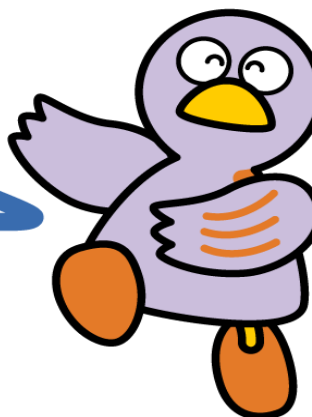


Chapter 12

Consultation Services



Saitama's Prefectural Mascot
Kobaton

- 1 General Consultation
- 2 Specialized Consultation

1 General Consultation

Name/Location	Telephone/URL	Languages	Days	Hours
Saitama Information & Support (3F, Urawa Godo Chosha, Saitama Prefecture) (within the Saitama International Association) * If you are at a public office, such as city hall, and are having trouble communicating, ask the staff to call the above office. The office will provide telephone intermediary interpretation.	048-833-3296 http://www.sia1.jp/foreign/advice/	Japanese English Spanish Chinese Portuguese Korean Tagalog Thai Vietnamese Indonesian Nepali	Mon – Fri * Except National Holidays and during the New Year's Holiday Period * In-person consultations on the immigration system, labor, legal issues and welfare, require appointments.	9:00 – 16:00

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Name/Location	Telephone/URL	Languages	Days	Hours
Saitama Prefectural Gender Equality Center "With You Saitama" * Consultations regarding interpersonal relations, family, spouses, domestic violence, and various other issues you may be facing	048-600-3800 http://www2.pref.saitama.lg.jp/withyou/	Japanese	Mon - Sat closed Holidays, 3 rd Thursday of every month and during the New Year's holiday period	10:00 - 20:30
Ageo City Hall Hello Corner Mon: 1F 3 rd Annex Sat: Meeting Room 501, Honchosha	048-775-5111 (ext. 810) https://www.city.ageo.lg.jp/page/4-hc.html	Spanish	Mon: 1 st , 2 nd , 3 rd , 5 th	9:00 - 12:00 13:00 - 16:00
		English	Sat: 4 th	9:00 - 12:00
		Chinese Portuguese		13:00 - 16:00
Iruma City Hall Jichi Bunka Department *scheduled to be open	04-2964-1111 (ext. 2146) http://www.city.iruma.saitama.jp/kurashi/soudan_madoguchi/gaikokujin_soudan/gaikokujinsoudan.html	English	Tue 2 nd /4 th Fri	9:00 - 12:00
		Spanish	Wed	
		Chinese/English	1 st Thu	
International Exchange Center, Kawagoe City Hall (5F, Kurasse Kawagoe Bldg.)	049-228-7723 http://www.city.kawagoe.saitama.jp/shisei/shinogaiyoshoukai/kawagoe/shimai_kokusaikoryu/koryucenter.html	Japanese, Vietnamese	1 st and 3 rd Sun	13:00 - 18:00
		Japanese, Chinese	2 nd & 4 th Mon	
	049-224-5506	Consultation regarding status of residence (in Japanese)	4 th Sat	
		Legal Consultation (in Japanese; Appointment reservations accepted)	Every 4 th Friday	15:00 - 17:00
Kawaguchi Multicultural Coexistence Office, (M4 floor, Cupo-La main building) * Basic consultation on daily living	048-227-7607 https://www.city.kawaguchi.lg.jp/soshiki/01060/020/4/3584.html	Japanese, English, Chinese, Korean, Vietnamese, Nepali, Indonesian, Tagalog, Thai, Portugal, Spanish	Tue – Sat *closed for Holidays and New Year's Holidays	9:30 - 12:00 13:00 - 17:45
Kawaguchi City Hall Honchosha、Civic Division Business Trip Counter (Shimin-Ka Shucho Madoguchi)	048-258-1110	Japanese English Chinese Turkish	Every Thu	10:00-12:00 13:00-16:00

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Name/Location	Telephone/URL	Languages	Days	Hours
Kawaguchi City Hall: Foreign National Residents' Consultation (For general procedures) * Notary public consultation	048-258-1110 (Citizens Consultation Office)	Japanese * Appointment Required	Every 1 st and 3 rd Wednesday	13:30 - 16:00
Omiya Ward Office, Saitama City	048-646-3097 (Citizen's Consultation Room)	English, Tagalog	Mon	9:00 - 12:00
		Korean	Tue	
		English, Portuguese	Wed	
		Chinese	Thu	
Saitama Tourism and International Relations Bureau (STIB) International Exchange Center (Public Corporation) 9 th floor of Comunale (PARCO), across from the East Exit of Urawa Station	048-887-1506 https://www.stib.jp/okusai/consult.shtml	Japanese	Mon – Thu *Except for holidays	10:00 - 17:00 (reception until 16:30)
		Chinese	Tue *Except for holidays	9:00 - 12:00, 13:00-15:00 (reception until 14:00)
		English	Wed *Except for holidays	9:00 - 12:30, 13:00 - 14:30 (reception until 14:00)
		Korean	Thu *Except for holidays	9:00 - 12:00, 13:00 - 15:00 (reception until 14:00)
Soka City Hall Intercultural Information Corner	048-922-2970 http://www.city.soka.saitama.jp/cont/s1402/010/020/030/01.html	English, Chinese, *(Reservation required) Spanish, Korean, Thai, French	Mon, Wed, Fri	9:00 - 17:00
			Tue, Thu	By appointment
Tokorozawa City Hall Citizens Consultation Department	04-2998-9092	Chinese	Every 1 st & 3 rd Thu	10:00 - 12:00 (check in until 11:30)
		English	Every 2 nd & 4 th Thu	
Hanno City Hall Community Activities	https://www.city.hanno.lg.jp/articl	English	1st/3 rd Thu	9 : 00 - 12 : 00

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Name/Location	Telephone/URL	Languages	Days	Hours
Support Division (Chiiki Katsudo Shien-Ka)	e/detail/3579 Email: aji2@city.hanno.lg.jp	Spanish	4 th Thu	
Shiki City Hall Citizen's Activities Promotion Department (Shimin Soudan-Ka)	048-471-1111 (ext. 2145)	English	1 st /3 rd Tu	10 : 00 - 12:00
		Chinese	1 st Thu 3 rd Mon	14 : 00 - 16:00 10 : 00 - 12:00
		Vietnamese	3 rd Fri	14 : 00 - 16:00
Toda International Friendship Association (TIFA) (Public-Interest Foundation) 2 nd floor of Toda City Hall Nizominamichosha ①Life Consultation Counter for Foreign Residents	048-434-5690 http://www.toda-tifa.jp/news.html	Chinese, English, (*Reservations Required: Korean, Thai, Spanish, Portuguese, Indonesian, Tagalog, French, Nepali, Romanian, Vietnamese Mongolian Hindi	①Tu~Sun	①8 : 45-17 : 30
			②Every month 2 nd Wed (appointme nt needed a day before by 12:00)	②※3 Sessions 14 : 00- 15 : 00- 16 : 00-
Higashimatsuyama City General Affairs Division	0493-23-2221 (ext. 275)	Japanese English	Mon - Fri	8:30 - 17:15
Honjo City Hall	0495-25-1158	Japanese (General Inquiries from Foreigners)	Mon - Fri	8:30 - 17:15
Fujimi City Hall	049-251-2711 Fujimi City Hall	English, Chinese, Korean, Tagalog, Spanish	Thu	13:00 - 16:00
Fujimino City Hall	049-269-6450 (Fujimino International Culture Exchange Center)	*Confirmation required about the languages provided	Mon - Fri	13:00 - 16:00

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Name/Location	Telephone/URL	Languages	Days	Hours
Miyoshi Town Hall	049-269-6450 (Fujimino International Culture Exchange Center)		Mon Thu	10:00 - 13:00 13:00 - 16:00
Fujimino International Culture Exchange Center	049-269-6450 049-256-4290 http://www.ficec.jp/		Mon - Fri	10:00 - 16:00
119 Network for Foreigners (in the International Services Center of the Saitama YMCA)	090-3009-3619 URL http://119network.jimdo.com/ Email gaikokujin119@yahoo.co.jp	English, Spanish, Portuguese	Consultation in person on Tuesdays	19:00 - 21:00
			Phone consultation as needed	9:00 - 19:00
The Association of Nikkei & Japanese Abroad (Foundation)	045-211-1788 saitran@jadesa.or.jp	Japanese, Portuguese, Spanish	Monday - Friday	14:00 - 17:30

2 Specialized Consultation

Name/Location	Telephone	Languages	Days	Hours
Saitama Bar Association Legal Counseling Service	048-710-5666 http://www.saiben.or.jp/foreigner.html	Japanese (Appointment Required)	Appointments taken: Mon - Fri, Sat Consultation: Wed, Fri	9:00 - 17:00 9:30 - 11:30 13:00 - 16:00
Houterasu Saitama (Legal Support Center, Saitama Branch Office) Depending on the nature of the inquiry, we are able to provide information on Japan's legislative systems or bar associations free of cost, to help resolve the problem (telephone charges apply).	050-3383-5375 https://www.houterasu.or.jp/chihoujimusho/saitama/index.html 0570-078312 (From I P phone, call 0503383-5375)	Telephone: Japanese only Visit: Appointment required. Interpreter for an appropriate language will be arranged.	Appointments taken: Mon - Fri *No weekend service Consultation: Every 2 nd and 4 th Wednesday *No weekend service Closed for Holidays & New Year's Holidays	9:00 - 17:00 13:00 - 16:20

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Name/Location	Telephone	Languages	Days	Hours
<p>Houterasu Multilingual Information Service (Japan Legal Support Center, Multilingual Information Service)</p> <p>*If you require multilingual assistance, Houterasu is able to provide information and make counseling appointments via interpretation (telephone charges apply).</p>	<p>0570-078377</p>	<p>Telephone: Chinese, English, Spanish, Portuguese, Korean, Vietnamese Tagalog, Nepal, Thai</p>	<p>Telephone consultations: Mon - Fri *No weekend service</p>	<p>9:00 - 17:00</p>
<p>Bar Association Tokyo Public Law Office,</p>	<p>03-5979-2880 Japanese http://www.t-pblo.jp/fiss/j/ English http://www.t-pblo.jp/fiss/ French http://www.t-pblo.jp/fiss/French.html Spanish http://www.t-pblo.jp/fiss/spanish.html Chinese http://www.t-pblo.jp/fiss/chinese3.html</p>	<p>(By telephone) Japanese, English, French, Spanish Chinese (In person, by appointment) Japanese, English, French, Spanish, Chinese service available without interpreter. *For other languages, an interpreter for your native language will be arranged.</p>	<p>Mon - Fri</p>	<p>9:30 - 17:00</p>
<p>Saitama Prefectural Police Headquarters General Support Office (Consultations, opinions, requests, etc. concerning police activities accepted)</p>	<p>#9110 or 048-822-9110 (Dial telephone and IP phones on which #9110 does not work, please call 048-822-9110) Saitama Prefectural Police website: http://www.police.pref.saitama.lg.jp</p>	<p>Japanese</p>	<p>Mon - Fri</p>	<p>8:30 - 17:15</p> <p>* On weekdays after 17:15 and on weekends and holidays (including the New Year Holiday Period) : Automatically transferred to the Saitama Prefectural Police Headquarters.</p>

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Name/Location	Telephone	Languages	Days	Hours
<p>Saitama Prefectural Police Crime Victims Support Center</p> <p>Lamza Tower 3F 1-10-1 Numakage, Minami-ku, Saitama-shi</p>	<p>①0120-381-858 (Consultations for victims of crimes and accidents as well as their family members)</p> <p>②#8103 (Sexual Crime Damage Dial (Heart-san)) or 0120-83-8103 (Consultations for those who have suffered sexual crime as well as their family members)</p> <p>Saitama Prefectural Police website: http://www.police.pref.saitama.lg.jp</p>	<p>Japanese</p>	<p>Mon - Fri (Except for Holidays)</p> <hr/> <p>All day *After 17:15 and Saturdays, Sundays, Holidays, the New Year Holiday Period: Automatically transferred to the Saitama Prefectural Police Headquarters.</p>	<p>8:30 - 17:15</p>
<p>Saitama Prefectural Police Youth Support Center (Lamza Tower 3F, 1-10-1 Numakage, Minami-ku, Saitama)</p> <p>(We offer counseling services to children, their parents and guardians, etc., regarding various adolescent issues, such as delinquency, running away from home, bullying, etc.)</p>	<p>048-865-4152 (Parents/guardians) 048-861-1152 (Youth)</p> <p>Saitama Prefectural Police website http://www.police.pref.saitama.lg.jp</p>	<p>Japanese</p>	<p>Monday - Saturday (Closed holidays)</p>	<p>8:30 - 17:15</p>
<p>Railroad Police Unit, Saitama Prefectural Police Headquarters</p> <p>*Consultations provided regarding complaints of molestation trains or in railway facilities</p>	<p>048-641-0599</p>	<p>Japanese</p>	<p>Call anytime</p>	<p>24 hours a day *In some instances, male police officers may handle cases.</p>

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Name/Location	Telephone	Languages	Days	Hours
Saitama Legal Affairs Bureau *Consultation for foreigners' human rights	0570-090911	Chinese, Korean, English, Filipino, Portuguese, Vietnamese Nepali Spanish Indonesian	Mon – Fri (excluding Holidays & New Year's Holidays)	9:00 - 17:00,
Saitama Prefectural Spousal Violence Counseling and Support Center (in the Saitama Prefectural Gender Equality Center) *Consultations for female victims of violence from men (husbands, boyfriends, etc.)	048-600-3800	Japanese	Mon - Sat (Closed holidays, 3 rd Thu of every month, and New Year's Holidays)	10:00 - 20:30
Saitama Prefectural Spousal Violence Counseling and Support Center (Guidance Center for Women) *Consultations for female victims of violence from partners or friends, etc.)	048-863-6060	Japanese	Mon - Sat Sun and holidays (excluding New Year's)	9:30 - 20:30 9:30 - 17:00
Foundation for the Welfare and Education of the Asian People, Refugee Assistance Headquarters (RHQ)	Indochinese refugees and refugees under the Refugee, Third Country Resettlement 0120-090-091	Japanese, English, French, Burmese *Please ask in advance if you require consultations in other languages	Mon - Fri	9:30 - 17:00
Korean Residents Union in Japan (Mindan) Saitama Prefecture Regional Headquarters Saitama Korean Hall (Mindan Saitama) *Consultations for Koreans in Japan and introduction of Korean culture	048-831-3959	Japanese, Korean	Mon - Fri	9:30 - 17:00

*Consultations are not available on national holidays and during the New Year's holiday period unless otherwise stated.