Email pobyty@mvcr.cz

MoI Hotline - Coronavirus

Email pobyty@mvcr.cz is primarily designed for foreign nationals, solving their matters on MOI offices, etc. If you have different questions about Coronavirus, questions about quarantine, please, ask relevant authorities (for example Ministry of Health of the Czech Republic).

Please only turn to this Infoline after you have visited our website https://www.mvcr.cz/mvcren/article/immigration.aspx (www.mvcr.cz) and were not able to find what you were looking for!

When to TURN to the Infoline?

- Primarily, if you are foreign national and you have question about solving your matters on MOI office.
- If you do not know, how to do it in connection with acquisition of biometric data, issuance of residence permit, etc.
- Please, visit: https://www.mvcr.cz/docDetail.aspx?docid=22239194&doctype=ART, especially section „Information about change of operation of MOI offices due to the state of emergency“

What information will the Infoline NOT provide you with?

- WE CANNOT RESPOND TO EAMILS ABOUT CORONAVIRUS, WHICH DO NOT BELONG TO OUR COMPETENCE.
- INFOLINE DOES NOT PROVIDE INFORMATION ABOUT STATUS OF YOUR APPLICATION. You will access the list of all approved applications for temporary, long-term and permanent residencies including extensions of the first two to a specific date, listed by receipt number and newly extension of the long-term visa (visa for over 90 days) here.
- INFOLINE IS NOT ABLE TO PROVIDE YOU MORE INFORMATION ABOUT FOREIGNERS RESERVATION SYSTEM. It is not possible to change or cancel the ordering date via general information line of Ministry of Interior. You will find all relevant information here: https://frs.gov.cz/en.
- INFOLINE IS NOT ABLE TO ORDER YOU. YOU CAN BE ORDERED ONLY BY PHONE. It is not possible to change or cancel the ordering date via general information line of Ministry of Interior. You can find contacts on relevant office.
- Do not leave messages for a particular person who signed a document you received. Follow the instructions stated in the document! If you received a call from administrative authority, you should proceed due to information in the call.
- Do not request that the Infoline confirm the correctness of any document. The Infoline staff has no competences to guarantee the document is correct. They can only provide general or additional information.
• Do not report any changes regarding your residence to the Infoline. You must report any changes in a manner stipulated by law.
• Do not request a legal analysis (legal provisions, regulations, interpretation of an act section) or a legal statement. If this is what you require, you must ask for it by mail, through a data box or in an email equipped with an authorized electronic signature.

What are the RULES for communicating with the Infoline?

• We urge you to follow the basics of ethics and polite social habits in inter-personal communication with the Infoline. In case you disrespect this rule, the Infoline reserves the right to end any communication with you.
• Inquiries that are fully incomprehensible and do not contain any visible questions will remain unanswered.
• We do not respond to repeated questions that have already been answered.

The standpoint which is expressed on the Information line of the Ministry of the Interior has an informative character only. It is based on information given by questioner. Only text of the law or secondary legislation has binding nature.