

# Dolnośląski Urząd Wojewódzki

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<https://www.duw.pl/pl/wersje-jezkowe/english-version/news-march-2020/16455,Due-to-the-limitation-of-direct-customer-service-it-is-currently-not-possible-to.html>  
20.01.2025, 15:46

## Due to the limitation of direct customer service, it is currently not possible to collect the above-mentioned documents.

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Dear Sir / Madam We would like to inform that the Office's employees perform their duties during their current working hours without any changes, however the direct customer service is suspended. Customers waiting for passports and residence cards collection should be informed that delivery of passport documents and residence cards is carried out on regular basis, and then notifications in the form of "sms" or "email" are generated and sent to you.

You will be informed about the possibility of receiving documents by further messages on [www.duw.pl](http://www.duw.pl). Please check our website regularly regarding any changes in customer service.

We apologize for any inconvenience.

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