



Ajuntament de
Barcelona

Citizen Help and Information Offices (OAC)

PROCEDURES BY PRIOR APPOINTMENT

AND ONLINE PROCEDURES, YOUR TIME IS YOUR OWN



**Book an appointment and we'll help you with your municipal procedures.
Choose the day, time and office that suit you best.**

The appointment service allows you to choose where and when to complete municipal procedures so that you can organise your time better.

- Choose the day and the time which suits you best.
- Choose the Citizen Help and Information Office (OAC) you want to use.
- If there is a problem with the appointment, we'll let you know.

Asking for an appointment is very easy

- Go to ajuntament.barcelona.cat/cita.
- Use the procedures and services section.
- Call free-phone **010** or, if you are outside the Barcelona metropolitan area, **931 537 010** (ordinary rate).
- You can also book using your mobile phone ajuntament.barcelona.cat/tramitsalmobil

Conditions of services are published at

ajuntament.barcelona.cat/atenciociudadana

Prior appointments are needed for:

- Building permits.
- Operating licences.
- Procedures relating to urban planning.
- Procedures relating to municipal tax affairs: taxes, public pricing and fines
- Procedures relating to proof of residence.
- Procedures relating to pets.
- Digital certificate IdCAT / Mobile digital ID
- Park Güell access card / Registration for the Gaudir Més scheme.

Prior appointments are not needed for:

- General enquiries.
- Procedures relating to the Targeta Rosa.
- Presentation of administrative complaints.
- Municipal register.

For further information

- Go to ajuntament.barcelona.cat/tramits