

99030012078000

Bürgersprechstunde Angebot

Heruntergeladen am 22.06.2025

<https://fimportal.de/xzufi-services/S1000030000810503/S100003>

Modul	Sachverhalt
Leistungsschlüssel	99030012078000
Leistungsbezeichnung I	Bürgersprechstunde Angebot
Leistungsbezeichnung II	BürgerInformationService (BIS) Personal information for citizens
Typisierung	6 - Allgemeine Hinweise, nicht spezifische für eine Leistung
Quellredaktion	Bremen
Freigabestatus Katalog	unbestimmter Freigabestatus
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	TO, Citizens' enquiries, Citizen information office Gröpelingen, Citizen information, Forms, Citizen information, HB2036
Leistungstyp	
Leistungsgruppierung	
Verrichtungskennung	
SDG-Informationsbereich	
Lagen Portalverbund	

Modul	Sachverhalt
Einheitlicher Ansprechpartner	
Fachlich freigegeben am	31.01.2025
Fachlich freigegeben durch	
Handlungsgrundlage	
Teaser	The Citizens' Information Service is a low-threshold, open information point, a kind of branch of the Citizens' Helpline. It is located in the City Library West. Here, citizens can obtain personal information about all administrative services, the availability of public offices and the documents they need. The aim is to remove obstacles for citizens by bringing them closer to the office, communicating online services and enabling citizens to participate.
Volltext	This is what BIS offers: • Information on all services available on the service portal • Information on all standardized service descriptions available in the 115 knowledge management of the citizens' hotline • Support in the use of online services, help for self-help • arranging appointments for citizens • Printout of forms • Help with difficulties in understanding the "official language" (e.g. support with difficulties in understanding forms or comprehension problems with official letters). • Contact with the Bremen authorities • If necessary, referral to external service providers from our special files In addition, we work in networks with relevant bodies from the administration and outside. We offer ourselves as a communication partner, especially, but not only, for specific districts.
Erforderliche Unterlagen	No documents required.

Modul	Sachverhalt
Voraussetzungen	No special requirements.
Kosten	free of charge
Verfahrensablauf	Citizens come to BIS in person with their concerns and receive information on site.
Bearbeitungsdauer	
Frist	
weiterführende Informationen	
Hinweise	
Rechtsbehelf	
Kurztext	
Ansprechpunkt	
Zuständige Stelle	
Formulare	
Ursprungsportal	Serviceportal der Freien Hansestadt Bremen, Service portal of the Free Hanseatic City of Bremen