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# Bürgeramt Prenzlauer Berg

Bezirksamt Pankow

## Address

Fröbelstr. 17  
10405 Berlin

## Contact

Telephone: (030) 115

Informationen zum 115 Service-Center: <https://www.berlin.de/115/>

Fax: (030) 90295-6888

Internet:

<https://www.berlin.de/ba-pankow/politik-und-verwaltung/aemter/amt-fuer-buergerdienste/buergeramt/>

E-mail: [buergeramt@ba-pankow.berlin.de](mailto:buergeramt@ba-pankow.berlin.de)

## Information on the address of this location

Das Bürgeramt befindet sich auf dem Gelände Fröbelstraße 17 im Haus 6.

## Barrier-free access



[Explanation of symbols \(https://service.berlin.de/hinweise/artikel.2699.php\)](https://service.berlin.de/hinweise/artikel.2699.php)

## Opening hours

Monday: 08:00 - 16.00 Uhr (nur mit Termin)

Tuesday: 09.30 - 18.00 Uhr (nur mit Termin)

Wednesday: 08:00 - 14.00 Uhr (nur mit Termin)

Thursday: 09.30 - 18.00 Uhr (nur mit Termin)

Friday: 08.00 - 13.00 Uhr (nur mit Termin)

## Changes in opening hours

Am 10.06.2026 bleibt der Standort Bürgeramt Prenzlauer Berg aufgrund einer internen Personalentwicklungsmaßnahme für den regulären Publikumsverkehr geschlossen.

Bereits beantragte und fertiggestellte Dokumente können an beiden Tagen dennoch wie gewohnt abgeholt werden.

Wir bitten um Verständnis für die vorübergehende Einschränkung und empfehlen, in dringenden Fällen auf andere Standorte auszuweichen.

Vielen Dank für Ihr Verständnis.

## Information for customers with an appointment

Der Aufruf der Bürger mit Termin erfolgt unter Angabe der Vorgangsnummer im Wartebereich.

### Transportation links

#### S-Bahn

- 0.5km [S Prenzlauer Allee](#)  
S2, S8, S41, S85, S42
- 0.8km [S Greifswalder Str.](#)  
S2, S8, S41, S85, S42

#### Bus

- 0.5km [S Prenzlauer Allee](#)  
156
- 0.6km [Rietzestr.](#)  
156, 158
- 0.8km [Berlin, Greifswalder Str./Danziger Str.](#)  
M10
- 0.8km [S Greifswalder Str.](#)  
158
- 0.9km [Erich-Weinert-Str.](#)  
156

#### Tram

- 0.2km [Fröbelstr.](#)  
12, M10, M2
- 0.3km [Prenzlauer Allee/Danziger Str.](#)  
12, M10, M2
- 0.4km [Winsstr.](#)  
M10
- 0.5km [S Prenzlauer Allee](#)  
12, M10, M2
- 0.5km [Husemannstr.](#)  
12, M10

### Additional information

An diesem Standort haben Sie die Möglichkeit, Ihr Foto für einen Personalausweis oder Reisepass gegen eine Gebühr von einem Mitarbeitenden mit einem mobilen Fotoaufnahmegerät vor Ort erstellen zu lassen. Dies gilt nicht für Führerscheine.

### Erweiterter Bürgerservice - Terminfreie Angebote

Das Bürgeramt Prenzlauer Berg bietet ab sofort ausgewählte Dienstleistungen ohne vorherige Terminvereinbarung an. Damit wird das bestehende Terminangebot erweitert und der Bürgerservice noch flexibler gestaltet.

Diese Dienstleistungen können Sie ohne Termin an diesem Standort erledigen:

- Meldebescheinigungen
- Führungszeugnisse
- Gewerbezentralregisterauskünfte
- PIN-Rücksetzungen (soweit technisch möglich)
- Abholung von Ausweisdokumenten (Personalausweis, Reisepass)
- Beratung zu Online-Dienstleistungen und schriftlichen Antragstellungen

Bitte beachten Sie, dass die Möglichkeit der spontanen Vorsprachen je nach Besucheraufkommen begrenzt sein kann.

Bitte bringen Sie alle erforderlichen Unterlagen vollständig mit, um eine schnelle Bearbeitung zu ermöglichen.

Für alle anderen Dienstleistungen ist weiterhin eine vorherige Terminbuchung erforderlich.

Termine können wie gewohnt über das ServicePortal Berlin gebucht werden.

Viele Anliegen können Sie auch digital erledigen - Informationen zu den verfügbaren Online-Diensten finden Sie ebenfalls im ServicePortal.

## **Payment options**

Girocard (mit PIN)

# Reissuance of a permanent settlement permit or an EU long-term residence permit

Do you have a permanent settlement permit or EU long-term residence permit? Then you should have your permanent residence title reissued in the following cases:

- a)** Your permanent residence title is still stuck as a sticker in your old passport, and you received a new passport.
- b)** Your permanent residence title was issued as an electronic residence title (eAT), contains information about your old passport, and you have received a new passport. Please refer to the information in the document “When should a permanent residence permit be reissued?” (see section “Further information”).
- c)** Your eAT does not contain any passport details, but the eAT card has expired.

## **If you wish to travel abroad before your permanent residence title has been reissued:**

**Regarding a) and b)** If you wish to travel abroad in the meantime, please take your old passport, your permanent residence title, and your new passport with you. This will allow you to re-enter Germany.

Other conditions may apply in the country you wish to travel to. Please find out in good time which documents you need for your planned trip. You can obtain information on this from the foreign mission of the country you wish to travel to, for example.

**Regarding c)** Re-entry into Germany is possible even if the eAT card has expired.

## **Procedure**

1. Have your permanent residence title reissued. You can only do this on site by appointment..
2. The passport photo can either be taken on site for a fee or in advance at one of the photo studios/drugstores that can transmit it to the authorities via a secure electronic channel.
3. You will receive the PIN letter for activating your online ID function (eID) on site.
4. The permanent residence permit is produced as an electronic residence title (eAT) by the Federal Printing Office.
5. Pick up your finished eAT and the lock password for the online ID function (eID) from the authority that initiated the reissue.
6. If you have chosen direct delivery for the eAT at the Bürgeramt, you will receive an email from Deutsche Post with the expected delivery date. The shipment will only be handed over to you personally at your main place of residence. Only one delivery attempt will be made. You must identify yourself with your valid passport. The blocking password will also be delivered.
7. Use the PIN letter to set your personal PIN for the online ID function (eID).

## Prerequisites

- **You have a permanent residence title (permanent settlement permit or EU long-term residence permit).**
- **Either: You have received a new passport and your permanent residence permit has been affixed to your old passport as a sticker.**
- **or: You have received a new passport and your electronic residence title card (eAT) still refers to the old passport.**  
([https://www.berlin.de/einwanderung/\\_assets/wann-sollte-ein-unbefristeter-aufenthaltstitel-neu-ausgestellt-werden.pdf](https://www.berlin.de/einwanderung/_assets/wann-sollte-ein-unbefristeter-aufenthaltstitel-neu-ausgestellt-werden.pdf))
- **or: Your electronic residence title card (eAT) has expired.**  
The eAT card is valid for a maximum of 10 years. Your permanent residence permit remains valid regardless.
- **Main residence in Berlin**  
([https://service.berlin.de/dienstleistung/120686/de\\_plain/](https://service.berlin.de/dienstleistung/120686/de_plain/))
- **Personal appearance by appointment is required**  
Reissuances of permanent residence titles are generally only carried out by appointment..
- **Reissuance in a Citizens' Registration Office (Bürgeramt)**  
You can generally have the transfer carried out at any Bürgeramt, as long as the following requirements are met:
  - You have your permanent residence title.
  - Your permanent residence title was issued by the Foreigners' Registration Office / Berlin Immigration Office in Berlin or most recently reissued by a Bürgeramt in Berlin.
  - If reissuance is necessary due to a new passport: There is no more than 6 months between the expiry date of the old passport and the date of issue of the new passport (with a EU long-term residence permit: no more than 12 months).
  - You have not resided outside the federal territory for a continuous period longer than six months (with a EU long-term residence permit: no more than 12 months).
- **Reissuance in the Berlin Immigration Office (Landesamt für Einwanderung)**  
If one of the above conditions for reissuance by a Bürgeramt isn't met, the Landesamt für Einwanderung is responsible.

## Documents required

- **Reissuance of a permanent residence title**  
You can only have a new card issued by making an appointment and visiting the office in person.
- **Your current passport**
- **If reissuance is necessary due to a new passport: Your old passport**
- **If your passport has been stolen and you have reported the theft to the police, please bring the report with you.**
- **Your permanent residence title**
  - Electronic residence title (eAT) together with the supplementary sheet or
  - Your old passport with the attached residence title
- **1 current biometric photo**

(<https://www.berlin.de/einwanderung/ueber-uns/aktuelles/artikel.1541531.php#english>)

- Since May 1, 2025, the following applies: Biometric passport photos may only be taken digitally at government offices or in photo studios/drugstores that can transmit them to the authorities via a secure electronic channel.

## Fees

- For adults: 67.00 euros
- For minors: 33.50 euros

Turkish citizens:

- until the age of 24 years: 27.60 euros
- from the age of 24 years: 46.00 euros

Free of charge:

- When presenting current proof of receiving benefits according to SGB II or XII or the Asylum Seekers Benefits Act
- Foreigners recognised as being entitled to asylum
- Foreigners with a granted refugee status within the meaning of Section 3 (1) of the Asylum Act
- Foreigners with a granted subsidiary protection status within the meaning of Section 4 (1) of the Asylum Act
- Resettlement refugees within the meaning of Section 23 (4) of the Act on the Residence

Possible additional costs

- For creating a digital passport photo at self-service terminal on site: 6.00 euros
- For direct delivery of the permanent residence title to your home address: Additional 15.00 euros

## Legal basis

- **Aufenthaltsgesetz (AufenthG)**  
([https://www.gesetze-im-internet.de/englisch\\_aufenthg/](https://www.gesetze-im-internet.de/englisch_aufenthg/))

## Average time to process request

After the appointment, it takes approximately 3-4 weeks for the permanent settlement permit or EU long-term residence permit to be issued as an electronic residence title (eAT).

## More information

- **Digital passport photos for residence documents from 01.05.2025 (Berlin Immigration Office)**  
(<https://www.berlin.de/einwanderung/ueber-uns/aktuelles/artikel.1541531.php#english>)

- **Information sheet: When should a permanent residence permit be reissued? (Berlin Immigration Office )**  
([https://www.berlin.de/einwanderung/\\_assets/wann-sollte-ein-unbefristeter-aufenthaltstitel-neu-ausgestellt-werden.pdf](https://www.berlin.de/einwanderung/_assets/wann-sollte-ein-unbefristeter-aufenthaltstitel-neu-ausgestellt-werden.pdf))
- **elektronischer Aufenthaltstitel (eAT) - Ausgabe (Dienstleistung)**  
(<https://service.berlin.de/dienstleistung/326231/>)

## Notes on responsibility

- **Bürgeramt:** The service can generally be used at all Berlin citizen offices if the conditions specified in the “Prerequisites” section are met.
- **Landesamt für Einwanderung:** The Berlin Immigration Office is responsible in all other cases.