

99146002000000, 99146002000000

Uniform authority number 115

Heruntergeladen am 08.06.2025

<https://fimportal.de/xzufi-services/346752661/L100001>

Modul	Sachverhalt
Leistungsschlüssel	99146002000000, 99146002000000
Leistungsbezeichnung I	Uniform authority number 115
Leistungsbezeichnung II	
Typisierung	7 - Service- und Sonderrufnummern
Quellredaktion	Hessen
Freigabestatus Katalog	unbestimmter Freigabestatus
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	
Leistungstyp	Leistungsobjekt
Leistungsgruppierung	Sonderleistungen (146)
Verrichtungskennung	
SDG-Informationsbereich	
Lagen Portalverbund	
Einheitlicher Ansprechpartner	Nein
Fachlich freigegeben am	

Modul	Sachverhalt
Fachlich freigegeben durch	
Handlungsgrundlage	
Teaser	
Volltext	The 115 will provide you with answers to the most frequently asked questions by the authorities. It does not matter which authority, administrative level or responsibility is affected. For example: • I bought a new car, when does the registration office open? • Where can I apply for my new ID card? • How can I apply for BAföG? • Where can I obtain information from the population register? • How do I register a business? The goal of 115 is to answer your questions at the first contact. If this is not possible, you will receive a response within 24 hours during service hours, depending on your wishes by e-mail, fax or callback. This is guaranteed by the 115 service promise. The time-consuming search for responsibilities and individual telephone numbers is no longer necessary. Most inquiries can be answered immediately, so you don't have to contact the administration a second time with the same request. Unnecessary visits to the authorities are avoided. For deaf and hearing-impaired people, 115 can be reached via a sign telephone.
Erforderliche Unterlagen	None
Voraussetzungen	None
Kosten	The 115 is usually available at the landline rate and is included in many flat rates.
Verfahrensablauf	

Modul	Sachverhalt
Bearbeitungsdauer	Inquiries are regularly answered immediately. If this is not possible, feedback will be sent within 24 hours during service hours.
Frist	
weiterführende Informationen	
Hinweise	The 115 is a general information on services provided by the administration. It is not possible to provide information on ongoing administrative proceedings or legal advice.
Rechtsbehelf	
Kurztext	The telephone number 115 will provide you with answers to the most frequently asked questions about the authorities. It does not matter which authority, administrative level or responsibility is affected. The goal of 115 is to answer your questions at the first contact. If this is not possible, you will receive a response within 24 hours during service hours, depending on your wishes by e-mail, fax or callback. This is guaranteed by the 115 service promise. For deaf and hearing-impaired people, 115 can be reached via a sign telephone.
Ansprechpunkt	**Authority number 115** Tel.: 115 Writing phone: +49 30 -221911-016 ISDN videophone: +49 30 -188080-805 Sign telephone: 115@gebaerdentelefon.d115.de Mon.: 08:00 a.m. - 06:00 p.m. Tue.: 08:00 a.m. - 06:00 p.m. Wed.: 08:00 a.m. - 06:00 p.m. Thursday: 08:00 a.m. - 06:00 p.m. Friday: 08:00 a.m. - 06:00 p.m. **Product management of the IT Planning Council product authority number 115 (since 01.01.2023):**

Modul

Sachverhalt

Product Management 115
 FITKO (Federal IT Cooperation)
 Zum Gottschalkhof 3
 60594 Frankfurt am Main
 E-mail: 115@fitko.de
<https://www.fitko.de/produktmanagement/115%C2%A0>
<https://www.fitko.de/produktmanagement/115%C2%A0>

Zuständige Stelle

Formulare

Ursprungsportal

Einheitliche Behördennummer 115, Uniform authority number 115