

99146002000000, 99146002000000

Single authority number 115

Heruntergeladen am 08.06.2025

<https://fimportal.de/xzufi-services/197623426/L100039>

Modul	Sachverhalt
Leistungsschlüssel	99146002000000, 99146002000000
Leistungsbezeichnung I	Single authority number 115
Leistungsbezeichnung II	
Typisierung	7 - Service- und Sonderrufnummern
Quellredaktion	Rheinland-Pfalz
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	05.10.2022

Modul	Sachverhalt
Fachlich freigegeben durch	MASTD
Handlungsgrundlage	
Teaser	
Volltext	You can use 115 to get answers to the most common public authority queries. It doesn't matter which authority, administrative level or responsibility is involved. For example: • I have bought a new car, when is 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 aim of 115 is to answer your questions at the first point of contact. If this is not possible, you will receive a response within 24 hours during service hours, either 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 that you do not 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 language telephone.
Erforderliche Unterlagen	None.
Voraussetzungen	None.
Kosten	As a rule, 115 can be reached at a landline rate and is included in many flat rates.
Verfahrensablauf	

Modul	Sachverhalt
Bearbeitungsdauer	Inquiries are regularly answered immediately. If this is not possible, we will respond within 24 hours during service hours.
Frist	
weiterführende Informationen	
Hinweise	Each administration decides for itself whether to participate in 115. 115 provides general information on administrative services. Information on ongoing administrative procedures or legal advice is not possible. https://www.115.de/DE/ueber_115/Erreichbarkeit_115/erreichbarkeit_115_node.html;js https://www.115.de/DE/Startseite/startseite_node.html https://www.115.de/DE/Gebaerdentelefon/gebaerdentelefon_node.html https://www.115.de/DE/ueber_115/Erreichbarkeit_115/erreichbarkeit_115_node.html;js https://www.115.de/DE/Startseite/startseite_node.html https://www.115.de/DE/Gebaerdentelefon/gebaerdentelefon_node.html
Rechtsbehelf	
Kurztext	You can use the 115 telephone number to get answers to the most common public authority queries. It does not matter which authority, administrative level or responsibility is involved. The aim of 115 is to answer your questions at the first point of contact. If this is not possible, you will receive a response within 24 hours during service hours, either 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 language telephone.
Ansprechpunkt	**Single authority number:** **Tel.** : 115

Modul	Sachverhalt
	Organization of the single public authority number 115: Business and coordination office of 115 at the Federal Ministry of the Interior
Zuständige Stelle	
Formulare	
Ursprungsportal	Single authority number 115, Einheitliche Behördennummer 115