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

Foreign Nationals Residence Section for Prague and the Central Bohemian Region

Rules for Making Telephone Appointments

1) Telephone appointments may only be made at this telephone number: **974 820 680**
2) The operating hours of the telephone appointment line are on workdays, Monday to Thursday from 8 am to 4 pm, on Friday from 8 am to 2 pm.
3) Making appointments over the telephone at the telephone number specified above is only possible for the MoI Offices at the following addresses:
   - Cigánkova 1861/2, Praha – Chodov
   - Koněvova 188/32, Praha – Žižkov
   - Nad Vršovskou horou 88/4, Praha – Bohdalec
   - Zborovská 1505/13, Praha – Smíchov
   - Nad Štolou 936/3, Praha – Holešovice
   - Jiráskova 801, Benešov u Prahy
   - Severní 2952, Kladno
   - Hornická 642, Kutná Hora
   - Štefánikova 1304, Mladá Boleslav
   - Žežická 498, Příbram
4) When making an appointment over the telephone, the client will be dealt with by the appropriate MoI Office according to the client's residential address according to the internal distribution structure which is published at MoI Offices and the Ministry's website.
5) General information will **not** be provided on the telephone appointment line; this purpose is served by the Department for Asylum and Migration Policy information telephone line – you can find more at www.mvcr.cz/cizinci.
6) **Under no circumstances will specific information, such as personal or sensitive data, be communicated to clients over the telephone.**
7) When making an appointment over the telephone, the client must provide their personal data or the personal data of the persons whom the client represents. If the client does not agree with provision of his personal data over the telephone or if, with their course of action, the client might violate Act No. 101/2000 Coll., on the Protection of Personal Data, the client must terminate the conversation. Otherwise the action of the client shall be deemed to constitute consent to provision of personal data or, if applicable, confirmation of authorisation to process the personal data of the represented clients in accordance with the Act mentioned above.
8) The client agrees to the telephone call being recorded or monitored. Otherwise the client must terminate the conversation.
9) The telephone call will be conducted solely in the Czech language.
10) Within one phone call, **only one client can make an appointment**. In exceptional cases (for example in case of a language barrier), the operator can enable an appointment of a client other than the caller, while still adhering to the rule of one phone call – one appointment.
11) Family members who are next of kin are considered to be a single client.
12) If any doubts exist concerning the identity of the caller and the identity of the client, a request to make an appointment on behalf of a client may be rejected.
13) If a client fails to attend a previously arranged appointment without adequate excuse, the client may be disallowed to make another appointment. The client will be informed of this fact by the operator during the telephone call.
14) It may happen that making an appointment will not be allowed if the call is being made from what is referred to as an "unidentified number" or if the client refuses to provide their telephone number.
15) The telephone call may also be terminated without an appointment being made if the client uses abusive language or if the client fails to proceed according to the operator's instructions.
16) When making an appointment, the client must have a travel document readily available during a telephone call concerning a foreign national, or some other type of identity document if a citizen of the Czech Republic is concerned.

17) If the caller represents or intends to represent multiple clients during administrative proceedings, in the course of one telephone call, the caller may make appointments to represent a maximum of 4 clients at an MoI Office Any further requests will be disregarded. The operator will also request the personal data of the clients to be represented.
18) Making an appointment for more than 4 clients is governed by the rules of the individual Offices within the Section.
19) These rules become effective as of 3 March 2014. Other public telephone contacts to the aforementioned worksites of the Foreign Nationals Residence Section for Prague and the Central Bohemian Region cease to operate as of 3 March 2014.