



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.
Conditions of service are published at ajuntament.barcelona.cat/atenciociutadana

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.