

Chapter 12

Consultation Services



Saitama's Prefectural Mascot,
Kobaton

- 1 General Consultations
- 2 Specialized Consultations

1 General Consultations

Name and Location	Contact Information	Languages available	Days of Operation	Business Hours
Saitama Information & Support (SIS) 3F Urawa Godo Chosha (within the Saitama International Association)	048-833-3296 https://sia1.jp/foreign/advice/	Japanese English Chinese Spanish Portuguese Korean Tagalog Thai Vietnamese Indonesian Nepali Russian Ukrainian* (*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

*If you are at a public office, such as a city hall, and are having trouble communicating in Japanese, ask the staff to call the above office. SIS will provide an interpreter over the phone.

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

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Name and Location	Contact Information	Languages available	Days of Operation	Business Hours
Consultation Service for Foreign Residents (within the Regional Development Division) Iruma City Hall 2F Building A	04-2964-1111 (ext. 2147) https://www.city.iryu.ma.saitama.jp/kurashi/gaikoku/kakushusodan/sodan_gaikoku/6050.html	English	Every Tuesday The second and fourth Friday* of every month (*by appointment only)	9:00 - 12:00
		Spanish	Wednesday	
		Chinese	The first Thursday of every month	
Kawaguchi City Multicultural Coexistence Office (M4 floor, Cupo-La Main Building) *Basic consultations about everyday life	048-227-7607 https://www.city.kawaguchi.lg.jp/soshiki/01060/020/4/3584.html	Japanese, English, Chinese, Korean, Vietnamese, Nepali, Indonesian, Tagalog, Thai, Portuguese, Spanish, Hindi, French, Russian, Burmese, Khmer, German, Italian, Malay, Mongolian, Sinhalese (Consultation times vary for each language.)	Tues - Sat *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	9:00 - 12:00, 13:00 - 17:15
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

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Name and Location	Contact Information	Languages available	Days of Operation	Business Hours
Kawaguchi City Hall Consultation Services about General Procedures for Foreign Residents *Consultations with an administrative lawyer	048-259-9037 048-259-9038 (Consultation Office for Citizens)	Japanese *By appointment only	Third Wednesday of every month	13:30 - 16:00
International Center, Kawagoe City Hall (5F, Kurasse Kawagoe)	049-228-7723 https://www.city.kawagoe.saitama.jp/kurashi/bunka/1003482/1003508/1003509.html	Japanese, Vietnamese	The first and third Saturday of every month	13:00 - 18:00
		Japanese, Chinese	The second and fourth Monday of every month	
		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 Machine translation available for multiple languages	Mon - Fri *Excluding National Holidays and the New Year's holiday period	8:30 - 17:15

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Name and Location	Contact Information	Languages available	Days of Operation	Business Hours
Public Services Division 3F Main Building Kuki City Hall	0480-22-1111 https://www.city.kuki.lg.jp/shisei/kyodo/kokusaikoryu/gaikokujinsoudan.html	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.koshigaya.saitama.jp/kurashi_shisei/kurashi/kokusaika/forforeign/gaikokujinsodanmadoguchi_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) *Closed on National Holidays and during the New Year's holiday period	English, Tagalog	Monday	9:00 - 12:00
		Korean	Tuesday	
		English, Vietnamese	Wednesday	
		Chinese	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	*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)
9F Comunale (PARCO), East Exit of Urawa Station		English	Wednesday	9:00 - 12:30, 13:00 - 14:30 (reception closes at 14:00)
Services such as video interpreting also available. *Interpreting by native speakers over specialized video call (16 languages available) *Interpretation through a third party over the phone (14 languages available)		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)	04-2952-4584 https://www.sifa.saitama.jp/	English, Other languages using Pocketalk translation device	Monday, Wednesday, Friday	9:00 - 16:00
Sayama City Hall 2F Local Culture Division		Consultations regarding everyday life, law, etc. An interpreter will accompany you to the relevant division for the consultation.		

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Name and Location	Contact Information	Languages available	Days of Operation	Business Hours
Application and Consultation Support for Foreign Residents Community Activities Promotion Department, Shiki City Hall	048-473-1468 By appointment only outside of regular days of operation https://www.city.shiki.lg.jp/soshiki/12/2332.html	English Chinese Vietnamese, Spanish, Portuguese, Nepali, Hindi (by appointment only)	The first Thursday and third Tuesday of every month The first Thursday and the third Monday of every month	10:00 - 12:00 14:00 - 16:00 10:00 - 12:00
International Consultation Corner Soka City Hall	048-922-2970 https://www.city.soka.saitama.jp/contents/1402/010/020/030/01.html	English, Chinese, Spanish, Korean, Thai, French	Monday, Wednesday, Friday Tuesday, Thursday	9:00 - 17:00 By appointment only
Citizens Consultation Division Tokorozawa City Hall	04-2998-9092 https://www.city.tokorozawa.saitama.jp/kurashi/soudan/shiminsoudan/soudan20200311091647560.html	Chinese English, Tagalog	The first and third Thursday of every month The second and fourth Thursday of every month	10:00 - 12:00 (reception closes at 11:30)
Consultation Center for Foreign Residents of Toda City Toda City Hall 3F Cooperation Promotion Division	048-441-1800 (ext. 483) https://www.city.toda.saitama.jp/soshiki/192/community-gaikokujin-soudan.html	English Chinese *Availability subject to change. *A translation device is always available.	Monday, Wednesday Tuesday, Thursday, Friday	9:00 - 12:00, 13:00 - 17:00

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Name and Location	Contact Information	Languages available	Days of Operation	Business Hours
<p>Toda International Friendship Association (TIFA) (Public-Interest Foundation)</p> <p>Toda City Hall 2F Nizominami Building</p> <p>① Consultation center for foreign residents about everyday life or other concerns</p>	<p>048-434-5690</p> <p>https://toda-tifa.com/for-foreign-residents/</p>	<p>① Japanese, English, Chinese</p>	<p>① Tues - Sun</p>	<p>① 8:45 - 17:30</p>
<p>② Law consultations for foreign residents</p>		<p>② Japanese, English, Chinese</p> <p>*For other languages, please contact us about availability. (Appointments can be made over the phone or at the front desk up until 12:00 the day before)</p>	<p>② The second Wednesday of every month</p>	<p>② 14:00 - / 15:00 - / 16:00 -</p> <p>*3 sessions per day</p>
<p>Local Development Division Hanno City Hall</p>	<p>https://www.city.hanno.lg.jp/kurashi_seikatsukankyo/shiminnosodammadoguchi/6543.html</p>	<p>Spanish (by appointment only)</p> <p>Other languages (using Pocketalk translation device)</p>	<p>The fourth Monday of every month</p> <p>Mon- Fri *Excluding National Holidays</p>	<p>9:00 - 12:00</p> <p>8:30 - 17:15</p>

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Name and Location	Contact Information	Languages available	Days of Operation	Business Hours
Fujimi City Hall	049-251-2711 (ext. 272) (Consultations about everyday life for foreign residents) https://www.city.fujimi.saitama.jp/kurashi_tetsuzuki/01soudan/2010-0517-1125-137.html	English, Chinese, Korean, Tagalog, Spanish, Vietnamese, Nepali *For other languages, please contact the organisation for more information.	Thursday (by appointment only)	13:00 - 16:00
			Friday	10:00 - 13:00
Fujimino City Hall	049-269-6450 (Fujimino International Cultural Exchange Center)		Monday, Friday	13:00 - 16:00
			Tues - Thurs	10:00 - 16:00
Miyoshi Town Hall			Monday	10:00 - 13:00
			Thursday	13:00 - 16:00
Fujimino International Cultural Exchange Center (FICEC) 5-4-25 Kamifukuoka, Fujimino-shi, 356-0004	049-269-6450 049-256-4290 http://www.ficec.jp/	Mon - Fri	10:00 - 16:00	
		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 	0494-25-0112 https://yokoze.wakaru.world/ja/home	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

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Name and Location	Contact Information	Languages available	Days of Operation	Business Hours
Foreign Resident Consultation Center (Community Cooperation Division) Warabi City Hall 1F	048-433-7745 https://www.city.warabi.saitama.jp/s-hogaigakushu/kou-ryu/1006312/1007155.html	English, Chinese Audio translation device available in multiple languages	Mon - Fri *Excluding National Holidays	9:00 - 17:00

2 Specialist Consultations

Name and Location	Telephone	Languages available	Days of Operation	Business Hours
<p>Legal Consultation Center Saitama Bar Association</p> <p>Foreigners can use this service for free up to two times</p> <p>(Legal counseling service for foreigners)</p>	<p>048-710-5666</p> <p>https://www.saiben.or.jp/foreiner.html</p>	<p>Japanese (by appointment only)</p>	To make an appointment: Mon - Fri	9:00 - 17:00
			Saturday	9:30 - 11:30
			Consultation days: Wednesday, Friday	13:00 - 16:00
<p>Houterasu Saitama (Japan Judiciary Support Center, Saitama Branch Office)</p> <p>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).</p> <p>Persons who meet certain conditions (e.g. income) can receive consultations free of charge.</p>	<p>0570-078312 (From an IP phone, please call 0503383-5375)</p> <p>https://www.houterasu.or.jp/site/chihouji/musho-saitama/</p>	<p>Phone: Japanese only</p> <p>In-person: by appointment only</p> <p>Persons who meet certain conditions will receive free legal advice.</p> <p>We will look for an interpreter who speaks your language. (We may not be able to provide an interpreter in some cases)</p>	To make an appointment: Mon - Fri *Closed on weekends	9:00 - 17:00
			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
<p>Houterasu Multilingual Information Service</p> <p>*If you require assistance in a foreign language, Houterasu can provide information and make counseling appointments through an interpreter (telephone charges apply).</p>	0570-078377	<p>Phone: Chinese, English, Spanish, Portuguese, Korean, Vietnamese, Tagalog, Nepali, Thai</p>	<p>Phone consultations: Mon - Fri</p> <p>*Closed weekends</p>	9:00 - 17:00

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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	24 hours a day *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	24hrs a day *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.

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

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