

2025 Edition

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Prefectural Government



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A Guide to Living in Saitama 2025 Edition

International Division
Department of Public Services
Saitama Prefectural Government
3-15-1 Takasago, Urawa-ku

Saitama-shi, Saitama-ken 330-9301 Telephone: 048-830-2717

https://www.pref.saitama.lg.jp/soshiki/a0306/index.html



Saitama's Prefectural Mascots Kobaton and Saitamatch

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Please note:

- * Revised on April 1, 2025.
- * Place names, systems, and prices may be subject to change.
- * Inquiries made to the points of contact listed should be in Japanese, unless otherwise stated.

Chapter 1
Residency Management
System, Basic Resident
Registration System, and the
Individual Number System



Saitama's Prefectural Mascot Kobaton

- 1 Residency Management System
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Foreign nationals entering Japan must obtain a passport from their country and an appropriate visa from a Japanese embassy or consulate overseas prior to arrival (although some people may be exempt).

Foreign nationals who intend to enter Japan under any status other than Temporary Visitor must first apply for a Certificate of Eligibility for Status of Residence from a regional immigration authority in Japan. After the Minister of Justice verifies that you meet the conditions for landing under that status of residence, a certificate will be issued. After you have received your Certificate of Eligibility for Status of Residence, submit it to your local Japanese embassy, etc. when you apply for your visa.

Your period of stay is determined when you arrive in Japan. Once in Japan, procedures regarding your residency are handled by the Immigration Services Agency of Japan office that has jurisdiction over the area you live in. Foreign nationals who reside in Saitama Prefecture should go to the Tokyo Regional Immigration Services Bureau or the Saitama Branch Office of the Tokyo Regional Immigration Services Bureau for any necessary procedures.

*You can also submit your application online.

Website of the Immigration Services Agency of Japan: https://www.moj.go.ip/isa/index.html

Consultations and Inquiries

Place	Phone	Access	Reception Hours	Languages
Foreign Residents	0570-013904	5-5-30 Konan, Minato-ku,	8:30 - 17:15	Japanese,
General Information	(IP phone,	Tokyo	Mon - Fri	English,
Center	international	Take the "Shinagawa Futo	(Excluding National	Chinese,
	call: 03-5796-	Junkan" bus from Konan	Holidays and the	Korean,
	7112)	exit of JR Shinagawa	New Year's holiday	Spanish,
		Station and get off at	period)	Portuguese,
		"Tokyo Regional		Vietnamese,
		Immigration Services		Tagalog (Filipino),
		Bureau" bus stop.		Nepali,
				Indonesian,
		Website:		Thai, Cambodian,
		https://www.moj.go.jp/isa/co		Burmese,
		nsultation/center/index.html		Mongolian,
				French,
				Sinhalese, Urdu
Foreign Residents	03-5363-3025	13F Yotsuya Tower	9:00 - 17:00	Simple Japanese,
Support Center	*For	1-6-1 Yotsuya, Shinjuku-ku,	Mon - Fri	English, Chinese,
(FRESC)	appointments	Tokyo	(Excluding National	Korean,
			Holidays and the	Vietnamese,
*Individual	Book	Website:	New Year's holiday	Nepali,
consultations (in-	appointments	https://www.moj.go.jp/isa/s	period)	Indonesian,
person or online),	online:	upport/fresc/fresc_2.1.html		Filipino, Thai,
appointment required	Japanese:			Portuguese,
	https://www12.			Spanish
	webcas.net/for			*It may be
	m/pub/fresc/yo			possible to have a
	<u>yaku-jpn</u>			consultation in
	English:			languages other
	https://www12.			then those listed.
	webcas.net/for			Please inquire
	m/pub/fresc/yo			when you make
	<u>yaku-eng</u>			your appointment.
Tokyo Regional	0570-034259	5-5-30 Konan, Minato-ku,	9:00 - 16:00	Japanese
Immigration Bureau	(IP phone,	Tokyo	Mon - Fri	
	international	Take the "Shinagawa Futo	(Excluding National	
	call: 03-	Junkan" bus from Konan	Holidays and the	
	5796-7234)	exit of JR Shinagawa	New Year's holiday	
		Station and get off at	period)	
		"Tokyo Regional		
		Immigration Services		
		Bureau" bus stop.		

Place	Phone	Access	Reception Hours	Languages
Tokyo Regional Immigration Bureau, Saitama Branch Office	048-851-9671	1F Saitama 2 nd Homu Sogo Chosha, 5-12-1 Shimoochiai, Chuo-ku, Saitama-shi, Saitama-ken 8-minute walk from Yono- Hommachi Station on the Saikyo line	9:00 - 16:00 Mon - Fri (Excluding National Holidays and the New Year's holiday period)	Japanese
Saitama Information & Support (SIS) *If you are at a public office (i.e. City Hall) and are having trouble communicating, ask the staff to call this office. SIS will provide interpreting services over the phone.	048-833- 3296	3F Saitama Prefecture Urawa Godo Chosha, (within the Saitama International Association) 5-6-5 Kita-Urawa, Urawa- Ku, Saitama-shi, Saitama- ken 10-minute walk from West Exit of Kita-Urawa Sta. on JR Keihin Tohoku Line.	9:00 - 16:00 Mon - Fri (Excluding National Holidays and the New Year's holiday period) *In-person consultations about immigration, labor, legal matters and welfare are by appointment only	Japanese English Chinese Spanish Portuguese Korean Tagalog Thai Vietnamese Indonesian Nepali Russian Ukrainian (appointment required)
Consultation Support Center for Foreign Residents	03-3202-5535 and 03-5155-4039 (Phone/Fax)	11F Tokyo Kenko Plaza Hygeia 2-44-1 Kabuki-cho Shinjuku-ku, Tokyo (In the Shinjuku Multicultural Plaza)	9:00 - 16:00 Mon - Fri (Excluding National Holidays, the New Year's holiday period and the 2 nd and 4 th Wednesdays of every month)	Mon-Fri: Chinese, English Mon-Wed: Portuguese, Spanish Tues: Indonesian Mon, Wed: Vietnamese Fri: Tagalog

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1 Residency Management System

(1) Status of Residence and Period of Stay

Your status of residence and period of stay are approved when you enter Japan, and this information is indicated in your passport. The types of status of residence are designated by the Immigration Control and Refugee Recognition Act.

Excluding those with Permanent Resident, Spouse or Child of Japanese National, Spouse or Child of a Permanent Resident, and Long-term Resident status, residents are prohibited from engaging in activities other than those allowed under their status of residence.

If you wish to engage in activities other than those permitted under your status of residence, you must first apply for and obtain permission. If you work in Japan without completing the necessary procedures to obtain permission, you may be punished or deported.

As a rule, you may only reside in Japan within the granted period of stay, and you may not reside in Japan beyond this period. In the event that you wish to stay beyond the granted period of stay, you will need to apply for renewal in advance.

(2) Residence Card

A residence card is issued to mid- to long-term residents upon being given permission to stay in Japan, which includes landing permission, permission to change status of residence, and permission to renew period of stay.

A mid- to long-term resident is a foreign national who resides in Japan with a status of residence under the Immigration Control Act, and is not a person who:

- (1) Holds a status of residence of less than 3 months
- ② Holds a Temporary Visitor status of residence
- ③ Holds a Diplomat or Official status of residence
- 4 Holds a Special Activity status of residence and is an employee of a Japanese office of the Taiwan-Japan Relations Association (Taipei Economic and Cultural Representative Office in Japan, etc.) or of the Permanent General Mission of Palestine, or is a family member thereof
- ⑤ Holds a Special Activity status of residence and is a digital nomad (an individual doing international remote work while living in Japan), or is their spouse or child
- 6 Is a Special Permanent Resident (*)
- O Does not hold a status of residence
 - (*) Special Permanent Residents are issued a Special Permanent Resident Certificate

Procedures at Port of Entry and Exit

A residence card will be issued to foreign nationals who receive a mid- to long-term resident landing permit stamp on their passport upon arrival at New Chitose, Narita, Haneda, Chubu, Kansai, Hiroshima, or Fukuoka Airport.

If someone enters Japan via another port of entry, a residence card will be issued by post for mid- to long-term residents after they register their address of residence at their local municipal office.

· Procedures at Your Municipality

People who recently arrived to Japan or who have changed addresses must register their new address at their local municipal office. This can be done at the same time as submitting your Moving In/Moving Out Notification for the Basic Resident Registration System.

Person Recently Arrived to Japan

A person who is issued a residence card at the port of departure or arrival must bring this residence card to their local municipal office within 14 days of establishing their place of residence.

Person Who Has Changed Addresses

If a mid- to long-term resident changes their place of residence, they must bring their residence card to their new local municipal office within 14 days after moving into their new residence.

· Regional Immigration Office Procedures

Reporting Changes Aside from Residential Address

In the event that you submit any of the following reports or applications, please bring your passport, photos, and residence card. In principle, a new residence card will be issued to you on the day of your application.

- Reporting a Change in Name, Date of Birth, Sex, or Nationality/Region
 Changes to name, date of birth, sex, or nationality/region must be reported within 14 days.
- ② Renewing Residence Card Validity

Permanent residents and residents under the age of 16 whose residence card does not have their photo on it must apply for renewal before the period of validity expires.

③ Reissuing Residence Card

In the event of loss, theft, destruction, damage or defacement, please apply for a new residence card.

Reporting Spouse and Affiliated Organization Information

Please bring your residence card when you report the following in person. Alternatively, you can report to the Tokyo Regional Immigration Bureau of Japan by mail or via the Internet using the agency's Electronic Notification System. After reporting this information, a new residence card will not be issued.

① Regarding Affiliated Organization Information

For a mid- to long-term resident whose status of residence is one that allows them to work, such as "Engineer/Specialist in Humanities/International Services," etc. (excluding "Artist," "Religious Activities," and "Journalist"), or one for study such as "Student," the following changes must be reported within 14 days of occurrence: if the name or location of the organization to which they belong (e.g. company or school) changes, or if it dissolves; if the resident leaves the organization; or if the resident starts a new contract.

② Regarding Spouse Information

For a person who is a mid- to long-term resident and has a status of residence of "Dependent", "Spouse or Child of Japanese National", or "Spouse or Child of Permanent Resident" who divorces or becomes widowed must report this information within 14 days.

Residence Examination

For the following circumstances, you must submit an application and obtain permission before a new residence card is issued. Permission will take a number of days to be granted. For application processes (1), (3), (4), and (7), mid- to long-term residents will be issued a new residence card once permission is granted, but their passport will not be stamped to indicate authorization (however, people other than mid- to long-term residents will have their passports stamped).

Change of Status of Residence

You must change your current status of residence when your purpose of stay in Japan changes (e.g. when an exchange student wants to work in Japan once they have graduated).

② Permission to Engage in Activities Other than those Permitted Under Status of Residence If you want to maintain your current status of residence and intend to engage in activities that are not allowed under this status (working for compensation, operating a business for profit, etc.), you must obtain permission in advance.

② Acquire Status of Residence

Foreign nationals born in Japan and former Japanese nationals who became foreign nationals while in Japan must acquire a status of residence if they will reside in Japan for more than 60 days. You must apply for this within 30 days of the date of birth or from the date of becoming a foreign national.

(4) Extension of Period of Stay

This is done when you wish to extend your current period of stay in order to continue engaging in the same activities. (Applications for renewal are accepted 3 months prior to the period of stay's expiration date.)

⑤ Certificate of Employment Qualification

This documentation specifies what kind of work a foreign national may engage in. However, whether the foreign national is allowed to work is determined by their type of status of residence and whether or not they have obtained permission to engage in work other than permitted by their status of residence. Therefore, the Certificate of Employment Qualification itself is not a work permit, and a foreign resident is not required to have a Certificate of Employment Qualification in order to work.

6 Re-entry Permit

In the event that you will leave Japan temporarily during your permitted period of stay, a re-entry permit must be obtained in advance. If a re-entry permit is obtained, your visa (which usually is required) will be waived upon your return to Japan, and your current period of stay and status of residence will still be in effect. A reentry permit is valid for a maximum of up to 5 years (6 years for Special Permanent Residents).

However, if you have a valid passport and residence card (or Certificate of Special Permanent Residency), you will also be considered a re-entry permit holder under the Special Re-entry Permit system when re-entering Japan within 1 year of departure. (If the period of stay expires less than 1 year after departure [two years after departure in the case of Special Permanent Residents], this date will take precedence.)

7 Permanent Resident Permit

You must obtain this permit if you wish to reside permanently in Japan.

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2 Basic Resident Registration System

The Basic Resident Registration System for Foreign Residents was introduced on July 9, 2012.

Under this system, a Basic Resident Register is created for each household and lists information such as name, date of birth, sex, and address. This register serves as the basis for providing government services.

Procedures concerning the Basic Resident Registration System are handled by the local municipal office. For more information, please inquire at your local municipal office.

(1) Resident Record (juminhyo)

Persons who have an address and fall under one of the four classifications in the table below will have a resident record created for them by their municipality of residence. (This excludes short-term residents such as tourists.)

You can obtain a copy of your resident record from your local municipal office and use it in lieu of the Certification of Registry for various applications.

① Same Entries as Japanese Nationals

Name, name of the head of household and relationship with the head of household, date of birth, gender, address, and items related to national health insurance and national pension, etc.

② Entries Unique to Foreign Residents

Nationality/region, date when they became a foreign resident, and items described in the classification table below.

* However, information recorded under the Immigration Control Act, such as an address or place of residence in the country of nationality, place of birth, occupation, and passport number, etc. will not be indicated on the resident record.

Classification	Classification Details	Items Listed
Mid- to long-term resident	Excluding foreign nationals with	Status of Residence, Period of
(received a Residence Card)	a period of stay of 3 months or	Stay, Expiration Date, and
	less and foreign nationals with a	Residence Card Number
	Temporary Visitor, Diplomat, or	Status of Mid- to Long-term
	Official status of residence	Resident
Special Permanent Resident	Special Permanent Resident as	Special Permanent Resident
(received a Special Permanent	per the Special Act on the	Certificate Number

Classification	Classification Details	Items Listed
Resident Certificate)	Immigration Control of, inter alia,	Status of Special Permanent
	Those who Have Lost Japanese	Resident
	Nationality Pursuant to the Treaty	
	of Peace with Japan	
Temporary Refuge Permit holder	Foreign Nationals who obtained	Landing period (temporary
or	a landing permit under the	refugee permit) or temporary
Provisional Stay Permit holder	Immigration Control and Refugee	stay period (asylum permit)
	Recognition Act as a temporary	Temporary Refuge or
	refugee, and foreign nationals	Provisional Stay
	who applied for refugee status	Status
	who have received provisional	
	permission to stay in Japan	
Person who has resided in Japan	Person who became a foreign	Status as a person who has
since birth	national by birth or by loss of	resided in Japan since birth or a
or	Japanese nationality (can reside	person who resides in Japan due
Person who resides in Japan due	in Japan without a status of	to loss of nationality
to loss of nationality	residence for a maximum period	
	of 60 days from the date of	
	occurrence)	

(2) Basic Resident Registration System Procedures

① When Entering Japan

When entering Japan with the intention of living in Japan for an extended period of time, please submit a Moving In Notification at the local municipal office in the city/town where you live within 14 days of moving to Japan.

When Moving to a New Residence

Before moving, please submit a Moving Out Notification at your current local municipal office and receive a Moving Out Certificate. Please submit this certificate and a Moving In Notification at your new local municipal office within 14 days of moving into a new place of residence.

3 When Leaving Japan

When leaving Japan for an extended period, even if you have a re-entry permit, you should submit a Moving Out Notification at your local municipal office.

(3) Basic Resident Registration Card

The issuing of Basic Resident Registration Cards (also known as a Juki Cards) ended in December 2015. Since the Individual Number System, also known as My Number, began in January 2016, My Number Cards are issued instead of Juki Cards. However, if you already have a Juki Card, you can continue to use it until its expiration date. If you apply for a My Number Card, you will need to return your Juki Card to your local municipal office, even if it has not expired yet.

• For details on the My Number Card, refer to "3 Individual Number ("My Number") System".

3 Individual Number ("My Number") System

The social security and tax number system, the Individual Number System (commonly known as the My Number System), began on October 5, 2015. Under this system, every resident in Japan is assigned their own unique 12-digit number. This number is required for social security and tax related purposes at public offices and your workplace.

Foreign residents with a residence record, like Japanese residents, are assigned an Individual Number.

(1) Individual Number System Procedures

1 Individual Number Notification

If you registered as a resident after May 25, 2020, you will be mailed an Individual Number Notification to the address listed on your residence record in the Basic Resident Registration System.

If the address on your residence record and address of the place you actually live are different, you may not be able to receive a notification in the mail. In this case, please consult with your local municipal office.

The notification will list your Individual Number. However, this notification cannot be used as a document to prove your Individual Number.

After May 25, 2020, the "Notification Card" changed to the "Individual Number Notification."

2 How to Use Your Individual Number

Notify your workplace of your Individual Number. Your workplace will use your Individual Number during procedures for health insurance and taxes, such as issuing your Statement of Earnings. You must also show your Individual Number to your local municipal office if you apply for welfare benefits.

In some cases, it may be necessary to submit your Individual Number to a brokerage firm or an insurance company for use on legal documents for certain tax-related procedures.

(2) Precautions Regarding Your Individual Number

It is prohibited to use or collect information on anyone else's Individual Number except during procedures regulated by law (such as tax and social insurance procedures). Only share your Individual Number when necessary.

You will be subject to punishment under the law if you obtain another person's Individual Number illegally.

(3) My Number Card (Individual Number Card)

1 Uses for My Number Card

Foreign residents who have been issued an Individual Number can apply to receive a My Number Card. My Number Cards show your name, address, date of birth, and sex as recorded in the Basic Resident Registration System, as well as your photo and your Individual Number. You can use this card as a form of personal ID.

Additionally, My Number Cards contain an IC chip with excellent security, and can be used for government-related procedures such as filing tax returns on the internet.

Items recorded in the IC chip include the information written on your My Number Card and an electronic certificate used when completing procedures on the internet. Other personal information such as your income is not recorded in the IC chip.

③ How to Apply for a My Number Card

There are multiple ways to apply for a My Number Card. One way is to attach a photo (taken within the past 3 months) to the application sent with the Notification Card and submit the application by mail. You can also apply online using a smartphone or computer.

For details about the Individual Number System, contact the services below:

Consultations and Inquiries

Contact	Phone	Reception Hours	Languages
Toll-Free Individual Number System Information Line (Questions regarding the Individual Number System and Individual Number Portal, etc.)	0120-95-0178 (free)	Monday - Friday: 9:30 - 20:00 Saturday, Sunday, National Holidays: 9:30 - 17:30 *In the case of loss or theft, reception for temporary suspension of card is open 24 hours a day all year.	Japanese
My Number Card Foreign Language Information (My Number System, My Number Portal, etc.)	0120-0178-26 (free)	Monday - Friday: 9:30 - 20:00 Saturday, Sunday, National Holidays: 9:30 - 17:30 (Excluding Dec. 29 - Jan. 3)	English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Thai, Indonesian, Tagalog, Nepali
My Number Card, Electronic Certificate Individual Number Notification and Notification Card and Temporary suspension of use due to loss or theft	0120-0178-27 (free)	24 hours *20:00 - 8:30 the following morning: Only for inquiries regarding the temporary suspension of services due to the loss or theft of a My Number Card, or a smartphone equipped with an Electronic Certificate	English, Chinese, Korean, Spanish, Portuguese
- 1333 S. W.S.K		9:00 - 18:00	Thai, Nepali, Indonesian Vietnamese, Tagalog

For details about the My Number System, refer to the following website (Japan Agency for Local Authority Information Systems, My Number Card Site):

https://www.kojinbango-card.go.jp/

(Japanese, English, Chinese, Korean, Spanish, Portuguese)

Select language at the upper right side of the screen.

4 Other Systems

(1) Acquisition of Japanese Citizenship by Foreign Nationals

1 Naturalization

Foreign nationals can obtain Japanese citizenship by applying for naturalization to the Minister of Justice and if permitted by the Minister of Justice.

2 Acquiring Citizenship

Foreign nationals under 18 years of age with at least one Japanese parent, or foreign nationals under 18 years of age with addresses in Japan who have lost (failed to retain) Japanese citizenship, may acquire Japanese citizenship by submitting a Notification of Acquisition of Citizenship to the Minister of Justice.

(2) Choosing a Nationality

Individuals possessing dual/multiple citizenship (Japan and another country) must choose one nationality by the age of 20. If dual/multiple citizenship is obtained after turning 18, this choice must be made within two years of the date dual/multiple citizenship was obtained. If a choice is not made, you risk losing your Japanese nationality.



Consultations and Inquiries

Applications for naturalization and obtaining Japanese nationality for foreign residents living in Saitama Prefecture are processed at the Nationality Affairs Division of the Saitama District Legal Affairs Bureau.

Consultations are provided based on reservation. Please make a reservation by phone.

Nationality Affairs Division of the Saitama District Legal Affairs Bureau

Phone: 048-851-1000 (Main Phone) Navi Dial No. 5 \rightarrow 2

Address: Saitama 2nd Homu Sogo Chosha, 5-12-1 Shimo-ochiai,

Chuo-ku, Saitama-shi

Reception Hours: Monday to Friday (excluding holidays) 9:00 - 17:00

An explanation about nationality procedures can be found on the following websites.

· Legal Affairs Bureau (Japanese):

https://houmukyoku.moj.go.jp/homu/static/goannai index kosekikokuseki.html

· Saitama District Legal Affairs Bureau (Japanese):

https://houmukyoku.moj.go.jp/saitama/category 00005.html

(3) Family Registry System

In Japan, there is a family registry system in which registers and officially certifies identification information including an individual's date of birth, death, and marriage. Foreign nationals must also register this information in the Family Registry in cases where the foreign national is married to a Japanese citizen, etc. Notifications submitted are recorded, stored, and become official documentation for the individual.

Notification Type	Place of Submission	
Birth	Family Registry	Please contact your local municipal office
Death	counter at your local	for questions concerning deadlines and
Marriage	municipal office	materials for submission
Divorce		

These notifications must also be submitted to the Immigration Services Agency of Japan or your country's embassy (consulate-general). For details, please consult the Immigration Services Agency of Japan or your country's embassy (consulate-general).

(4) Name Seal Registration

Generally, name seals or *inkan/hanko* are used instead of signatures in Japan. Seals registered at municipal or ward offices are known as *jitsuin* (registered seal). The document certifying this seal is known as an *inkan toroku shoumeisho* (seal registration certificate). In Japan, both a registered seal and a seal registration certificate are required when entering any legally binding contract.

Name Seal Registration Application

Foreign nationals who are 15 years of age or older (with the exception of those who do not have the sufficient capacity to make their own decisions) and are included in the Basic Resident Register can register a name seal.

Many municipal offices require the seal to be a minimum of 8mm x 8mm and a maximum of 25mm x 25mm; however because regulations vary, please check this at your local municipal office.

Also, the seal must represent the same name as that shown on your Resident Record. (If your Resident Record also lists a name you are commonly known by, you may also use that name.) Please note that only one seal can be registered per person. When registering your name seal, you will need your residence card or other valid documentation and the seal that will be registered. Seals that do not show all or part of your legal name or name you are commonly known by, or are made of rubber and other easily altered materials, cannot be registered.

Japanese seal registration is processed at the local municipal office of your residence. If you move to a new municipality, you must register this seal again.

2 Name Seal Registration Card

When you register your name seal, a seal registration card will be issued to you. This card is required in order to receive a seal registration certificate.

Chapter 2

Emergencies and Disasters, Crime Prevention, and Traffic Safety



Saitama's Prefectural Mascot Kobaton

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- 6 Natural Disasters

1 Emergency Contact Information

(1) Fire, Medical, and Injury Emergencies – 119

When you require a fire engine or ambulance, dial **119.** When the operator answers, state whether the emergency is a fire or medical, and give the details of the incident. Then tell the operator the address of the site where the incident occurred, the name of any large landmarks near the scene, your name, and your telephone number.

Using the ambulance for transportation to medical facilities is free of charge; however, the cost of any treatment will be your own responsibility. Please have your health insurance card and the necessary cash ready.

Ambulances operate to transport people who are injured or sick to hospitals in emergency situations. Please take a taxi if it is not an emergency. If you are not sure which hospital you should go to, the Saitama Emergency Medical Information Center (#7119 or 048-824-4199) can direct you to a medical institution 24 hours a day (excluding dentists, oral surgeons, and psychiatrists). (This service is provided in Japanese.)

Fire departments are also providing information to patients about Fire Department Headquarters-certified services for transportation to and from the hospital and outpatient visits (fees apply).

- Example 119 Emergency Calls -

Fire:	"Kaji desu." "○○ ga moeteimasu."	
	"There's a fire." "○○ is burning."	
Medical	"Kyuukyuu-sha o onegai shimasu. Ko	outsuu jiko de keganin ga imasu."
Emergency:	"Please send an ambulance. Someone	has been injured in a car accident." (Give
	details such as whether people are trapp	ped inside ["hasamarete iru"], etc.)
	"Kyuukyuu-sha o onegai shimasu. Ky "Please send an ambulance. Someone h	yuubyou-nin ga demashita." nas become suddenly ill." (Give details such
	as whether they have lost consciousnes	s ["ishiki ga nai"], etc.)
Where:	"Basho wa ∘∘ machi ∘∘ banchi desu."	"The address is ○machi ○banchi."
	"Denwa bango wa, ooo-ooo desu."	"The telephone number is ooo-ooo."
	"Chikaku ni ○○ ga arimasu."	"There's a (n) ○○ nearby."
Caller's Information:	"Watashi no namae wa, ○○ desu."	"My name is ○○."

(2) Police - 110

If you are a victim of a crime or involved in a traffic accident, or when you need to make a report to the police immediately, please call 110. When your call is answered, tell them what has happened, whether anyone has been injured, when the incident occurred (how many minutes ago), where (the address and/or landmarks nearby), and what the perpetrator did. Please answer calmly when the police ask for your name and phone number.

- Example 110 Emergency Calls -

Incident:	"Dorobou (hittakuri) higai ni aimashi	ta. Kega nin wa imasen."
	"I have encountered a robber (bag snate	cher). There is no one hurt."
When:	"Ima kara san (3) pun kurai mae desu	ı."
	"Approximately three (3) minutes ago."	
Where:	"○ machi ○ banchi desu. Chikaku ni	"The address is ○machi ○banchi.
	oo yuubinkyoku ga arimasu."	The ○○ post office is nearby."
Information	"○○ iro no baiku ni notta futarigumi	"There were 2 people. They got on a
on the	de, ○○ eki houkou ni nigete	○○ (color) bike and fled in the direction
Criminal:	ikimashita."	of ○○ station."
Caller's	"Watashi no namae wa, ∘∘ desu.	"My name is ○○. My telephone
Information:	Denwa bango wa ooo-ooo desu."	number is ooo-ooo."

(3) Calling from a Public Telephone (emergency calls are free)

Green public telephones

Telephones with red emergency button:

Pick up the receiver and push the red emergency button. Then dial 110 or 119.

Telephones with no red emergency button:

Pick up the receiver and dial 110 or 119.

② Gray public telephones: Pick up the receiver and dial 110 or 119.

(4) 110 App, Email and Fax 110

Individuals who have difficulty reporting to the police over the phone (e.g. due to hearing loss) have the option of reporting to the police using text and images through smartphones and other devices.

① 110 App System: Search for 110 番アプリ (110 ban apuri) and download the app

② Email 110: http://saitama110.jp/

③ Fax 110: 0120 - 264 - 110 (Toll-free number)

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2 Japanese Road Rules

(1) Basic Road Rules

- Pedestrians should keep to the right, and vehicles such as automobiles and bicycles should keep to the left.

- Pedestrians have right-of-way over vehicles.
- Obey road signs and traffic lights, etc.
- Obey any police instructions.

(2) Basic Pedestrian Rules

- If there is a sidewalk next to a roadway, pedestrians should walk on the sidewalk.
- If there is no sidewalk or side strip, pedestrians should walk on the right shoulder of the road.
- If there are crossing signals at an intersection, obey the signals.
- If there are no crossing signals at a pedestrian crossing, signal your intent to cross by raising your hand, etc.
- When crossing the road, look left and right and check that it is safe to cross.
- Wear reflectors and bright clothing at night.

(3) Basic Bicycle Rules

- As bicycles are categorized as light vehicles by law, cyclists should keep to the left side of the road.
- Cyclists should ride on the road rather than the sidewalk. Cyclists may only ride on the sidewalk in exceptional circumstances.
- When riding on sidewalks, remember that pedestrians have right-of-way and ride slowly on the side closest to the road.
- Obey the traffic lights and always stop at crossings. Check the safety of the surroundings before starting to ride again.
- Use a bicycle light when riding at night.
- It is illegal to ride after drinking alcohol.
- Wear a helmet.
- Enroll in bicycle insurance.

*In Saitama, prefectural ordinance mandates that you enroll in bicycle insurance. https://www.pref.saitama.lg.jp/a0311/jitensya/jitensyajyourei.html

(4) Basic Vehicle Rules

- You must obtain a driver's license to drive.
- Driving while intoxicated (drunk driving) is strictly prohibited.
- All passengers, including the driver, front-seat passengers, and rear-seat passengers, must wear seatbelts.
- Children under six years old must ride in a child safety seat.
- When riding a motorbike, always wear a helmet.
- Turn on vehicle lights early at dusk.
- Do not use a mobile phone, etc. when driving.
- When passing near pedestrians, be sure to pass at a safe distance and drive slowly.

(5) Rules for Special Small Motorized Two-wheeled Vehicles

- Only electric scooters that meet certain requirements are recognized as special small motorized two-wheeled vehicles; others will fall under a different classification such as general motorized two-wheeled vehicles.
- A license plate is required.
- Enrollment in mandatory vehicle liability insurance (jibaiseki hoken) is required.
- Riders must be at least 16 years old.
- Driving while intoxicated (drunk driving) is strictly prohibited.

3 Traffic Accidents

(1) In the Case of a Traffic Accident

- ① If there is somebody injured, administer first-aid and call 119 for an ambulance. Continue administering first-aid until the ambulance arrives.
- ② Move to a safe place and call 110 to notify the police, and follow their instructions.
- 3 Ask the people involved in the accident for their name, address, phone number, driver's license number, license plate number, insurance company, and insurance type, etc.
- 4 If there were any witnesses, ask for their contact information.
- ⑤ Inform your insurance company that you have been involved in an accident.
- 6 See a doctor as soon as possible.

(2) Traffic Accident Consultation Services

The Saitama Traffic Accident Consultation Center offers consultation services in Japanese on the following topics: settling out of court, how to file an insurance claim, and calculation of indemnity. This service is offered from 9:00 - 12:00, 13:00 -17:00 (reception is until 16:30) Monday through Friday. For further information, contact the Saitama Traffic Accident Consultation Center.



Consultations and Inquiries

Office	Phone	Address	Reception Hours
Saitama Traffic	048-830-2963	1F Prefectural Government	Mon - Fri
Accident Consultation		Office Bldg 2 (Prefectural	(Excluding National
Center		Citizens Consultation Center)	Holidays and the New
		3-15-1 Takasago, Urawa-ku,	Year's holiday period)
		Saitama-shi	9:00 - 12:00, 13:00 -17:00
			(Reception closes at 16:30)

Website: https://www.pref.saitama.lg.jp/a0311/soudankyuhu/koutuujikosoudan.html

4 Crime Prevention

(1) Bicycle Theft

- 1 Lock your bicycle even when parking at home.
- ② Lock your bicycle even if you are only away for a short period of time.
- 3 Use wire locks, etc. to double-lock your bike.
- 4 If you own a bicycle, make sure to register it.

(2) Burglary of an Empty House

- ① Lock your doors and windows even if you are at home or only away from home for a short period of time.
- ② Use two locks or more on doors and windows by using supplementary locks, etc.

(3) Bag Snatching

- ① Put a cover on the basket of your bicycle to prevent bag snatching.
- ② Keep bags, etc., on the side of your body opposite the road when walking.
- ③ Do not walk while using a cell phone or smartphone or listening to music with headphones, as it makes you less aware of your surroundings.
- 4 Be careful of motorcycles and bicycles, etc., that approach you from behind.

(4) Child Safety

Guardians should repeatedly give children the following instructions:

- 1 Never be alone.
- 2 Do not go with strangers.
- 3 Yell loudly for help.
- 4 Tell someone at home where and with whom you are going, and when you will be back.

(5) Women's Safety

- ① When it is dark, take well-lit, busy streets and always keep an eye on your surroundings and check behind yourself frequently.
- ② Carry a personal alarm and make sure it is ready to use at all times (e.g. by attaching it to the outside of your bag).
- 3 Lock your front door and windows even when you are at home.
- Do not walk while using a cell phone or smartphone or listening to music with headphones, as it makes you less aware of your surroundings (including suspicious individuals nearby).

"Handbook for Creating a Safe Community"

Website: https://www.pref.saitama.lg.jp/a0311/bouhanjyohou/index.html

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5 Support for Victims of Crime

(1) Victims of Crime and Accidents

Victims of crime and their families do not just suffer from direct damage such as losing their loved ones, being injured, or having their possessions stolen, but also suffer from various other effects that persist even after the crime or accident, such as poor mental and physical health due to the crime or accident, increased economic burden as a result of paying medical expenses, losing their job or changing jobs, thoughtless treatment from those around them, and emotional burden and loss of time due to investigations and trials, etc.

(2) General Consultation Services

The Sai-no-Kuni One-Stop Support Center for Victims of Crime is located in the Musashi-Urawa Godo Chosha on the 3rd floor of the Lamza Tower, and is operated jointly by the Saitama Prefectural Government, the Saitama Prefectural Police, and the Saitama

Prefecture Support Center for Victims of Crime (Public Interest Corporation). Free confidential consultation services are provided for victims of crime and their families, and multiple support services are offered in one consultation.



Consultations and Inquiries

Name of Institution	Phone	Address	Reception Hours
Sai-no-kuni Crime Victims	0120-735-001		8:30 - 17:15,
One-Stop Support Center	or		Mon - Fri (Excluding
	048-862-0001	1-10-1 Numakage,	National Holidays)
Saitama Prefectural Crime Prevention and Traffic Safety Division Saitama Prefectural Police Support Office for Victims of Crime	048-710-5036	Minami-ku, Saitama-shi (3F Lamza Tower, Musashi-Urawa Godo Chosha)	8:30 - 17:15, Mon - Fri (Excluding National Holidays) 8:30 - 17:15, Mon - Fri (Excluding National Holidays)
Saitama Prefecture Support Center for Victims of Crime (Public Interest Corporation)	048-865-7830		8:30 - 17:00, Mon - Fri (Excluding National Holidays)

Website:

https://www.pref.saitama.lg.jp/a0311/hanzaihigaisya/soudanmadoguchigaishoni.html



- (3) For Victims of Sex Crimes
- Phone Consultation for Sexual Violence Crimes: Iris Hotline -

Consultation services are available for victims of sexual violence and other sex crimes and their families, regardless of gender. Consultation services are provided by staff members who are required by law to maintain strict confidentiality. Services include consultations over the phone, online inquiries, consultations over Zoom (appointment required), in-person consultations, examinations at medical institutions, accompaniment services, and legal advice.

Consultations and Inquiries

Name of Institution	Phone	Address	Reception Hours
Number for	#8891	1-10-1 Numakage, Minami-	24 hours, 365
Consultations on	0120-31-8341	ku, Saitama-shi	days a year
Sexual Violence	or	(Lamza Tower 3F, Musashi-	
Crimes: Iris Hotline	048-839-8341	Urawa Godo Chosha)	

Website: https://www.svsc8080.jp/iris/

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6 Natural Disasters

(1) Earthquakes

Earthquakes occur frequently in Japan. If a large earthquake occurs, furniture may fall over and cause injuries, gas and water services may stop, and you may be unable to purchase food and other daily necessities. It is important to take precautions and develop disaster prevention measures in advance as a family.

Disaster Prevention for Large Earthquakes: 10 Guidelines

- 1. Advance Preparation: Make sure all furniture is securely fastened to prevent it from falling over. Decide beforehand how family members will contact each other, where you will gather, where and how you will evacuate, and what items you need to have ready in case of an emergency*.
- 2. When an earthquake occurs, prioritize your safety first: Hide under a sturdy table and protect your head with a cushion.
- 3. Immediately extinguish all flames and close all gas valves. (If it is a strong earthquake, move away from the fire. Wait until all shaking has subsided before putting out the fire.)
- 4. Open the door and secure an exit.
- 5. Do not run outside in a panic.
- 6. If a fire breaks out, remain calm and extinguish it. (Call out to alert your neighbors and help each other to extinguish the fire.)
- 7. Do not go near outside walls or vending machines.
- 8. Be careful of broken glass indoors.
- 9. Cooperate in first-aid and rescue efforts.
- 10. Gather accurate information on the situation.

^{*}Items needed in times of emergency: medicines, first-aid kit, drinking water, emergency food,

smart phone charger, portable radio set, extra batteries, headlights (flashlight), cold protection aluminum sheet, helmet, utility knife, towels, gloves, rope, tissue paper, portable toilets, wet wipes (wet tissues), face masks, plastic bags, newspaper, rain gear, sports shoes, socks, and anything else necessary for yourself and your family.

1 "Be Prepared for Earthquakes" Pamphlet

(Published by the Institute of Scientific Approaches for Fire & Disaster)

You can download a pamphlet which summarizes how to prepare for earthquakes and what to do if one occurs. (Available in Japanese, English, Chinese, Korean, Vietnamese, and Portuguese)

Website: https://www.bousai-kensyu.com/knowhow/pamphlet01/

2 Stay Prepared for Earthquakes at Home (Saitama Prefectural Police website)

You can download a home safety checklist and view tips on how to reduce damage from earthquakes and how to prepare for earthquakes. (Available in Japanese, English, Chinese, Korean, Spanish, Portuguese, Tagalog, Vietnamese, Arabic, Urdu, Thai, Turkish, Malay)

Website: http://www.police.pref.saitama.lg.jp/g0050/kurashi/earthquake-foreigner.html

(2) Typhoons

Typhoons are tropical low-pressure systems accompanied by heavy rain and strong wind. They most often strike Japan during summer and autumn. Be sure to check your house, put away outdoor items that could be blown away, and reinforce any weak or damaged areas. Typhoons often result in power failures, so it is important to prepare flashlights, candles, a portable radio with spare batteries and a smart phone charger.

Before typhoon season, check hazard maps of the area you live in for information on the disaster risks and evacuation sites in your area.

Before a typhoon hits, the area you live in will make announcements about the rising warning levels of the approaching storm. At level 3, the elderly and others requiring additional time should evacuate. At level 4, everyone should evacuate.

(3) Emergency Evacuation Areas

There are emergency evacuation centers such as schools or other large buildings designated by the local government for people who must evacuate their homes. To find your nearest evacuation center, ask the disaster prevention division of your local municipal office. Some municipalities also distribute maps indicating the evacuation centers in the area.

(4) Foreign Language Disaster Information Broadcasts

The following stations broadcast disaster information in English and other languages:

Radio: Inter FM897 (89.7 MHz) and NHK 2 (693 kHz)

TV: NHK Channel 1 (secondary audio programming)

Satellite Broadcasting Channels 1 and 2 (secondary audio programming)

(5) NTT's Disaster Emergency Message Dial 171

When a disaster occurs, phone lines in the disaster area become overloaded with calls. In such cases, the "Disaster Emergency Message Dial" is a service that enables you to verify the safety of family members. No area code is necessary; simply dial 171 and you can easily record and replay your message. For further information, visit the NTT website below.

Japanese: https://www.ntt-east.co.jp/saigai/voice171/index.html

English: https://www.ntt-east.co.jp/en/saigai/voice171/

Cell phone companies also have Japanese and English message board services that can be accessed from the following websites:

docomo:	http://dengon.docomo.ne.jp/top.cgi (Japanese)
	http://dengon.docomo.ne.jp/Etop.cgi (English)
au:	http://dengon.ezweb.ne.jp/ (Japanese)
	http://dengon.ezweb.ne.jp/E/service.do (English)
Softbank /	http://dengon.softbank.ne.jp/pc-1 (Japanese)
YMOBILE:	http://dengon.softbank.ne.jp/pc-e1.jsp (English)

(6) Gathering Information

① Saitama Disaster Preparedness Portal (Saitama Prefectural Government website)

If a disaster occurs in Saitama Prefecture, you can find information about evacuation, resulting damage, and relief measures on this website.

This site can also be accessed from cell phones.

Use this site to get information on disaster preparedness:

https://www.pref.saitama.lg.jp/theme/anzen/index.html

② Disaster Support Information for Foreign Residents (CLAIR (Council of Local Authorities for International Relations) website)

This site includes information on disaster support information for foreign residents and links to other websites which are useful in gathering and disseminating disaster support-related information. Examples of disaster support activities and disaster prevention measures for

foreign residents in different regions as well as links to websites on support activities by foreign residents in Japan are also available.

Website: https://www.clair.or.jp/j/multiculture/tagengo/saigai.html

3 Response to Radioactive Substances (Saitama Prefectural Government Environmental Policy Division website)

The Saitama Prefectural Government regularly measures radiation levels in the air, tap water, and food products and assesses the effects of radioactive substances. Assessment results are uploaded to the Saitama Prefectural Government website (with a link to health consultation services).

Website: https://www.pref.saitama.lg.jp/a0501/housyasen-sokuteikekka.html

(7) Disaster Preparedness

① Disaster prevention trainings are offered in each city and town in Saitama Prefecture to prepare for disasters such as earthquakes. Please see the following website for a list of disaster prevention trainings open to non-Japanese residents:

Website: https://www.pref.saitama.lg.jp/a0306/gaikokujinbosaikunren.html

② The Saitama Prefectural Government website has a point-and-talk sheet and a questionnaire designed to help workers at evacuation centers and foreign evacuees communicate.

https://www.pref.saitama.lg.jp/a0306/tabunkakyousei/hinanjokaiwa.html

3 The Prefectural Government's website has a pamphlet with information on simple measures you can take to prepare your home for disasters. (Available in English, Chinese, Korean, and Vietnamese)

https://www.pref.saitama.lg.jp/a0401/library-info/20190801itsumo.html

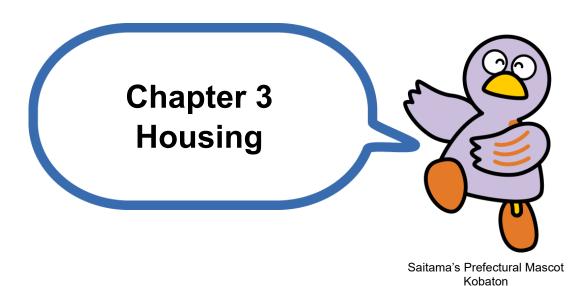
(8) Heat Stroke Prevention

Heat stroke can occur as a result of extended exposure to a hot environment. Symptoms of heat stroke include dizziness, lightheadedness, headache, nausea, convulsions, etc. If you suspect that you are suffering from heat stroke, move to a cool place and seek medical help.

Use the air conditioner when indoors and stay hydrated to prevent heat stroke.

5 Ways to Prevent Heat Stroke (Available in Simple Japanese, English, Chinese, Portuguese, Spanish, and Korean)

Website: https://www.pref.saitama.lg.jp/a0704/netsuchusyo/5point-e.html



- Private Rental Housing
- 2 Prefectural Public Housing
- 3 Moving
- 4 Buying Real Estate

1 Private Rental Housing

When looking for a place to rent, you should consult with a real estate agent in the area in which you want to live. Once you have decided where you want to live, you will sign a lease contract with the landlord. An understanding of Japanese customs is important to ensure that your move goes as smoothly as possible.

A Guide to Rental Housing and Rules for Living in Japan
(Saitama Prefectural Government International Division website: In Japanese, English, Chinese, Spanish, and Portuguese)

Website: https://www.pref.saitama.lg.jp/a0306/tabunkakyousei/sumaisupport.html

(1) Information on Rental Housing

Rent and	① Rent is paid in advance every month.			
Management	② You may also need to pay additional fees, such as management fees or			
Fee	building management fees.			
	① The size of a residence is indicated by the total square meters (m²) of			
	floor space. This includes not only living areas, but also the toilet,			
	bathroom and kitchen.			
	② The size of each room is indicated by the number of tatami mats that can			
Size of House	be laid on the floor. One <i>jo</i> (tatami mat) is typically about 1.6m ² .			
and Rooms	③ The rooms are categorized as either Japanese or Western style. Term			
	such as DK (dining area + kitchen) and LDK (living room + dining area +			
	kitchen) are also widely used.			
	④ The area of the house and the grounds is measured in units called <i>tsubo</i> .			
	1 <i>tsubo</i> is approximately 3.3 m².			
	① Basic wiring and piping for electricity, water and gas are supplied. However,			
l Hilition	to use these utilities, the tenant must contact the respective companies.			
Utilities	② Residences typically do not come furnished, nor are gas ranges, ovens, or			
	light fixtures provided. You must obtain these by yourself.			
Access to	This is indicated in number of minutes from the nearest station (e.g. A 15-			
Transportation	minute walk from Urawa Station).			

(2) Before Entering into a Lease Contract

When you rent a house or apartment, you will sign a contract. This is called a lease contract.

A lease contract clearly specifies the rights and obligations of both the tenant and landlord.

Your signature on such a contract is legally binding and indicates that you agree to and will abide by the terms and conditions listed therein. Read over the contract carefully, and ask for an explanation of its contents. It is imperative that you understand the contents of the contract before signing.

When entering into a lease contract, you are required to have an official copy of your Resident Record, your Residence Card, a certificate of income and your name seal registration certificate, as well as a guarantor or written oath.

(3) Types of Lease Contracts

Regular lease	When the term of the contract expires, in principle, the same contract		
contract	will be renewed (the same contract will be continued).		
	When you renew your contract, contract renewal fees and other		
	renewal fees may be charged.		
Fixed-term lease	Once the term of the contract expires, the same contract will not be		
contract	renewed.		
	You may enter into another contract (a new contract) to rent the same		
	apartment.		
	To sign another contract, you will need to pay a realtor's fee, etc.		

(4) Payment Required when Entering into a Lease Contract

Rent (yachin)	Rent is paid a month in advance for the following month. Therefore, when first				
	moving into a property, you have to pay 2 months' rent (the current and the				
	following month). Rent is usually paid by bank transfer.				
	A deposit of 1-3 months' rent is given to the landlord when you sign the lease				
Deposit	contract. This money is used to pay any outstanding rent and expenses for				
(shikikin)	repairing the property when a tenant moves out. The remaining balance, if an				
	is refunded to you.				
Key Money (reikin)	Generally, 1-2 months' rent is paid to the landlord as key money. This money is non-refundable.				
Realtor's Fee (chūkairyō)	This is the commission paid to the real estate agent. In principle, the tenant and landlord each pay the equivalent of half a month's rent, to total 1 month's rent. However, if both parties agree, the proportion paid by each party may be changed.				

(5) General Terms and Conditions of a Lease Contract

Guarantor	Often you need to have a guarantor when applying for a lease. If you do		
	not have a guarantor, you may discuss the option of using a guarantor		
	company with the real estate agent.		
Payment of	Rent must be paid 1 month in advance by the date stated in the lease		
Rent	contract.		

Occupants	You cannot allow anyone outside of your family to live with you without the		
	prior consent of your landlord.		
Subletting	You cannot sublet any or all of the property to a third party.		
Renovating	You must obtain your landlord's permission before remodeling or renovating		
and	the premises.		
Redecorating			
Lease	When terminating a lease prior to its full term, you must notify your landlord		
Termination	of your intention to do so as early as possible. If you leave without notifying		
	your landlord, or you notify them right before you leave, your deposit may		
	not be refunded.		
Conditions	Be aware that there are instances where deposits are not returned and high		
for the End	cleaning charges are made at the end of leases. You should agree to what		
of the Lease	fees will be required at the end of the lease before you sign.		
Pets	Most landlords do not allow pets. Therefore, if you wish to keep a pet, please		
	clarify this point with the real estate agent and check if the contract allows		
	a tenant to keep a pet before entering into the lease contract.		



Consultations and Inquiries

Finding a Real Estate Agent to Help You Find a Home

Website	Link	
Saitama Prefecture Housing Support Network	https://www.sasn.jp/search/	
(A list of real estate agents)		

Consultations on Lease Contracts

			Reception Hours
Topics	Office	Phone	(Excluding National
Торіос			Holidays and the New
			Year's holiday period)
Rental contracts	Housing Consultation Plaza,		Daily
Advice on	Saitama Housing Supply	048-658-3017	(Excluding the New
problems	Corporation		Year's holiday period)
related to living in or			10:00 - 18:00
moving out of	Saitama Real Estate		Mon, Wed, Fri
housing	Transaction Association	048-811-1818	10:00 - 12:00
			13:00 - 15:00
	All Japan Real Estate		
	Association, Saitama	048-866-5225	Mon - Fri
	Headquarters		9:00 - 16:00
Rental contracts	Construction Safety Division,		Mon - Fri
Real estate agents	Saitama Prefectural	048-830-5488	9:00 - 11:45
	Government		13:00 - 16:30

2 Prefectural Public Housing

Saitama Prefecture provides public housing for low-income residents. Tenants are selected through a lottery system if there is a large number of applicants. Applications are accepted during the months of January, April, July, and October.

Individuals meeting the following requirements are able to apply:

- · If you are a foreign resident, you need to have an appropriate status of residence (mid- to long-term resident, etc.).
- You must be able to demonstrate that you need help finding adequate housing
- You have family (a spouse, or 1st degree kinship) living with you (Except if applying for an individual residence).
- You reside or work in Saitama Prefecture.
- The income of your household is at or below the designated amount.
- · You have paid your prefectural and municipal inhabitant tax.

- You are not behind in payment of rent or damage compensation owed to public housing (housing developed by regional public groups, the Urban Renaissance Agency, or a local housing corporation).
- You or the members of your household are not part of an organized crime group

For further details, please contact the Saitama Housing Supply Corporation at 048-829-2875.



Consultations and Inquiries

Office	Phone	Reception Hours (Excluding National Holidays and the New Year's holiday period)
Prefectural Housing Division, Head Office, Saitama Housing Supply Corporation	048-829-2875	Mon - Fri 8:30 - 17:15
Housing Consultation Plaza, Saitama Housing Supply Corporation (In the JR Omiya Station West Exit concourse)	048-658-3017	Daily (Excluding the New Year's holiday period) 10:00 - 18:00

Some of the municipalities within Saitama also offer public housing. For details, contact your nearest municipal or ward office.

3 Moving

Below are some of the various matters you need to consider when moving. In order to make your move go smoothly, please read over the list and complete the necessary procedures.

Topic	Before Moving	After Moving
Moving	Before moving, file a Moving Out	File a Moving In Notification to the
In/Moving Out	Notification at the municipal (ward)	municipal (ward) office of your new
Notification	office of your current residence, and	residence within 14 days of moving.
	obtain a Moving Out Certificate.	
Electricity	Contact your current power supply	Turn on the main switch of the
	company and the company you will be	circuit breaker, molded case circuit
	using at your new place of residence.	breaker, and earth leakage circuit
		breaker.
Water	Contact the water divisions of your	N/A
	current and new municipal or ward	
	offices.	
Gas	Contact your current gas company to	Ask the gas company to turn on the
	shut off the gas valve. Contact the gas	gas valve and to conduct
	company that you will be using at your	necessary safety inspections.
	new place of residence.	
Phone	Inform your current phone company of	N/A
	your move.	
Post	Submit a mail forwarding form to a post	N/A
	office. The post office will forward mail	
	to your new address for 1 year.	
Driver's	N/A	Register your change of address
License		with the Driver's License Center or
		any police station (Excluding the
		Konosu Police Station). Refer to
		page 10-4.
		Saitama Prefectural Police
		Department Driver's License
		Center ☎048-543-2001

Topic	Before Moving	After Moving	
Name Seal	N/A	If you move to a different	
Registration		municipality, register your name	
		seal at the municipal (ward) office	
		of your new residence.	
Elementary	When you file a Moving Out	When you file a Moving In	
and Junior	Notification, notify your local municipal	Notification, notify the office that	
High School	office that your child is attending	your child is attending elementary	
	elementary or junior high school.	or junior high school.	
	Request a school certificate (zaigaku	Submit the school certificate and	
	shomeisho) and a textbook list from	the textbook list to the new school.	
	your child's current school.		
NHK	For people who have a TV		
Broadcast	Have you made a contract with NHK broadcasting?		
Subscription	Website: http://www.nhk-cs.jp/jushinryo/		
Fee			

4 Buying Real Estate

For specific details about buying real estate or obtaining a home loan, talk to your nearest real estate agent or financial institution.



Consultations and Inquiries

			Reception Hours
Topic	Office	Phone	(Excluding National
ТОРІС	Office	Pilotte	Holidays and the New
			Year's holiday period)
Contracts for			Daily
buying or selling real	Housing Consultation Plaza,		(Excluding the New
estate	Saitama Housing Supply	048-658-3017	Year's holiday
Housing	Corporation		period)
construction			10:00 - 18:00
Contracts for			Mon-Fri
buying or selling real			9:00 - 17:00
estate	Association of Real Estate Agents	03-5733-2271	*Answering
	of Japan		machine 11:30 -
			12:30
	Saitama Real Estate		Mon, Wed, Fri
		048-811-1818	9:00 - 12:00
	Transaction Association		13:00 - 15:00
	All Japan Real Estate		Mon - Fri
	Association, Saitama	048-866-5225	10:00 - 16:00
	Headquarters		
Contracts for			Mon - Fri
buying or selling real	Construction Safety Division,	040.000.5400	
estate	Saitama Prefectural Government	048-830-5488	9:00 - 11:45
Real estate agents			13:00 - 16:30

Chapter 4 Health Insurance and Medical Treatment

Saitama's Prefectural Mascot Kobaton

- 1 Medical Insurance System
- 2 National Health Insurance (Regional Social Insurance)
- 3 Health Insurance (Employee's Health Insurance)
- 4 Specialized Health Check-ups (*Tokutei Kenko Shinsa*)
- 5 Cancer Screenings
- 6 Medical Care System for the Elderly
- 7 Long-term Care Insurance
- 8 Medical Institution Information
- 9 Medical Examinations at a Hospital
- 10 Hospitalization
- 11 Adult Guardianship System

1 Medical Insurance System

The Japanese Medical Insurance System is a system in which individuals pay premiums in advance so that they can use insurance when they require medical care for illness or injury. In principle, all residents of Japan, regardless of their nationality, are required to enroll in public health insurance.

There are 3 public health insurance systems: one for company employees and their families, one for the self-employed, and one for elderly persons aged 75 and older.

2 National Health Insurance (Regional Social Insurance)

Foreign nationals who hold a residency status of more than 3 months and have a Resident Record, or those who can prove that they will reside in Japan for more than 3 months are required to enroll in the National Health Insurance system. However, those who are already enrolled in health insurance through their workplace, persons who enter the country only to receive medical treatment, and tourists are excluded from this requirement. There are 2 types of National Health Insurance: one is co-administered by prefectures and municipalities, while the other is administered by National Health Insurance Unions for certain occupations.

(1) Enrollment

To join the National Health Insurance system which is co-administered by prefectures and municipalities, apply at the division in charge of National Health Insurance at your ward or municipality of residence. To enroll in a National Health Insurance Union, you must apply at the office of the union. Please consult with the office you will be applying at regarding application requirements.

(2) Insurance Premium (Tax)

The insurance premium (tax) is calculated according to the number of people in your family, and the income you earned the previous year. Consequently, this amount may change every financial year. For households with individuals ages 40 to 64, a nursing care insurance premium (tax) will also be added. Each municipality and National Health Insurance Union sets its own premiums (tax rates). You will pay your insurance premium (tax) for the financial year in multiple installments. You can make your payment at your ward or municipality of residence, bank, or post office.

(3) Myna (My Number) Insurance Card, Eligibility Verification Certificate (Shikaku Kakuninsho)

Enrollment in National Health Insurance is by household, and the head of the household is responsible for submitting notifications and paying insurance premiums as well as other fees. However, each household member is insured.

People who have a My Number Card and have registered it to be used as a health insurance card can use it as a "Myna Insurance Card" at medical institutions. People with a Myna Insurance Card will be issued a "Notice of Eligibility Information" (*shikaku joho no oshirase*) after enrolling.

If you do not have a My Number Card, or if you have one but it is not registered to be used as a health insurance card, you can continue to use your current paper health insurance card until it expires (see card). If your current health insurance card expires, you will be issued an Eligibility Verification Certificate that can be used in the same way as a health insurance card. (You do not need to submit an application for this certificate.) If you have a Myna Insurance Card, please use the card reader at the reception of the medical institution when you go for an examination or treatment. If you have a health insurance card or an Eligibility Verification Certificate, please show it to the receptionist.

New health insurance cards are not being issued anymore as of December 2, 2024, but you can continue to use your current health insurance card until its date of expiration.

You must notify the National Health Insurance Department at your ward or municipality of residence or your National Health Insurance Union in the following cases:

- ① When you enroll in or withdraw from another public health insurance system;
- 2 When you move;
- 3 When an insured person has a child;
- 4 When an insured person dies;
- (5) When your name, address, or head of household changes;
- 6 When turning 75 years old; or
- If you lose your Health Insurance Card (while it is still valid) or your Eligibility Verification Certificate

*If you lose your Myna Insurance Card, please contact your municipality of residence.

(4) Benefits

- ① Medical Expenses: When you have an examination or receive treatment and show your Myna Insurance Card, valid health insurance card, or Eligibility Verification Certificate, you will pay 30% of the medical costs. (20% for children yet to enroll in school, and 20% or 30% for persons aged 70 years and above.) The remaining cost is paid by the National Health Insurance to the hospital or clinic.
- ② Childbirth Lump-Sum Allowance: Paid when giving birth to a child.
- ③ Funeral Expenses: When an insured person dies and a funeral is held, a designated amount is paid by insurance to assist with the costs of the funeral.
- 4 High-Cost Medical Expenses: When the upfront payments to a medical institution within one month exceed the threshold, you will be reimbursed the excess amount.
- ⑤ Medical Treatment Cost: In the following events, if you file the necessary documents with the division in charge of National Health Insurance at your ward or municipality of

residence and your application is accepted, the payment amounts, minus the copayment, will be reimbursed.

- a. When, due to unavoidable circumstances, you receive care at a medical institution without your Myna Insurance Card or other proof of insurance;
- b. When you undergo a blood transfusion (cost of blood);
- c. When you pay for orthopedic equipment (brace, etc.) that is deemed necessary by a physician;
- d. When you receive *anma* (traditional Japanese massage), acupuncture, Chinese heat treatment (moxibustion), or massage treatments that are deemed necessary by a physician;
- e. When you visit a bone-setter to receive medical treatment in the event of injuries such as sprains or bone fractures; or
- f. When, due to unavoidable circumstances, you receive treatment at overseas medical institutions during overseas travel (the amount corresponding to expenses that would have been incurred in Japan will be reimbursed).

(5) Cases Not Covered by Insurance

Ordinary health check-ups, vaccinations, cosmetic surgery, orthodontics (tooth realignment), normal childbirth, and work-related illness or injury are not covered by National Health Insurance (you cannot use your Myna Insurance Card or other proof of insurance.).

For more information, contact the division in charge of National Health Insurance at your ward or municipality of residence, or the National Health Insurance Union you belong to.

3 Health Insurance (Employee's Health Insurance)

Employee's Health Insurance is a system that employees of certain companies and their families enroll in.

(1) Insurance Premium

Your insurance premium is calculated by multiplying your salary (including allowances), the standardized monthly amount of remuneration based on bonuses, and the standardized amount of bonuses by the insurance premium rate. Your employer bears half of the monthly premium while the remaining half is borne by you (the person to be insured). It is usually deducted from your monthly salary and bonus(es) and paid on your behalf.

For insured people ages 40 to 64 years old, additional nursing care payments are added to this amount.

(2) Benefits

- ① Medical Expenses: When you have an examination or receive treatment and show your Myna Insurance Card, valid health insurance card, or Eligibility Verification Certificate, you will pay 30% of the medical costs. (20% for children yet to enroll in school, and 20% or 30% for persons aged 70 years and above.) The remaining cost is paid by the health insurance provider to the hospital or clinic.
- 2 Childbirth Lump-Sum Allowance: Paid when giving birth to a child.
- ③ Funeral Expenses: When an insured person dies, a designated amount is paid by insurance to assist with the costs of the funeral.
- 4 High-Cost Medical Expenses: When the upfront payments to a medical institution within one month exceed the threshold, you will be reimbursed the excess amount.
- ⑤ Medical Treatment Cost: You will be reimbursed an approved amount by your health insurance provider in situations such as when you have paid the full cost of medical expenses upfront due to unavoidable circumstances, or have had orthopedic equipment made.
- ⑤ Sickness and Injury Allowance: When you are unable to work and receive wages due to illness or injury, you can receive approximately two-thirds of your wages.
- Maternity Allowance: When an insured person is absent from work in excess of 4 months (85 days) due to maternity leave roughly two-thirds of their wages are paid to them by insurance for a certain period before and after the delivery.

(3) Cases Not Covered by Insurance

Ordinary health check-ups, vaccinations, cosmetic surgery, orthodontics (tooth realignment), normal childbirth, work-related illness or injury, and illness and injuries incurred during your commute are not covered by Employee's Health Insurance (you cannot use your Myna Insurance Card or Eligibility Verification Certificate, etc.).

If you receive medical treatment as a result of a traffic accident, you should first contact your insurer (Japan Health Insurance Association or Health Insurance Union), as you are required to report the incident to them.

Consultations and Inquiries

Office	Phone	Address	Hours
Japan Health Insurance	048-658-5919	16F Omiya	Mon - Fri
Association	A call menu will direct your call to the	Information	8:30 - 17:15
Saitama Branch	relevant department.	Culture Center	(Excluding
		(JACK Omiya)	National
(For those enrolled in this		682-2 Nishiki-cho,	Holidays and the
association)		Omiya-ku	period from Dec.
		Saitama-shi	29 to Jan. 3)

For inquiries regarding other health insurance unions or mutual aid associations, please contact them directly.

4 Specialized Health Check-ups (Tokutei Kenko Shinsa)

There are specialized health check-ups (tokutei kenko shinsa) provided for people enrolled in health insurance who are aged 40 - 74 years old (including persons who will turn 40 in the relevant fiscal year). For more information, please contact your health insurance provider.

For example, the Japan Health Insurance Association provides preventative screenings for lifestyle-related diseases for insured individuals aged 35 - 74 years old (including persons who will turn 35 in the relevant year), and health check-ups for their dependents (family members who are receiving support from an insured individual) aged 40 - 74 years old (including persons who will turn 40 in the relevant fiscal year).

For more information, please contact your insurer.

5 Cancer Screenings

Cancer screenings are separate from regular health check-ups. If your workplace does not provide opportunities to get screened, please contact your municipality of residence.

The following people are eligible for cancer screenings:

- Stomach cancer: Men and women 50 years and older (once every 2 years)
- · Lung cancer: Men and women 40 years and older (once a year)
- Bowel cancer: Men and women 40 years and older (once a year)
- Cervical cancer: Women 20 years and older (once every 2 years)
- Breast cancer: Women 40 years and older (once every 2 years)

For more information, including on how to apply, please contact your municipality of residence.

Website: https://www.pref.saitama.lg.jp/a0705/gantaisaku/gankenshin-city-madoguchi.html

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6 Medical Care System for the Elderly

Persons aged 75 and older (including persons aged 65 and older who have certain disabilities and are certified by the Saitama Prefecture Association of Medical Care Services for Older Senior Citizens) are eligible to enroll in the Medical Care System for the Elderly.

However if the person does not have Japanese citizenship, and is (1) a person with no status of residence as set forth by the Immigration Control and Refugee Recognition Act, (2) a person who holds a period of stay of 3 months or less, (3) a person who is not subject to the Basic Resident Registration Act, or (4) a person residing in Japan who entered the country for the express purpose of receiving medical treatment, they will not be eligible to enroll in the system.

(1) Enrollment

Individuals with a Myna Insurance Card can continue to use their card as is, even after they turn 75 years old.

When a person without a Myna Insurance Card turns 75 years old or moves to Saitama Prefecture, in general, they will be sent an Eligibility Verification Certificate from their municipality of residence, so it is not necessary to apply for enrollment.

(2) Insurance Premium

The insurance premium consists of the base premium which is paid by all members, and the income-based taxes and levies (reductions may be available). In general, the insurance rate is the same across Saitama Prefecture.

(3) Myna (My Number) Insurance Card, Eligibility Verification Certificate (Shikaku Kakuninsho)

If you do not have a My Number Card, or if you have one but it is not registered to be used as a health insurance card, you can continue to use your current paper health insurance card until its date of expiration. If you turn 75 years old or your current health insurance card expires, you will be issued an Eligibility Verification Certificate that can be used in the same way as a health insurance card. (You do not need to apply for this certificate.)

If you have a Myna Insurance Card, please use the card reader at the reception of the medical institution when you go for an examination or treatment. If you have a health insurance card or an Eligibility Verification Certificate, please show it to the receptionist.

New health insurance cards are no longer being issued as of December 2, 2024, but you can continue to use your current health insurance card until its date of expiration.

(4) Benefits

- ① Medical Expenses: When you have an examination or receive treatment and show your Myna Insurance Card, valid health insurance card, or Eligibility Verification Certificate, you will pay 10% of the medical costs (20% or 30% depending on your income). The remaining cost is paid by the health insurance provider to the hospital or clinic.
- ② High-Cost Medical Expenses: When the upfront payments to a medical institution within one month exceed the threshold, you will be reimbursed the excess amount.
 - 3 Medical Treatment Cost: In the following cases, if you submit the necessary documents to the division in charge of the Medical Care System for the Elderly at your ward or municipality of residence, you will be reimbursed the amount you paid, minus the copayment.
 - a. When, due to unavoidable circumstances, you receive care at a medical institution without your Myna Insurance Card, or other proof of insurance;
 - b. When you undergo a blood transfusion (cost of blood);
 - c. When you pay for orthopedic equipment (brace, etc.) that is deemed necessary by a physician;
 - d. When you receive acupuncture, Chinese heat treatment (moxibustion), or massage treatments that are deemed necessary by a physician;
 - e. When you visit a bone-setter to receive medical treatment in the event of injuries such as sprains or bone fractures; or
 - f. When, due to unavoidable circumstances, you receive treatment at overseas medical institutions during overseas travel (the amount corresponding to expenses that would have been incurred in Japan will be reimbursed).
 - Funeral: When an insured person dies and a funeral is held, a specified amount is paid
 by insurance to assist with the costs of the funeral.

(5) Cases Not Covered by Insurance

Cases not covered by insurance are the same as for National Health Insurance.

For more information regarding the Medical Care System for the Elderly, please contact the office at your ward or municipality of residence. 7 Long form Care Incurence

7 Long-term Care Insurance

Long-term Care Insurance is designed to assist elderly persons who require nursing care in remaining as independent as possible. This insurance and its benefits are administered by local municipalities. All individuals aged 65 and above, as well as those aged from 40 to 64 who are enrolled in medical insurance programs, are enrolled in this insurance. If you do not have Japanese citizenship, you are able to enroll if you have been granted a period of stay in Japan of 3 months or longer, or if you can prove that you will reside in Japan for more than 3 months. For details, please visit the division in charge of Long-term Care Insurance at your ward or municipality of residence.

(1) Insurance Premiums

- ① For people 65 and over, premiums are determined by their municipality of residence, as well as by their income level and other factors.
- ② For people between 40 and 64 who are enrolled in medical insurance, premiums are calculated according to the terms of their medical insurance policy.

(2) Application for Certification of Needed Long-Term Care

To receive the services of Long-term Care Insurance, it is necessary to obtain certification (Certification of Needed Long-Term Care) that determines your eligibility to receive the services.

To apply for Certification of Needed Long-Term Care, please visit the division in charge of Long-term Care Insurance at your ward or municipality of residence.

(3) Benefits

There are services offered for people certified as a Person Requiring Support and for people who have obtained a Certification of Needed Long-Term Care, depending on their situation.

There are limits to the use of services depending on the individual's nursing care needs, so necessary services are selected during a consultation with a nursing care support specialist (care manager).

① Home Services (This includes services where a helper visits the person's home, services where the person commutes to a facility from their home, services where the person stays at a facility, services that utilize welfare equipment to prepare a suitable living environment at the person's home, financial assistance to cover funds necessary

to repair or improve homes, etc.)

- ② Facility Services (Care received while admitted to an intensive care nursing facility, senior rehabilitation facility, or long-term care facility, etc. As a general rule, people certified as a Person Requiring Support cannot use these services.)
- ③ Community-based Services (Services that aim to support patients to continue living independently in an environment that they are used to, as much as possible)

(4) Cost for the Beneficiary

Persons receiving benefits from Long-term Care Insurance are, as a general rule, responsible for 10% (20% or 30% depending on their income) of the cost of the services received.

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8 Medical Institution Information

(1) Medical Services Search System

This system allows users to search for hospitals, health clinics, dentists, midwife centers, pharmacies, etc., throughout the country with various criteria online. Users can also search for hospitals that can provide services in foreign languages. (Machine translation of this website is available in English, Simplified and Traditional Chinese, and Korean.)

Medical Information Net (Navii)

Website: https://www.iryou.teikyouseido.mhlw.go.jp/znk-web/juminkanja/S2300/initialize

(2) Saitama Emergency Phone Consultations (① Emergency Phone Consultations for Children, ② Emergency Phone Consultations for Adults, ③ Medical Institution Guidance)

The following consultation centers are set up in case of sudden illness or injury (in Japanese only).

Phone Number: #7119 or

048-824-4199 (when calling from the border area between Saitama and Tokyo using a rotary dial phone, IP phone, a fiber optic phone line, or mobile phone).

*You can still continue to use the phone numbers below.

#8000 or 048-833-7911 (consultations for children)

Consultation Times

24 hours, 365 days a year

How to use

Please follow the voice guidance to select the service you would like to consult.

- ① Consultations for children (emergency phone consultations for children)
- ② Consultations for adults (emergency phone consultations for adults)
- Medical institution guidance (for both children and adults)
- *Attention: when using 3 Medical institution guidance:
- · Dentistry, oral surgery, and psychiatry are excluded.
- This service cannot provide medical consultations.
- Please call the medical institution referred to you by the service to confirm the details before you go.
- Please understand that there may be cases in which the service cannot refer you to any medical institutions based on your inquiry.

※A fax service is available in Japanese at 048-831-0099 for the hearing impaired. Please
download a request form from the Saitama Emergency Phone Consultations page on the
Saitama Prefectural Government website.

(3) Saitama Prefectural AI Emergency Consultations

If you suddenly become ill or injured and are unsure whether you should to go to a doctor, please consult with "Saitama Prefectural AI Emergency Consultations." (This service is in Japanese.)

https://www.pref.saitama.lg.jp/a0703/aikyukyu.html

9 Medical Examinations at a Hospital

When you need to see a doctor for an illness or injury, go to a clinic or hospital near you. If you require advanced treatment from a specialist, the doctor examining you will give you a letter of reference (*shokai jo*) which you can then take to a hospital with the necessary facilities. If you go to a hospital larger than a specified scale without a letter of reference, you may be charged more than the regular fee.

(1) Reception Procedures

The procedures at reception differ between medical institutions. The following is an example:

① Submit your insurance card to the reception desk for new patients and tell them which unit you would like to go to for treatment.

- ② Follow the instructions of staff and go to the appropriate unit.
- 3 You will be required to submit a form at the unit's reception desk. Then, wait to see the doctor.
- ④ After your consultation with the doctor, pay at the cashier.
- ⑤ If you are prescribed medication by your doctor, you can either collect it from the pharmacy within the medical institution, or you can go to an external pharmacy and present the prescription to purchase the medication.

10 Hospitalization

There are various kinds of hospital rooms: private rooms, four-bed rooms and six-bed rooms, etc. Health insurance generally covers the cost of hospitalization. However, if you request to stay in a private room, there will be an additional fee which you will be responsible for paying.

11 Adult Guardianship System

The adult guardianship system supports and protects the legal rights of individuals whose capacity for judgment is limited due to reasons such as dementia, intellectual disability, or mental illness. It is broadly divided into two systems: legal guardianship and voluntary guardianship.

(1) Legal Guardianship

If an individual does not have sufficient capacity to make judgments for acts such as entering into long-term care insurance or welfare service contracts, managing bank accounts and assets, and making payments, an adult guardian can be appointed for them through a petition to a family court.

There are three possible systems depending on the individual's capacity: assistance, curatorship, and guardianship.

	Assistance	Curatorship	Guardianship
Individual	Capacity for making	Capacity for making	Capacity for making
	judgments is	judgments is	judgments is lacking
	insufficient	significantly	in their normal state
		insufficient	
Type of guardian	Assistant	Curator	Adult Guardian

② Making a Petition to the Family Court

A petition can be made by the individual themselves, their spouse, relatives within four degrees of kinship, a public prosecutor, or the mayor of the municipality.

Generally, the petition must be made to the family court (or branch office) with jurisdiction over the area where the individual resides*1.

If you do not know which family court has jurisdiction over your area, ask your nearest family court.

Website: https://www.courts.go.jp/saitama/saiban/madoguti/index.html

③ Consultations

Please contact the relevant division at your municipality of residence or an adult guardianship center, etc.

(See the Saitama Prefectural Government Regional Comprehensive Care Systems Division's website for the contact information of each municipality.)

Website: https://www.pref.saitama.lg.jp/a0609/3-seinen-kouken/3-seinen-

4 Procedures

Saitama Family Courts, Guardian Website:

https://www.courts.go.jp/saitama/saiban/tetuzuki/kouken/index.html

(For calls or in-person visits, contact your nearest family court listed in ②.)

*1 Procedures for petitioning for a guardianship will be conducted by a Japanese court even for foreign residents while they are residing in Japan. (Article 5, Act on General Rules for Application of Laws (Act No. 78 of 2006)

(2) Voluntary Guardianship

In this system, an individual appoints someone while they still have sufficient capacity for judgment through a contract (voluntary guardianship contract) to perform duties as their representative. When the individual's capacity for judgment has declined, the contract will go into effect after a petition has been filed with the family court to appoint the voluntary guardian*².

- (1) Regarding the Voluntary Guardianship Contract
 - This contract must be concluded by notarized document created by a notary at a local public notary office.
- ② Regarding Making a Petition to the Family Court

A petition can be made by the individual themselves, their spouse, relatives

within four degrees of kinship, or the voluntary guardian.

Generally, the petition is made to the family court (or branch office) with jurisdiction over the area where the individual resides.

(If you are unsure of which family court has jurisdiction over your area, ask your nearest family court.)

Website: https://www.courts.go.jp/saitama/saiban/madoguti/index.html

^{*2} In some cases, it is possible to petition a Japanese court to appoint a voluntary guardian for a foreign resident. Contact your nearest family court as outlined in ② for more information.



Kohaton

- 1 **Public Health Centers**
- 2 Pregnancy, Childbirth and Childcare
- 3 Vaccinations
- Child Care and Certified Early Childhood Education Centers
- Infant and Children's Homes, Mother-Child Support Facilities and Childbirth Facilities
- Pediatrics Expenses Assistance
- Child Allowance
- 8 Family Assistance
- Children's Counseling Offices
- 10 Regional Parenting Support Centers
- 11 **Family Support Centers**
- 12 Children's Centers

1 Public Health Centers

Public health centers located throughout Saitama offer a range of consultation and testing services, including:

- Consultations regarding incurable diseases, tuberculosis, infectious diseases, mental health, etc.
- Testing for AIDS, STIs, and hepatitis
- Consultations regarding medical safety
- Consultations regarding animals such as dogs
- Consultations regarding prescription narcotic and stimulant drugs
- Food and water safety testing and consultations



Consultations and Inquiries

[Prefectural Public Health Centers]

Center Name	Phone	Jurisdiction	Reception Hours
Nanbu Public Health Center	048-262-6111	Warabi-shi, Toda-shi,	
Asaka Public Health Center	048-461-0468	Asaka-shi, Shiki-shi, Wako-shi, Niiza-shi, Fujimi-shi, Fujimino-shi, Miyoshi-machi	
Kasukabe Public Health Center	048-737-2133	Kasukabe-shi, Matsubushi-machi	
Soka Public Health Center	048-925-1551	Soka-shi, Yashio-shi, Misato-shi, Yoshikawa-shi	
Konosu Public Health Center	048-541-0249	Konosu-shi, Ageo-shi, Okegawa-shi, Kitamoto-shi, Ina-machi	
Higashimatsuyama Public Health Center	0493-22-0280	Higashimatsuyama-shi, Namegawa-machi, Ranzan-machi, Ogawa-machi, Kawajima-machi, Yoshimi-machi, Tokigawa-machi, Higashi-Chichibu-mura	
Sakado Public Health Center	049-283-7815	machi Ogose machi Hatoyama cho	
Sayama Public Health Center	04-2954-6212		
Kazo Public Health Center	0480-61-1216	·	
Satte Public Health Center	0480-42-1101	Kuki-shi, Hasuda-shi, Satte-shi, Shiraoka- shi, Miyashiro-machi, Sugito-machi	
Kumagaya Public Health Center	048-523-2811	11 Kumagaya-shi, Fukaya-shi, Yorii-machi	
Honjo Public Health Center	0495-22-6481	1 Honjo-shi, Misato-machi, Kamikawa-machi, Kamisato-machi	
Chichibu Public Health Center	0494-22-3824	Chichibu-shi, Yokoze-machi, Minano- machi, Nagatoro-machi, Ogano-machi	

[City Public Health Centers]

Saitama City Public Health Center	048-840-2205	Saitama-shi	Mon - Fri
Kawagoe City Public Health Center	049-227-5101	Kawagoe-shi	8:30 - 17:15 (Excluding
Koshigaya City Public Health Center	048-973-7530	Koshigaya-shi	National Holidays and the New Year's holiday
Kawaguchi City Public Health Center	048-266-5557	Kawaguchi-shi	period)

2 Pregnancy, Childbirth and Childcare

(1) Pregnancy Notification and Maternal and Child Health Handbook

After receiving a diagnosis of pregnancy from your doctor, please submit a notification to your local municipal or ward office as soon as possible. You will be issued a Maternal and Child Health Handbook (in Japanese) together with a voucher for public funding for pre-natal check-ups. Before childbirth, the Maternal and Child Health Handbook is used to document the health of both the mother and unborn child. After birth, it is used to record the child's health and vaccinations. You are required to bring this book with you when you have check-ups and give birth. All foreign nationals who have registered as a resident are eligible to receive this, regardless of their type of status of residence.

(2) Foreign Language Editions of the Maternal and Child Health Handbook

The Maternal and Child Health Handbook is also available in 8 other languages (English, Chinese, Portuguese, Spanish, Korean, Thai, Indonesian, Tagalog, Vietnamese, and Nepali), all accompanied by the Japanese text.

You can purchase these handbooks online from *Hon no Rakuiku Mantendo*.

For further information, contact Hon no Rakuiku Mantendo.



Name	Contact	Reception Hours
Hon no Rakuiku Mantendo	https://www.ecur.co.jp	Mon - Fri
	Phone: 03-4334-1163	(Excluding National Holidays and the New Year's holiday period)
		9:30 - 12:00, 13:00 - 17:00

(3) Support for Expectant and New Mothers

- ① Prenatal Health Check-ups: There is public funding available for prenatal check-ups to manage the health of the mother and the unborn baby.
- ② Parenting Classes: These classes are conducted to teach first-time mothers (parents) about managing health during pregnancy, preparation for birth, and caring for a newborn baby.
- ③ Newborn Home Visit: If it is determined necessary, a nurse or midwife will visit your home to offer guidance and advice for caring for your newborn (within 28 days of birth).

- ④ Home Visits to All Households with Infants: A nurse will visit all homes with infants by the time the child turns 4 months old. The nurse will listen to any of your concerns or worries regarding childcare, and provide information necessary for parenting.
- ⑤ Assistance for Expecting Mothers: Individuals will need to apply and be approved to receive this assistance.
- 6 Childbirth and Childcare One-time Payment: Individuals enrolled in National Health Insurance can receive a one-time payment to assist with the costs of childbirth and childcare according to the terms specified on the application. For further details, contact the National Health Insurance Division of your local municipal or ward office or the National Health Insurance Union you are a member of.
 If you are enrolled in an employee health insurance plan through your workplace, you

If you are enrolled in an employee health insurance plan through your workplace, you and your family are also eligible to receive subsidies to assist with the costs of childbirth. Please contact your employer for more information.

*For more information on ① through ⑤, contact the division in charge of mother and child health care at your local municipal or ward office, or your local public health center.

(4) Childcare Classes

Nurses teach childcare classes on how to care for babies. For further information, contact the division in charge of mother and child health care at your local municipal or ward office, or your local public health center.

(5) Health and Dental Check-ups for Infants

Municipalities offer free health and dental check-ups for children aged 3-4 months, 18 months, and 3 years old. Please note that the age when these check-ups are offered may vary between municipalities. Please bring your Maternal and Child Health Handbook to the health check-ups. For more information, contact the division in charge of mother and child health care at your local municipal office, or your local public health center.

(6) Screening for Congenital Metabolic Disorders and Other Conditions

Saitama Prefecture provides testing for newborn babies to diagnose and treat congenital disorders at an early stage. There are tests available for 20 different types of conditions. Although these conditions are rare, they can cause physical and cognitive developmental delays if discovered late and left untreated. However, if these conditions are detected and treated early, most symptoms can be prevented. Currently, almost all newborn babies are tested. For more information, please contact the Wellness and Longevity Division of the Saitama Prefectural Government Department of Public Health and Medical Services.

(7) Subsidy for Infertility Testing Expenses

Depending on the municipality, a subsidy is available for couples who have undergone infertility testing together, and are also registered residents of Saitama Prefecture who are legally married or in a de facto/common-law marriage. For further information, contact the division in charge of mother and child health care at your local municipal or ward office, or your local public health center.

(8) Subsidy for Recurrent Pregnancy Loss Testing Expenses

Depending on the municipality, a subsidy is available for couples who have undergone testing for the cause of recurrent pregnancy loss, and are also registered residents of Saitama Prefecture who are legally married or in a de facto/common-law marriage. For further information, contact the division in charge of mother and child health care at your local municipal or ward office, or your local public health center.

3 Vaccinations

Vaccinations strengthen the immune system against infections and prevent illnesses and the spread of diseases.

Vaccinations are generally free of charge if you meet the following criteria. (Those who do not meet the criteria must pay for the vaccinations.)

- ① You can prove that your child lives in the municipality by providing a resident record or a notification from the Immigration Bureau which states the child's address.
- ② You take your child to be vaccinated at a medical institution or public health center designated by your municipality within the specified period.
- ③ Your child is healthy enough to receive the vaccination.

The period in which your child can receive these vaccinations and their cost, if any, differs between municipalities. Please contact your local municipal or ward office or your local public health center in advance for information. If you have a Maternal and Child Health Handbook, please bring it with you when you take your child to be vaccinated.

The Public Foundation of the Vaccination Research Center's website has a multilingual "Vaccinations and Children's Health" guide available for download (in English, Chinese, Korean, Vietnamese, Spanish, Portuguese, Thai, Indonesian, Tagalog, and Nepali). It includes information on vaccinations and the illnesses they protect against.

Website: https://www.yoboseshu-rc.com/pages/8/

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4 Child Care and Certified Early Childhood Education Centers

Child care centers (*hoikusho*) are facilities that offer day care services for pre-school aged children whose parent(s) or guardian(s) are unable to take care of them during the daytime due to work or illness. Child care centers provide services for children aged 0 up until they enter elementary school.

If you would like to use these services, you can apply at your local municipal office. The local municipal office will decide whether your child can enroll at the child care center, and how much the child care fees will be. The office also decides how many hours your child can stay at the child care center after taking into account factors such as the parents'/guardians' working hours and commuting time. Child care for children aged 3 to 5 years old is free. Child care fees for children aged 0 to 2 years old are determined by the municipality based on the household income of the child's family.

For more information on how to apply to a child care center, please contact the child care division at your local municipal office.

Certified Early Childhood Education Centers (*nintei kodomo-en*) are facilities that combine the functions and characteristics of kindergartens and child care centers, and are for children aged 0 up until they enter elementary school. Children aged 3 to 5 years old can receive education and care regardless of whether or not their parents are working. Fees for these centers are the same as for child care centers.

For more information on how to apply to a certified early childhood education center, contact the center you would like to use directly, or contact the child care division at your local municipal office.

Saitama Prefecture has published "The Three Sprouts: A Brief Childcare Guide," a leaflet that outlines skills that children should learn before enrolling in elementary school. These skills are divided into three broad categories: "Daily Life," "Interacting with Others," and "Curiosity & Caring". These leaflets are available in simple Japanese, English, Chinese, Spanish, Portuguese, Tagalog, Korean, Vietnamese and Indonesian in addition to Japanese. All of these are available from the website below and can be used as needed.

Website: https://www.pref.saitama.lg.jp/f2214/mebae02/mebae-panfuri-fu.html

5 Infant and Children's Homes, Mother-Child Support Facilities, and Childbirth Facilities

Infant and children's homes offer a home to children whose parents or guardians are unable to care for them due to illness or financial hardship. In principle, the ages of eligibility are 0 to 18 years old. For more information, contact your local Children's Counseling Office.

Mother-Child Support Facilities enable single mothers etc. and their children to reside at the facility while receiving consultations regarding hardships in their daily lives.

Childbirth Facilities are facilities where pregnant women who are unable to give birth safely and securely for financial reasons can reside.

For more information about Mother-Child Support Facilities or Childbirth Facilities, contact your nearest prefectural or municipal welfare office.

6 Pediatrics Expenses Assistance

To be eligible for this assistance, you must have completed the resident registration process (obtained a Residence Card) and be enrolled in health insurance.

(1) Cost of Medical Care for Premature Babies

When a baby born weighing 2,000g or less or with an underdeveloped body is hospitalized in a designated facility, the family's expenses for medical treatment will be borne partly or entirely by the municipality (depending on the family's income). This assistance is available until the child turns 1 year old, if necessary.

For more information, contact the division in charge of nursing and medical care for premature babies at your local municipal or ward office.

(2) Assistance for Medical Expenses

Municipalities can provide subsidies for the copayment charged when your child receives healthcare covered by insurance (application required). This assistance is available for children until March 31 following their 18th birthday.

For more information, contact the division in charge of children's welfare at your local municipal or ward office.

(3) Financial Support for Medical Treatment for Children with Physical Disabilities

The family's expenses for medical treatment for children under the age of 18 with physical disabilities will be borne partly or entirely by the municipality (depending on the family's

income). Treatment must be received from a designated facility and there must be reasonable probability of improvement or recovery through medical treatment.

For more information, contact the division in charge of medical services for children at your local municipal or ward office.

(4) Assistance for Medical Expenses for Children with Specific Chronic Diseases

Part or all of the family's expenses for medical treatment for a child under 18 years of age who has a specified disease such as a malignant growth, chronic kidney disease, or a congenital metabolic disorder, will be borne by Saitama Prefecture. This is provided that the treatment is carried out at a designated medical facility.

For more information, contact the public health center with jurisdiction over your area.

7 Child Allowance

This allowance is for people who are raising children aged 0 to 18 years old (up until March 31 following their 18th birthday). Both the parent(s) and the child must reside in Japan (excluding cases where the child studying abroad). For more information, contact the division in charge of children's welfare at your local municipal or ward office.

8 Family Assistance

(1) Child Support Allowance

This allowance is for single parents or for families where the father or mother has a specified disability. It is paid to the guardian up until March 31 following their child's 18th birthday. Only households whose income is under a certain level are eligible. For more information, contact the division in charge of children's welfare at your local municipal or ward office.

(2) Special Child Support Allowance

This allowance is for people who are raising children under 20 years of age who have certain mental health conditions or physical disabilities. Only households whose income is under a certain level are eligible. For more information, contact the division in charge of children's welfare or disability welfare at your local municipal or ward office.

(3) Welfare Loans for Single-Parent Families and Single Women

Loans are available for single-parent families and women (former single mothers who fulfill the conditions) raising children under the age of 20 to assist with costs such as education, medical treatment, and moving. For more information, contact the division in charge of children's welfare at your local municipal or ward office or a prefectural welfare office.

7

Consultations and Inquiries

Welfare Office	Phone	Address	Reception Hours
Tobu Chuo Welfare Office	048-737-2359	1-76 Onuma, Kasukabe-shi	Mon - Fri
Seibu Welfare Office	049-283-6780	2327-1 Ishii, Sakado-shi	(Excluding National
Hokubu Welfare Office	0495-22-0140	1-8-12 Maehara, Honjo-shi	Holidays and the
Chichibu Welfare Office	0494-22-6228	8-18 Sakuragi-machi, Chichibu-	New Year's holiday
		shi	period)
			8:30 - 17:15

(4) Assistance for Medical Costs for Single Parent Households

There is assistance available for single parent households or foster families with children up to 18 years of age (until March 31 following the child's 18th birthday), or until 20 years of age for children with certain disabilities. Municipalities can provide subsidies for the copayment charged when your child receives healthcare covered by insurance (application required). However, certain income conditions must be met. For more information, contact the division in charge of children's welfare at your local municipal or ward office.

9 Children's Counseling Offices

Children's Counseling Offices offer general counseling and support services for children under 18 years of age.

Consultations and Inquiries

Name	Phone	Address	Reception Hours
Chuo Children's Counseling Office	048-775-4152	1242-1 Ageo-mura, Ageo-shi	
Minami Children's Counseling Office	048-262-4152	1-1-56 Shibashimo, Kawaguchi- shi	
Asaka Children's Counseling Office	048-465-4152	1-10-63 Aobadai, Asaka-shi	Mon - Fri (Excluding
Kawagoe Children's Counseling Office	049-223-4152	33-1 Miyamoto-cho, Kawagoe- shi	National Holidays and the New
Tokorozawa Children's Counseling Office	04-2992-4152	1-9-2 Namiki, Tokorozawa-shi	Year's holiday period)
Kumagaya Children's Counseling Office	048-521-4152	5-13-1 Hakoda, Kumagaya-shi	8:30 - 18:15
Koshigaya Children's Counseling Office	048-975-4152	402-1 Onma, Koshigaya-shi	
Soka Children's Counseling Office	048-920-4152	425-2 Nishi-cho, Soka-shi	
Saitama City Hokubu Children's Counseling Office	048-711-3917	4-4-10 Kamikizaki, Urawa-ku,	Mon - Fri (Excluding National Holidays and the New
Saitama City Nanbu Children's Counseling Office	048-711-2489	Children and Family Center) Year's	

10 Regional Parenting Support Centers

These centers are places where you can take your child from 0 to 2 years old to play with toys while you both get to know other parents and children. They are known as 'meeting plazas' and 'Regional Parenting Support Centers'. It is also possible to ask questions and receive consultations on parenting. Most of these centers are free-of-charge, but some charge a fee.

These centers are in all cities, towns, and villages in the prefecture. For details, please contact the division in charge of parenting assistance at your local municipal or ward office.

11 Family Support Centers

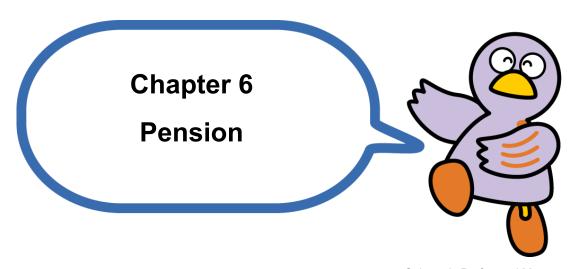
Family Support Centers are places that can introduce you to services that can help you with caring for your children. For example, these services can take your children to and from their child care center and other activities and look after your children while you are out.

Advance registration is required, and you will be charged at the time of booking the service. Fees are different for each municipality, but are generally around 700 yen per hour. For more information, please contact the division in charge of parenting assistance at your local municipal office.

12 Children's Centers

Children's Centers are places where parents can take children of a wide range of ages (aimed primarily at elementary and junior high school students) to freely play and relax. There is no entry fee. There are also classes for exercise and handicrafts, as well as discussion groups. (Some of these activities may include a charge for materials.)

For more information, please contact the division in charge of parenting assistance at your local municipal office.



Saitama's Prefectural Mascot Kobaton

- 1 National Pension Plan
- 2 Employees' Pension Insurance

There are two types of public pension plans in Japan: the National Pension and Employees' Pension Insurance. In order to provide a stable livelihood and financial security after retirement, all people who have an address in Japan must enroll in a pension plan and the type of work the person does determines the type of pension system that they will enroll in. The National Pension Plan provides a basic pension to all enrolled. There is a pension provided to people over 65, as well as a disability pension that is available to people who are left with a disability after an illness or injury. If the primary income earner of a household dies, the bereaved family can receive a survivor's pension.

The Employees' Pension Insurance is a system that employees of certain businesses are enrolled in. Like the National Pension, it also includes the old-age pension, disability pension, and survivor's pension.

1 National Pension Plan

Those aged 20 to 59 who have an address in Japan, regardless of their nationality, are eligible to enroll in the National Pension Plan. To enroll, please contact the National Pension Counter at your local municipal or ward office. Those who enroll in the Employees' Pension Insurance are not required to complete any additional paperwork to join the National Pension Plan. Pension payments are paid to beneficiaries who have maintained premium payments for a certain period of time, or to their dependents. (For details, refer to (2) Types of Pension Benefits.)

(1) Premium Payments

The premium payment amount is the same for all people enrolled in the plan. The Japan Pension Service will send you an Insurance Premium Payment Statement, which must be paid by the date specified in the statement.

Pension premium payments may be waived in some cases, such as when they cannot be paid due to low income, etc.

(2) Types of Pension Benefits

- ① The following basic pension benefits are paid under certain conditions.
 - Old-age Basic Pension: If you have been qualified (made premium payments, etc.) for at least 10 years, you become eligible to receive this pension when you turn 65 years old.
 - Disability Basic Pension:

This pension provides financial assistance for individuals who meet both of the following conditions:

- a) They became disabled by an illness or injury which they were assessed for during an initial examination while enrolled in national pension.
- b) They fulfill requirements such as having maintained premium payments or having been exempt from making payments for at least two-thirds of the enrollment period.

This pension is paid in accordance with the degree of disability assessed on the date of certification (when they turn 20 years old, or after 1 year and 6 months have passed since the initial medical examination).

Survivors' Basic Pension: When a person who is enrolled in national pension or someone meeting the requirements to receive the old-age pension dies (except those whose combined premium payment period and exemption period is less than 25 years), this pension is paid to the enrolled person's spouse with a child who was living on the income of the deceased, or to the enrolled person's child (revised April 1, 2014). (In this case, they can receive this pension until the end of the fiscal year when the child turns 18 years old. In the case of a child with disabilities, they can receive this pension until they turn 20. However, someone who is married cannot receive this pension.)

2 Other Benefits

· Widow's Pension:

In the event the husband who paid premiums on the pension and/or was exempt from making payments for 10 or more years dies without receiving the old-age or disability pension, this benefit is paid to the wife from the age of 60 to 65 provided that she was married to the deceased for 10 or more continuous years and was dependent on the deceased's income.

*If you are eligible for both the Widow's Pension and the Lump-sum Death Benefit, you can only choose one to receive of these benefits.

Lump-sum Death Benefit:

In the event insurance premiums for the pension were paid for a period of 36 months or more and the person enrolled in the pension died without receiving the old-age or disability pension, this benefit is paid to the deceased's family*. (This benefit must be claimed within 2 years of the death of the enrolled person.)

*Family members who are eligible to receive this benefit (in the following order): the spouse, children, parents, grandchildren, grandparents, or siblings of the deceased. For more information on eligibility requirements for receiving this benefit, please contact one of the offices listed at the end of this chapter.

(3) Lump-sum Withdrawal

If you apply within 2 years from the date you leave Japan and no longer have an address in Japan, and meet all of the following conditions, you may be eligible for a lump-sum withdrawal from the National Pension Plan

- · You do not possess Japanese citizenship
- You maintained premium payments as the primary beneficiary of the pension plan for
 6 months or longer
- You no longer have an address in Japan
- You are not qualified to receive an old-age basic pension
- You have never had the right to receive pension payments (including disability allowance)

* If you are enrolled in a pension plan in a country that has a pension treaty (social security agreement) with Japan, based on certain conditions, you may be eligible for pension benefits from Japan and the respective country by adding up the total period of enrollment.

In order to receive the lump-sum withdrawal, you must perform the following procedures:

- Obtain a "Lump-sum Withdrawal Payment Claim Form" (dattai ichiji kin seikyuusho) from your local municipal or ward office or pension office before you leave Japan.
- Fill in the above-mentioned form and mail it with the required documents to the following address (generally, after you leave Japan):

Japan Pension Service Headquarters 3-5-24 Takaido nishi, Suginami-ku Tokyo, JAPAN 168-8505

2 Employees' Pension Insurance

People under the age of 70 who work for a certain number of hours or days at a business covered by social insurance must enroll in this system. People over the age of 60 who are receiving a pension while working may receive a reduced amount of pension, depending on their earnings.

(1) Premium Payments

The monthly premium is calculated by multiplying the premium rate by the standard monthly compensation determined based on your monthly salary (total pay including benefits), and by the standard bonus amount based on the bonuses you receive. Your employer pays half of the monthly premium and the remaining half is usually deducted from your salary and bonuses.

(2) Types of Pension Benefits

Old-age Employees' Pension:

In the event a person eligible to receive an old-age basic pension was also enrolled in employees' pension for a period of time, this pension will be paid in addition to the old-age basic pension from age 65. (If the period of enrollment in the employees' pension is more than 1 year, pension will be paid from before the person turns 65 years old, in accordance with their date of birth.)

Disability Employees' Pension:

If someone enrolled in employees' pension became disabled by an illness or injury which they were assessed for during an initial examination they had while enrolled in employees' pension, this pension is paid to them in accordance with the degree of

disability. (If the disability is severe, this will be paid together with the disability basic

pension.)

Survivors' Employees' Pension

In the event that a person who is enrolled in employees' pension or who is eligible to

receive the old-age employees' pension (except those whose combined premium

payment period and exemption period is less than 25 years) dies, the following

surviving family members who lived on their income can receive this pension. (Those

in category 1 also receive Survivors' Basic Pension benefits.)

1 Spouse with children* (In the case of a husband age 55 or older at the time of the

enrolled person's death, payment commences at age 60), or children*

2 Spouse without children (In the case of a husband age 55 or older at the time of

the enrolled person's death, payment commences at age 60)

3 Grandchildren*

4 Parents and grandparents who are age 55 or older at the time of the enrolled

person's death (payment commences at age 60)

*In the case of a child or grandchild, they can receive this pension until the end of

the fiscal year in which they turn 18 years old. In the case of a child with disabilities,

they can receive this pension until they turn 20. However, if they are married, they

cannot receive this pension.

(3) Lump-sum Withdrawal

The conditions and procedures for applying for a lump-sum withdrawal of your

Employees' Pension contributions are the same as for the National Pension Plan. However,

in the case of the Employees' Pension Insurance, 20.42% of the lump-sum withdrawal

payment will be withheld as income tax.

Before departing Japan, if you submit a "Notification of Tax Agent for Income

Tax/Consumption Tax" (nouzei kanrinin no todokedesho) form to your jurisdiction's tax office

(thereby appointing a Tax Representative), your Tax Representative may apply to claim this

withheld income tax on your behalf.

The Japan Pension Service's website provides explanations and information about

pension in Japanese and 14 other languages.

Website: https://www.nenkin.go.jp/international/index.html

6 - 5

Consultations and Inquiries

⟨Consultation Reception Hours⟩

Mondays: 8:30 - 19:00 *If Monday is a holiday, then these hours apply to the first

open day of the week.

Tuesdays - Fridays: 8:30 - 17:15

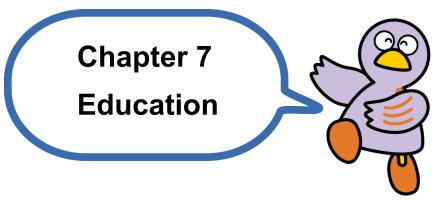
2nd Saturday of the Month: 9:30 - 16:00

Office	Phone	Address
Urawa Pension Office	048-831-1638	5-5-1 Kita-Urawa, Urawa-ku, Saitama-shi
Urawa Pension Office,	048-227-2362	13 F Kawaguchi Center Building, 4-1-8 Honcho,
Kawaguchi Branch Office		Kawaguchi-shi
Omiya Pension Office	048-652-3399	4-19-9 Miyahara-cho, Kita-ku, Saitama-shi
Kumagaya Pension Office	048-522-5012	1-93 Sakuragi-cho, Kumagaya-shi
Kumagaya Pension Office		2F Kazo City Hall, 2-1-1 Mitsumata, Kazo-shi
Kazo Branch Office	0480-62-8061	2F Nazo Gity Haii, 2-1-1 WiitSuffiata, Nazo-Siii
Kawagoe Pension Office	049-242-2657	5F U-PLACE, 8-1 Wakita-Honcho, Kawagoe-shi
Tokorozawa Pension Office	04-2998-0170	1152-1 Kamiyasumatsu, Tokorozawa-shi
Kasukabe Pension Office	048-737-7112	4 • 6F Kasukabe Central Building, 1-52-1 Chuo,
Trasarrabe i crision Office	040-737-7112	Kasukabe-shi
Koshigaya Pension Office	048-960-1190	3F Koshigaya Twin City B City, 16-1 Yayoi-cho,
Noshiyaya Felision Office	040-900-1190	Koshigaya-shi
Chichibu Pension Office	0494-27-6560	13-28 Ueno-machi, Chichibu-shi

^{*}The Branch Offices do not extend hours for consultations on the first open day of the week and do not accept consultations on the second Saturday of the month.

Please make a reservation for consultations about pension and procedures.

For reservations, call 0570-05-4890, Monday - Friday: 8:30 - 17:15



Saitama's Prefectural Mascot Kobaton

- 1 Kindergarten
- 2 Elementary and Junior High School
- 3 Senior High School
- 4 Special Needs Schools
- 5 University and Technical School
- 6 Scholarships
- 7 Japanese Language Study
- 8 Japanese Language Proficiency Tests

The Japanese education system consists of six years of elementary school, three years of junior high school, three years of senior high school, and four years of university. Children usually begin elementary school at the age of 6, junior high at 12, senior high at 15 and university when they are 18. In addition to four-year universities, there are also two-year junior colleges and various technical schools.

Elementary and junior high school education are compulsory. This is not mandatory for foreign resident children; however, those who wish to attend may do so.

The academic year begins in April and finishes at the end of March the following year. Most schools have 3 semesters: 1st – April to August; 2nd – September to December; and 3rd – January to March. However, some schools just have 2 semesters: the 1st – April to September; and 2nd – October to March. All classes are conducted in Japanese.

Many children attend kindergarten or child care centers before they enter elementary school.

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1 Kindergarten

Kindergarten is for young children from the age of 3 years until they enter elementary school. Though many Japanese children attend kindergarten or child care centers, it is not compulsory. Kindergartens are generally open for 4 hours a day. Although kindergarten begins in April each year, you must apply by the specified date in the previous academic year.

As fees and procedures for enrollment differ between institutions, please contact the municipal board of education in your area for questions about public kindergartens. For inquiries about private kindergartens, please contact them directly for more information.

You can search for private kindergartens in Saitama Prefecture using the website below. http://www.pref.saitama.lg.jp/a0204/shiritsuitiran/youchienichiran.html

(Saitama Prefectural Government Private School Affairs Division website)

For Certified Early Childhood Education Centers (*nintei kodomo-en*), see Chapter 5.4: Child Care and Certified Early Childhood Education Centers.

Saitama Prefecture has published "The Three Sprouts: A Brief Child Care Guide," a leaflet that outlines skills that children should learn before enrolling in elementary school. These skills are divided into three broad categories: "Daily Life," "Interacting with Others," and "Curiosity & Caring," for easy reference. To access these leaflets (in simple Japanese, English, Chinese, Spanish, Portuguese, Tagalog, Korean, Vietnamese, and Indonesian in addition to Japanese), visit the following website. All of these are listed on the website and can be used as needed.

https://www.pref.saitama.lg.jp/f2214/mebae02/mebae-panfuri-fu.html

2 Elementary and Junior High School

If you would like to enroll your child in a public elementary or junior high school in Saitama, you need to take your child's Resident Record to the board of education at your local municipal or ward office (for residents of Saitama City), tell them that you want to enroll your child in school, and complete the necessary forms. The board of education will notify you of which school your child should attend.

(1) Elementary School

Children must be 6 years old as of April 1 of the year they enter elementary school. Enrollment for first graders is conducted around September of the previous year. If your child's enrollment is accepted, a "Notification of Admission" (*nyugaku tsuchisho*) will be sent to you in January.

For children with disabilities, there are special needs classes available, as well as support for students in non-special needs classes.

(2) Junior High School

Students must be 12 years old as of April 1 of the year they enter junior high school. In January each year, a "Notification of Admission" (*nyugaku tsuchisho*) is sent to children who will be graduating from elementary school that year.

Almost all junior high schools require students to wear school uniforms. For information on where to buy your child's uniform, contact the school.

For children with disabilities, there are special needs classes available, as well as support for students in non-special needs classes.

(3) Transfer

If your child has studied at an elementary or junior high school overseas and you want them to continue their studies at an elementary or junior high school in Saitama Prefecture, notify the local board of education after completing resident registration procedures at your local municipal office (or ward office for residents of Saitama City).

(4) Changing Schools

If the school you are zoned for changes as a result of moving, your child will have to change schools.

Before you move, please ask your child's current school for a certificate of enrollment and textbook list. When you submit your notice of moving out at your current municipal or ward office, be sure to report that your child attends elementary or junior high school. After you move, you should report that your child is attending elementary or junior high to your new municipal or ward office. Please also submit the certificate of enrollment and textbook list to your child's new school.

Please also notify the school if you will be leaving Japan.

(5) School Costs

Students of public elementary and junior high schools in Saitama are not charged for enrollment, course, and textbook fees. However, the student's guardians must pay school lunch and instructional material fees. To pay these fees, many guardians set up an account at a bank specified by the school from which expenses are automatically deducted.

(6) PTAs (Parent-Teacher Associations)

The PTA is an organization where parents or guardians and teachers cooperate to increase their understanding of children's education both in school and at home and to support the growth and development of the children. Joining the PTA is optional. Parents and guardians will need to understand the expectations and responsibilities of the role before joining. PTA fees differ from school to school, so please contact your child's school directly for more information.

(7) After School Children's Club (After School Child Care)

After school care is available for elementary school students whose parents or guardians are unable to take care of them after school because of work, etc. Since the cost of this service and the application procedures differ between municipalities, please contact the division in charge of children's welfare at your local municipal or ward office for further information.

(8) Education for Children Who Do Not Speak Japanese

Staff who can teach Japanese are available at some schools that have many students who cannot speak Japanese. The Saitama Prefectural Government has also provided information useful for school life and daily life, which can be accessed via the following website:

https://www.pref.saitama.lg.jp/f2214/kikokugaikokujinsapoutojigyou240120.html

(9) Guidebook for Starting School (for Non-Japanese Parents and Guardians)

The Ministry of Education, Culture, Sports, Science and Technology has written a guidebook for non-Japanese parents and guardians, Guidebook for Starting School for Foreign Students, which explains the procedures for entering Japanese schools in multiple languages. It can be accessed from the following website:

https://www.mext.go.jp/a menu/shotou/clarinet/003/1320860.htm

(10) Videos about Japanese School Life

The Ministry of Education, Culture, Sports, Science and Technology has created animated videos in multiple languages about elementary school life in Japan aimed at non-Japanese students and parents and guardians. They can be accessed on MEXT's Official YouTube Channel.

"Nice to Meet You! Let's Be Friends!" "Tell Me About Elementary School in Japan!"





3 Senior High School

Senior high school education is not compulsory in Japan. There are 4 different types of senior high schools: national, prefectural, municipal and private. These schools can be further divided into ones that offer a standard curriculum such as English, Mathematics, Japanese, Science, and Social Studies, and others that specialize in fields such as Commerce, Industry, Agriculture, etc. for occupation-specific study. Some schools are beginning to offer a new integrated curriculum to encourage students to think about their future path. Students can choose from various courses of study: full-day attendance from the morning, part-time*, or by correspondence*.

* Some students work while studying part-time or via correspondence. For part-time courses, most senior high schools offer classes at night. In correspondence courses, students attend class on designated school days approximately 3 times a month, and otherwise study at home and submit their work to the school. There are also part-time high schools which offer classes during the daytime and evening.

For more information, see the "Saitama Prefectural Board of Education website:

https://www.pref.saitama.lg.jp/f2208/tei-tuu-sienninn.html

(1) Entrance Examinations

To be eligible to take entrance exams, you must have graduated or expect to graduate from a Japanese junior high school or an equivalent thereof. Alternatively, if you have completed at least 9 years of formal education overseas, you may take this exam after completing procedures for obtaining a certificate that demonstrates your eligibility to apply to high school (qualification certificate).

High school entrance examinations and interviews are conducted in Japanese.

Public high schools administer standard entrance examinations on the same predetermined day. The entrance examination schedule and admission requirements for

national and private high schools vary, so please contact the school you wish to attend for more information. For information on entering a public high school, contact the junior high school you currently attend.

Q&A on prefectural public high school entrance examinations (on the website of the High School Education Management Division, Saitama Education Bureau).

Japanese: https://www.pref.saitama.lg.jp/f2208/r7nyuushiqa.html

English: https://www.pref.saitama.lg.jp/documents/241544/r7nyuushieigoqa.pdf
Chinese: https://www.pref.saitama.lg.jp/documents/241544/r7tyuugokugo1.pdf
Portuguese: https://www.pref.saitama.lg.jp/documents/241544/r7porutogaru1.pdf

Spanish:

https://www.pref.saitama.lg.jp/documents/241544/r7nyuushisupeinngoqa01.pdf

(2) School Costs

There are admission and course fees as well as the cost of textbooks and other instructional materials.

At public prefectural high schools, financial aid and scholarship allowances based on income are available. Admission fees also may be exempted based on income.

Tuition costs for private high schools vary, but students at private high schools may also be eligible to receive financial aid or scholarship allowances depending on income level. Furthermore, a student enrolled in a private high school located within Saitama Prefecture may also be able to receive a reduction in admission and course fees and other costs based on income level and other factors.

You may also be required to pay into a fund for costs such as school trips and excursions and pay PTA membership fees. These fees are different for every school. For more information, please contact the school directly.

(3) Transferring Schools

After entering a prefectural high school, if a family moves to another address, the student can continue to attend their current school if they wish to do so.

However, if the student would like to transfer to a school closer to their new address, they will be required to take a transfer entrance examination. In this case, first consult with the student's current high school.

(4) Special Selection Process for Non-Japanese Students

There are special admission procedures for those who have only lived in Japan for a short time. These differ from the usual entrance examination procedures, so please consult with the schools which offer this special selection process.

12 schools offered this special selection for the 2025 school year (beginning April 2025).

These schools were Iwatsuki High School, Soka Minami High School, Nanryo High School, Fukaya Dai'ichi High School, Wako Kokusai High School, Warabi High School, Kawaguchi Higashi High School, Kawagoe Nishi High School, Kurihashi Hokusai High School, Menuma High School, Niiza Yanase High School, and Misato Kita High School.

The schools which will offer special selection for non-Japanese students for the 2026 school year (beginning April 2026) are planned to be announced in July 2025.



Consultations and Inquiries

Office	Phone	Reception Hours
For inquiries about the special selection process for		
non-Japanese students:		
High School Education Management Division,	048-830-6766	
Prefectural Schools Department, Saitama Prefectural		
Education Bureau.		
For inquiries on transferring into prefectural high		
schools, and qualification certificates:		
Prefectural Schools Management and Personnel	048-830-6735	Mon - Fri
Division, Prefectural Schools Department, Saitama		(Excluding National
Prefectural Education Bureau.		Holidays and the New
For inquiries regarding the course and admission fees	048-711-7012	Year's holiday period)
for prefectural high schools:	https://www.pref.saita	8:30 - 17:15
Financial Affairs Division, Education and General Affairs		
Department, Saitama Prefectural Education Bureau.	ma.lg.jp/f2204/j-	
	s/index.html	
For inquiries about reduced course fees at private high	048-830-2725	
schools:	https://www.pref.saita	
Private School Affairs Division, Department of General	ma.lg.jp/a0204/fubofut	
Affairs, Saitama Prefectural Government.	an2.html	

4 Special Needs Schools

For students with visual, aural, intellectual, or physical disabilities, or a weak constitution, special needs schools provide education corresponding to kindergarten, elementary, junior high or senior high schools. There are elementary, junior high and senior high departments. Some schools also have kindergarten or technical departments.

If you wish to enroll your child in an elementary or junior high school department, first discuss this with the local board of education of the municipality your child is registered as living in. If you wish to enroll your child in a kindergarten or senior high school department, please contact the Special Support Education Division of the Saitama Prefectural Education Bureau.

(1) Kindergarten Department

Saitama Prefecture has established three special needs schools with kindergarten departments: Hanawa Hokiichi Academy (school for students who are visually impaired), Omiya School for the Hearing Impaired, and Sakado School for the Hearing Impaired. These programs are targeted towards children from the ages of 3 to 5 before they enter elementary school, and require a consultation prior to enrollment. All three schools also accept early education consultations for children from the age of zero (0). Early specialized education can lead to an improvement in visual and hearing impairments, so early consultations are recommended.

(2) Elementary Education Department

Children who will be 6 years old as of April 1, have a weak constitution or visual, aural, intellectual, or physical disabilities, and need special education assistance are candidates for entering an elementary school education department.

If you are hoping to transfer your child to an elementary education department, please contact your local board of education.

(3) Junior High School Education Department

Children who will be 12 years old as of April 1, have a weak constitution, or visual, aural, intellectual, or physical disabilities, and need special education assistance are candidates for entering a junior high school education department.

If you are hoping to transfer your child to a junior high school education department, please contact your local board of education.

(4) Senior High School Education Department

Senior high school education departments feature either regular or technical courses depending on the school, so please contact the Special Support Education Division of the Saitama Prefectural Schools Department for more information. To enroll in a school, it is necessary to go through a selection process. It is necessary to have either graduated or expect to graduate from a Japanese junior high school or junior high school department in a school for special needs, or the equivalent.



Consultations and Inquiries

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Name	Phone	Reception Hours
Special Support Education	048-830-6880	Mon - Fri
Division, Saitama Prefectural		8:30 - 17:15
Schools Department,		(Excluding National Holidays and the New
Saitama Prefectural		Year's holiday period)
Education Bureau		

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5 University and Technical School

In Saitama Prefecture, there are national and public universities and numerous private ones. There are also junior colleges and vocational schools.

Since the prerequisites and procedures for entering university or vocational school vary from school to school, please directly contact the institution you wish to enter.

The Japan Student Services Organization (JASSO) offers information on universities and vocational schools and scholarships on its webpage.

Japan Student Services Organization (JASSO) website:

https://www.jasso.go.jp/index.html

Information on study abroad in Japan:

https://www.studyinjapan.go.jp/ja/planning/search-school/ (Japanese)

https://www.studyinjapan.go.jp/en/planning/search-school/ (English)

6 Scholarships

There are scholarship systems for students advancing to senior high school, vocational school (technical school), university, junior college, or graduate school. The following chart lists the scholarships available in Saitama Prefecture.

Consultations and Inquiries

Saitama Prefectural Senior High School Scholarship Financial Affairs Division, Education and General Affairs Department, Saitama Prefectural Education Bureau 048-711-7012 https://www.pref.saitama.lg.jp/f2204/j-s/index2.html Part-time and High School Education Management Division, Prefectural Schools Department, Saitama Prefectural Education Bureau Division, Prefectural Schools Department, Saitama Prefectural Education Bureau Division, Department of Welfare, Saitama Prefectural Government 048-830-3204 https://www.pref.saitama.lg.jp/a0607/hitorioya/20230629.html Saitama Nursing Medical Human Resources Division, Department of Public Health and Medical Services, Saitama Prefectural Government 048-830-3546 https://www.pref.saitama.lg.jp/a0709/ikueishougakukin/pindex.html Saitama-ken Ishi Ikusei Department of Public Health and Medical Services, Saitama Prefectural Government 048-601-4600 https://www.pref.saitama.lg.jp/a0709/ishiiku sei-shougakukin/ Dr. Seiroku Honda Forestation Division, Department of Agriculture and Forestry, Saitama Prefectural Government 048-830-4300	Scholarship	Contact	Reception Hours
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shogakukinboshu2.html			

Other scholarship programs are offered by municipalities and private organizations.

For further information, please contact the relevant municipalities, schools, and organizations.

7 Japanese Language Study

In Saitama Prefecture, you can learn Japanese at free Japanese classes conducted by volunteer instructors and at classes held at Japanese language schools. Please note that Japanese language schools charge fees.

Consultations and Inquiries

Office	Phone	Reception Hours
Volunteer-run Japanese Classes	048-833-3296 http://www.sia1.jp/foreign/japan	Mon - Fri (Excluding National Holidays and the New
Saitama International Association	ese/	Year's holiday period) 9:00 - 16:00
Japanese Language Schools	03-6380-6557 https://www.nisshinkyo.org/	Mon - Fri (Excluding National
The Association for the Promotion of Japanese Language Education	(Information about Japanese Language Schools in Japanese, English, Chinese, and Korean)	Holidays and the New Year's holiday period) 9:30 - 17:30

8 Japanese Language Proficiency Tests

There are examinations available to evaluate your Japanese ability.

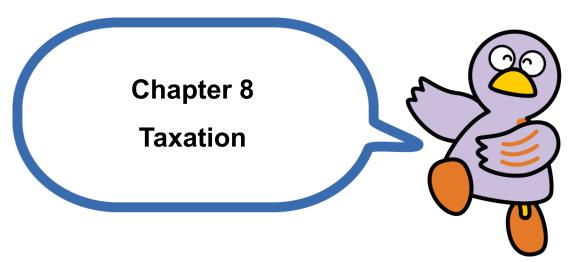
Results of these examinations are useful when entering school or looking for employment.

For further information, please contact the respective organizations that conduct Japanese language proficiency examinations.



Consultations and Inquiries

Exam name	Contact	Hours
Japanese Language Proficiency Test https://www.jlpt.jp/	Japan Educational Exchanges and Services (JEES) Japanese Language Proficiency Test Center 03-6686-2974	Mon - Fri 9:30 - 17:30 (Excluding National Holidays and the New Year's holiday period)
J.TEST (Test of Practical Japanese) https://j-test.jp/	Association for Testing Japanese Proficiency / J.Test Office 03-5875-1231 j-test@gobun-ken.jp	Mon - Fri 10:00 - 17:30 (Excluding National Holidays and the New Year's holiday period)
BJT Business Japanese Proficiency Test https://www.kanken.or.jp/bjt/	Japanese Kanji Proficiency Test Foundation (a public interest foundation) 0120-509-315	Mon - Fri (Excluding National Holidays and the New Year's holiday period) 9:00 - 17:00



- 1 Income Tax
- 2 Inhabitant Tax
- 3 Other Major Taxes

Saitama's Prefectural Mascot, Kobaton

All residents of Japan, regardless of nationality, are obligated to pay taxes.

Taxes are an important resource used to promote a happy and stable environment for everyone. Taxes support various projects across a wide range of fields such as education, civil engineering, welfare, healthcare, culture, environment, and industry.

There are two main types of tax: income tax, which is levied by the national government, and inhabitant tax, which is levied by the prefectural and municipal governments.

To avoid double taxation, you may be exempt from paying income and inhabitant tax due to special bilateral taxation treaties between Japan and various countries. To check if these exemptions apply to you, please contact your country's embassy in Japan for further information.

Taxes must be paid by the due date. If you do not pay on time, a late fee will be incurred each day from the day after the due date until payment is made. If your taxes remain unpaid for an extended period of time, your assets will be seized.

Make sure you pay your taxes by the due date.

Explanation of Prefectural Taxes and How to Pay Taxes (Saitama Prefectural Government Taxation Division website):

https://www.pref.saitama.lg.jp/a0209/z-kurashiindex/z-kankoubutsu.html

1 Income Tax and Special Income Tax for Reconstruction

Income tax is levied on a person's total income earned between January 1 and December 31. There are two ways that the amount of income tax and special income tax for reconstruction are calculated: the end of year tax adjustment and the final tax return.

(1) End of Year Tax Adjustment

The payer of a form of income (such as an employer who pays employees a salary) must deduct income tax and special income tax for reconstruction from the amount each time the salary, etc. is paid. The amount of tax deducted is paid to the national government. This is called withholding tax (*gensen choushuu*).

If income tax and special income tax for reconstruction are deducted from your salary under the withholding tax system, at the final payment of the year, your employer will calculate how much tax you are required to pay for the year, and whether there has been any excess or shortfall in the tax withheld. This is called the "end of year adjustment".

If your only income is your salary and the end of year adjustment has been applied, you do not need to file a final tax return (in (2) below) because income tax and special income tax for reconstruction have already been deducted from your salary throughout the year. However, in certain situations such as if you have had high medical bills or used certain loans to purchase a house, it is possible that some of your income tax and special income tax for reconstruction may be returned if you file a final tax return. In this case, you will need to submit your Statement of Earnings (gensen choushuuhyou), which is a document you receive from the payer of your income (employer).

(2) Final Tax Return

If one or more of the items below apply, you are required to file a final tax return. You must calculate your total earned income for one year from January 1 to December 31 and the amount of income tax and special income tax for reconstruction you are required to pay. You must then submit a final tax return to the tax office before the deadline. If you have had tax withheld from your income, any excess or shortfall in tax withheld will be calculated at this time. This process is called "the final tax return" (*kakutei shinkoku* in Japanese).

- The total of your business and/or real estate earnings exceeds the designated amount
- You receive a total salary amounting to more than 20,000,000 yen in one year
- You receive a salary from only one source, and your total income other than your salary and any retirement allowance exceeds 200,000 yen
- You receive salaries from 2 or more sources, and the combined total of your secondary income that is not subject to end of year adjustment and your income other than your salary and any retirement allowance exceeds 200,000 yen
- Income tax and special income tax for reconstruction are not withheld from your salary (such as those working at a foreign diplomatic mission (embassy, etc.) in Japan or as domestic workers)
- You receive a public pension (such as a public pension paid overseas) which is not subject to the withholding tax system

(3) When Leaving Japan to Live in Another Country

- ① If your only source of income is a salary:

 Have your workplace adjust the amount of income tax and special income tax for reconstruction withheld in the same way as an end of year tax adjustment
- ② If you have a source of income other than a salary (if you are required to file a final tax return):
- If you appoint a tax representative:
 Before leaving Japan, submit a notice appointing your tax representative to the director of the tax office.
 - Your tax representative must file your final tax return for you before the due date.
- If you do not declare a tax representative, you must file your own final tax return for the total amount of income earned before you leave Japan (a quasi-final tax return, jun kakutei shinkoku).

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2 Inhabitant Tax

Everyone living in Japan who had a Japanese address as of January 1 is required to pay both prefectural and municipal inhabitant taxes. These taxes are calculated based on your income from the previous year.

(1) Salaried Workers

The office of the mayor in the municipality you were living in as of January 1 calculates the amount of inhabitant tax you owe based on the payroll report submitted by your employer. Your employer will generally be notified of this amount of tax by May 31. Your employer then deducts this amount from your monthly salary over a period of 12 months (from June to May of the following year) and makes payments to your municipality.

(2) Non-Salaried Workers (income from business or real estate)

The office of the mayor in the municipality you were living in as of January 1 calculates the amount of inhabitant tax you owe based on your tax declaration. Municipalities accept inhabitant tax declarations until March 15.

If you have filed a final tax return for your income tax, you do not need to file an inhabitant tax declaration. The municipality where you resided as of January 1 will calculate and send a notice about the amount of inhabitant tax you owe. This tax is payable in four installments in June, August, October, and January of the following year. Please note that payment deadlines may vary according to municipality.

(3) When Leaving Japan for a Year or More

If you wish to make your inhabitant tax payment after you leave Japan, you must appoint a tax representative to take care of tax matters on your behalf and notify your local municipal office of your decision. If you choose not to appoint a tax representative, you will need to pay your inhabitant tax in full before you leave Japan.

For further information, contact the division in charge of inhabitant tax at your local municipal or ward office.

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3 Other Major Taxes

(1) Consumption and Local Consumption Tax (National and Local Taxes)

A 10% tax (standard tax rate) is levied on the purchase or rental of goods and services, with some exceptions such as healthcare, welfare and education.

However, food and beverage purchases (excluding alcohol and dining in restaurants, etc.) are taxed at partly reduced rate of 8%.

(2) Automobile Tax (According to Type) (Prefectural Tax)

An automobile tax is imposed on persons who own motor vehicles as of April 1.

Payment is made through a tax notice sent by the Prefectural Automobile Taxation Office in May.

(3) Light Automobile Tax (According to Type) (Municipal Tax)

A tax is imposed on persons who own motorcycles or automobiles with an engine size of 660cc or less as of April 1. Payment is made through a tax notice sent by the municipality in May.



Consultations and Inquiries

National (Income) Tax

Name	Phone	Address	Reception Hours
Kawagaa Tay Office	049-235-9411	452-2 Namiki, Oaza,	
Kawagoe Tax Office	049-235-9411	Kawagoe-shi	
Kumagaya Tax Office	048-521-2905	41 Naka-cho,	
Rumagaya Tax Office	040-321-2903	Kumagaya-shi	Mon - Fri
Kawaguchi Tax Office	048-252-5141	2-2-17 Aoki, Kawaguchi-shi	(Excluding
Nishi-Kawaguchi Tax	048-253-4061	4-6-18 Nishi-Kawaguchi,	National Holidays
Office	046-255-4001	Kawaguchi-shi	and the New
		Saitama-Shintoshin Godo	Year's holiday
Urawa Tax Office	048-600-5400	Chosha 1, 1-1 Shintoshin,	period)
		Chuo-ku, Saitama-shi	8:30 - 17:00
Omiya Tax Office	048-641-4945	3-184 Dote-cho,Omiya-ku,	
Onlinya Tax Office	040-041-4943	Saitama-shi	
Gyoda Tax Office	048-556-2121	17-15 Sakae-cho, Gyoda-shi	

Name	Phone	Address	Reception Hours
Chichibu Tax Office	0494-22-4433	1-2-41 Hinoda-machi,	
Chichibu Tax Office	0494-22-4433	Chichibu-shi	
Tokorozawa Tax Office	04-2993-9111	1-7 Namiki, Tokorozawa-shi	
Honjo Tax Office	0495-22-2111	2-25-16 Ekinan, Honjo-shi	
Higashimatsuyama Tax	0493-22-0990	1-8-14 Yakyu-cho,	
Office	0493-22-0990	Higashimatsuyama-shi	
Kasukabe Tax Office	048-733-2111	2-12-1 Onuma, Kasukabe-shi	
Ageo Tax Office	048-770-1800	577 Nishimonzen, Oaza,	
Ageo Tax Office	040-770-1000	Ageo-shi	
Koshigaya Tax Office	048-965-8111	5-7-47 Akayama-cho,	
Rosingaya iax Onice	040-900-0111	Koshigaya-shi	
Asaka Tax Office	048-467-2211	1-1-46 Honcho, Asaka-shi	

Prefectural Tax

Name	Phone	Address	Reception Hours
Saitama Prefectural Tax	048-822-5131	5-6-5 Kitaurawa,Urawa-ku,	
Office	040-022-3131	Saitama-shi	
Kawaguchi Prefectural	048-252-3571	2-13-1 Nishiaoki, Kawaguchi-	
Tax Office	040-232-3371	shi	
Ageo Prefectural Tax	048-772-7111	239-1 Oaza Minami, Ageo-	
Office	040-772-7111	shi	
Asaka Prefectural Tax	048-463-1671	1-3-1 Mihara, Asaka-shi	Mon - Fri
Office	040-403-1071	1-3-1 Miliara, Asaka-sili	(Excluding
Kawagoe Prefectural Tax	049-242-1801	1-17-17 Arajuku-machi,	National
Office	049-242-1001	Kawagoe-shi	Holidays and
Tokorozawa Prefectural	04-2995-2112	1-8-1 Namiki, Tokorozawa-	the New Year's
Tax Office	04-2993-2112	shi	holiday period)
Hanno Prefectural Tax	042-973-5612	353 Namiyanagi, Hanno-shi	8:30 - 17:15
Office	042-973-3012	333 Namiyanagi, Hamio-Siii	0.50 - 17.15
Higashimatsuyama	0493-23-8945	5-1 Rokken-cho,	
Prefectural Tax Office	0493-23-0943	Higashimatsuyama-shi	
Chichibu Prefectural Tax	0494-23-2110	29-20 Higashi-machi,	
Office	0434-23-2110	Chichibu-shi	
Honjo Prefectural Tax	0405 22 5675	1.4.6 Appli she Honis shi	
Office	0495-22-5675	1-4-6 Asahi-cho, Honjo-shi	

Name	Phone	Address	Reception Hours
Kumagaya Prefectural	048-523-2809	2.0.1 Suphiro, Kumagaya shi	
Tax Office	046-525-2609	3-9-1 Suehiro, Kumagaya-shi	
Gyoda Prefectural Tax	040 556 5067	2.20 Hanmary Cyada ahi	
Office	048-556-5067	2-20 Honmaru, Gyoda-shi	
Kasukabe Prefectural	040 727 2440	4.76 Onuma Kasukaha ahi	
Tax Office	048-737-2110	1-76 Onuma, Kasukabe-shi	
Koshigaya Prefectural	040 000 0404	4-2-82 Koshigaya,	
Tax Office	048-962-2191	Koshigaya-shi	

Automobile Tax

Name	Phone	Address	Reception Hours
Saitama Prefectural	Tax inquiries: 048-658-0226		
Automobile Tax Office	Tax payment: 048-641-2222	3-8-3 Shimo-cho, Omiya-ku, Saitama-shi	
Automobile Tax Call Center	0570-012-229		Mon - Fri
Omiya Branch, Saitama Prefectural Automobile Tax Office	048-623-0600	2152 Nakakugi, Nishi-ku, Saitama-shi	(Excluding National Holidays and
Kumagaya Branch, Saitama Prefectural Automobile Tax Office	048-532-8011	701-5 Miizugahara, Kumagaya-shi	the New Year's holiday period) 8:30 - 17:15
Tokorozawa Branch, Saitama Prefectural Automobile Tax Office	04-2998-1321	690-1 Ushinuma, Tokorozawa-shi	0.00 17.10
Kasukabe Branch, Saitama Prefectural Automobile Tax Office	048-763-4111	752-5 Mashito, Kasukabe-shi	

Inhabitant Tax and Light Automobile (Municipal) Tax

Please consult your municipal or ward office (see list in Chapter 13).

Chapter 9 Employment and Labor Conditions

- 1 Eligibility to Work
- 2 Finding a Job
- 3 Work-related Problems

Saitama's Prefectural Mascot Kobaton

1 Eligibility to Work

Foreign residents can only work in Japan if it is permitted by their status of residence. There are restrictions on the type of work you can engage in depending on your status of residence (with the exception of Permanent Resident, Spouse or Child of a Japanese National, Spouse or Child of a Permanent Resident, and Long-Term Resident. You cannot work in Japan if your status of residence is one of the following: Cultural Activities, Temporary Visitor, Student, Training, Dependent, or Designated Activities (though terms differ depending on the particular designation).

If you have a status of residence such as Student or Dependent and wish to engage in work (including part time jobs), you must first apply for "Permission to Engage in an Activity Other Than That Permitted by the Status of Residence Previously Granted" at your local immigration office.

7

Consultations and Inquiries

Name	Phone	Access	Reception Hours	Language
Tokyo Regional Immigration Services Bureau	0570-034259 (IP, if calling from overseas: 03-5796-7234)	5-5-30 Konan, Minato-ku, Tokyo From the Konan Exit at JR Shinagawa Station, take Toei Bus "Shinagawa Futo Junkan"	9:00 - 16:00 Mon - Fri (Excluding National Holidays and the New	Japanese
	,	and get off at the "Tokyo Nyukoku-zairyuu- Kanrikyoku mae" bus stop.	Year's holiday period)	
Saitama Branch Office, Tokyo Regional Immigration	048-851-9671	1F Saitama Second Legal Affairs Joint Government Building 5-12-1 Shimo-ochiai, Chuo-ku, Saitama-shi, Saitama Prefecture	9:00 - 16:00 Mon - Fri (Excluding National Holidays and the New Year's holiday	Japanese
Services Bureau		8-minute walk from Yono Honmachi Station (JR Saikyo Line)	period)	

2 Finding a Job

(1) Public Employment Security Offices (Hello Work)

Public Employment Security Offices (Hello Work) provide many services for foreign residents whose status of residence permits them to work. Hello Work provides job consultations, occupational placements, unemployment insurance benefits, and introductions to public training courses. To apply for employment, please go to your nearest Public Employment Security Office (Hello Work).

(2) The Employment Insurance System

Employment Insurance provides unemployment benefits. The purpose is to provide stability to workers and encourage them to find another job. (Certain requirements must be met to receive benefits.)

Consultations and Inquiries

Public Employment Security Offices (Hello Work)

Office Urawa Public Employment Security Office Omiya Public Employment Security Office Kawaguchi Public Employment Security Office	Phone 048-832-2461 048-667-8609 048-251-2901	Employment Service Corner for Foreign Residents (Excluding National Holidays and the New Year's holiday period) Fri: English, Spanish, Portuguese Wed: Chinese Fri: English, Portuguese Mon: English, Spanish Tue: English, Chinese, Spanish Wed: Spanish, Portuguese, Chinese	Address 5-8-40 Tokiwa, Urawa-ku, Saitama-shi 1-525 Onari-machi, Omiya-ku, Saitama-shi 3-2-7 Aoki, Kawaguchi-shi
Kumagaya Public Employment Security Office	048-522-5656	Thurs: Vietnamese Fri: English, Spanish, Portuguese Tue, Thurs: English, Spanish, Portuguese	5-6-2 Hakoda, Kumagaya-shi
Kumagaya Public Employment Security Office, Honjo Branch	0495-22-2448	Mon, Wed, Fri: Spanish, Portuguese	2-5-1 Chuo, Honjo-shi
Kawagoe Public Employment Security Office	049-242-0197	Mon: Spanish, Portuguese Thurs: English, Spanish, Portuguese	1F Kawagoe Goudo Chosha 1-19-8 Toyodahon, Kawagoe-shi
Kawagoe Public Employment Security Office, Higashimatsuyama Branch	0493-22-0240	-	1088-4 Kaminomoto, Higashimatsuyama-shi
Tokorozawa Public Employment Security Office	04-2992-8609		1 · 2F Tokorozawa Goudo Chosha, 6-1-3 Namiki, Tokorozawa-shi
Tokorozawa Public Employment Security Office, Hanno Branch	042-974-2345		1F Hanno Goudo Chosha, 94-15 Namiyanagi, Hanno-shi
Chichibu Public Employment Security Office	0494-22-3215		1002-1 Shimo-Kagemori, Chichibu-shi
Kasukabe Public Employment Security Office Gyoda Public Employment	048-736-7611 048-556-3151	Mon: English, Portuguese Thurs: Spanish	61-3 Shimo-Omasu-Shinden, Kasukabe-shi 943 Nagano, Gyoda-shi
Security Office Soka Public Employment Security Office	048-931-6111	Wed: English, Portuguese Thurs: Chinese Fri: English, Portuguese	4-10-7 Benten, Soka-shi
Asaka Public Employment Security Office	048-463-2233	Fri: English	1-1-37 Honcho, Asaka-shi
Koshigaya Public Employment Security Office	048-969-8609	Tue: English, Portuguese	1-5-6 Higashi-Koshigaya, Koshigaya-shi

*Reception hours for the Employment Service Corner for Foreign Residents:

- Urawa, Omiya, Kumagaya, Soka, Koshigaya
 - Kawaguchi
 - Honjo, Kasukabe, Asaka
 - Kawagoe
 10:00-12:00, 13:00-15:30
 10:00-12:00, 13:00-15:15
 10:00-12:00, 13:00-15:45

Other Contacts for Consultations

					Reception Hours
					(Excluding National
Office	Eligibility	Phone	Address	Language	Holidays and the
5 55	g	1	71441000		New Year's holiday
					period)
Saitama Work	Anyone	048-826-5601	3F Lamza Tower,	Japanese	Mon - Fri:
Center			1-10-1 Numakage,		10:00 - 19:00
https://hwus.jp/			Minami-ku,		Sat: 10:00 - 17:00
nttps://nwus.jp/			Saitama-shi		*Days and hours
					vary depending on
					the service. Please
					see the website for
					details.
Youth	Unemployed persons	048-255-8680	3F Kawaguchi	Japanese	Mon - Sat
Independence	between 15 - 49		Wakamono Yume		9:00~17:00
Support Center	years of age and		Work,		
(YISC), Saitama	their family		3-2-2 Kawaguchi,		
			Kawaguchi-shi		
https://www.yisc					
-saitama.com/					
Saitama	Women	048-601-5810	4F Hotel Brillante	Japanese	Mon - Sat
Prefectural			Musashino,		9:30 - 17:30
Women's			2-2 Shintoshin,		
Career Center			Chuo-ku, Saitama-shi		(Closed on the 3 rd
https://www.pref					Thursday of every month)
.saitama.lg.jp/s		(Dedicated			Mon - Fri
wcc/		line for phone			10:00 - 16:30
		consultations)			(closed from
		048-601-1023			11:30 - 12:30)
					(Classed on the Ord
					(Closed on the 3 rd Thursday of every
					month)
L	I		l		monui)

Office	Eligibility	Phone	Address	Language	Reception Hours (Excluding National Holidays and the New Year's holiday period)
Tokyo Employment Service Center for Foreigners https://jsite.mhl w.go.jp/tokyo- foreigner/	For persons with a work permit for specialized / technical fields (including persons whose status of residence is "Engineer/Specialist in Humanities/ International Services" or "Skilled Labor", etc.) or foreign students who wish to work in Japan	03-5361-8722	13F Yotsuya Tower, Komore Yotsuya, 1-6-1 Yotsuya, Shinjuku-ku, Tokyo	Japanese English Chinese (If an interpreter is required, please confirm in advance)	Mon - Fri 9:00 - 17:00
Shinjuku Foreigners' Employment Assistance and Guidance Center https://jsite.mhl w.go.jp/tokyo- hellowork/list/shi njuku/madoguc hi_goannai/gais en.html	For persons with a status of residence that has no restrictions on employment, such as permanent residents and spouses or children of Japanese nationals, and foreign students who wish to work part-time in Japan	03-3204-8609	1F Hello Work Shinjuku (Kabuki-cho Chosha) 2-42-10 Kabuki-cho, Shinjuku-ku, Tokyo	Japanese English Chinese (Reservations must be made if an interpreter is required)	Mon - Fri 8:30 - 17:15
Saitama Center for Go Global Students (GGS) https://www.ggs aitama.jp/	Foreign students enrolled in a graduate school, university, junior college, etc. in Japan, and wish to work in Japan	048-833-2995	3F Urawa Goudo Chosha, 5-6-5 Kitaurawa, Urawa-ku, Saitama-shi (in the Saitama International Association office)	Japanese	Mon - Fri 8:30 - 17:15

(3) Beware of Crime Disguised as Part-time Jobs

Be careful if you are offered a short-term or side job where you "just withdraw money from a bank" or "just receive packages" via social media, online, or through an acquaintance.

These jobs can be dangerous and cause you to become connected to criminal activities by playing a role in:

- withdrawing money in fraudulent transactions, where someone else's internet banking details are illegally accessed and money is transferred to a prearranged account.
- · receiving goods in fraudulent shipping activities, where someone else's ID and password are used to illegally obtain goods over the internet.

Remain alert and do not get involved in such activities.

The following actions are also considered crimes under Japanese law. Do not engage in these activities under any circumstances:

- Allowing another person access to a bank account (passbook or ATM card) registered in your name.
- Giving someone a mobile phone contracted in your name on which calls can be made.

(4) Information about Employment

WORK IN SAITAMA, a portal site for the promotion of foreign human resources, has information about companies looking to employ foreign workers. It also has a list of consultation centers and their information for foreign residents working in Saitama Prefecture.

Website: https://www.pref.saitama.lg.jp/workinsaitama/index.html



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3 Work-related Problems

Telephone Consultation Service for Foreign Workers

This service provides consultations in foreign languages over the phone for topics such as working conditions (it connects to the Foreign Worker Consultation Corner). Calls to the Consultation Hotline for Foreign Workers will be charged at rate of 8.5 yen (tax inclusive) /180 seconds for landline phones, and 10 yen (tax inclusive) /20 seconds for mobile phones. The cost will be charged to the caller.

Please be aware there may be temporary changes to days and hours of operation.

Language	Phone	Days of Operation	Opening Hours
English	0570-001-701		
Chinese	0570-001-702		
Portuguese	0570-001-703	Manday Friday	
Spanish	0570-001-704	Monday- Friday	
Tagalog	0570-001-705		
Vietnamese	0570-001-706		10:00 - 15:00
Burmese	irmese 0570-001-707		
Nepali	0570-001-708	Monday - Thursday	(closed between 12:00 - 13:00)
Korean	0570-001-709	Thursday, Friday	12.00 - 13.00)
Thai	0570-001-712		
Indonesian	0570-001-715	Wadnaaday	
Cambodian	0570 001 716	Wednesday	
(Khmer)	0570-001-716		
Mongolian	0570-001-718	Friday	

^{*}Closed during the New Year's holiday period (December 29 - January 3).

(1) Labor Standards Inspection Offices

Labor Standards Inspection Offices are national institutions that provide supervision and guidance to ensure that workplaces are meeting the working conditions established by the Labor Standards Act (e.g. wages, working hours) and the Industrial Safety and Health Act. Labor Standards Inspections Offices also provide workers compensation should an incident, such as injury, occur on the job.

Workers Compensation

In cases where a worker suffers an injury, illness, disability or death due to work or while commuting to and from work, insurance payments are provided in accordance with the Industrial Accident Compensation Insurance Act, including compensation for medical expenses, time spent away from work, disability, and survivor benefits.

7

Consultations and Inquiries

Labor Bureau

Office	Phone	Foreign Language Consultations	Address
Foreign Workers	048-600-6204		15F Land Axis Tower,
Advisory Corner	(Japanese)	Mon - Fri	11-2 Shintoshin,
Inspection Division, Saitama Labor Standards Department, Saitama Labor Bureau	048-816-3596 (English) 048-816-3597 (Chinese) 048-816-3598 (Vietnamese)	(Excluding National Holidays and the New Year's holiday period) 9:00~12:00, 13:00~16:30	Chuo-ku, Saitama-shi

Labor Standards Inspection Offices

Office	Phone	Address	Reception Hours
Saitama Labor Standards Inspection Office	048-600-4801	14F Land Axis Tower, 11-2 Shintoshin, Chuo-ku, Saitama-shi	
Kawaguchi Labor Standards Inspection Office	048-252-3773	2-10-2 Kawaguchi, Kawaguchi-shi	
Kumagaya Labor Standards Inspection Office	048-533-3611	5-95 Beppu, Kumagaya-shi	Mon - Fri
Kawagoe Labor Standards Inspection Office	049-242-0891	2F Kawagoe Godo Chosha, 1-19-8 Toyodahon, Kawagoe-shi	(Excluding National Holidays and the New Year's holiday
Kasukabe Labor Standards Inspection Office	048-735-5226	3-10-13 Minami, Kasukabe-shi	period) 8:30 - 17:15
Tokorozawa Labor Standards Inspection Office	04-2995-2555	3F Tokorozawa Godo Chosha, 6-1-3 Namiki, Tokorozawa-shi	0.30 - 17.13
Gyoda Labor Standards Inspection Office	048-556-4195	2-6-14 Sakura-cho, Gyoda-shi	
Chichibu Labor Standards Inspection Office	0494-22-3725	23-24 Kamimiyaji-machi, Chichibu-shi	

(2) General Employment Consultation Corner

The Saitama Labor Bureau has General Employment Consultation Corners in 9 locations throughout the prefecture, including their Employment Environment and Equal Employment Department. Please make use of these consultation corners if you are experiencing problems at work, including dismissal, lowered wages, or harassment.

Consultations and Inquiries

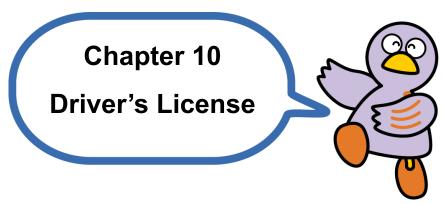
Employment Consultation Corners

Office	Phone	Address	Reception Hours (Except National Holidays and during the New Year's holiday period)
Saitama Labor Bureau General Employment Consultation Corner	048-600-6262	16F Land Axis Tower 11-2 Shintoshin, Chuo-ku, Saitama-shi	Mon - Fri 9:00 - 17:00
Saitama City General Employment Consultation Corner	048-614-9977	14F Land Axis Tower, 11-2 Shintoshin, Chuo-ku, Saitama-shi (Within the Saitama Labor Standards Inspection Office)	
Kawaguchi General Employment Consultation Corner	048-498-6648	2-10-2 Kawaguchi, Kawaguchi-shi (Within the Kawaguchi Labor Standards Inspection Office)	
Kumagaya General Employment Consultation Corner	048-511-7010	5-95 Ooaza-Beppu, Kumagaya-shi (Within the Kumagaya Labor Standards Inspection Office)	
Kawagoe General Employment Consultation Corner	049-210-9334	Kawagoe Chiho Godo Chosha, 1-19-8 Toyodahon, Kawagoe-shi (Within the Kawagoe Labor Standards Inspection Office)	Mon - Fri 9:00 - 16:30
Kasukabe General Employment Consultation Corner	048-614-9968	3-10-13 Minami, Kasukabe-shi (Within the Kasukabe Labor Standards Inspection Office)	9.00 - 10.30
Tokorozawa General Employment Consultation Corner	04-2003-6967	Tokorozaka Chihou Godo Chosha, 6-1-3 Namiki, Tokorozawa-shi (Within the Tokorozawa Labor Standards Inspection Office)	
Gyoda General Employment Consultation Corner	048-556-4195	2-6-14 Sakura-cho, Gyoda-shi (Within the Gyoda Labor Standards Inspection Office)	
Chichibu General Employment Consultation Corner	0494-22-3725	23-24 Kamimiyaji-machi, Chichibu-shi (Within the Chichibu Labor Standards Inspection Office)	

(3) Other Contacts

Consultations and Inquiries

				Reception Hours
Office	Phone	Address	Language	(Except National Holidays and during the New Year's holiday period)
Saitama Prefectural Labor Consultation Center https://www.pref.sait ama.lg.jp/a0809/rodo /rodosodan/index.ht ml	048-830-4522	1F Saitama Prefectural Office Bldg. No.2, 3-15-1 Takasago Urawa-ku, Saitama-shi	Japanese	Labor consultations over the phone (Mon - Fri) 9:00 - 16:30 Labor consultations in person (Mon - Fri) 9:00 - 16:00
Saitama Prefectural Labor Relations Commission https://www.pref.sait ama.lg.jp/shigoto/rod o/rodo/index.html	048-830-6452 048-830-6465 *Mediation: (Assistance from experts in resolving problems between you and your company)	4F Saitama Prefectural Office Bldg. No.3, 3-15-1 Takasago Urawa-ku, Saitama-shi	Japanese	Mon - Fri 8:30 - 17:15
General Labor Consultation Center, Saitama Labor and Social Security Attorney's Association https://www.saitamak ai.or.jp/	048-826-4860	7F Asahi Seimei Urawa Bldg., 1-1-1 Takasago, Urawa-ku, Saitama-shi	Japanese	Wednesday (Appointment Required) 10:00 - 16:00 (In-person Consultations)
Saitama Information & Support (SIS) https://sia1.jp/foreign /advice/	*If you are at a public office, such as City Hall, and are having trouble communicating in Japanese, ask the staff to call the above office. The SIS will provide an intermediary interpreter over the phone.	3F Saitama Urawa Godo Chosha 5-6-5 Kita-Urawa, Urawa-ku, Saitama-shi (Located within the Saitama International Association)	Japanese, English, Chinese, Spanish, Portuguese, Korean, Tagalog, Thai, Vietnamese, Indonesian, Nepali, Russian, Ukrainian (appointment required)	Mon - Fri: 9:00 - 16:00 *In-person consultations regarding immigration, labor, legal affairs, and welfare require appointments. For consultations in Russian: 10:00 - 16:00



Saitama's Prefectural Mascot Kobaton

- 1 Converting Your Overseas Driver's License
- 2 Renewing Your Driver's License
- 3 Driver's License Tests
- 4 What to Do When Your License Expires
- 5 Updating Your Personal Details
- 6 Buying and Registering a Vehicle
- 7 Automobile Insurance

You must have a Japanese driver's license to be able to drive in Japan. To obtain one, you will either need to pass the Japanese driving test or pass a review to have your overseas driver's license converted into a Japanese license.

You can also drive a vehicle permitted by your license for up to one (1) year from the date of your arrival in Japan if you have:

- an international driver's license issued by a member nation/country of the Geneva Convention; or
- a driver's license from a country or region designated by Japanese government ordinance (Switzerland, Germany, France, Belgium, Monaco, Taiwan) with a Japanese translation attached.

However, if your license expires during this one (1) year period, you will not be allowed to drive once it has expired.

Consultations and Inquiries

Office	Phone	Address	Reception Hours Mon - Fri (Excluding National Holidays and the New Year's holiday period)
Driver's License Center, Saitama Prefectural Police Department	048-543-2001 Phone & Fax Guide: 048-541-1234	Access: Take the bus from bus stop no. 3 bound for "Menkyo Center" from the east exit of Konosu Sta. on the Takasaki Line – get off at the last stop	For advance consultations about converting an overseas license: 9:30 - 10:00 For license conversion reviews (only for persons who have had an advance consultation): 13:00 - 13:45

1 Converting Your Overseas Driver's License

If you have a valid driver's license issued overseas that can be converted, you can apply to convert it into a Japanese license if you resided in the country that issued the license for at least 3 months after obtaining it. In Saitama, you can apply for this at the Saitama Prefectural Police Driver's License Center. You will need the following documents:

- · Passport
- · Residence Card, or Special Permanent Resident Certificate, etc.
- · Resident Record (with all your details (excluding your Individual Number))
- · Your overseas driver's license
- An official Japanese translation, either by your country's embassy or consulate in Japan, or by a corporation designated by the National Public Safety Commission (The Japan Automobile Federation (JAF) or ZIPLUS only)
- · Two photos (3.0cm x 2.4cm)
- · Application fee

Please check the Procedures for Converting Your Overseas License to a Japanese License section of the Saitama Prefectural Police's website, as you may need to provide additional documentation.

Please consult with the Overseas License Conversion Consultation Office at the Saitama Prefectural Police Driver's License Center before applying. (Applications for license conversions will not be accepted without an advance consultation to confirm the documents you will need.)



<Saitama Prefectural Police - Converting Overseas Driver's Licenses 埼玉県警察 外国免許切替>

2 Renewing Your Driver's License

A Japanese driver's license is valid for 3 to 5 years, depending on the driver's age and driving history. The expiry date is written on the license.

You must renew your license during the renewal period (starting one month prior to your birthday directly before your license is due to expire, until the license expiry date).

Please check the renewal notification that will be sent to you just before the renewal period begins for specific details regarding where to renew your license, reception times, and application fees. If you have not received the notification by the time the renewal period begins please contact the Driver's License Center.

You will need the following to renew your driver's license:

- · Driver's license
- Document that certifies your status of residence (Residence Card, Special Permanent Resident Certificate, a copy of your Resident Record that does not show your Individual Number, or passport)
- · Application fee

3 Driver's License Tests

(1) Place of application: Driver's License Center (Saitama Prefectural Police Department)

(2) Reception hours: 8:30am - 9:15am, Monday to Friday

(Closed on national holidays, and from 29 December until 3

January of the following year)

*Provisional licenses by appointment only (You can make a booking online through the Saitama Prefectural Police website)

- (3) You will need to bring the following (documents may vary depending on the type of license test):
 - Residence Card or Special Permanent Resident Certificate, etc.

- · Resident Record (with all your details (excluding your Individual Number))
- · 2-3 photos (3.0cm x 2.4cm)
- · Application fee
- * Written tests (except for Class Two and special small motor vehicle licenses) can be taken in the following languages.
- o For Class One, Class Two, and Provisional licenses (20 languages)

English, Portuguese, Chinese, Vietnamese, Arabic, Indonesian, Ukrainian, Urdu, Korean, Khmer, Sinhala, Spanish, Thai, Tagalog, Nepali, Hindi, Persian, Burmese, Mongolian, Russian

oFor moped licenses (4 languages)

English, Portuguese, Chinese, Vietnamese

4 What to Do When Your License Expires

If you do not renew your license before the expiration date, you will be required to apply for a new license. However, if you take the driver's license test within a certain period of time after the expiration date, it is possible to obtain a license with measures that exempt you from taking part of the test (the written and practical sections). (If your license expires, you cannot drive until a new license has been issued.)

Procedures can be completed at the Driver's License Center, Saitama Prefectural Police Department.

(1) If you failed to renew your license without a valid reason:

- a) If it has been less than 6 months after expiration: Although it is possible to obtain a new license without taking the written and practical sections of the test, your driving history will not be carried over from your old license.
- b) If it has been more than 6 months, but less than 1 year after expiration: For large, mid-sized, semi-mid-sized or standard vehicle licenses, you can obtain for a provisional license without taking the written and practical sections of the test. For all other license types (vehicle types without provisional licenses, such as special large motor vehicles and motorcycles), there is no such exemption.

(2) If you failed to renew your license due to unavoidable circumstances (such as hospitalization, living abroad, etc.):

- a) If it has been less than 6 months after expiration: Through certain procedures, it is possible to obtain a new license without taking the written and practical sections of the test. In this instance, your driving record will be carried over from your previous license.
- b) If it has been more than 6 months, but less than 3 years after expiration: You can obtain a new license without taking the written and practical sections of the test if procedures are completed within one month after the unavoidable circumstances have subsided. In this instance, your driving record will be carried over from your previous license.

(3) Important Information

- a) Reception times
 - 13:00 13:45, Monday to Friday (Closed on national holidays, and from 29 December until 3 January of the following year)
- b) Required documents
 - ① Your expired license
 - 2 Your Residence Card or Special Permanent Resident Certificate, etc.
 - ③ Resident Record (with all your details (excluding your Individual Number))
 - ④ One photograph (3.0cm x 2.4cm) (Three photographs if you are applying for a provisional license)
 - ⑤ Renewal Notification Postcard (it is still possible to apply without this)
 - ⑤ Documentary evidence (medical certificate, passport, etc.) to prove you were unable to renew your license due to unavoidable circumstances
 - 7 Application fee

5 Updating Your Personal Details

When personal details such as your address or name change, you are required to register these changes on your driver's license. Please do this as soon as possible at your nearest police station (excluding the Konosu Police Station) or the Driver's License Center. You will need to bring the following documents with you:

- · Driver's License
- A document that bears your name and shows your new address (Residence Record, Tax Notice, water or telephone bill, etc.)
- A document that shows your status of residence (Residence Card, Special Permanent Resident Certificate, a copy of your Resident Record without your Individual Number, or passport)

*When you change your legal domicile, name, or date of birth, please submit a copy of your Resident Record (without your Individual Number) which shows your nationality, status of residence, and period of stay.

6 Buying and Registering a Vehicle

When you buy or deregister a vehicle, or change the owner's name or address on record, you must register these changes with the relevant institution below:

Vehicle Type	Location
Standard vehicles, and	Saitama Transport Branch of the Kanto District Transport
motorcycles over 125cc	Bureau, or Vehicle Inspection and Registration offices
Light vehicles (660cc or less)	Saitama Branch of the Association of Light Vehicle
	Inspection, or other local branch offices
Motorcycles (125cc or less)	The tax division of your local municipal or ward offices

When purchasing and registering standard vehicles, you will need the following (to change the registered name):

- Transfer certificate (stamped with the registered seal of the former owner)
- Seals of both new and former owners (registered seals) or a power of attorney stamped with their registered seal (for proxy applications)
- Seal registration certificates from both the new and former owner (issued within the last 3 months)
- Parking space verification (issued within the past 40 days)
 - *This document can be omitted if the address of new owner is the same as the former owner.
- Vehicle inspection certificate (must be within the period of validity)
 - *When you change your car's license plate number, you will need to bring your car in addition to the documents listed above.

*If details such as the address and name of the owner listed on the vehicle inspection certificate are different from the seal registration certificate, a document such as a Resident Record certifying the change is required.

When you move (change your address), you will need following:

- Resident record (issued within the last 3 months)
 - *An official copy of your Resident Record showing all addresses from that listed on your vehicle inspection certificate until your current address.
- Parking space verification (issued within the past 40 days)
- Power of attorney (for proxy applications)
 - *If the vehicle owner and vehicle user differ, an application for each person is necessary.
- · Vehicle inspection certificate
 - *When you change your car's license plate number, you will need to bring your car in addition to the documents listed above.

For more information, contact the offices listed below.



Consultations and Inquiries

Office	Phone	Address	Reception Hours
Saitama Transport Branch	050-5540-2026	2154-2 Nakakugi,	
Office, Kanto District	Service code: 037	Nishi-ku, Saitama-shi	Mon - Fri
Transport Bureau			
Kumagaya Automobile	050-5540-2027	701-4 Shimobayashi,	(Excluding National Holidays and the
Inspection & Registration	Service code: 037	Miizugahara,	New Year's holiday
Office		Kumagaya-shi	period)
Tokorozawa Automobile	050-5540-2029	688-1 Shimoharakotsu,	period)
Inspection & Registration	Service code: 037	Ushinuma,	8:45 - 11:45
Office		Tokorozawa-shi	13:00 - 16:00
Kasukabe Automobile	050-5540-2028	723-1 Mashito,	13.00 - 10.00
Inspection & Registration	Service code: 037	Kasukabe-shi	
Office			

Saitama Transport Branch Office website:

https://wwwtb.mlit.go.jp/kanto/s saitama/index.html

For a light vehicle (keijidousha), you will need the following (to change the registered name):

- · Resident Record of the new user (issued within the last 3 months)
- · Vehicle inspection certificate
- Written application (for proxy applications)
 - *For license plate number changes, you will also need your license plate in addition to the documents listed above.
 - *If the names of the vehicle owner and user are different from what is listed on the vehicle inspection certificate, please contact the owner (the car dealership, loan company, etc.) in advance.

Consultations and Inquiries

Office	Telephone	Address	Reception Hours
Light Motor Vehicle	050-3816-3110	505-1 Mae,	
Inspection Organization		Hirakataryoryoke,	
		Ageo-shi	Mon - Fri
Light Motor Vehicle	050-3816-3111	360-3 Kitanagai,	(Excluding
Inspection Organization,		Miyoshi-machi,	holidays and the
Tokorozawa Branch Office		Iruma-gun	New Year's
Light Motor Vehicle	050-3816-3112	960-2 Kitahara, Niibori,	holiday period)
Inspection Organization,		Kumagaya-shi	
Kumagaya Branch Office			8:45 - 11:45
Light Motor Vehicle	050-3816-3113	115-1 Higashi-kochi,	13:00 - 16:00
Inspection Organization,		Shimoomashi Shinden,	
Kasukabe Branch Office		Kasukabe-shi	

For inquiries about purchasing and registering motorcycles (125cc or less), please contact your local municipal office.

^{*}For more information, contact:

7 Automobile Insurance

There is insurance for automobiles in case you get into a motor vehicle accident. There are two types of automobile insurance: mandatory liability insurance and voluntary insurance. It is recommended that you enroll in voluntary insurance that covers damages, in addition to mandatory insurance.

(1) Mandatory Liability Insurance (mandatory insurance)

When you purchase a vehicle or have it inspected, you must enroll in mandatory liability insurance (*jibaiseki hoken*). This is insurance that provides coverage if you cause injury or death to another person with your vehicle. As there is a limit on the amount of coverage, amounts in excess of this limit will not covered by mandatory liability insurance. Usually, you enroll in this insurance at general insurance company agents such as car dealerships or mechanic's shops.

(2) Voluntary Insurance (automobile insurance)

Voluntary insurance (*nin'i hoken*) provides coverage for damage to other people's property, your own vehicle, and injuries that are not covered by mandatory liability insurance, including amounts in excess of the mandatory liability insurance limit. Usually, you apply for voluntary insurance at general insurance company agents.

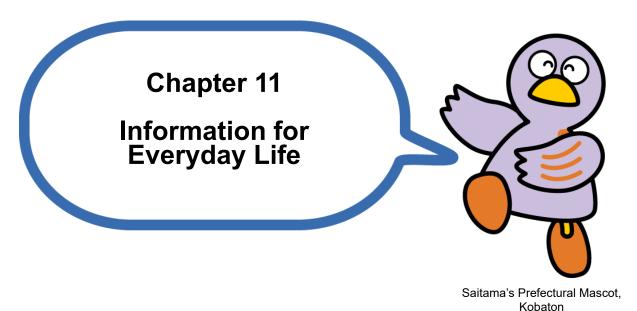
Consultations and Inquiries

Name	Phone	Reception Hours
The General	Navi Dial	Mon - Fri
Insurance	(nationwide, call	(Excluding National Holidays, holidays and
Association of	charges apply)	December 30 to January 4)
Japan	0570-022808	9:15 - 17:00
Counseling and		* Available only in Japanese.
ADR Center	Direct contact	* You cannot apply for automobile insurance
	number (Sonpo	through this phone service. To apply for
	ADR Center Tokyo)	automobile insurance, please contact a general
	03-4332-5241	insurance company.
		Link to contact information of general insurance
		companies:
		https://www.sonpo.or.jp/soudan/reference.html

^{*} Website for visitors and foreign residents of Japan: "Information on Staying Safe in Japan"



https://living-and-ins.jp/ja/



- 1 Garbage Disposal
- 2 Neighborhood Associations and Children's Clubs
- 3 Japanese Customs and Etiquette
- 4 Transportation
- 5 Banking
- 6 International Exchange and Cooperation
- 7 Tourism
- 8 Libraries
- 9 Art Museums
- 10 Museums

On TV Saitama (Channel 3 on digital terrestrial broadcasting), you can view information provided by the Saitama Information & Support (SIS) in six languages (Japanese, English, Chinese, Korean, Portuguese, and Spanish).

1 Garbage Disposal

The collection of household garbage is managed by each individual municipality. Garbage is divided into separate categories by type of garbage being disposed- for example, burnable, non-burnable, cans, glass bottles, and recyclable items. The collection days for each type of garbage will vary. Some **oversized or difficult to dispose of*** garbage may require a collection fee, or may not be able to be collected with household garbage. Each municipality has its own rules regarding how to sort the garbage, the type of garbage bag to be used, the method of disposal, collection points and days of collection. For more information, please contact the Sanitation Department (seiso tanto ka) at your local municipal or ward office.

Refrigerators, air conditioners, televisions and washing machines cannot be disposed of as 'oversized garbage'. You will need to contact the manufacturer or an appliance store, and pay them to collect it.

*Oversized Garbage and Items that are Difficult to Dispose Of include: furniture, bedding, electrical appliances, kitchenware, and household items over a specified size (e.g. chest of drawers, tables, chairs, futons, carpets, bicycles, video cassette recorders, heaters, gas stoves, golf equipment). For more information, please contact the Sanitation Department (*seiso tanto ka*) at your local municipal or ward office.

2 Neighborhood Associations and Children's Clubs

Each area has a self-governed neighborhood association that serves the local community by creating a sense of connection and support. Although membership is voluntary, you are encouraged to join your neighborhood association to get to know your local community better. Local events, such as festivals and recreational activities, are usually advertised by a circular bulletin (*kairanban*) that is handed from door to door. If you receive such a bulletin, read it and pass it on to your neighbor in a timely manner.

Many neighborhood associations have children's clubs for elementary school students. These clubs run activities for children, such as participating in local festivals, sports competitions, radio calisthenics, and excursions.

Monthly membership fees differ for each association.

For more information, please ask your neighbors or contact your local municipal or ward office.

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3 Japanese Customs and Etiquette

(1) Household Customs

Genkan: The entrance, known as the *genkan*, is a step lower than the other rooms in the house to prevent dirt on shoes from being brought into the house. When entering the house, be sure to remove your shoes before you step into the main house area. If your host provides indoor slippers, please change into them.

Tatami:

The straw mats laid on the floors of Japanese style rooms are called tatami. Take your slippers off before entering a tatami room.

Futon:

Japanese bedding, known as a *futon*, is laid out on the tatami flooring every night and put away every morning. Since Japan is very hot and humid, it is best to store your futon high off the ground to reduce the amount of moisture absorbed. For hygienic purposes and to extend their life, you should air your futon and blankets out under the sunlight when the weather is good.

Furo:

When using the bathtub (furo in Japanese), you should wash yourself first before getting into the tub. After washing, Japanese people usually sit in the bath to relax. The water is not changed after each person. Do not drain the water when you leave, as the next person will take a bath using the same water.

Toilets:

Most toilets will have slippers allocated for use only in the restroom, separate from the house slippers. Change into and out of them when entering and exiting the toilet. There are two types of toilets in Japan: Western style toilets (seated toilets) and Japanese style toilets (squat toilets).

(2) Gift Giving

It is customary to give small gifts in situations such as the following:

- · When moving into a new apartment or house, it is common to introduce yourself to your new neighbors and offer them a small gift (e.g. hand towels).
- · When visiting the home of an acquaintance, people usually bring a small gift (e.g. fruit or snacks).
- · When traveling for business or for pleasure, it is standard to buy small treats or snacks at your destination to share with your colleagues upon your return.

(3) Celebrations and Ceremonies

Celebrations: In Japan, it is customary to give a gift or money if someone close to you is celebrating an event such as a wedding, birth, or entrance into school or university. When giving money, you should use a special envelope

called *shugibukuro*, which can be bought at stores. The bills should be new and crisp. (You can exchange for new bills at the bank.)

Weddings:

Japanese weddings are held at churches, hotels, and shrines. Recently, it is common for weddings to be a combination of both Japanese and Western style ceremonies. Male guests typically wear a black suit with a white shirt and white tie, while female guests wear either kimono or formal dress.

Funerals:

If someone close to you passes away, you should attend either the wake or the funeral. In Japan, the wake is usually held the night before the funeral. When attending a wake or funeral, you should present a monetary offering for the departed soul in a special envelope called a *koden bukuro* (do not use new bills for this offering) and write your name in the register book. Men attending a funeral typically wear a black suit with a white shirt and black tie; women wear black formal wear. Accessories, with the exception of pearl necklaces, should not be worn.

(4) Tipping

Generally, it is not customary to tip in Japan. High-class restaurants, hotels, and banquet halls include service fees in their bills.

4 Transportation

(1) Trains

There are several methods for paying train fares.

There are different fares for adults and children. Generally, persons 12 years and older will pay the adult fare, and persons 6-11 years old will pay the children's fare. Elementary school students are eligible for the children's fare even if they are 12 years old. For each fare-paying adult or child, up to two children 5 years old and younger can ride free of charge. You will need to pay the children's fare for each subsequent child. Infants under the age of 1 year old can ride free of charge.

Paper ticket: A regular ticket. It can be purchased from ticketing machines at

stations.

Commuter This pass can be used to ride the train as many times as you wish

Passes (teiki-ken): along a specified route. Passes are available in 1, 3, and 6 month

periods. The user's name is printed on the pass, and it can only be

used by the registered person. Proof of student status is required

Multiple-Trip Tickets: to purchase a student commuter pass. Please ask a station employee for information about how to purchase this type of pass.

You can buy a bundle of 11 to 14 tickets for the price of 10 for travel on the same specified route. These can be used by people other than the person who bought the tickets. Please note that these tickets have an expiry date/time. You can buy these tickets at station ticket machines or the station office.

*Availability varies by railway company. Please ask a station employee for details.

Suica and PASMO:

Suica and PASMO are IC cards that can be used to board railways and buses simply by tapping the card on the automated ticket gate or bus fare box.

Suica are sold by JR East, and PASMO cards are sold by private railway, subway or bus companies. Both Suica and PASMO cards can used on JR lines, subways, private railways, and buses.

You can continue to use these cards by topping it up when the remaining balance is low. The initial purchase of either card requires a 500 yen deposit, which can be refunded when the card is returned.

There are three types of Suica and PASMO:

- Commuter Pass: Functions both as a commuter pass and a prepaid card. The user's name is printed on it. This card has your personal information registered on it, and can be reissued for a fee if lost. Children's commuter passes are also available.
- Registered prepaid card: This card has your personal information registered on it, and can be reissued for a fee if lost. Children's passes are also available.
- Blank prepaid card: This card does not have your personal information registered on it, and it cannot be reissued if lost.
- * Fares may differ from paper tickets. For details, please ask a station employee.

*If you have the Mobile Suica or Mobile PASMO app, you can use your phone as a Suica or PASMO card. Please check the website of each IC card for more information.

Mobile Suica: https://www.jreast.co.jp/mobilesuica/ Mobile PASMO: https://www.pasmo.co.jp/mp/and/

(2) Buses

There are different bus fares for adults and children. Generally, persons 12 years and older will pay the adult fare, and persons 6-11 years old will pay the children's fare. Elementary school students are eligible for the children's fare even if they are 12 years old.

Bus fares for children 5 years old and younger vary depending on the bus company, but usually, for each fare-paying adult or child, up to two children 5 years old or younger can ride free of charge. Each subsequent child will be charged the children's fare. Infants under the age of 1 year old can ride free of charge.

When you pay depends on the type of bus. Generally, for buses with the entrance at the front, you must pay when you board. For buses with the entrance at the middle or back, you will not pay when you board. Instead, take a ticket from the machine at the entrance, which will have a number on it. There will be a screen at the front of the bus displaying numbers and corresponding fares. When you get off the bus, put the fare corresponding to the number on your ticket into the fare box, along with your ticket. If you get on a bus at the first stop of the route, tickets may not be issued. In this case, you will pay the most expensive fare displayed on the board.

You can also use Suica, PASMO, and other IC cards on most buses. If you would like to pay using Suica or PASMO, tap the card reader installed near the door with your IC card to record the location when you board; tap the card reader on the fare box with your IC card when you get off to pay your fare.

Announcements are made for every stop; however, the bus only stops if passengers indicate that they want to get off. Press the buzzer located near the window or hand rail when your stop is announced to let the driver know you want to get off.

(3) Taxis

When a taxi is vacant, a "空車" (kusha, vacant) sign will be displayed in red letters in the front windscreen. You can hail a taxi by raising your arm. The taxi fare is shown on the meter next to the driver. There is a surcharge between 10 pm (11 pm in some places) and 5 am. When getting into or out of a taxi, there is no need to open or close the left rear door as it is automatically operated by the driver.

5 Banking

In many cases, you will need a bank account in Japan to receive your salary or pay your rent. To open a bank account, you will usually need personal identification (such as your Residence Card or passport) and a personal seal (*inkan*). Each bank will have different procedures and required documents for opening an account, so please contact the bank where you would like to open an account for more information. For your convenience, it is recommended to also have a cash card made when opening your account so that you can use ATMs.

6 International Exchange and Cooperation

The Saitama International Association (SIA) works to advance international exchange and cooperation on a local level by supporting the international exchange and cooperation activities of prefectural citizens. It also operates a consultation service for foreign residents in Saitama. Furthermore, the Association established the "International Exchange Plaza" to support groups promoting international exchange and cooperation within Saitama, and to provide a place to find information on these groups.

Consultations and Inquiries

Name	Phone	Address	Reception Hours
Saitama	048-833-2992	3F Urawa Godo Chosha	Mon - Fri
International		5-6-5 Kitaurawa,	(Except National Holidays and during
Association		Urawa-ku, Saitama-shi	the New Year's holiday period)
https://sia1.jp/			8:30 - 17:15

7 Tourism

Saitama Prefecture is home to many wonderful attractions. There are numerous sightseeing spots where you can experience the beauty of nature and learn about history and culture, as well as facilities where you can enjoy sports activities.

Saitama Tourism Support Website (multilingual version)

English: https://saitama-supportdesk.com/

Simplified Chinese: https://saitama-supportdesk.com/zh-hans/

Traditional Chinese: https://saitama-supportdesk.com/zh-hant/

Thai: https://saitama-supportdesk.com/th/

Korean: https://saitama-supportdesk.com/ko/

Welcome to Sai-no-Kuni - Tourism

https://www.pref.saitama.lg.jp/theme/kankou/

Saitama Cultural Event Information

Lists information about music, theatre, art, and other cultural events held in Saitama Prefecture.

https://event-saitama.jp (official website)

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8 Libraries

In Japan, public libraries are available for anyone to use, free of charge. People who live, work or attend school in Saitama Prefecture can borrow books, magazines, CDs, videos, and DVDs from Saitama Prefectural Libraries. You can make a request at the library in your municipality for an item to be sent over from another library. For more information, please inquire at your local library.

The Saitama Prefectural Kumagaya Library has a Foreign Language Materials Corner. There are also search and consultation services available if you require assistance locating materials.

Consultations and Inquiries

Name	Phone	Address	Opening Hours
Saitama Prefectural Kumagaya Library	048-523-6291 Fax: 048-523-6468	5-6-1 Hakoda, Kumagaya-shi	General materials, Saitama- related materials, newspapers, magazines, CDs, videos, DVDs
Saitama Prefectural Kuki Library	0480-21-2659 Fax: 0480-21-2791	85-5 Shimohayami, Kuki-shi	Tues - Fri 9:00 - 20:00 (June - Sept) 9:00 - 19:00 (Oct - May) Sat, Sun & holidays 9:00 - 17:00 Children's materials, etc. Tues - Sun & holidays 9:00 - 17:00
Urawa Branch*, Saitama Prefectural Kumagaya Library	048-844-6165 Fax: 048-844-6166	1st Floor Prefectural Archives, 4-3-18 Takasago, Urawa-ku, Saitama-shi	Tues - Sun 9:00 - 17:00 *Reception desk for borrowing, returning and photocopying reserved materials (no book collections available)

Saitama Prefectural Library website

https://www.lib.pref.saitama.jp/ (Japanese)

https://www.lib.pref.saitama.jp/foreign/index.html (中文, 한국・조선어판, Tiếng Việt, English, Português, Español, Français, やさしい日本語)

Guide to Using Saitama Prefectural Libraries

中文	https://www.lib.pref.saitama.jp/collection/docs/chinese.pdf
한국 • 조선어판	https://www.lib.pref.saitama.jp/collection/docs/korean.pdf
Tiếng Việt	https://www.lib.pref.saitama.jp/collection/docs/vietnamese.pdf
English	https://www.lib.pref.saitama.jp/collection/docs/english.pdf
Português	https://www.lib.pref.saitama.jp/collection/docs/portuguese.pdf
Français	https://www.lib.pref.saitama.jp/collection/docs/french.pdf

Español やさしい日本語 https://www.lib.pref.saitama.jp/collection/docs/spanish.pdf https://www.lib.pref.saitama.jp/collection/docs/japanese.pdf

List of public libraries in Saitama Prefecture https://www.lib.pref.saitama.jp/about/post-1.html (Japanese)

9 Art Museums

The Museum of Modern Art, Saitama, is located in Kita-Urawa Park, a short walk from JR Kita-Urawa Station. Visitors can enjoy a wonderful selection of works, from those of overseas masters, such as Monet, Chagall and Picasso, to contemporary Japanese artists. There are also many stylishly designed chairs on display.

Consultations and Inquiries

Name	Phone & Website	Address	Opening Hours
The Museum of	048-824-0111	9-30-1 Tokiwa,	10:00-17:30
Modern Art,		Urawa-ku,	*Last entry to the exhibition room is at
Saitama	https://pref.spec.ed.jp/	Saitama-shi	17:00
	momas/		*Closed Mondays (Note: Open on National
			Holidays and Saitama Prefectural Citizen's
			Day)
			*Closed for the New Year's holiday period
			*There may be changes to regular opening
			hours.
			Admission fees
			MOMAS collection
			General admission: 200 yen
			University and senior high school students:
			100 yen
			Junior high school students and younger:
			Free
			Admission fees will vary for special
			exhibitions.

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10 Museums

①The Saitama Prefectural Museum of History and Folklore is located in Omiya Park. As a comprehensive museum of humanities specializing in history, folklore, and traditional arts, the museum houses a wide range of Saitama Prefecture-related materials including national

treasures such as swords, knives, and the Taihei-ki picture scroll, all of which have been designated as national or prefectural cultural assets.

② The Saitama Prefectural Museum of the Sakitama Ancient Burial Mounds is located within the Sakitama Kofun Cluster, a nationally designated historical site. The museum exhibition rooms house countless valuable artifacts unearthed from the burial mounds, including national treasures such as the Musashi Inariyama Kofun artifacts.

(A replica of the national treasure Inariyama Sword will be temporarily on display while the

display case is being repaired.)

- ③ The Saitama Prefectural Ranzan Historical Museum is located in the Sugaya Yakata castle ruins, a nationally designated historical site. This historical site was home to a samurai residence in the Kamakura period (1185 -1333), followed by a castle during the Sengoku (Warring States) period (1467-1568). The museum provides a place for visitors to learn about Saitama Prefecture in the Middle Ages (approx. 12th to 16th century).
- ④ The Saitama Museum of Natural History is a comprehensive museum which introduces visitors to Saitama's nature and its development, as well as the relationship between nature and human life. Here, visitors can see fascinating wonders such as an actual *Paleoparadoxia* fossil (a nationally designated natural treasure) and a reconstructed model of a gigantic shark *Carcharodon Megalodon*.
- ⑤ The Saitama Prefectural Museum of Rivers focuses on the prefecture's main river, the Arakawa River. The museum provides an overview of many aspects of the Arakawa River, including its natural environment, the history of its floods and management, as well as how it was used historically, mainly as a form of transportation. Additionally, the museum also outlines the relationship between the river, its waters and human life.

Consultations and Inquiries

Name	Phone & Website	Address	Opening Hours
① Saitama	048-641-0890	4-219 Takahana-cho,	9:00-16:30
Prefectural		Omiya-ku,	(9:00-17:00 in July and August)
Museum of	https://saitama-	Saitama-shi	
History and	rekimin.spec.ed.jp/		*Last entry is 30 minutes before closing.
Folklore			*Closed Mondays (Note: Open on National
			Holidays, substitute holidays, the Golden Week
			holiday period and Saitama Prefectural Citizen's
			Day).
			*Closed Dec 29 - Jan 1
			*There may be changes to regular opening hours.
			Admission fees
			Permanent exhibitions
			General admission: 300 yen
			University and senior high school students: 150 yen
			Temporary exhibitions, Special exhibitions
			Admission prices will vary by exhibit
			Free admission for middle school students and
			younger
② The	048-559-1111	4834 Saitama,	9:00-16:30
Saitama		Gyoda-shi	(9:00-17:00 in July and August)
Prefectural	h ttp a //a a kita ya a		
Museum of	https://sakitama-		*Last entry is 30 minutes before closing.
the Sakitama	muse.spec.ed.jp/		*Closed Mondays (Note: Open on National
Ancient			Holidays, substitute holidays, the Golden Week
Burial			holiday period and Saitama Prefectural Citizen's
Mounds			Day). *Closed during the New Year's holiday period
			*There may be changes to regular opening hours.
			Admission fees
			General admission: 200 yen
			University and senior high school students: 100
			yen
			Free admission for junior high school students and
			younger.
			<u>Languages</u>
			*Explanations of the Sakitama Kofun Cluster and
			other artefacts in the nationally designated
			treasure exhibitions (including the Musashi
			Inariyama Kofun artefacts) are available in multiple
			languages.
			*Information pamphlets on nationally designated
			treasures (such as the Musashi Inariyama Kofun
			artefacts) are available in multiple languages.
			(Languages available: Japanese, English,
			Traditional and Simplified Chinese, Korean)

Name	Phone & Website	Address	Opening Hours
③ Saitama	0493-62-5896	757 Sugaya,	9:00-16:30
Prefectural		Ranzan-cho	(9:00-17:00 in July and August)
Ranzan	https://ranzan-		
Historical	shiseki.spec.ed.jp/		*Last entry is 30 minutes before closing.
Museum			*Closed Mondays (Note: Open on National
			Holidays, substitute holidays, the Golden Week
			holiday period and Saitama Prefectural Citizen's
			Day).
			*Closed during the New Year's holiday period
			*There may be changes to regular opening hours.
			Admission fees
			General admission: 100 yen
			University and senior high school students: 50 yen
			Free admission for junior high school students and
			younger.
Saitama	0494-66-0404	1417-1 Nagatoro,	9:00-16:30
Museum of		Nagatoro-machi	(9:00-17:00 in July and August)
Natural	https://shizen.spec		
History	<u>.ed.jp/</u>		*Last entry is 30 minutes before closing.
			*Closed Mondays (Note: Open on National
			Holidays, substitute holidays, the Golden Week
			holiday period, Saitama Prefectural Citizen's Day,
			and between July 1 - August 31).
			*Closed during the New Year's holiday period *There may be changes to regular opening hours.
			There may be changes to regular opening hours.
			Admission fees
			General admission: 200 yen
			University and senior high school students: 100
			yen
			Free admission for junior high school students and
			younger.
⑤Saitama	048-581-7333	39 Kozono,	9:00-17:00
Museum of		Yorii-machi	(Extended opening hours during the summer
Rivers	https://www.river-		holiday period)
	museum.jp/		*Lost entry is 20 minutes before closing
			*Last entry is 30 minutes before closing. *Closed Mondays (Note: Open on National
			Holidays, substitute holidays, the Golden Week
			holiday period, Saitama Prefectural Citizen's Day,
			and during the summer holiday period).
			*Closed during the New Year's holiday period
			*There may be changes to regular opening hours.
			Admission fees
			General admission: 410 yen
			University and senior high school students: 200
			yen
			Free admission for junior high school students and
			younger. Parking: 300 yen for standard cars
	1		i arking. 500 yen idi Standard Cars

Chapter 12

Consultation Services



Saitama's Prefectural Mascot, Kobaton

- 1 General Consultations
- 2 Specialized Consultations

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1 General Consultations

Name and Location	Contact Information	Languages available	Days of Operation	Business Hours
& Support (SIS) 3F Urawa Godo Chosha	trouble lese, ask the fice. SIS will	Japanese English Chinese Spanish Portuguese Korean Tagalog Thai Vietnamese Indonesian Nepali Russian Ukrainian* (*by appointment only)	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

Name and Location	Contact Information	Languages available	Days of Operation	Business Hours
Saitama Prefectural Center for Promotion of Gender Equality (With You Saitama)	048-600-3800 http://www.pref.sai tama.lg.jp/withyou/ counsel/guide.html	Japanese	Mon - Wed, Fri, Sat Sunday, National	9:30 - 20:30 9:30 - 17:00
*Consultations regarding various concerns you may have, including interpersonal relations, family, spousal relations, and difficulties you are experiencing in your life	counsel/guide.nimi		Holidays (including substitute holidays) *Closed on Thursdays and during the New Year's holiday period	
Ageo City Hall Hello Corner	048-775-5111 (ext. 810)	(Face-to-Face) Spanish		9:00 - 12:00, 13:00 - 16:00
Mon: 1F, 3 rd Annex	https://www.city.ag eo.lg.jp/page/4- hc.html (For email consultations in Vietnamese) https://www.city.ag eo.lg.jp/ques/ques tionnaire.php?ope nid=295✓	(Face-to-Face) English	Monday (Excluding National Holidays and the New Year's holiday period)	9:00 - 12:00
		(Face-to-Face) Chinese (Face-to-Face) Portuguese		13:00 - 16:00
		(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, Burmese	Mon - Fri The second and fourth Saturday of each month	8:30 - 17:00

Name and Leastion	Contact	Languages	Dave of Operation	Business
Name and Location	Information	available	Days of Operation	Hours
Consultation Service for Foreign Residents (within the Regional Development Division) Iruma City Hall 2F Building A Kawaguchi City Multicultural Coexistence	Information 04-2964-1111 (ext. 2147) https://www.city.iru ma.saitama.jp/kur ashi/gaikoku/kaku shusodan/sodan gaikoku/6050.html		Every Tuesday The second and fourth Friday* of every month (*by appointment only) Wednesday The first Thursday of every month Tues - Sat	9:00 - 12:00, 13:00 - 17:15
Office (M4 floor, Cupo-La Main Building) *Basic consultations about everyday life	https://www.city.ka waguchi.lg.jp/sosh iki/01060/020/4/35 84.html	Vietnamese, Nepali, Indonesian, Tagalog, Thai, Portuguese, Spanish, Hindi, French, Russian, Burmese, Khmer, German, Italian, Malay, Mongolian, Sinhalese (Consultation times vary for each language.)	*Closed on National Holidays and during the New Year's holiday period An international relations/foreign consultant will be available on the following days: • Tues - Sat: English, Chinese • Tuesday: Tagalog • Wednesday: Korean • Second and fourth Saturday of every month: Vietnamese	
Kawaguchi City Hall Main Building (Public Services Division Service Counter)	048-258-1110	Japanese English Chinese Turkish *Turkish language availability subject to change	Every Thursday	10:00 - 12:00, 13:00 - 16:00

	Name and Location Contact Languages Baye of Operation Business					
Name and Location	Information	available	Days of Operation	Hours		
Kawaguchi City Hall	048-259-9037 048-259-9038 (Consultation	Japanese *By appointment only	Third Wednesday of every month	13:30 - 16:00		
Consultation Services	Office for Citizens)					
about General Procedures						
for Foreign Residents						
*Consultations with an						
administrative lawyer						
International Center, Kawagoe City Hall (5F, Kurasse Kawagoe)	049-228-7723 https://www.city.ka wagoe.saitama.jp/	Japanese, Vietnamese	The first and third Saturday of every month	13:00 - 18:00		
	kurashi/bunka/100 3482/1003508/10 03509.html	Japanese, Chinese	The second and fourth Monday of every month			
		Consultations regarding status of residence (in Japanese)	The fourth Saturday of every month			
		Legal Consultations (in Japanese) *Appointments available	The fourth Friday of every month	15:00 - 17:00		
Regional Activity Promotion Division, Gyoda City Hall	048-556-1111 (ext. 251)	Japanese, English, Spanish, Portuguese	Mon - Fri *Excluding National Holidays and the New Year's holiday	8:30 - 17:15		
		Machine translation available for multiple languages	period			

A Guide to Living in Saltama Contact Languages Business Business						
Name and Location	Information	available	Days of Operation	Hours		
Public Services Division 3F Main Building Kuki City Hall	0480-22-1111 https://www.city.k uki.lg.jp/shisei/kyo do/kokusaikoryu/g aikokujinsoudan.h tml	Japanese, English *Machine translation/video interpreting available for the following languages: Japanese, English, Chinese, Korean, Portuguese, Spanish, Hindi, Thai, Nepali, Filipino, Vietnamese, French, Russian, Indonesian, Khmer, Mongolian, Ukrainian, Burmese, Malay	Mon - Fri *Excluding National Holidays and the New Year's holiday period	9:00 - 12:00 13:00 - 17:00		
Public Services Division 3F Main Building Koshigaya City Hall	048-963-9114 https://www.city.k oshigaya.saitama. jp/kurashi_shisei/ kurashi/kokusaika /forforeign/gaikok ujinsodanmadogu chi_shikatsu.html #auto_anc0	Japanese, English, Chinese, Vietnamese, Filipino Machine translation available for multiple languages	Mon - Fri	9:00 - 16:30		
Koshigaya City Community Activity Support Center (5F B City, Koshigaya Twin City)	048-969-2750 https://koshigaya- activity- support.info	English, Chinese *Over-the-phone or video interpreting available for 17 languages.	Tues - Sat	9:00 -17:00		
2F Omiya Ward Office Saitama City	048-646-3097 (Consultation Office for Citizens)	English, Tagalog	Monday	9:00 - 12:00		
	*Closed on National Holidays and during the New Year's holiday period	Korean English, Vietnamese Chinese	Tuesday Wednesday Thursday			
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Name and Location	Contact Information	Languages available	Days of Operation	Business Hours
Saitama Tourism and International Relations Bureau (STIB) (Public Corporation)	048-887-1506 https://stib.jp/international/consult/	Japanese	Mon - Thurs	10:00 - 17:00 (reception closes at 16:30)
International Exchange Center 9F Comunale (PARCO), East Exit of Urawa Station Services such as video	*Closed on National Holidays and during the New Year's holiday period	Chinese	Tuesday	9:00 - 12:00, 13:00 -15:00 (reception closes at 14:00)
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)		English	Wednesday	9:00 - 12:30, 13:00 - 14:30 (reception closes at 14:00)
		Korean	Thursday	9:00 - 12:00, 13:00 - 15:00 (reception closes at 14:00)
Consultation and Support Center for Foreign Residents Sayama International Friendship Association (SIFA) Sayama City Hall 2F Local Culture Division	04-2952-4584 https://www.sifa.sa itama.jp/	English, Other languages using Pocketalk translation device Consultations regarding everyday life, law, etc. An interpreter will accompany you to the relevant division for the consultation.	Monday, Wednesday, Friday	9:00 - 16:00

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Name and Location	Contact Information	Languages available	Days of Operation	Business Hours
Application and Consultation Support for Foreign Residents	048-473-1468 By appointment	English	The first Thursday and third Tuesday of every month	10:00 - 12:00
Community Activities Promotion Department, Shiki City Hall	only outside of regular days of operation https://www.city.sh iki.lg.jp/soshiki/12/ 2332.html	Chinese Vietnamese,	The first Thursday and the third Monday of every month	14:00 - 16:00 10:00 - 12:00
		Spanish, Portuguese, Nepali, Hindi (by appointment only)		
International Consultation Corner Soka City Hall	048-922-2970 https://www.city.so ka.saitama.jp/cont/	English, Chinese, Spanish, Korean, Thai, French	Monday, Wednesday, Friday	9:00 - 17:00
	<u>s1402/010/020/03</u> <u>0/01.html</u>		Tuesday, Thursday	By appointment only
Citizens Consultation Division Tokorozawa City Hall	04-2998-9092 https://www.city.tokorozawa.saitama.jp/kurashi/soudan/	Chinese	The first and third Thursday of every month	10:00 - 12:00 (reception closes at 11:30)
	shiminsoudan/sou dan202003110916 47560.html	English, Tagalog	The second and fourth Thursday of every month	
Consultation Center for Foreign Residents of Toda City	048-441-1800 (ext. 483) https://www.city.to	English	Monday, Wednesday	9:00 - 12:00, 13:00 - 17:00
Toda City Hall 3F Cooperation Promotion Division	da.saitama.jp/sosh iki/192/community- gaikokujin- soudan.html	*Availability subject to change. *A translation device is always available.	Tuesday, Thursday, Friday	

Name and Location	Contact	Languages	Days of Operation	Business
Toda International	Information 048-434-5690	available		Hours (1) 8:45 - 17:30
Friendship Association (TIFA) (Public-Interest Foundation) Toda City Hall 2F Nizominami Building ① Consultation center for foreign residents about everyday life or other concerns	https://toda- tifa.com/for- foreign-residents/	① Japanese, English, Chinese	① Tues - Sun	① 8:45 - 17:30
② Law consultations for foreign residents		② Japanese, English, Chinese *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)	② The second Wednesday of every month	2 14:00 - / 15:00 - / 16:00 - *3 sessions per day
Local Development Division Hanno City Hall	https://www.city.ha nno.lg.jp/kurashi_s eikatsukankyo/shi minnosodammado guchi/6543.html	Spanish (by appointment only)	The fourth Monday of every month	9:00 - 12:00
		Other languages (using Pocketalk translation device)	Mon- Fri *Excluding National Holidays	8:30 - 17:15

	A Guide to Living in Saltama						
Name and Location	Contact Information	Languages available	Days of Operation	Business Hours			
Fujimi City Hall	049-251-2711 (ext. 272)	<u> </u>	Thursday (by appointment only)	13:00 - 16:00			
	(Consultations about everyday life for foreign residents)						
	https://www.city.fuj imi.saitama.jp/kura shi tetsuzuki/01so udan/2010-0517- 1125-137.html	English, Chinese, Korean, Tagalog, Spanish, Vietnamese,		40.00. 42.00			
		Nepali	Friday	10:00 - 13:00			
Fujimino City Hall	049-269-6450 (Fujimino	*For other languages, please	Monday, Friday	13:00 - 16:00			
	International Cultural Exchange	contact the organisation for	Tues - Thurs	10:00 - 16:00			
Miyoshi Town Hall	Center)	more information.	Monday	10:00 - 13:00			
			Thursday	13:00 - 16:00			
Fujimino International Cultural Exchange Center (FICEC)	049-269-6450 049-256-4290			10:00 - 16:00			
5-4-25 Kamifukuoka, Fujimino-shi, 356-0004	http://www.ficec.jp/		Saturday and Sunday	13:00 - 16:00			
Consultations through the chat function in Wakaru (Yokoze Town application that provides information about everyday life) Yokoze Town Office • Android • iOS • iOS	https://yokoze.wa karu.world/ja/hom	English, Chinese, Korean, Vietnamese, Nepali, Thai, Tagalog, Burmese, Spanish	Mon - Fri *Excluding National Holidays	Available 24 hours *The town office will reply between 9:00 - 17:00			

Name and Location	Contact Information	Languages available	Days of Operation	Business Hours
Foreign Resident Consultation Center (Community Cooperation Division) Warabi City Hall 1F	https://www.city.w arabi.saitama.jp/s hogaigakushu/kou ryu/1006312/1007 155.html	English, Chinese Audio translation device available in multiple languages	Mon - Fri *Excluding National Holidays	9:00 - 17:00

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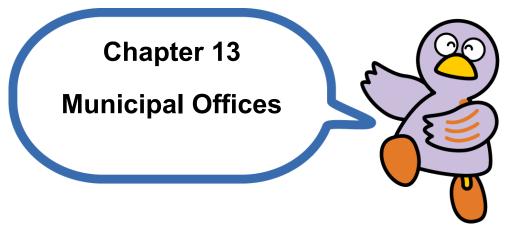
2 Specialist Consultations

Name and Location	Telephone	Languages	Days of	Business
	040 740 5000	available	Operation	Hours
Legal Consultation Center Saitama Bar Association Foreigners can use this	048-710-5666 https://www.saiben.	Japanese (by appointment only)	To make an appointment: Mon - Fri	9:00 - 17:00
service for free up to two times	or.jp/foreiner.html		Saturday	9:30 - 11:30
(Legal counseling service for foreigners)			Consultation days: Wednesday, Friday	13:00 - 16:00
Houterasu Saitama (Japan Judiciary Support Center, Saitama Branch Office)	0570-078312 (From an IP phone, please call 0503383-5375) https://www.houtera	Phone: Japanese only In-person: by appointment only	To make an appointment: Mon - Fri *Closed on weekends	9:00 - 17:00
Depending on the nature of the inquiry, we can provide free information about Japan's legislative systems or bar associations to help resolve the problem (telephone charges apply). Persons who meet certain conditions (e.g. income) can receive consultations free of charge.	su.or.jp/site/chihouji musho-saitama/	Persons who meet certain conditions will receive free legal advice. We will look for an interpreter who speaks your language. (We may not be able to provide an interpreter in some cases)	Consultation days: The second and fourth Wednesday of every month *Closed on weekends *Closed on National Holidays & during the New Year's holiday period	13:00 - 16:20
Houterasu Multilingual Information Service *If you require assistance in a foreign language, Houterasu can provide information and make counseling appointments through an interpreter (telephone charges apply).	0570-078377	Phone: Chinese, English, Spanish, Portuguese, Korean, Vietnamese Tagalog, Nepali, Thai	Phone consultations: Mon - Fri *Closed weekends	9:00 - 17:00

Name and Location	Telephone	Languages available	Days of Operation	Business Hours
Nikkei Consultation Center The Association of Nikkei and Japanese Abroad	045-211-1788 https://jadesas.or.jp /jp/kokunai1/	Japanese, Portuguese, Spanish	Mon - Fri *Excluding National Holidays	14:00 - 17:30
Police General Consultation Center, Saitama Prefectural Police Headquarters (We accept various consultations, as well as feedback and requests regarding police activities.)	#9110 (Rotary dial telephones and some IP phones will not be able to call this number.) or 048-822-9110 Saitama Prefectural Police website: https://www.police.pref.saitama.lg.jp	Japanese	24 hours, 7 days a week	*On weekdays after 17:15, weekends, National Holidays, and during the New Year's holiday period, your call will be automatically transferred to the Saitama Prefectural Police Headquarters.
Saitama Prefectural Police Support Center for Victims of Crime 3F Lamza Tower 1-10-1 Numakage, Minami- ku, Saitama-shi	① 0120-381-858 (Consultations for victims of crimes and accidents, as well as their family members) Saitama Prefectural Police website: https://www.police.pref.saitama.lg.jp	Japanese	Mon - Fri (Excluding National Holidays and the New Year's holiday period)	8:30 - 17:15
	② #8103 (Sexual Crime Consultation Hotline (Heart-san)) or 0120-83-8103 (Consultations for persons who have been victims of sexual crimes and their family members)		24 hours, 7 days a week	*On weekdays after 17:15, weekends, National Holidays, and during the New Year's holiday period, your call will be automatically transferred to the Saitama Prefectural Police Headquarters.

Name and Location	A Guide to Living III Saltania						
Name and Location	Telephone	Languages available	Days of Operation	Business Hours			
Saitama Prefectural Police	048-865-4152	Japanese	Mon - Fri	8:30 - 16:15			
Youth Support Center	(For	·	(Excluding				
(3F Lamza Tower,	parents/carers)		National				
1-10-1 Numakage, Minami-			Holidays,				
ku, Saitama-shi)	048-861-1152		substitute				
	(For adolescents -		holidays, and				
(We offer psychological	Youth Telephone		the New Year's				
counseling services to	Corner)		holiday period)				
adolescents and their							
parents/carers regarding	Saitama Prefectural						
various adolescent issues,	Police website						
such as delinquency,	https://www.police.						
bullying, criminal damage,	pref.saitama.lg.jp						
etc.)							
Railroad Police Unit,	048-641-0599	Japanese	24 hours, 7 days a week	24 hours a day			
Saitama Prefectural Police Headquarters			days a week	*A female			
1 loadquartors				police officer			
*Consultations provided				may not always be available.			
regarding groping on trains				be available.			
or in railway facilities							
Saitama District Legal	① 0570-090911	(1)(2) Chinaga	① Mon - Fri	① 9:00 - 17:00			
Affairs Bureau	0570-090911	①② Chinese, Korean, English,	(Excluding	9.00 - 17.00			
		Tagalog,	National				
① Foreign language		Portuguese,	Holidays and				
human rights hotline		Vietnamese, Nepali,	the New Year's holiday period)				
② Foreign language	2	Spanish,	, , , ,				
counseling services about	https://www.moj.go.	Indonesian, Thai					
human rights on the internet	jp/JINKEN/jinken21 .html#01						
IIICIIICI							

Name and Location	Telephone	Languages	Days of	Business
O it was Do for the state of	0.40,000,0700	available	Operation	Hours
Saitama Prefectural	048-600-3700	Japanese	Mon - Wed, Friday,	9:30 - 20:30
Spousal Violence			Saturday	
Counseling and Support			Cataraay	
Center (Center for			Sunday,	9:30 - 17:00
Promotion of Gender			National	
Equality)			Holidays	
*Consultations regarding			(including	
domestic or dating violence			substitute holidays)	
domestic of dating violence			Holidays)	
			*Closed	
			Thursdays and	
			during the New	
			Year's holiday	
			period	
Foundation for the Welfare	For Indochinese	Japanese,	Mon - Fri	10:00 - 12:00,
and Education of the Asian	refugees, persons	English, French,		14:00 - 16:00
People	granted refugee	Vietnamese,		
Refugee Assistance	status under the	Burmese,		
Headquarters (RHQ)	Convention, and	Ukrainian		
, , ,	resettled refugees:			
	0120-090-091	*For consultations		
		in other		
	For persons eligible	languages,		
	for complementary	please contact		
	protection:	the organisation		
	0120-400-250	in advance.		
	For persons			
	applying for			
	refugee status			
	recognition:			
	0120-925-357			



Saitama's Prefectural Mascot, Kobaton

See the Saitama Prefectural Government's website for a list of municipal websites:

https://www.pref.saitama.lg.jp/a0301/wwwlink.html

	Name (In alphabetical order)	Phone	Address	Number of Foreign National Residents*
1	Ageo City		3-1-1 Hon-cho	5,064
2	Asaka City	048-463-1111	1-1-1 Hon-cho	4,697
3	Chichibu City	0494-22-2211	8-15 Kumagimachi	734
4	Fujimi City	049-251-2711	1800-1 Ooaza-Tsuruma	3,278
5	Fujimino City	049-261-2611	1-1-1 Fukuoka	3,352
6	Fukaya City	048-571-1211	11-1 Naka-cho	3,860
7	Gyoda City	048-556-1111	2-5 Honmaru	2,111
8	Hanno City	042-973-2111	1-1 Ooaza-Namiyanagi	1,458
9	Hanyu City	048-561-1121	6-15 Higashi	2,341
10	Hasuda City	048-768-3111	2799-1 Ooaza-Kurohama	933
	Hatoyama Town	049-296-1211	184-16 Ooaza-Mamedo	143
	Hidaka City	042-989-2111	1020 Ooaza-Minami-Hirasawa	1,167
	Higashi-Chichibu Village	0493-82-1221	634 Ooaza-Mido	11
	Higashimatsuyama City	0493-23-2221	1-1-58 Matsuba-cho	3,703
15	Honjo City	0495-25-1111	3-5-3 Honjo	3,150
	Ina Town	048-721-2111	4-355 Chuo	707
17	Iruma City	04-2964-1111	1-16-1 Toyooka	3,006
	Kamikawa Town	0495-77-2111	909 Ooaza-Uedake	633
	Kamisato Town	0495-35-1221	5518 Ooaza-Shichihongi	1,372
20	Kasukabe City	048-736-1111	7-2-1 Chuo	5,862
21	Kawagoe City	049-224-8811	1-3-1 Motomachi	10,226
22	Kawaguchi City	048-258-1110	2-1-1 Aoki	43,706
23	Kawajima Town	049-297-1811	870-1 Ooaza-Shimoyatsubayashi	424
24	Kazo City	0480-62-1111	2-1-1 Mitsumata	3,445
25	Kitamoto City	048-591-1111	1-111 Hon-cho	925
26	Koshigaya City	048-964-2111	4-2-1 Koshigaya	8,335
27	Konosu City	048-541-1321	1-1 Chuo	2,439
28	Kuki City	0480-22-1111	85-3 Shimohayami	4,021

Name (In alphabetical order)	Phone	Address	Number of Foreign National Residents*
29 Kumagaya City	048-524-1111	2-47-1 Miya-cho	4,841
30 Matsubushi Town	048-991-2711	2424 Ooaza-Matsubushi	536
31 Minano Town	0494-62-1230	1420-1 Ooaza-Minano	106
32 Misato City	048-953-1111	648-1 Hanawada	6,357
33 Misato Town	0495-76-1111	323-1 Ooaza-Kibe	224
34 Miyashiro Town	0480-34-1111	1-4-1 Kasahara	549
35 Miyoshi Town	049-258-0019	1100-1 Ooaza-Fujikubo	1,022
36 Moroyama Town	049-295-2112	2-1 Chuo	785
37 Nagatoro Town	0494-66-3111	1035-1 Ooaza-Hon-Nogami	43
38 Namegawa Town	0493-56-2211	750-1 Ooaza-Fukuda	672
39 Niiza City	048-477-1111	1-1-1 Nobitome	4,536
40 Ogano Town	0494-75-1221	89 Ogano	159
41 Ogawa Town	0493-72-1221	55 Ooaza-Otsuka	437
42 Ogose Town	049-292-3121	900-2 Ooaza-Ogose	181
43 Okegawa City	048-786-3211	1-3-28 Izumi	1,207
44 Ranzan Town	0493-62-2150	1030-1 Ooaza-Sugiyama	695
45 Saitama City	048-829-1111	6-4-4 Tokiwa,Urawa-ku	32,112
46 Sakado City	049-283-1331	1-1-1 Chiyoda	3,464
47 Satte City	0480-43-1111	4-6-8 Higashi	1,465
48 Sayama City	04-2953-1111	1-23-5 Irumagawa	3,373
49 Shiki City	048-473-1111	1-1-1 Nakamuneoka	2,247
50 Shiraoka City	0480-92-1111	432 Sendano	922
51 Soka City	048-922-0151	1-1-1 Takasago	10,133
52 Sugito Town	0480-33-1111	2-9-29 Seiji	767
53 Toda City	048-441-1800	1-18-1 Kamitoda	8,244
54 Tokigawa Town	0493-65-1521	2490 Ooaza-Tamagawa	231
55 Tokorozawa City	04-2998-1111	1-1-1 Namiki	7,147
56 Tsurugashima City	049-271-1111	16-1 Ooaza-Mitsugi	1,868
57 Wako City	048-464-1111	1-5 Hirosawa	2,811
58 Warabi City	048-432-3200	5-14-15 Chuo	8,620
59 Yashio City	048-996-2111	1-2-1 Chuo	4,517
60 Yokoze Town	0494-25-0111	4545 Ooaza-Yokoze	92
61 Yorii Town	048-581-2121	1180-1 Ooaza-Yorii	852
62 Yoshikawa City	048-982-5111	1-1 Kiyomino	2,143
63 Yoshimi Town	0493-54-1511	411 Ooaza-Shimohosoya	237
		Total	234,698

Note:

^{*}Figures taken from a statistics report on the foreign nationals residing in Japan by the Ministry of Justice in December 2023.

Chapter 14 Profile of Saitama Prefecture

- 1 Map of Municipalities
- 2 Symbols
- 3 Sister States and Provinces

1 Map of Municipalities



Land Area: 3,797.75 km² ("Municipality Area Statistics," Geospatial

Information Authority of Japan, as of July 1, 2024)

Number of Municipalities: Cities: 40 Towns: 22 Villages: 1

Total Population: 7,330,697 (Estimated population as of November 1, 2024)

Number of Foreign Residents: 234,698 (As of December 2023; Surveyed by the

Immigration Services Agency of Japan)

Average Yearly Temperature: 17.2°C (Japan Meteorological Agency website, 2023)

Other data: "Sai no Kuni Statistics and Information Center" (Statistics Portal website, Saitama Prefectural Government)
 http://www.pref.saitama.lg.jp/theme/tokei/

Profile of Saitama Prefecture (Prefectural Citizen's Affairs Division website, Saitama Prefectural Government)

https://www.pref.saitama.lg.jp/a0314/saitama-profile/index.html

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2 Symbols

(1) Nickname

Saitama Prefecture's nickname is "Sai no Kuni", which means "the land of many colors".

This nickname was chosen as a phrase to build a sense of familiarity and affection towards Saitama. It is representative of the diverse characteristics and beauty of Saitama Prefecture, an area blessed with bountiful nature that changes with the four seasons, as well as its development across various fields, such as industry, culture, and the arts and sciences.

(2) Prefectural Emblem

The emblem of Saitama Prefecture is a circle composed of 16 comma-shaped beads called *magatama*. *Magatama* were valued by people from ancient times as ornamental objects. The circular *magatama* design represents the sun, development, passion, and strength.



(3) Prefectural Symbols

Saitama Prefecture, blessed with abundant nature, has designated a local and familiar bird, tree, flower, butterfly, and fish as prefectural symbols.

Prefectural bird	Prefectural tree	Prefectural flower	Prefectural butterfly	Prefectural fish
				"Musashi-
"Shirakobato"	"Keyaki"	"Sakurasou"	"Midorishijimi"	tomiyo"
(Eurasian collared				(Musashi ninespine
dove)	(Japanese elm)	(Japanese primrose)	(Neozephyrus japonica)	stickleback)

(4) Kobaton and Saitamatch, the Saitama Prefectural Mascots

Inspired by the prefectural bird *shirakobato* (Eurasian collared dove), Kobaton was designated as Saitama's first prefectural mascot in 2005. Known for its cute expressions, Kobaton travels far and wide, and has appeared in movies, flown into space on a space shuttle, and lent its name to an asteroid. As both the prefectural mascot and the leader of the Yurutama Cheering Squad, Kobaton flies around promoting Saitama Prefecture to everyone.

Saitamatch, Saitama's second mascot, was born on Saitama Prefectural Citizens Day, November 14, 2014. Saitamatch's trademark features are its cute, round eyes and striped stomach. Together with Kobaton, Saitamatch enthusiastically promotes Saitama Prefecture.



Kobaton and Saitamatch

For more information on Saitama's Mascots, Kobaton and Saitamatch, see the Saitama Prefectural Government Prefectural Citizen's Affairs Division website:

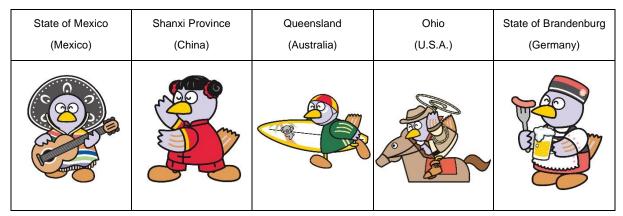
https://www.pref.saitama.lg.jp/kense/saitamaken/kobaton/index.html

3 Sister States and Provinces

Saitama Prefecture has currently established friendship- and sister-state relationships with five states and provinces, promoting various exchanges.

For more information on Sister States and Provinces of Saitama Prefecture, see the Saitama Prefectural Government International Division website:

https://www.pref.saitama.lg.jp/a0306/kouryukyoryoku/shimaiyuko.html



The above illustrations of Kobaton are associated with each sister state and province.