

BürgerInformationService (BIS) Personal information for citizens

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.

Competent Department

- [BürgerInformationService](#)

Basic information

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.

Procedure

Citizens come to BIS in person with their concerns and receive information on site.

What are the costs?

free of charge

