

Organisational rules for collection of queue tickets

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- 1) Issuance of queue tickets is a free service. Queues for collection of queue tickets by clients without an appointment are organized by the time of their arrival at the office. The public is prohibited from interfering in the organization of queues for clients without an appointment, giving thus an advantage to a particular group of people.
- 2) A queue ticket can be collected only in person by a client with a registered place of residence in the catchment area of the office. The catchment area of the office is Praha 1, 2, 3, 6, 7, 8, Praha-východ and Praha-západ. Other clients can collect their queue tickets only after a consultation at the information desk. Otherwise, they will not be attended to for organisational reasons or will be asked to collect the queue ticket again in accordance with this rule.
- 3) Collection of queue tickets for clients without an appointment by someone else is forbidden with regard to optimisation of attendance to clients that have already arrived and joined the queue system.
- 4) Queue tickets for clients without an appointment are divided into the following **groups**:
 - „**registration upon arrival**“ – coming to the office within 3 working days upon arrival in the country according to Section 44(1) of Act No. 326/1999 Coll.
 - „**application for residence**“ – submission of applications for long-term, temporary or permanent residence, etc.
 - „**notification of changes, submission of additional documents**“ – submission of additional documents to clients' applications and notification of changes (place of residence, family status, etc.)
 - „**bridging visa**“ – issuance of bridging visa according to Section 47 and other Sections of Act No. 326/1999 Coll.
 - „**notification of the change of employer**“ – notification of the change of employer according to Section 42g (7) and other Sections of Act No. 326/1999 Coll.
 - „**collection of residence card**“ – collection of residence card without biometric features for EU citizens
 - „**access to file**“ – access to and review of the case file before the administrative decision is taken
 - „**personal identity number, confirmation of residence, history of residence, Czech language exam voucher**“ – collection of personal identity number, submission of applications for confirmation of residence or for history of residence and their collection, collection of Czech language exam voucher
 - „**non-specified, other**“ – confirmation of residence, collection of history of residence, reporting loss/theft of a document, collection of documents delivered via a public notice, non-specified
- 5) **Requests regarding temporary protection can only be processed after a consultation at the information desk during specific office hours. The temporary protection agenda will not be dealt with based on a queue ticket issued by a self-service machine.**
- 6) A queue ticket is valid only after the client's identification data have been entered (usually, the name or the last three digits of an identification document).
- 7) Close family members in the ascending or descending line shall be attended to under one queue ticket.
- 8) The last queue ticket will be issued at the latest 60 minutes before the end of office hours. In case of the full capacity of the office is reached, the issuance of queue tickets can be terminated earlier.
- 9) In case that **the capacity of the office is reached**, only those clients whose personal attention in a meeting is required by law will be attended.
- 10) All client's matters will be dealt with under one queue ticket, regardless of the relevancy of some matters to other request-type groups. An exception to this rule is the group **“personal identity number, confirmation of residence, history of residence, Czech language exam voucher”**, within which only agendas specified in the title of this request-type group are to be dealt with.
- 11) Clients with an appointment will be only able to resolve the requests they have specified when making the reservation. If the nature of the case allows, the client will also be able to resolve other related agendas. Complete resolution of the client's requests is however determined by the capacity of the office and will be carried out solely within office hours.
- 12) **Queue tickets for the agenda “Submission via a power of attorney” are issued only at the information desk after stating what agendas need to be resolved.** Submission via a power of attorney will be limited in case that the capacity of the office is full. Written submission via postal services will be recommended.
- 13) **With a power of attorney, a maximum of 4 clients can be represented per 1 queue ticket and per day.** This rule shall also apply at the information desk, where with a power of attorney information on a max. of 4 clients will be given. This is with regard to ensuring the smooth running of the office.
- 14) If the client fails to attend the counter after two calls, he/she loses the right to be attended to according to the assigned order.
- 15) **A client with an appointment, who arrives 30 minutes before and no later than 10 minutes after the reserved appointment, is eligible for a queue ticket (with his/her name on it).** In case of failure to arrive at the specified time, the client loses his/her right to resolve his/her agenda with priority and will be called in accordance with points 1 – 14. A client with an appointment is called after he/she has collected a queue ticket, not at the time of his/her appointment. **The appointment time slot is therefore approximate and usually takes place within 30 minutes.**

The aforementioned rules fall within the area of internal office procedures, especially in the area of coordinating the order of attendance to clients with regard to a safe, smooth and efficient running of the office. The rules, as well as possible exceptions to them (for serious reasons), are thus subject to approval by the respective Head of Department.

In Prague on August 25th 2022.

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