

Chapter 12

Consultation Services



Saitama's Prefectural Mascot,
Kobaton

- 1 General Consultation
- 2 Specialized Consultation

1 General Consultation

Name and Location	Contact Information	Languages available	Days of Operation	Business Hours
Saitama Information & Support (SIS) (3F Urawa Godo Chosha) (within the Saitama International Association)	048-833-3296 https://sia1.jp/foreign/advice/	Japanese English Chinese Spanish Portuguese Korean Tagalog Thai Vietnamese Indonesian Nepali Russian Ukrainian* (*appointment required)	Mon - Fri *Excluding National Holidays and the New Year's Holiday Period *Appointments required for in-person consultations about the immigration system, labor, legal issues and welfare.	9:00 - 16:00 For Russian 10:00 - 16:00
<p>*If you are at a public office, such as a city hall, and are having trouble communicating in Japanese, ask the staff to call the above office. SIS will provide an interpreter over the phone.</p>				
Saitama Prefectural Center for Promotion of Gender Equality (With You Saitama) *Consultations regarding various concerns you may have, including regarding interpersonal relations, family, spouses, and domestic violence	048-600-3800 http://www.pref.saitama.lg.jp/withyou/counsel/guide.html	Japanese	Mon - Sat *Closed on Thursdays Sunday, National Holidays *Excluding the New Year's Holiday Period	9:30 - 20:30 9:30 - 17:00

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Name and Location	Contact Information	Languages available	Days of Operation	Business Hours
Ageo City Hall Hello Corner Mon: 1F, 3 rd Annex Sat: Meeting Room 501, Main Building	048-775-5111 (ext. 810)	(Face-to-Face) Spanish	Mondays* and the fourth Saturday of every month	9:00 - 12:00, 13:00 - 16:00
	https://www.city.ageo.lg.jp/page/4-hc.html	(Face-to-Face) English	*Excluding the fourth Monday of every month	9:00 - 12:00
	(For email consultations in Vietnamese) https://www.city.ageo.lg.jp/ques/questionnaire.php?openid=295&check	(Face-to-Face) Chinese	-	13:00 - 16:00
		(Face-to-Face) Portuguese		
		(Email) Vietnamese		
		An interpreter can be provided over the phone for visitors in: English, Chinese, Spanish, Portuguese, Korean, Vietnamese, Nepali, Indonesian, Tagalog, Thai, Hindi, Mongolian	Mon - Sat	8:30 - 17:00
Consultation Service for Foreign Residents (within the Regional Development Division) Iruma City Hall 2F Building A				
	Spanish	Wednesday		
	Chinese	The first Thursday of every month		

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<p>Kawaguchi City Multicultural Coexistence Office</p> <p>(M4 floor, Cupo-La Main Building)</p> <p>*Basic consultation about everyday life</p>	<p>048-227-7607</p> <p>https://www.city.kawaguchi.lg.jp/soshiki/01060/020/4/3584.html</p>	<p>Japanese, English, Chinese, Korean, Vietnamese, Nepali, Indonesian, Tagalog, Thai, Portuguese, Spanish, Hindi, French, Russian, Burmese, Khmer, German, Italian, Malay, Mongolian, Sinhalese</p> <p>(Consultation times vary for each language.)</p>	<p>Tues - Sat</p> <p>*Closed on National Holidays and during the New Year's Holidays</p> <p>An international relations/foreign resident consultant will be available on the following days:</p> <ul style="list-style-type: none"> • Tues - Sat: English, Chinese • Tuesday: Tagalog • Wednesday: Korean • Second and fourth Saturday of every month: Vietnamese 	<p>9:00 - 12:00, 13:00 - 17:15</p>
<p>Kawaguchi City Hall Main Building</p> <p>(Public Services Division Service Counter)</p>	<p>048-258-1110</p>	<p>Japanese English Chinese Turkish</p> <p>*Turkish language availability subject to change</p>	<p>Every Thursday</p>	<p>10:00 - 12:00, 13:00 - 16:00</p>
<p>Kawaguchi City Hall</p> <p>Consultation Services about General Procedures for Foreign Residents</p> <p>*Consultation with an administrative lawyer</p>	<p>048-259-9037 048-259-9038 (Consultation Office for Citizens)</p>	<p>Japanese</p> <p>*By appointment only</p>	<p>Third Wednesday of every month</p>	<p>13:30 - 16:00</p>

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International Center, Kawagoe City Hall (5F, Kurasse Kawagoe)	049-228-7723 https://www.city.kawagoe.saitama.jp/kurashi/bunkakyoyo/kokusaikoryu/foreigncitizenconsul.html	Japanese, Vietnamese	The first and third Saturday of every month	13:00 - 18:00
		Japanese, Chinese	The second and fourth Monday of every month	
		Consultation regarding status of residence (in Japanese)	The fourth Saturday of every month	
		Legal Consultation (in Japanese) *Appointments can be made	The fourth Friday of every month	15:00 - 17:00
2F Omiya Ward Office Saitama City *Closed on National Holidays and during the New Year's holiday period	048-646-3097 (Consultation Office for Citizens)	English, Tagalog	Monday	9:00 - 12:00
		Korean	Tuesday	
		English, Vietnamese	Wednesday	
		Chinese	Thursday	
Saitama Tourism and International Relations Bureau (STIB) (Public Corporation) International Exchange Center 9F Comunale (PARCO), East Exit of Urawa Station Services such as video interpreting also available. *Interpreting by native speakers over specialized video call (16 languages available) *Interpretation through a third party over the phone (14 languages available)	048-887-1506 https://www.stib.jp/kokusai/consult.shtml *Closed on National Holidays and during the New Year's holiday period	Japanese	Mon - Thurs	10:00 - 17:00 (reception open until 16:30)
		Chinese	Tuesday	9:00 - 12:00, 13:00 - 15:00 (reception open until 14:00)
		English	Wednesday	9:00 - 12:30, 13:00 - 14:30 (reception open until 14:00)
		Korean	Thursday *Excluding National Holidays	9:00 - 12:00, 13:00 - 15:00 (reception open until 14:00)

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<p>Consultation and Support Center for Foreign Residents</p> <p>Sayama International Friendship Association (SIFA)</p> <p>Sayama City Hall 2F Local Culture Division</p>	<p>04-2952-4584</p> <p>https://www.sifa.saitama.jp/</p>	<p>English, Other languages using Pocketalk translation device</p> <p>Consultation regarding everyday life, law, etc.</p> <p>An interpreter will accompany you to the relevant division for the consultation.</p>	<p>Monday, Wednesday, Friday</p>	<p>9:00 - 16:00</p>
<p>Application and Consultation Support for Foreign Residents</p> <p>Community Activities Promotion Department, Shiki City Hall</p>	<p>048-473-1111 (ext. 20965)</p> <p>By appointment only outside of regular days of operation</p> <p>https://www.city.shiki.lg.jp/soshiki/12/2332.html</p>	<p>English</p> <p>Chinese</p> <p>Vietnamese (by appointment only)</p>	<p>The first Thursday and third Tuesday of every month</p> <p>The first Thursday and the third Monday of every month</p>	<p>10:00 - 12:00</p> <p>14:00 - 16:00</p> <p>10:00 - 12:00</p>
<p>International Consultation Corner</p> <p>Soka City Hall</p>	<p>048-922-2970</p> <p>https://www.city.soka.saitama.jp/contents/1402/010/020/030/01.html</p>	<p>English, Chinese, Spanish, Korean, Thai, French</p>	<p>Monday, Wednesday, Friday</p> <p>Tuesday, Thursday</p>	<p>9:00 - 17:00</p> <p>By appointment only</p>
<p>Citizens Consultation Division</p> <p>Tokorozawa City Hall</p>	<p>04-2998-9092</p>	<p>Chinese</p> <p>English, Tagalog</p>	<p>The first and third Thursday of every month</p> <p>The second and fourth Thursday of every month</p>	<p>10:00 - 12:00 (reception closes at 11:30)</p>

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<p>Consultation Center for Foreign Residents of Toda City</p> <p>Toda City Hall 3F Cooperation Promotion Division</p>	<p>048-441-1800 (ext. 483)</p> <p>https://www.city.toda.saitama.jp/soshiki/192/community-gaikokujin-soudan.html</p>	<p>English</p> <p>Chinese</p> <p>*Availability subject to change. *A translation device is always available.</p>	<p>Monday, Wednesday</p> <p>Tuesday, Thursday, Friday</p>	<p>9:00 - 12:00</p> <p>13:00 - 17:00</p>
<p>Toda International Friendship Association (TIFA) (Public-Interest Foundation)</p> <p>Toda City Hall 2F Nizominami Building</p> <p>① Consultation center for foreign residents about everyday life or concerns</p>	<p>048-434-5690</p> <p>https://toda-tifa.com/for-foreign-residents/</p>	<p>① Japanese, English, Chinese</p> <p>② Japanese, English, Chinese</p> <p>*For other languages, please contact us about availability. (Appointments can be made over the phone or at the front desk up until 12:00 the day before)</p>	<p>① Tues - Sun</p> <p>② The second Wednesday of every month</p>	<p>① 8:45 - 17:30</p> <p>② 14:00 - / 15:00 - / 16:00 - *3 sessions per day</p>
<p>Local Development Division Hanno City Hall</p>	<p>https://www.city.hanno.lg.jp/kurashi_s/eikatsukankyo/shimininosodammadoguchi/6543.html</p>	<p>English (by appointment only)</p> <p>Spanish (by appointment only)</p>	<p>The first and third Thursday of every month</p> <p>The fourth Monday of every month</p>	<p>9:00 - 12:00</p>

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Fujimi City Hall	049-251-2711 (ext. 272) (Consultation about everyday life for foreign residents) https://www.city.fujimi.saitama.jp/kurashi_tetsuzuki/01soudan/2010-0517-1125-137.html	English, Chinese, Korean, Tagalog, Spanish *Please confirm what languages are available.	Thursday (reservation required)	13:00 - 16:00
			Friday	10:00 - 13:00
Fujimino City Hall	049-269-6450 (Fujimino International Cultural Exchange Center)		Monday, Friday	13:00 - 16:00
Miyoshi Town Hall			Tues - Thurs	10:00 - 16:00
Fujimino International Cultural Exchange Center (FICEC) 5-4-25 Kamifukuoka, Fujimino-shi, 356-0004	049-269-6450 049-256-4290 http://www.ficec.jp/		Monday	10:00 - 13:00
			Thursday	13:00 - 16:00
Foreign Resident Consultation Center (within the Community Cooperation Division) Warabi City Hall 1F	048-433-7745 https://www.city.warabi.saitama.jp/sogaiyakushu/kouryu/1006312/1007155.html	There are staff who speak Japanese, English and Chinese. 61 languages (by translation device)	Mon - Fri	8:30 - 17:15
			*Excluding National Holidays	Consultations about everyday life, help with administrative procedures at City Hall

2 Specialist Consultation

Name and Location	Telephone	Languages available	Days of Operation	Business Hours
<p>Legal Consultation Center Saitama Bar Association</p> <p>Foreigners can use this service for free up to two times (Legal counseling service for foreigners)</p>	<p>048-710-5666</p> <p>https://www.saiben.or.jp/foreiner.html</p>	<p>Japanese (by appointment only)</p>	<p>To make an appointment: Mon - Fri</p> <p>Consultation days: Wednesday, Friday</p>	<p>9:00 - 17:00</p> <p>13:00 - 16:00</p>
<p>Houterasu Saitama (Japan Judiciary Support Center, Saitama Branch Office)</p> <p>Depending on the nature of the inquiry, we can provide information on Japan's legislative systems or bar associations to help resolve the problem, free of cost (telephone charges apply).</p> <p>Consultations regarding income, etc., can be made free of charge.</p>	<p>0570-078312 (From an IP phone, please call 0503383-5375)</p> <p>https://www.houterasu.or.jp/site/chihoujimu-sho-saitama/</p>	<p>Phone: Japanese only</p> <p>In-person: by appointment only</p> <p>Persons who meet the criteria will receive free legal advice.</p> <p>An interpreter who speaks your language will be arranged.</p>	<p>To make an appointment: Mon - Fri *Closed on weekends</p> <p>Consultation days: The second and fourth Wednesday of every month</p> <p>*Closed on weekends</p> <p>*Closed on National Holidays & during the New Year's Holiday period</p>	<p>9:00 - 17:00</p> <p>13:00 - 16:20</p>
<p>Houterasu Multilingual Information Service</p> <p>*If you require assistance in a foreign language, Houterasu can provide information and make counseling appointments through an interpreter over the phone (telephone charges apply).</p>	<p>0570-078377</p>	<p>Phone: Chinese, English, Spanish, Portuguese, Korean, Vietnamese Tagalog, Nepali, Thai</p>	<p>Phone consultations: Mon - Fri</p> <p>*Closed weekends</p>	<p>9:00 - 17:00</p>

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<p>Nikkei Consultation Center</p> <p>The Association of Nikkei and Japanese Abroad</p>	<p>045-211-1788</p> <p>https://jadesas.or.jp/jp/kokunai1/</p>	<p>Japanese, Portuguese, Spanish</p>	<p>Mon - Fri</p>	<p>14:00 - 17:30</p>
<p>Police General Consultation Center, Saitama Prefectural Police Headquarters</p> <p>(Consultations and feedback, requests, etc., concerning police activities accepted)</p>	<p>#9110 (Rotary dial telephones and some IP phones will not be able to call this number.)</p> <p>or</p> <p>048-822-9110</p> <p>Saitama Prefectural Police website: https://www.police.pref.saitama.lg.jp</p>	<p>Japanese</p>	<p>24 hours, 7 days a week</p>	<p>24hrs a day</p> <p>*On weekdays after 17:15, weekends and National Holidays (including the New Year's Holiday period), you will be automatically transferred to the Saitama Prefectural Police Headquarters.</p>

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Name and Location	Telephone	Languages available	Days of Operation	Business Hours
<p>Saitama Prefectural Police Support Center for Victims of Crime</p> <p>3F Lamza Tower 1-10-1 Numakage, Minami-ku, Saitama-shi</p>	<p>① 0120-381-858 (Consultations for victims of crimes and accidents, as well as their family members)</p> <p>Saitama Prefectural Police website: https://www.police.pref.saitama.lg.jp</p>	<p>Japanese</p>	<p>Mon - Fri (Excluding National Holidays and the New Year's Holiday period)</p>	<p>8:30 - 17:15</p>
	<p>② #8103 (Sexual Crime Consultation Hotline (Heart-san))</p> <p>or</p> <p>0120-83-8103 (Consultations for persons who have been victims of sexual crime, as well as their family members)</p>		<p>24 hours, 7 days a week</p>	<p>24hrs a day</p> <p>*On weekdays after 17:15, weekends and National Holidays (including the New Year's Holiday period), you will be automatically transferred to the Saitama Prefectural Police Headquarters.</p>
<p>Saitama Prefectural Police Youth Support Center (3F Lamza Tower, 1-10-1 Numakage, Minami-ku, Saitama-shi)</p> <p>(We offer psychological counseling services to adolescents and their parents/carers regarding various adolescent issues, such as delinquency, bullying, criminal damage, etc.)</p>	<p>048-865-4152 (For parents/carers)</p> <p>048-861-1152 (For adolescents - Youth Telephone Corner)</p> <p>Saitama Prefectural Police website https://www.police.pref.saitama.lg.jp</p>	<p>Japanese</p>	<p>Mon - Fri (Excluding National Holidays and the New Year's holiday period)</p>	<p>8:30 - 17:15</p>

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Name and Location	Telephone	Languages available	Days of Operation	Business Hours
Railroad Police Unit, Saitama Prefectural Police Headquarters *Consultations provided regarding molestation on trains or in railway facilities	048-641-0599	Japanese	24 hours, 7 days a week	24 hours a day *A female police officer may not always be available.
Saitama District Legal Affairs Bureau ① Foreign language human rights hotline ② Foreign language counseling services about human rights on the internet	① 0570-090911 ② https://www.moj.go.jp/JINKEN/jinken21.html	①② Chinese, Korean, English, Tagalog, Portuguese, Vietnamese, Nepali, Spanish, Indonesian, Thai	① Mon - Fri (Excluding National Holidays and the New Year's Holiday period)	① 9:00 - 17:00
Saitama Prefectural Spousal Violence Counseling and Support Center (Center for Promotion of Gender Equality) *Consultations regarding violence from a spouse or partner	048-600-3700	Japanese	Mon - Sat *Excluding Thursdays Sunday, National Holidays *Excluding the New Year's Holiday period	9:30 - 20:30 9:30 - 17:00

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Name and Location	Telephone	Languages available	Days of Operation	Business Hours
Foundation for the Welfare and Education of the Asian People Refugee Assistance Headquarters (RHQ)	For Indochinese refugees, persons granted refugee status under the Convention, and resettled refugees: 0120-090-091 For persons eligible for complementary protection: 0120-400-250 For persons applying for refugee status recognition: 0120-925-357	Japanese, English, French, Vietnamese, Burmese, Ukrainian *For consultations in other languages, please inquire in advance.	Mon - Fri	10:00 - 12:00, 14:00 - 16:00