



The City of Oslo

Agency for Planning and Building Services

The Agency for Planning and Building Services is part of the City Administration of Oslo and has about 380 employees. The Agency plans the urban design and land use development of the city, by setting out objectives for the use of particular areas, designing overall development plans and granting building permissions. It is responsible for land use- and transport planning through the Comprehensive Development Plan and local plans as well as for environmental impact analyses. The Agency grants building permissions, carries out lift inspections, is responsible for property sectioning and for the maintenance of geographical maps, land use maps, register of land ownership, addresses and building identifications (KomGAB register). The Agency also deals with juridical appeals in regards to the Public Administration Act and the Planning and Building Act.

In addition to the above tasks, the Agency prepares policy documents for the City Government and gives professional advice to the City Council and the Commissioner for Urban Development.

The Agency office building.



The Agency for Planning and Building Services is acting according to frameworks, aims and priorities in the annual municipal budgets approved by the City Council, in the political statement by the City Government, and in decisions made by the City Council and City Government. The Agency is obliged to deal with all incoming building applications and local development plans, and to do so according to legal frameworks as well as to its own professional considerations.

The Vision for the Agency

The Agency focuses on the customers' need for solutions, products and services. The vision is to be a modern service agency for the public. The Agency actively and interdisciplinary takes responsibility for the regional and architectural development of the city, and aims to be an attractive workplace with room for personal and career development of its employees.

The Customer Service Centre

The Customer Service Centre is the heart of the Agency. All customer enquiries are handled there. In The Customer Service Centre, the Agency's services are easily accessible and the public get answers on questions regarding maps, plans and building approvals, access to archive documents as well as guidance in regards to applications and procedures. Some building applications may be processed "over the counter", that is, while the customer is waiting. The Customer Service Centre sells copies of land use plans, a range of maps, architectural drawings, property information reports, copies of archive material and so forth. The public can study plans that are out on public hearing and exhibitions on current issues.

The Departments and Sections

The Agency has four production departments, a Resource Centre, Section for Information and Public Relations, Sections for Staff, Economy and Computer Science Support, Section for Quality Attending, as



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well as the executive management group and the Customer Service Centre. The departments are mainly organised according to customer groups. Each department handles all cases within their field of responsibility and, if possible, an appointed team in each department follows the customer through the whole process, regardless of which necessary legal tools are applied to solve the case. The main customer groups for the different departments are one-time builders, professionals and political organs.

The Department for Building Construction Projects deals with single building projects such as new buildings, extensions or alterations in use, which are in accordance with local plans. The Department is responsible for these cases until they get the Statement of Completion when the framework agreement is in accordance with the local development plan for the area. This department is responsible for the majority of building applications and for minor planning issues that are necessary in order to facilitate such building projects.

The Department for Area Development is responsible for large, complex urban development projects initiated by private developers or companies, when there is a need for a new local plan. The Department is responsible for these cases until they get the Statement of Completion. The majority of planning applications, prospective environmental impact analyses and subsequent processing of building applications are handled by this department.

The Department of Urban Development is responsible for comprehensive land use policies and infrastructural planning that clarifies frameworks for local plans and individual projects. The department has politicians, public agencies and the public as their main customer groups.

The Department for Geographical Information Data is responsible for the management, organisation and availability of maps and documents. The department continually updates digital maps-, property- and document databases for the City of Oslo.

The Resource Section assists the Agency's various departments with additional resources or needed

expertise. The centre has about 35 employees with high level competence within the subject areas of law, transport, traffic, politics, architecture, environmental issues, pollution and sustainable development, project management, project systems and new methods of cooperation. The other departments or sections may receive assistance from the members of the Resource Section for ongoing services, assistance on isolated assignments or larger projects.

The Section for Information and Public Relations is responsible for information from the Agency to the public. This Section assists media and the public with facts and information on cases, and deals with general enquiries about the Agency and its activities. It contributes with lectures and presentations, visits and study tours. The Agency wishes to contribute to create public interest and engagement regarding the development of the city in professional and political bodies and among the public. The Section therefore takes the initiative to, assists or participate in public debate thorough media statements and press releases, internet publications, brochures and other printed material, exhibitions, workshops, public meetings etc.

Information

Information about, and access to, the services offered by the Agency, news, current affairs and official documents are available on our internet site: **www.pbe.oslo.kommune.no**. You may also visit or call the Customer Service Centre on **+47 23 49 10 00**.



The city shall be a great place for living, working and leisure.