

Citizens' Advice Bureau

How can we help you?

Whether you need an identity card, a registration certificate, a police clearance certificate or a passport, we will be happy to help you at the Citizens' Office on Neutorplatz.

Please make sure you book an appointment before your visit. This is quick and easy via our [online appointment booking](#)  system.



Current information on legal changes in 2025

In 2025, new regulations governing passports and identity cards will come into force.

Biometric passport photographs

From **1 May 2025**, new regulations will apply to **biometric passport photographs**. In future, these must be taken directly at the citizens' office or by a **certified organisation or photographer**.

This change is intended to improve the quality of passport photographs and prevent tampering. Passport photographs brought in by applicants themselves will no longer be accepted from 1 May 2025.

Direct delivery of identity documents

Another new feature is the optional **direct delivery of identity documents**. From **spring 2025**, citizens will be able to choose whether passports and identity cards are to be sent **by post directly to their home address**. This will eliminate the need to visit the Citizens' Office again to collect them.

However, this service incurs an **additional fee**, which is also payable if delivery fails. Under current legislation, delivery is deemed to have failed if you are not present in person at the time of the first delivery attempt. In this case, you will pay the additional fee but will still have to collect your document in person from the Citizens' Office.

So it is important to note: **you must collect the documents in person**.

Please therefore continue to make use of the option to collect your documents from Monday to Friday during our opening hours without an appointment!

The team at the Citizens' Office will be happy to answer any questions you may have.

Frequent topics



How do I get a registration certificate or a fishing licence?

You can currently **apply for** these services **in writing**. Please enclose the informal application for the requested service and the fee in cash in the envelope with your address and telephone number.

For a **registration certificate** (9 Euro fee), please indicate the content of the certificate.

NEW: You can now also apply for the simple and extended registration certificate online. Please use the following links:

[Simple registration certificate](#)

[Extended registration certificate](#)

For a new **fishing licence**, please add the test certificate from the Borken district and a current passport photo. **We will call you to collect it!**

Important note: A certificate of good conduct **cannot** currently be applied for **in writing**. Please make [an](#) appointment if you need a certificate of good conduct.



How do I find out that my ID document is ready for collection?

Have you applied for an ID card and would like to know when you can collect the document from us?

We will be happy to send you an e-mail when your requested document (e.g. ID card) has been delivered by the Bundesdruckerei and is ready for collection. In this case, please leave your e-mail address with our colleagues at the Citizens' Office when you apply for the document. You will then receive an e-mail with the necessary details for collection.

You can then collect your ID document from us during the opening hours of the Citizens' Office.

You do not wish to receive an e-mail notification?

In this case, we would ask you to visit us in person **at the earliest six weeks after applying for the document**. Alternatively, you can also call us to enquire about the availability of your document.

Citizens' office at Neutorplatz

Visits to the Citizens' Office are only possible by prior appointment. Please use the **[online appointment booking](#)**  to make an appointment !

This link will also provide you with information about the documents you need to bring with you. If you have any further questions, please call us on **02871-953 2400** .

All information and advice can be obtained from the staff at the Citizens' Office, who will be happy to help and advise you.

Citizens' Office of the City of Bocholt

Neutorplatz 3 (1st floor)

46395 Bocholt

Phone **+49 2871 953-2400**

[Send e-mail](#)

Opening hours:

Mon - Thu: 8 am to 5 pm

Fri: 8 am to 12.30 pm

Sat: 9 am to 12 noon **(no telephone service)**
