

Krakow City Office closed for direct customer service

2021-01-14

Until further notice, all locations of the Krakow City Office remain closed for direct customer service (including Resident Service Points in shopping malls), subject to the situations and matters presented below.

All previously arranged and unrealized visits to the Krakow City Office remain valid and are directly serviced by the relevant organizational units of the office. Any previously initiated and unfinished cases at the Krakow City Office that require direct service, shall be handled in the usual manner.

Access to the services provided by the Krakow City Office as well as the functioning information telephone numbers and electronic inbox remain uninterrupted.

Contact with the office takes place via [electronic communication](#), landline and mobile phones, postal operator, [Paczkomat Urząd 24 service](#) or by **throwing a parcel into a container** located near the entrance to the office, in the following 15 locations:

1. al. Powstania Warszawskiego 10
2. os. Zgody 2
3. pl. Wszystkich Świętych 3-4
4. Rynek Podgórski 1
5. ul. Biskupia 18
6. ul. Dekerta 24
7. ul. Grunwaldzka 8
8. ul. Kasprowicza 29
9. ul. Lubelska 27
10. ul. Lubelska 29
11. ul. Mogilska 41
12. ul. Sarego 4
13. ul. Stachowicza 18
14. ul. Wielicka 28a.
15. ul. Nowohucka 1

Paczkomat Urząd 24 service:

1. collection of parcels takes place in one of the three parcel machines located at the buildings of the Krakow City Hall: at al. Powstania Warszawskiego 10, ul. Wielicka 28a and os. Zgody 2;
2. sending parcels to the Krakow City Office by interested parties takes place via the website uwad24.inpost.pl, completing the form, making the payment and placing the parcel in one of the above-mentioned parcel lockers or other InPost parcel lockers in Krakow.

Marital status, civil registry, vehicle and driver services:

1. **within the tasks of the Registry Office:**



- the submission of documents and applications is carried out in the above manner (in particular, issuing copies, certificates, transcripts), except for matters related to the current registration of deaths, preparation of death certificates, entering into marriages and submitting declarations under the registers kept by the Registry Office (in these cases, USC employees handle customers directly, in two locations of the Krakow City Hall: ul. Lubelska 29 and os. Zgody 2);
- the on-line admissions calendar is suspended, except for the range of services that are essential for serving the public,
- clients in the field of ongoing registration of deaths will be admitted directly, without prior appointment,
- for matters relating to getting married and submitting declarations (paternity recognition, return to the name before marriage after divorce), you should make an appointment at the Registry Office via the online electronic queue registration (bip.krakow.pl), by e-mail or by phone (declarations must be submitted in person, a concern the recognition of paternity or the return to the surname carried before marriage after obtaining a divorce),

[\[See more\]](#)

2. **within the tasks of the Administrative Affairs Department**, submission of documents and applications is carried out in the above manner, with the provision that the collection of an ID card will be possible only in urgent cases and after prior appointment, and the delivery of parcels can be carried out via the Paczkomat Urząd 24 service.

[\[See more\]](#)

3. **within the tasks of the Department of Vehicle and Driver Registration**, the submission of documents and applications is carried out in the above manner, with the provision that in justified cases, direct service is possible, after prior appointment using electronic or telephone communication, and the delivery of the following shipments may be carried out by via the Paczkomat Urząd 24 service, i.e.:
 - collection of the registration certificate issued due to the lack of space for further entries regarding the date of the technical examination and issued in connection with the change of data contained in it,
 - collection of duplicates of a driving license, vehicle card, registration certificate,
 - collection of a duplicate number plate, an additional plate for the trunk or plates with a new distinguishing feature issued as a result of their loss or destruction,
 - issuance of certificates, except for decisions refusing to issue a certificate, which is subject to the complaint.

[\[See more\]](#)