appointments for the district citizens' offices (Elmschenhagen, Hassee, Mettenhof, Neumühlen-Dietrichsdorf, Pries/Friedrichsort, Suchsdorf) **on Fridays at 12:00 a.m. for the week after next.**