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Bürgeramt Pankow

Bezirksamt Pankow

Address

Breite Str. 24A - 26
13187 Berlin

Contact

Telephone: (030) 115

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

Fax: (030) 90295-2576

Internet:

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

E-mail: buergeramt@ba-pankow.berlin.de

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

Die Pankower Bürgerämter sind am Donnerstag, dem 30. April 2026 abweichend von den regulären Öffnungszeiten geöffnet.

Statt der üblichen Öffnungszeit von 9:30 Uhr bis 18:00 Uhr, stehen die Bürgerämter an diesem Tag von 08:00 Uhr bis 16:00 Uhr zur Verfügung. Die bezirklichen Auslegungsstellen für Volksbegehren sind von dieser Änderung nicht betroffen.

Information for customers with an appointment

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

Transportation links

S-Bahn

0.6km [S+U Pankow](#)

S2, S8, S26, S85

0.8km [S Wollankstr.](#)

S1, S25, S85

U-Bahn

0.7km [S+U Pankow](#)

U2

Bus

0.1km [Berlin, Rathaus Pankow](#)

250, 255, 155

0.2km [Wilhelm-Kuhr-Str.](#)

255

0.4km [Berlin, Bürgerpark Pankow](#)

250, 155

Tram

0.1km [Berlin, Rathaus Pankow](#)

M1

0.4km [Berlin, Bürgerpark Pankow](#)

M1

0.5km [Pankow Kirche](#)

M1, 50

Additional information

An diesem Standort haben Sie die Möglichkeit, Ihr Passfoto gegen eine Gebühr von einem Mitarbeitenden mit einem mobilen Fotoaufnahmegerät vor Ort erstellen zu lassen.

Erweiterter Bürgerservice - Terminfreie Angebote

Das Bürgeramt Pankow 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

Barzahlung

Girocard (mit PIN)

Transfer of a EU Blue Card to a new passport

Do you have an EU Blue Card and have you received a new passport?

Then (only) the plastic card of your EU Blue Card residence permit is no longer valid, since this plastic card refers to your old passport. **However, your residence title EU Blue Card is still valid.**

Please read the following notes before booking an appointment.

Is your EU Blue Card only valid for a maximum of a further 6 months?

If so, then a transfer no longer makes sense. Just come to the Berlin Immigration Office when it is time and necessary to renew your EU Blue Card. This will save you time and money.

Are you wanting to travel abroad?

If no appointments are available at short notice, you can still travel abroad.

Re-entry to Germany is easy, if your EU Blue Card residence permit is still valid and you still have the old passport.

Take your old and new passports and your EU Blue Card with you on your trip.

However, we recommend that you enquire about the entry and exit conditions of the country you are visiting before you travel abroad (for example at the embassy of the country you are visiting).

Prerequisites

- **Main residence in Berlin**

(https://service.berlin.de/dienstleistung/120686/de_plain/)

- **Personal appearance by appointment is required**

Transfers are made at the Citizens' Registration Offices or at the Berlin Immigration Office

generally only with an appointment.

- **Transfer in a Bürgeramt**

You can generally have the transfer carried out at any Berlin Citizens Registration Office (Bürgeramt), as long as the following requirements are met:

- You have your old, full passport together with the valid EU Blue Card.
- The EU Blue Card was issued in Berlin.
- Your old passport is complete.
- There is no more than 12 months between the expiry date of the old passport and the date of issue of the new passport.
- You have not resided outside the federal territory for a continuous period longer than 12 months.

- **Transfer in the Berlin Immigration Office**

If one of the above mentioned requirements for making the transfer at the Citizens Registration Office (Bürgeramt) is not met (e.g. old passport is no longer present, the EU Blue Card was not issued in Berlin) the Berlin Immigration Office is responsible for the transfer.

Documents required

- **Your 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 EU Blue Card together with the supplementary sheet**
- **1 current, biometric passport photo (new regulation effective May 1, 2025)**
 - Since May 1, 2025, biometric passport photos may only be taken digitally at government offices or photo studios and transmitted via a secure electronic channel.
 - Please check the website of the Berlin Immigration Office (see “More information”) for the latest information in good time before your appointment.
 - Before your appointment at the Bürgeramt, please note the information on passport photos in the location description.

Fees

- 67.00 euros

Turkish citizens

- 27.60 euros: up to the age of 24
- 46.00 euros: from the age of 24

For creating a digital passport photo at the self-service terminal on site: 6.00 euros

Legal basis

- **Aufenthaltsverordnung (AufenthV) § 45c**
(https://www.gesetze-im-internet.de/aufenthv/__45c.html)
- **Aufenthaltsverordnung (AufenthV) § 52a**
(https://www.gesetze-im-internet.de/aufenthv/__52a.html)

Average time to process request

After the appointment, it takes approximately 4 weeks for the EU Blue Card to be issued as an electronic residence permit and ready for collection.

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>)

Notes on responsibility

You can generally have the transfer carried out at any **Berlin Citizens Registration Office (Bürgeramt)**, as long as the following requirements are met:

- You have your old, full passport together with the valid EU Blue Card.
- The EU Blue Card was issued in Berlin.
- Your old passport is complete.
- There is no more than 12 months between the expiry date of the old passport and the date of issue of the new passport.
- You have not resided outside the federal territory for a continuous period longer than 12 months.

In all other cases: **Berlin Immigration Office**