Customer's handbook

Office hours

The Mayor of Szczecinek is available every Thursday from 2:00 pm to 4:00 pm, room no. 18 after prior registration in the Customer Service Centre.

The President of the City Council is available every Thursday from 4:00 pm to 5:00 pm, room no. 28 The Szczecinek Municipal Office is available in the following hours: Monday 7:30 am – 3:30 pm Tuesday 7:30 am – 3:30 pm Wednesday 7:30 am – 3:30 pm Thursday 7:30 am – 5:30 pm Friday 7:30 am – 1:30 pm In matters related to identity cards, the customers are accepted every day: Monday - Wednesday 8:30 am - 3:00 pm Thursday 8:30 am - 5:30 pm Friday 8:30 am - 1:00 pm.

Communication in sign language In relation to the entry into force of the Act of 19 August 2011 on sign language and other means of communication on 1 April 2012 (Journal of Laws No. 209, Item 1243), the Municipal Office provides services for partially and totally hearing impaired through the following measures to support communication: e-mail: urzad@um.szczecinek.pl fax: +48 94 37 405 24 website: www.szczecinek.pl.

Simple administrative issues are handled directly by the employees of the Municipality Office using the sign language:

Renara Grondys - Customer Service Centre, Organizational Department, tel. 94 37 141 25

Anna Przetarska-Dziechciarz - Customer Service Centre, Organizational Department, tel. 94 37 141 55

Beata Bednarska - Registry Office, 1st floor, room no. 23, tel. 94 37 141 33

Agnieszka Wiczk - Council Department, ground floor, room no. 10, tel. 94 37 141 69

Barbara Kowalczuk - Citizens' Affairs Department, ground floor, room no. 1, tel. 94 37 141 63

Ewa Chojecka - Citizens' Affairs Department (id cards), ground floor, room no. 1, tel. 94 37 141 35

Sylwia Tummel - Financial Department, ground floor, room no. 16, tel. 94 37 141 11

Joanna Kowalska - Fixed Property Department, 2nd floor, room no. 37, tel. 94 37 141 42

Krzysztof Sosnowski - Spacial Development Department, 2nd floor, room no. 30, tel. 94 37 141 43

Arkadiusz Piecewicz - Szczecineckie Centrum Wspierania Biznesu (Szczecinek Business Support Centre), Development Department, plac Wolności 7, tel. 94 37 238 62 In particularly complex cases, the person entitled should report the need of an interpreter at least 3 working days before the visit, except in emergency situations. The service is free of charge for an entitled person being a disabled person as defined in the Act of 27 August 1997 on social and vocational rehabilitation and the employment of persons with disabilities.

NOTE! In case the person entitled uses the help of a person called upon to assist, i.e. a person who is over 16 years of age and has been selected in order to facilitate communication with the entitled person and provide the necessary assistance in settling cases, a visit to the Municipal Office does not need to be pre-agreed

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