Ministry of the Interior of the Czech Republic
Department for Asylum and Migration Policy

Rules for making appointments and providing summarized and comprehensive information via phone and via e-mail

General rules

1. By calling the telephone number +420 974 801 801, the client or the client's authorized representative confirm that they are aware of the processing of their personal data (client's personal data) to the extent set out below.

2. The caller chooses in which language (Czech, English) the call will be conducted and whether the call concerns an EU citizen and/or their family member or a third-country national.

3. The caller also chooses the matter they are calling about (1 an appointment at the Ministry of the Interior office, 2 providing summarized and comprehensive information about migration issues, 3 travelling due to covid restrictions). If neither option is selected repeatedly, the call will end automatically.

4. The caller agrees that the call is being recorded. Otherwise, the caller ends the call. The caller is duly informed about this before the call starts.

5. The operating hours of the telephone line are published on the website of the Ministry of the Interior in the section for foreigners.

6. The telephone line does not provide Ministry of the Interior employee's contact information.

7. A request for only one client can be handled within one phone call. This applies to making appointment and answering questions about migration issues. It is possible to book time within one call for family members in the direct ascending or descending line if the capacity of the office of the Ministry of the Interior allows.

8. Telephone operator may refuse to accept the caller's request in case of any doubt regarding the identification of the caller or their client (e.g., failure to provide their personal data or personal data of the persons they represent).

9. A telephone call may also end in cases of an inappropriate behaviour of the client towards the telephone operator, when the client repeatedly fails to follow the operator's instructions or if the inquiry is beyond the range of the information provided.

Rules for making appointments via call centre

10. Telephone operator make appointments to the Ministry of the Interior offices under option number 1.

11. Telephone operator can make appointment to the Ministry of the Interior office based on the client's area of residence. The distribution of the offices is published at the Ministry of the Interior website and on the door of each respective office.

12. The reservation of the registration after arrival to the Czech Republic in connection with the subsequent realization of the stay is made at the moment, when the foreigner is on the territory of the Czech Republic. Making appointment before actual arrival to the Czech Republic is not possible. This act follows after the entry into the Czech Republic, thus making appointment before entry does not meet the legal requirements.

    A foreigner with D/VR visa must come to the Ministry of the Interior office within 3 working days after arrival, or, at least make an appointment for the nearest available date within this period, if the capacity of the office allows.

13. In order to make an appointment, clients shall provide their personal data or personal data of persons they represent to the extent of: First name, last name, date of birth, nationality, travel document or identity card number of a European Union citizen, telephone number and voice recording. Provision of the above is necessary for the reservation of the appointment in order to prevent abuse of the service and to guarantee equal access for all clients to the above-mentioned offices of the Ministry of the Interior

within the meaning of Section 7 Act No. 500/2004 Coll. of the Administrative Code, as amended.

14. The appointment reserved via the call centre is displayed under the client's name in the ticket kiosks. In the case of appointments booked via the internet (frs.gov.cz), the client will be asked to enter a four-digit pin, which the client receives via email.

15. The personal data client provides is used only for the purpose of making appointment, changes in reservation, documenting security incidents including evaluation of any complaints and claims. This data held by the Ministry of the Interior is by no means provided to any other entity. The recording of the telephone call is automatically stored on an internal disk in a secure area. Time retention period is 60 days since the date of the recording. The recording is automatically deleted after this period.

16. Telephone operator offers the earliest available date for the appointment, but does not consider whether the booked appointment is within the time limit for the act set by the law to which the client is making an appointment. Questions about the application form, deadlines or other general information are answered under option 2.

17. The booked appointment cannot be further modified, only cancelled (with regard to article 13).

18. It is not possible via phone to reschedule or cancel an appointment made previously via the phone or the internet (frs.gov.cz), appointment set in an official letter issued by the Ministry of the Interior office, or to excuse an absence from the following acts:

    - the acquisition of biometric data (facial depiction, fingerprints) and other data necessary for the issuance (production) of the residence permit card,
    - to issue the biometric card,
    - to be interviewed or to give a witness statement.

If clients need to book another appointment, cancel or excuse themselves, they must do so in accordance with § 37, section 4 of the Act No 500/2004 Coll., Administrative Procedure Code, as amended.

19. An authorized representative can visit the following offices for a maximum of four acts per day at one time.

    - Prague Chodov, Cigánkova 1861/2
    - Prague Delta, Žukovského 888/2
    - Mladá Boleslav, Štefánikova 1304
    - Kutná Hora, Hornická 642
    - Kladno, Severní 2952

20. In cases where it is necessary to provide the client's file material for the appointment (especially for perusal of the file), the telephone operator may make an appointment only if the file material is prepared at the office at the required date and time. Otherwise, the file material shall be requested by the office and the client shall be contacted with information regarding the availability of the file material. If the caller does not agree with the aforementioned procedure, they have the right to request the action to be carried out formally in accordance with Act No 500/2004 Coll., Administrative Procedure Code, as amended.

Rules for providing summarized and comprehensive information via phone

21. Telephone operators provide information under option 2.

22. Telephone operator answers general inquiries about migration issues and residence permits. Specific information (e.g. data of a personal or a sensitive nature) are not provided by telephone. Furthermore, the line does not provide interpretation of the law or legal consultations and is not considered an official communication channel with the administrative authority (that is, it is not possible to submit a request or complaint, report a change or request the communication of sensitive information).

23. If your query is complex or requires a complex solution and assistance, please contact an authority that provides legal advice (e.g. Centres for

Supporting the Integration of Foreigners, Archdiocesan Charity, non-governmental organizations or law firms).

24. Telephone operators answer questions based on what information the caller provides. Only the law or legislative regulation(s) are legally binding.

Rules for providing summarized and comprehensive information via email address pobyty@mvcr.cz

25. E-mail communication and provision of information follow the rules for phone conversation, with the following exemptions: appointments to any Ministry of the Interior office cannot be booked, cancelled or rescheduled via e-mail.

26. The accuracy of received documents cannot be verified by email communication. On email, we have no access to any files and/or individual processes.

27. The deadline for processing your inquiry is 30 days. As standard, we try to respond in the shortest possible time.

Department for Asylum and Migration Policy, March 7, 2023