



Sai no Kuni
Saitama
Prefecture

A Guide to Living in Saitama

2023 Edition

- Chapter 1 Residency Management System, Basic Resident Registration System, and the Individual Number System
- Chapter 2 Emergencies and Disasters, Crime Prevention, and Traffic Safety
- Chapter 3 Housing
- Chapter 4 Health Insurance and Medical Treatment
- Chapter 5 Pregnancy, Childbirth, Childcare, Family
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- Chapter 14 Profile of Saitama Prefecture

"A Guide to Living in Saitama" is available in
11 languages

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<http://www.pref.saitama.lg.jp/a0306/tabunkakyousei/seikatsu-guide.html>

Website of the International Division,
Department of Public Services, Saitama
Prefectural Government



Saitama's Prefectural Mascots
Kobaton and Saitamatch

Saitama Information & Support

Phone: 048-833-3296

Monday-Friday (Except National Holidays and the New Year's Holiday Period) 9:00 to 16:00

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- Consultation regarding everyday life (free)
- Consultation regarding immigration systems, labor, law, and welfare (free)
*A reservation is necessary for free face-to-face consultations
- Interpretation via telephone for public institutions (free)

If interpretation is needed at a public institution such as a city hall, please have the staff of the city hall call the number above.

A Guide to Living in Saitama
2023 Edition
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Saitama Prefectural Government
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<http://www.pref.saitama.lg.jp/soshiki/a0306/index.html>



Saitama's Prefectural Mascots
Kobaton and Saitamatch

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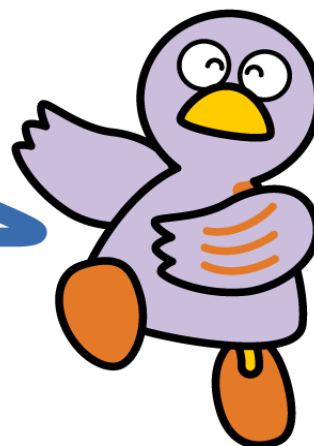
Please note:

* Revised on April 1, 2023.

* Place names, systems, and prices may change hereafter.

* Inquiries made to the points of contact listed should be in Japanese, unless otherwise stated.

Chapter 1
Residency Management
System, Basic Resident
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Saitama's Prefectural Mascot
Kobaton

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

Your period of stay is determined on an individual basis 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 under the Tokyo Regional Immigration Services Bureau for any necessary procedures.

Information about procedures regarding your residency (Website of the Immigration Bureau /Immigration Services Agency of Japan)

<http://www.immi-moj.go.jp/tetuduki/index.html> (Japanese)

<http://www.immi-moj.go.jp/english/index.html> (English)

<http://www.immi-moj.go.jp/chinese/index.html> (中文(繁体字))

<http://www.immi-moj.go.jp/korean/index.html> (한국 · 조선어)

<http://www.immi-moj.go.jp/spanish/index.html> (Español)

<http://www.immi-moj.go.jp/portuguese/index.html> (Português)

https://www.moj.go.jp/isa/other_languages.html (Other languages)

*The URL of each webpage is subject to change.



Consultation and Inquiries

| Place | Phone | Access | Hours | Languages |
|---|--|--|---|---|
| Foreign National Residents General Information Center | 0570-013904 (IP phone, PHS, international call: 03-5796-7112) | 5-5-30 Konan, Minato-ku, Tokyo Take the “Shinagawa Futo Junkan” bus from Konan exit of JR Shinagawa Station and get off at “Tokyo Shutsu Nyukoku Zairyu Kanrikyoku Mae.” | 8:30-17:15 Mon-Fri (Except National Holidays and during the New Year's Holiday Period) | Japanese English Chinese Korean Spanish Portuguese Tagalog Vietnamese Indonesian |
| Tokyo Regional Immigration Bureau | 0570-034259 (IP phone, PHS, overseas call: 03-5796-7234) | 5-5-30 Konan, Minato-ku, Tokyo Take the “Shinagawa Futo Junkan” bus from Konan exit of JR Shinagawa Station and get off at “Tokyo Shutsu Nyukoku Zairyu Kanrikyoku Mae.” | 9:00-16:00 Mon-Fri (Except National Holidays and during the New Year's Holiday Period) | Japanese only |
| Tokyo Regional Immigration Bureau, Saitama Branch Office | 048-851-9671 | 1F Saitama Dai-2 Homu Sogo-Chosha, 5-12-1 Shimoochiai, Chuo-ku, Saitama-shi, Saitama-ken 10 minute walk from Yono-Hommachi Station on the Saikyo line | 9:00-16:00 Mon-Fri (Except National Holidays and during the New Year's Holiday Period) | Japanese only |
| Saitama Information & Support *If you are at a public office (i.e. City Hall) and are having trouble communicating, ask the staff to call this office. The office will provide telephone interpretation. | 048-833-3296 | 3F Saitama Prefecture Urawa Godo Chosha, within 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 (Except National Holidays and during the New Year's Holiday Period) *In-person consultations about immigration, labor, legal matters and welfare are by appointment only *Russian language support offered 10:00~16:00 | Japanese English Chinese Spanish Portuguese Korean Tagalog Thai Vietnamese Indonesian Nepali Russian Ukrainian (by appointment) |

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| Place | Phone | Access | Hours | Languages |
|---|---|---|---|--|
| Consultation Support Center for Foreign Residents | 03-3202-5535 and 03-5155-4039 (TEL/FAX) | 11F Tokyo-to Kenko Plaza Hygeia Bldg. 2-44-1 Kabuki-cho Shinjuku-ku, Tokyo-to (In the Shinjuku Multicultural Plaza) | 9:00-16:00 Mon-Fri (Except National Holidays, during the New Year's Holiday Period and the 2 nd and 4 th Wednesdays of Every Month) | Everyday: Japanese, English, Chinese Portuguese (Mon-Wed) Spanish (Mon-Wed), Indonesian (Tues), Vietnamese (Mon, Thu), Tagalog (Fri) |

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 resident status 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 and/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 residency status, and permission to renew period of stay, etc.

A mid- to long-term resident is a foreign national who resides in Japan with a residency status under the Immigration Control Act and does not fall under the following six conditions:

- ① Person who holds a residency status of less than 3 months
- ② Person who holds a short-term residency status
- ③ Person who holds a diplomatic or government employee residency status

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- ④ Person with confirmed Special Activity Resident status, employee of a Japanese liaison office of the Association of Taiwan/Japan Relations (Taipei Economic and Cultural Representative Office, etc.) or the General Mission of Palestine resident or family member thereof
- ⑤ Special permanent resident (*)
- ⑥ Person who holds no residency status

(*) Special permanent residents are issued a Special Permanent Resident Certificate

● Arrival and Departure Procedures in Japan

A residence card will be issued to foreigners 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.

In the event that one enters Japan via other airports, a residence card will be issued by post after the mid- to long-term resident files their location of residence at the counter of their local municipal office.

● Municipality Procedures

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 airport 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 the new place of 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.

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① Changing Name, Date of Birth, Sex, Nationality, or Region

Changes to one's name, date of birth, sex, nationality, or region, including for reasons such as marriage, must be reported within 14 days.

② Renewing Residence Card Validity

Permanent residents and residents under the age of 16 whose residence card expires on their 16th birthday 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 have your residence card when you make the following reports. 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 work permit type is "Engineer/Specialist in Humanities/International Services," etc. (excluding "Artist," "Religious Activities," and "Journalist") or "Exchange Student," the following changes must be reported within 14 days of occurrence: changes to the name or location of the institution to which they belong (e.g. company or school), if the institution dissolves, the resident's contract with affiliated institution ends, and or the resident starts a new contract.

② Regarding Spouse Information

For a person who is a mid- to long-term resident and has a residency status of "Family Stay," "Spouse or Child of Japanese National," or "Spouse or Child of Permanent Resident," if you divorce or become widowed, please report this information within 14 days.

Residence Examination

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

passports stamped).

① Change of Residency Status

This is done when you wish to change your current residency status (e.g. when an exchange student will work in Japan upon graduation).

② Permit to Engage in Activities That Are Not Permitted Under Residency Status

If you want to maintain your current residency status 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.

③ Acquire Status of Residence

This is needed if you are a foreign national who was born in Japan or a former Japanese national who became a foreign national within Japan and will reside in Japan for more than 60 days. This must be reported within 30 days from the day of birth or from the day 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 performing the same activities. (Applications for renewal are accepted 3 months prior to the period of stay's expiration date.)

⑤ Work Permit

This documentation certifies that a foreign national who holds residency status is allowed to work in Japan. (Permission to work can be proved by presenting this documentation to the employer.)

⑥ Re-entry Permit

In the event that you will leave Japan temporarily during your permitted residency, 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 residency period and status will still be in effect. The validity period of your re-entry permit is 5 years maximum.

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 when re-entering Japan within 1 year of departure. (If the residency period 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.

2 Basic Resident Registration System

The Basic Resident Registration System for non-Japanese 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 an administrative base for providing government services.

Procedures concerning the Basic Resident Registration System are carried out at the local municipal office. For details, 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, tourists, etc.)

A copy of your resident record is provided at the counter of your local municipal office, and this document can be used for various applications as documentation in lieu of the Certification of Registry.

① Same Entries as Japanese Nationals

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

② Entries Unique to Foreign National Residents

Nationality/region, date when they became a foreign national 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 foreign resident record.

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| Classification | Classification Details | Items Listed |
|---|--|--|
| Mid- to long-term Resident (Residence Card Recipient) | Excluding foreign nationals with a residency period of 3 months or less and foreign nationals with a short-term, diplomacy, or government employee residency status | <ul style="list-style-type: none"> • Status of Residence, Period of Stay, Expiration Date, and Residence Card Number • Mid- to long-term Resident |
| Special Permanent Resident (Recipient of Special Permanent Resident Certificate) | Special permanent resident as per the Immigration Exemption Law | <ul style="list-style-type: none"> • Special Permanent Resident Certificate Number • Special Permanent Resident |
| Temporary Refugee Permit Holder or Asylum Permit Holder | Foreign Nationals who obtained a landing permit under Immigration Exemption Law as a temporary refugee, and foreign nationals who are permitted to stay temporarily in Japan with a refugee classification | <ul style="list-style-type: none"> • Landing period (temporary refugee permit) or temporary stay period (asylum permit) • Temporary Refugee or Asylee Status |
| Person who has resided in Japan since birth or Person who resides in Japan due to loss of nationality | Person who became a foreign national by birth or by loss of Japanese nationality (can reside in Japan without residency status for a maximum period of 60 days from the date of occurrence) | Status as a person who has resided in Japan since birth or a person who resides in Japan due to loss of nationality |

(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 (more than 3 months), please take your residence card to the local municipal office in the city/town where you live within 14 days of moving to Japan.

② When Moving to a New Residence

Before moving, please file a Moving Out Notification at your current local municipal office. Once you are issued 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 and will

return to live in the same place), you should inform the 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 want to apply for a My Number Card, please return your Juki Card at your local municipal office before its expiration date and follow the procedures in the section below.

- For details on My Number Card, refer to “3 Individual Number (“My Number”) System”.

3 Individual Number (“My Number”) System

The Social Security and Tax Number System, also known as the Individual Number System or the My Number System, began on October 5, 2015. Under this system, every resident in Japan is assigned their own unique 12-digit number. You will need this number at public offices, your workplace, etc. as it is used for social security and tax procedures. This number is formally called an Individual Number and is popularly called “My Number.”

Both Japanese and foreign residents with a certificate of residence are assigned an Individual Number.

(1) Individual Number System Procedures

① Individual Number Notification

If you completed resident registration after May 25, 2020, an Individual Number Notification is sent to you by mail to the address listed in the Basic Resident Registration System (the address on your residence record).

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 national 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 stock company 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 or use another person's Individual Number illegally.

(3) My Number Card (Individual Number Card)

① Uses for a 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 a 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 authorization certificate used when completing procedures on the internet. Other personal information such as your income is not recorded in the IC chip.

② 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 photo/application by mail. You can also apply online using a smartphone or computer.

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



Consultation and Inquiries

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| Contact | Phone Number | 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 to Friday: 9:30~20:00 Saturday, Sunday, National Holidays: 9:30~17:30 (Except Dec. 29 to Jan. 3) *In the case of loss or theft, reception for temporary suspension of card is open 24 hours a day all year. | Japanese |
| Individual Number System Information Line in Foreign Languages (Questions regarding the Individual Number System and Individual Number Portal) | 0120-0178-26 (free) | Monday to Friday: 9:30~20:00 Saturday, Sunday, National Holidays: 9:30~17:30 (Except Dec. 29 to Jan. 3) | English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Thai, Indonesian, Tagalog, Nepali |
| My Number Card, Electronic Authorization Certificate Individual Number Notification and Notification Card and Temporary suspension of use due to loss or theft | 0120-0178-27 (free) | 24 hours | English, Chinese, Korean, Spanish, Portuguese |
| | | 9:00~18:00 | Thai, Nepali, Indonesian |
| | | 10:00~19:00 | Vietnamese, Tagalog |
| My Number System, My Number Portal | 0120-0178-26 (free) | Monday to Friday: 9:30~20:00 Saturday, Sunday, National Holidays: 9:30~17:30 | English, Chinese, Korean, Spanish, Portuguese |
| Questions related the My Point system | 0570-028-125 (charges apply) | 9:30~20:00 | English, Chinese, Korean, Spanish, Portuguese |

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/index.html>

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

※ Select language at the upper right side of the screen.

4 Other Systems

(1) Foreign Nationals Acquiring Japanese Citizenship

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 20 years of age with at least one Japanese parent, or foreign nationals under 20 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 22. If dual/multiple citizenship is obtained after turning 20, 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.



Consultation and Inquiries

Application for naturalization and obtaining Japanese nationality within the jurisdiction of Saitama District Legal Affairs Bureau used to be processed at a relevant branch according to the applicant's place of address, but since January 4, 2016, it is handled only at the Family Registration Division of the Saitama District Legal Affairs Bureau.

Consultation is provided based on reservation. Please make a reservation by phone.

Family Registration Division of the Saitama District Legal Affairs Bureau

Tel: 048-851-1000 (Main Phone) Navi Dial No. 5

Address: Saitama 2nd Legal General Government Building, 5-12-1 Shimo-ochiai,
Chuo-ku, Saitama-shi

Hours: Monday to Friday (excluding holidays) 8:30 to 17:15

An explanation about nationality procedures can be found on the Legal Affairs Bureau website below. (Japanese)

http://houmukyoku.moj.go.jp/homu/static/goannai_index_kosekikokuseki.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 Counter at your local municipal office | Please contact your local municipal office for questions concerning deadlines and materials for submission |
| Death | | |
| Marriage | | |
| 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.

① Name Seal Registration Application

Foreign nationals who are 15 years of age or older (with the exception of those who lack the mental 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, since regulations vary, it is important to check this at your local 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.

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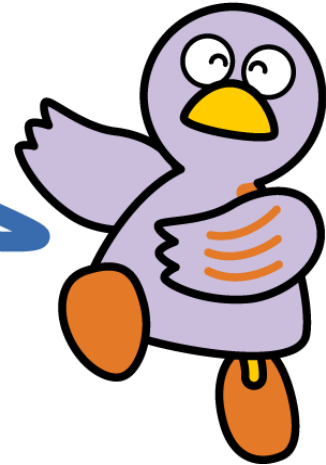
Japanese seal registration is processed at the local municipal office of your residence. If you move to a new municipality, you must register this seal again.

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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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 you require a fire engine (*shoubousha*) or ambulance (*kyuukyusha*). Then give the operator the details and address of the scene of the emergency, 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 documentation and the necessary funds 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 surgeries, 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 Emergency: | “Kyuuquuu-sha o onegai shimasu. Koutsuu jiko de keganin ga imasu.” “Please send an ambulance. Someone has been injured in a car accident.” (Give details such as whether people are trapped inside [“hasamarete iru”] etc.) “Kyuuquuu-sha o onegai shimasu. Kyuubyou-nin ga demashita.” “Please send an ambulance. Someone has become suddenly ill.” (Give details such as whether they have lost consciousness [“ishiki ga nai”] etc.) |
| Where: | “Basho wa ○○ machi ○○ banchi desu.” “The address is ○ banchi ○ machi.” “Denwa bango wa, ○○○-○○○ desu.” “The telephone number is ○○○-○○○.” “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, please phone the police on 110 immediately. When the police answer, 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. Then give your name and phone number in that order. Please answer as calmly as possible.

- Example 110 Emergency Calls -

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

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

- ① 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) Email and Fax 110

Email 110 <http://saitama110.jp/>
Fax 110 0120 – 264 – 110

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 wide side strip, pedestrians should walk on the right shoulder of the road.
- If there are crossing signals at an intersection, pedestrians should obey the signals.
- If there are no pedestrian crossings, signal your intent to cross by raising your hand, etc.
- When crossing the road, look right and left 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 surrounding traffic 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.

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 dial 110 to notify the police.
- ③ Ask the people involved in the accident for their name, address, phone number, driver's license number, license plate number, insurance company, 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.



Consultation and Inquiries

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

Website: <http://www.pref.saitama.lg.jp/a0311/soudankyuhu/koutuujikosoudan.html>

4 Crime Prevention

(1) 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.

(2) Child Safety

Guardians should repeatedly give children the following instructions:

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

(3) Women's Safety

- ① When it is dark, try to 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.
- ④ 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).

(4) Burglary of an Empty House

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

(5) 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.

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

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, 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 Saitama Prefectural Government, 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.



Consultation and Inquiries

| Name of Institution | Phone Number | Address | Reception Time |
|--|------------------------------------|--|--|
| Sai-no-kuni Crime Victims One-Stop Support Center | 0120-735-001 or 048-862-0001 | 1-10-1 Numakage, Minami-ku, Saitama-shi (3F Lamza Tower, Musashi-Urawa Godo Chosha) | 8:30-17:15, Mon to Fri (Excluding National Holidays) |
| Saitama Prefectural Crime Prevention and Traffic Safety Division | 048-710-5036 | Minami-ku, Saitama-shi (3F Lamza Tower, Musashi-Urawa Godo Chosha) | 8:30-17:15, Mon to Fri (Excluding National Holidays) |
| Saitama Prefectural Police Support Office for Victims of Crime | 0120-381-858 | Godo Chosha) | 8:30-17:15, Mon to Fri (Excluding National Holidays) |
| Saitama Prefecture Support Center for Victims of Crime (Public Interest Corporation) | 048-865-7830 | | 8:30-17:00, Mon to Fri (Excluding National Holidays) |

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

(3) For Victims of Sex Crimes

- Consultation Number for Sexual Violence Crimes: Iris Hotline -

Consultation services are available for victims of sexual violence and other sex crimes and their families. Consultations services are provided by staff members who are obligated by law to maintain strict confidentiality. Support provided includes phone consultation, in-person consultation, examinations at medical institutions, accompaniment services, legal advice, etc.



Consultation and Inquiries

| Name of Institution | Phone Number | Address | Reception Time |
|--|---|--|---------------------------|
| Consultation Number for Sexual Violence Crimes: Iris Hotline | #8991 0120-31-8341 or 048-839-8341 | 1-10-1 Numakage, Minami-ku, Saitama-shi (Lamza Tower 3F, Musashi-Urawa Godo Chosha) | 24 hours, 365 days a year |

Website: <https://www.pref.saitama.lg.jp/a0311/hanzaihigaisya/seibouryoku2.html>

6 Natural Disasters

(1) Earthquakes

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

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 there are aftershocks, move away from the fire. Wait until all aftershocks have 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 “Earthquake Emergency Procedures” Pamphlet

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

You can download brochures which summarize how to prepare for earthquakes and what to do if one occurs. (Japanese, English, Chinese, Korean, Vietnamese, and Portuguese)

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

② Earthquake Preparedness Trips (Published by the Saitama Prefectural Police)

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

URL: <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 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 in which you live for information on the disaster risks and evacuation sites in your area.

Before a typhoon hits, the area in which you live 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: <http://www.ntt-east.co.jp/saigai/voice171/index.html>

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

Cell phones 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 for information on disaster preparedness:

<http://www.pref.saitama.lg.jp/theme/anzen/index.html>

② Disaster Support Information for Foreign Residents (Accessible via the 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: <http://www.clair.or.jp/j/multiculture/tagengo/saigai.html>

③ Response to Radioactive Substances (Accessible via the 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 Prefecture Website (with a link to health consultation services).

Website: <http://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 websites for a list of disaster prevention training open to non-Japanese residents:

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

Japanese: <https://www.pref.saitama.lg.jp/documents/26002/202108bosaijapa.pdf>

Easy Japanese: <https://www.pref.saitama.lg.jp/documents/26002/202108bosaiyasasii.pdf>

English: <https://www.pref.saitama.lg.jp/documents/26002/202108bosaienglish.pdf>

Chinese: <https://www.pref.saitama.lg.jp/documents/26002/202108bosaichina.pdf>

Korean: <https://www.pref.saitama.lg.jp/documents/26002/202108bosaikankokuchosen.pdf>

② A point-and-talk sheet and a questionnaire designed to help workers at evacuation centers and foreign evacuees communicate can be accessed via the Saitama Prefectural Government website.

Evacuation Center Point-and-Talk Sheet (Easy Japanese, English, Chinese, Korean, Spanish, Portuguese, Tagalog, Thai, Vietnamese):

<http://www.pref.saitama.lg.jp/a0306/tabunkakyousei/documents/378845.pdf>

Questionnaire for Foreign Evacuees:

English: <http://www.pref.saitama.lg.jp/a0306/tabunkakyousei/documents/378846.pdf>

Chinese: <http://www.pref.saitama.lg.jp/a0306/tabunkakyousei/documents/378848.pdf>

Korean: <http://www.pref.saitama.lg.jp/a0306/tabunkakyousei/documents/378852.pdf>

Spanish: <http://www.pref.saitama.lg.jp/a0306/tabunkakyousei/documents/378847.pdf>

Portuguese: <http://www.pref.saitama.lg.jp/a0306/tabunkakyousei/documents/378851.pdf>

Tagalog: <http://www.pref.saitama.lg.jp/a0306/tabunkakyousei/documents/378855.pdf>

Thai: <http://www.pref.saitama.lg.jp/a0306/tabunkakyousei/documents/378856.pdf>

Vietnamese: <http://www.pref.saitama.lg.jp/a0306/tabunkakyousei/documents/378857.pdf>

(8) Heat Stroke Prevention

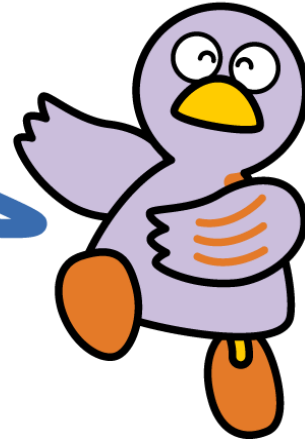
Heat stroke can occur as a result of extended exposure to a hot environment. Symptoms of heat stroke include dizziness, lightheadedness, headache, nausea, convulsions, etc. If you suspect that you are suffering from heat stroke, move to a cool place and seek medical help.

When indoors, use the air conditioner and stay hydrated to prevent heat stroke.

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

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

Chapter 3 Housing



Saitama's Prefectural Mascot
Kobaton

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

1 Private Rental Housing

When looking for a place to rent, you should consult 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: <http://www.pref.saitama.lg.jp/a0306/tabunkakyousei/sumaisupport.html>

(1) Information on Rental Housing

| | |
|-------------------------|---|
| Rent and Management Fee | <ul style="list-style-type: none"> ① Rent is paid monthly in advance. ② A management or common service fee for common facilities shared with the landlord is added to the rent. |
| Size of House and Rooms | <ul style="list-style-type: none"> ① The size of a residence is indicated by the total floor space, including not only living areas, but also the toilet, bathroom and kitchen. It is usually measured in square meters (e.g. 30m²). ② The size of each room is indicated by the number of tatami mats that can be laid on the floor. One <i>jo</i> (tatami mat) is typically about 1.6m². The rooms are categorized as either Japanese or Western style. |
| Utilities | <ul style="list-style-type: none"> ① Basic wiring and piping for utilities such as electricity, water and gas are supplied. However, to use these utilities the tenant must contact the respective companies. ② Residences do not come furnished, nor are gas ranges or light fixtures provided. |
| Location | <p>Location is usually indicated in number of minutes from the nearest station (e.g. A 15-minute walk from Urawa Station).</p> |

(2) Before Entering into 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. It is therefore imperative that you understand the contents of the contract before signing. When entering into a lease contract, you are required to present an official copy of your Resident Record and Residence Card, a certificate of income and your name seal certificate. A guarantor or written oath is also usually required.

(3) Types of Lease Contracts

| | |
|---------------------------|---|
| Regular lease contract | When the term of the contract expires, in principle, the same contract will be renewed (the same contract will be continued). Contract renewal commissions and other fees may be charged. |
| Fixed-term lease contract | Once the term of the contract expires, the same contract will not be 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 (<i>yachin</i>) | Rent is paid 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. |
| Deposit (<i>shikikin</i>) | A deposit of 1-3 months' rent is given to the landlord when you sign the lease contract. This money is used to pay any outstanding rent and expenses for repairing the property when a tenant leaves. The balance, if any, is refunded to you when you move out. |
| Key Money (<i>reikin</i>) | Generally, 1-2 months' rent is paid to the landlord as key money. This money is non-refundable. |
| Realtor's Fee (<i>chūkairyō</i>) | 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, Insurance Company | 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 company that supplies guarantors with the real estate agent. |
| Payment of Rent | Rent must be paid 1 month in advance by the date stated in the lease contract. |

A Guide to Living in Saitama

| | |
|-------------------------------------|---|
| Occupants | You cannot allow anyone not stipulated in your contract 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 and Redecorating | You must obtain your landlord's permission before installing or changing fixtures such as gas piping or electric wiring, or renovating the premises. |
| Lease Termination | When terminating a lease prior to its full term, you must notify your landlord of your intention to do so within the time frame stated in your lease contract. If you terminate the lease without notifying your landlord in advance, your deposit may not be refunded. |
| Conditions for the End of the Lease | Be aware that there are instances where deposits are not returned and high cleaning charges are made at the end of leases. You should agree to what 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. |



Consultation and Inquiries

Finding a Real Estate Agent to Help You Find a Home

| Website | URL |
|---|---|
| Saitama Prefecture Housing Support Network (A list of real estate agents) | http://www.sasn.jp/search/mise.php |
| Saitama Prefectural Government International Division (Lists of real estate agents, one in Japanese with <i>furigana</i> and another in English) | http://www.pref.saitama.lg.jp/a0306/sumaisupportlist.html |

Consultations on Lease Contracts

| Topics | Office | Phone | Hours (Except National Holidays and during the New Year's Holiday Period) |
|---|--|--------------|--|
| <ul style="list-style-type: none"> • Rental contracts • Advice on problems related to living in or leaving a housing unit | Housing Consultation Plaza, Saitama Housing Supply Corporation | 048-658-3017 | Daily (Except New Year's Holidays) 10:00 - 18:30 |
| | Saitama Real Estate Transaction Association | 048-811-1818 | Mon, Wed, Fri 10:00 - 12:00 13:00 - 15:00 |
| | All Japan Real Estate Association, Saitama Headquarters, | 048-866-5225 | Mon - Fri 9:00 - 16:00 |
| <ul style="list-style-type: none"> • Rental contracts • Real estate agents | Construction Safety Division, Saitama Prefectural Government | 048-830-5488 | Mon - Fri 9:00 - 11:45 13:00 - 16:30 |

2 Public Housing

Saitama provides public housing for low-income residents. Tenants are chosen by way of lottery due to the extensive number of applications. 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 are in need of a residence.
- You have family (a spouse, or 1st degree kinship) living with you (except if applying for individual residence).
- You reside or work in Saitama.
- The income of your household is at or below the designated amount.

A Guide to Living in Saitama

- You have paid your prefectural and municipal inhabitant tax.
- You are not behind in payment regarding rent or damage compensation owed to public housing (housing developed by regional public groups, Urban Renaissance Agency, or a local housing corporation).
- You or your family is not part of an organized crime group

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

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



Consultation and Inquiries

| Office | Phone | Hours (Except National Holidays and during 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 (Except New Year's Holidays) 10:00 - 18:30 |

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 take care of any of the necessary procedures.

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

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| Topic | Before Moving | After Moving |
|-----------------------------------|---|--|
| Name Seal Registration | N/A | If you move to a different municipality, register your name seal at the municipal (ward) office of your new residence. |
| Elementary and Junior High School | <ul style="list-style-type: none"> • When you file a Moving Out Notification, notify your local municipal office that your child is attending elementary or junior high school. • Request a school certificate (<i>zaigaku shomeisho</i>) and a textbook list from your child's current school. | <ul style="list-style-type: none"> • When you file a Moving In Notification, notify the office that your child is attending elementary or junior high school. • Submit the school certificate and the textbook list to the new school. |
| NHK Broadcast Subscription Fee | <p>For people who have a TV</p> <p>Have you made a contract with NHK broadcasting?</p> <p>Website: http://pid.nhk.or.jp/jushinryo/ ☎0120-151515</p> | |

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.

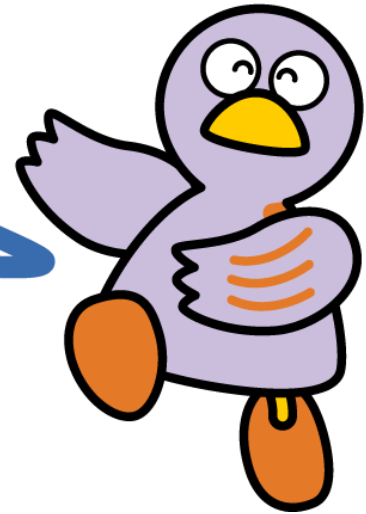


Consultation and Inquiries

| Topic | Office | Phone | Hours (Except National Holidays and during the New Year's Holiday Period) |
|--|---|--------------|---|
| <ul style="list-style-type: none"> • Contracts for selling/buying real estate • Housing construction | Housing Consultation Plaza, Saitama Housing Supply Corporation | 048-658-3017 | Daily (Except New Year's Holidays) 10:00 - 18:30 |
| <ul style="list-style-type: none"> • Contracts for selling/buying real estate | Association of Real Estate Agents of Japan | 03-5733-2271 | Mon-Fri 9:00 - 17:00 *Answering machine 11:30 - 12:30 |
| | Saitama Real Estate Transaction Association | 048-811-1818 | Mon, Wed, Fri 9:00 - 12:00 13:00 - 15:00 |
| | All Japan Real Estate Association, Saitama Headquarters | 048-839-5225 | Mon-Fri 10:00 - 16:00 |
| <ul style="list-style-type: none"> • Contracts for selling/buying real estate • Real estate agents | Construction Safety Division, Saitama Prefectural Government | 048-830-5488 | Mon - Fri 9:00 - 11:45 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 Health Check-ups (*Tokutei Kenko Shinsa*)
- 5 Medical System for the Elderly
- 6 Nursing Care Insurance
- 7 Medical Institution Information
- 8 Medical Examinations at a Hospital
- 9 Hospitalization
- 10 Adult Guardianship System

1 Medical Insurance System

The Japanese Medical Insurance System is set up to help alleviate people's medical expenses in the case of illness, disease, or injury. In principle, all residents of Japan, regardless of their nationality, are required to enroll in a public health insurance program.

There are 3 systems: the National Health Insurance system for company employees and their families, a health insurance system for the self-employed, and a medical system 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 stay in Japan for more than 3 months are required to enroll in the National Health Insurance system. (Please note that 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 the 47 prefectures of Japan and their 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 the 47 prefectures of Japan and their municipalities, apply at your local municipal or ward office's National Health Insurance Department, or at your local union if a National Health Insurance Union administers your insurance. Furthermore, to join a National Health Insurance Union, you must file an application at the counter of the Union. Regarding the necessary documents for filing an application, please see the Union to which you will submit your application.

(2) Insurance Premium (Tax)

The premium is calculated according to the number of people in your family, and the income you earned the previous year. Consequently, this fee may change every year. For households with individuals between the ages of 40 and 64, nursing care insurance premium (tax) will also be included. Each municipality and National Health Insurance Union sets its own premiums (tax rates). You pay your insurance premium (tax) for the FY in multiple installments. Payment is accepted at local municipal or ward offices, banks, and post offices.

(3) Insurance Certificate (Insurance Card)

Enrollment in National Health Insurance is by household unit, and the head of the household is responsible for submitting notifications and paying insurance premiums and other fees. However, each household member is insured, and is issued a separate insurance card. Be sure to take it with you when you go to a hospital or clinic.

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You must notify the National Health Insurance Department of your local municipal or ward office 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 a child is born;
- ④ When the insured person dies;
- ⑤ When your name or address changes, or the head of the household changes;
- ⑥ When turning 75 years old; or
- ⑦ When you lose your Health Insurance Certificate (Card)

(4) Benefits

- ① **Medical:** When you receive medical treatment at a hospital or clinic and show your Health Insurance Certificate (Card), you will pay 30% of the expense. Please note that for children who are not yet enrolled in school, the amount is 20%, and for people over 70 years of age, it is 20% to 30%. The remaining expense is paid by the National Health Insurance to the hospital, etc.
- ② **Childbirth and Child Raising:** When you have a baby, a designated amount is provided to assist with the costs of childbirth.
- ③ **Funeral:** When the insured person dies and a funeral is held, a designated amount is provided to assist with the costs of the funeral.
- ④ **Medical Treatment Assistance:** When your payments to medical facilities for 1 month exceed the designated level, the excess amount is covered by insurance.
- ⑤ **Medical Treatment Cost:** In the following events, if you file the necessary documents with the division of your local municipal or ward office in charge of National Health Insurance and your application is accepted, the payment amounts, minus the co-payment for the service cost, will be reimbursed.
 - a. When, for unavoidable reasons, you use a medical facility without an insurance certificate (card);
 - b. When you undergo a blood transfusion (cost of blood);
 - c. When you pay for medical equipment (corset, etc.) that is deemed necessary by the physician;
 - d. When you undergo treatments such as acupuncture, Chinese heat treatment (moxibustion), massage, etc. that are deemed necessary by a physician;
 - e. When you visit a judo therapist to receive medical treatment in the event of sprains, bone fractures, etc.; or

- f. When, for unavoidable reasons, you receive treatment at overseas medical facilities 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 checks, vaccinations, cosmetic surgery, orthodontics (tooth realignment), natural childbirth, and work-related illness or injury are not covered by National Health Insurance (you cannot use your insurance card).

For further information, contact the division of your local municipal or ward office in charge of National Health Insurance Department of your local municipal or ward office or the National Health Insurance Union you belong to.

3 Health Insurance (Employee's Health Insurance)

Enrolling in Employee's Health Insurance is mandatory for full-time employees who work for companies or organizations where it is offered.

(1) Insurance Premium

The monthly premium is calculated by multiplying the value of your monthly salary (including various allowances) and standard bonus amount and bonus by the premium rate. Your employer bears half of the monthly premium while the remaining half is borne by you (the person to be covered). It is usually deducted from your monthly salary and bonus(es) and paid on your behalf.

Also, for insured people aged between 40 and 64, the additional nursing care payments are calculated in this way.

(2) Benefits

- ① Medical & Dental Expenses: When the insured person receives medical or dental treatment at a hospital or clinic and the person shows his/her Health Insurance Certificate (Card), 30% of the expenses are paid by the insured (beneficiary). Please note that for children who are yet to enroll in school, 20% is paid by the beneficiary, and for people over 70 years of age, 20% to 30% is paid by the beneficiary. The remaining expense is paid by the National Health Insurance to hospitals.
- ② Childcare and Child Raising: When an insured person has a baby, a designated amount is provided to assist with the costs of childbirth.

- ③ Funeral: When an insured person or his/her family dies, a designated amount is provided to assist with the costs of the funeral.
- ④ Medical Treatment Assistance: When an insured person's payments to medical facilities for 1 month exceed the designated level, the excess amount is covered by insurance.
- ⑤ Medical Expenses: When the whole medical expense is paid by an insured person for unavoidable reasons, medical equipment is made, etc., the amount determined by the insurer is paid.
- ⑥ Sickness and Injury Allowance: When an insured person becomes unable to work due to an illness or injury, roughly two-thirds of their wage is reimbursed.
- ⑦ Maternity Allowance: When an insured person is absent from work in excess of 4 months (85 days) during pregnancy, roughly two-thirds of their wage is provided to them for a certain period before and after the delivery.

(3) Cases Not Covered by Insurance

Ordinary health checks, vaccinations, cosmetic surgery, orthodontics (tooth realignment), natural 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 insurance certificate (card)).

If you receive medical treatment as a result of a traffic accident, you need to report the accident to your insurer (Japan Health Insurance Association or National Health Insurance Union). Contact your insurer specified on your insurance certificate (card).



Consultation and Inquiries

| Office | Telephone | Address | Hours |
|--|--|---|---|
| Japan Health Insurance Association Saitama Branch (For those enrolled in this association) | Benefits and voluntary continuation: 048-658-5919 Notification on medical expenses and traffic accidents: 048-658-5914 Medical examinations / Health guidance: 048-658-5915 | 16F Omiya Information Culture Center (JACK Omiya) 682-2 Nishiki-cho, Omiya-ku Saitama-shi | Mon-Fri 8:30 - 17:15 (Except National Holidays and during the New Year's Holiday Period from Dec. 29 to Jan. 3) |
| Other (National Health Insurance Union / Mutual Aid Association, etc.) | Please refer to the insurer information printed on each insurance certificate (card) regarding the telephone number and address. | | |

4 Health Check-ups (*Tokutei Kenko Shinsa*)

Health check-ups (*tokutei kenko shinsa*) are done for people covered by health insurance between the ages of 40 and 74 (including persons who will turn 40 in the relevant fiscal year). For more information, please contact the health insurance you are enrolled in.

For example, the Japan Health Insurance Association provides preventative screenings for adult lifestyle-related diseases targeting those who are covered by health insurance (insured members) between the ages of 35 and 74 (including persons who will turn 35 in the relevant fiscal year), and health check-ups (*tokutei kenko shinsa*) for dependents (family members supported by insured members) between the ages of 40 and 74 (including persons who will turn 40 in the relevant fiscal year).

For more information, please contact the insurer specified on your insurance card.

5 Medical System for the Elderly

Persons aged 75 and older (including persons aged 65 and older who have certain handicaps and are accepted by the Federation of Saitama on Medical Treatments for the Elderly) will be eligible to subscribe to the medical system for the elderly.

However if the person does not have Japanese citizenship, and is (1) a person with no right to residency as set forth by the Immigration Control and Refugee Recognition Act, (2) a person who holds a period of stay of 3 months or shorter, (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 subscribe to the system.

(1) Filing for Enrollment

When a person reaches the age of 75 or when a person moves to the prefecture, in general, an insurance card will arrive from the municipality where s/he lives, and therefore there is no need to file.

(2) Insurance Premium

The insurance premium is made up of the base amount, which all subscribers bear, and the income-based amount which coincides with one's income level (reductions may apply). As a rule, the insurance rate is the same for all of Saitama Prefecture.

(3) Insurance Certificate (Card)

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Each enrollee is given an insurance certificate (card). Please present this card when seeing a doctor.

In the following cases, please return your insurance card to the division in charge of medical treatments for the elderly at your local municipal or ward office:

- ① When items described on your insurance card have changed
- ② When your insurance card is damaged
- ③ When you lose your right to receive benefits

(4) Description of Benefits

- ① Medical Expenses: When an insured person receives an examination or treatment upon presentation of their insurance card at hospitals, etc., 10% of the treatment cost will be paid by the insured (20% - 30% for those who have an income which exceeds the specified level). The balance is paid by the insurance company to hospitals, etc.
- ② Medical Treatment Assistance: When an insured person's payments to medical facilities for 1 month exceed the designated level, the excess amount is covered by insurance.
- ③ Medical Treatment Cost: In the following cases, if you file necessary documents with National Health Insurance section of your local municipality and your application is accepted, the payment amounts, minus the co-payment for the service cost, will be reimbursed.
 - a. When, for unavoidable reasons, you use a medical facility without an insurance card;
 - b. When you undergo a blood transfusion (cost of blood);
 - c. When you pay for medical equipment (corset, etc.) that is deemed necessary by the physician;
 - d. When you undergo treatments such as acupuncture, Chinese heat treatment (moxibustion), massage, etc. that are deemed necessary by a physician;
 - e. When you visit a judo therapist to receive medical treatment in the event of sprains, bone fractures, etc.; or
 - f. When, for unavoidable reasons, you receive treatment at overseas medical facilities during overseas travel
- ④ Funeral: When an insured person dies and a funeral is held, a designated amount is provided to assist with the costs of the funeral.

(5) Cases Not Covered by Insurance

Cases not covered by insurance are the same as for the National Health Insurance. For details regarding medical treatments for the elderly, please inquire at your local

municipal or ward office.

6 Nursing Care Insurance

Nursing Care is designed to assist elderly persons who require nursing care in remaining as self-sufficient as possible. This insurance and its benefits are administered by local municipalities. Benefits are available to all individuals aged 65 and above, as well as those aged from 40 to 64 who are enrolled in medical insurance programs. If you do not have Japanese citizenship, you are able to receive benefits if you have been granted a period of stay in Japan of 3 months or longer, or if you can prove that you have already resided in Japan for at least 3 months.

For details, please visit the Nursing Care Insurance Counter at your local municipal or ward office.

(1) Insurance Premiums

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

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

To receive the services of nursing 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 Nursing Care Insurance Counter at your local municipal or ward office.

(3) Benefits

There are condition-based services offered for people deemed as requiring assistance, and for people who have obtained a Certification of Needed Long-Term Care.

There are upper limits to maximum use of services depending on the nursing care needs, so necessary services will be selected upon 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 (Services provided when the person is admitted to one of the following: geriatric welfare and nursing care facilities, nursing homes for the elderly, and hospitals with long-term geriatric medical treatment facilities. As a general rule, people deemed as requiring assistance 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 nursing care insurance are, as a general rule, responsible for 10% (20% or 30% for those with incomes above a certain amount) of the cost of the services received.

7 Medical Institution Information

(1) Saitama Medical Institution Information System

This system allows users to search online for hospitals, health clinics, dentists, midwife centers, pharmacies, etc., with various criteria within Saitama Prefecture. Users can also search for hospitals that will treat patients in a foreign language. (Search results are in Japanese.)

Manuals about the “Medical Institution Information System” are also available in multiple languages (English, Chinese, Korean, Portuguese, and Spanish).

You can search medical institutions on this system using this manual and a list of keywords.

Medical Institution Information System (Website of the Medical Advancement Division, Saitama Prefectural Government)

URL: <http://www.iryō-kensaku.jp/saitama/>

Manuals in multiple languages (Website of the International Division, Saitama Prefectural Government)

URL: <http://www.pref.saitama.lg.jp/a0306/tabunkakyousei/medicalsistem.html>

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

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

Phone Number

#7119 or

048-824-4199 (Dial line, IP phone, PHS, if the person uses the phone in the border area between Saitama and Tokyo).

* The phone numbers below are still available to use as before,

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

Consultation Times

24 hours, 365 days a year

How to use

Please select the counter you would like to consult based on the voice guidance.

- ① Consultation for children (emergency phone consultation for children)
- ② Consultation for adults (emergency phone consultation for adults)
- ③ Medical facility guidance (for both children and adults)

※Attention: when using ③ Medical facility guidance:

- Dentistry, oral surgery, and psychiatry are excluded.
- The counter cannot provide medical consultations.
- Please call the medical facility referred to you by the counter to confirm the details before you go.
- Please understand that there may be cases in which the counter cannot refer you to any medical facilities 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 Consultation

If you are wondering whether to go to a doctor in case of sudden illness or injury, please consult with “Saitama Prefectural AI Emergency Consultation” (It is available in Japanese)

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

8 Medical Examinations at a Hospital

When you need to see a physician, simply go to a clinic or hospital near you. Should you require specific treatment from a specialist, the physician examining you will give you a letter of reference (*shokai jo*) which will enable you to go 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 if you are a new patient and tell them which unit you would like to go to for treatment.
- ② Go to the appropriate unit.
- ③ At the unit's reception desk you are required to submit a form before seeing the physician.
- ④ After your consultation with the physician, you are required to pay at the cashier.
- ⑤ If you require medication, go to the pharmacy within the hospital, or to a designated pharmacy outside of the hospital, and present the prescription written by your physician. They will then prepare the appropriate medication for you.

9 Hospitalization

There are various kinds of hospital rooms: private rooms, four-bed rooms and 6-bed rooms, etc. All types of health insurance generally cover the cost of hospitalization. However, if you wish to stay in a private room, you will be responsible for paying any additional charges.

10 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, or mental disabilities. It is broadly divided into two systems: legal guardianship and voluntary guardianship.

(1) Legal Guardianship

- ① An adult guardian is selected by the family court to support an individual who does not

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have sufficient capacity to make judgments for acts such as entering into long-term care insurance or welfare services contracts, managing bank accounts and assets, and making payments.

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

| | Assistance | Curatorship | Guardianship |
|------------------|---|---|--|
| Individual | Capacity for making judgments is insufficient | Capacity for making judgments is significantly insufficient | Capacity for making judgments is lacking in normal state |
| 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 Consultation

Please contact the relevant division of your local municipal office or an adult guardianship center, etc.

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

Website: <https://www.pref.saitama.lg.jp>

(On the Saitama Prefectural Government's homepage, search for "成年後見制度 相談窓口" (*seinen kouken seido soudan madoguchi*). The contact information of municipalities as well as family courts is listed.)

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.

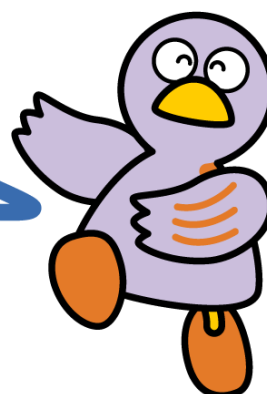
(If you are unsure of which family court has jurisdiction over your area, ask your nearest family court.)

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

*2 It is also possible to petition a Japanese court to appoint a foreign resident as a voluntary guardian. Contact your nearest family court as outlined in ② for more information.

Chapter 5

Pregnancy, Childbirth, Childcare, Family



Saitama's Prefectural Mascot
Kobaton

- 1 Public Health Centers
- 2 Pregnancy, Childbirth and Childcare
- 3 Vaccinations
- 4 Nurseries and Centers for Early Childhood Education and Care
- 5 Infant and Foster Homes, Mother-Child Family Support Facilities and Childbirth Facilities
- 6 Infant Medical Expenses Subsidy
- 7 Child Allowance
- 8 Family Assistance
- 9 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:

- Specialist consultation and counseling for mental health, incurable diseases, tuberculosis, infectious diseases, etc.
- Testing for AIDS, STDs, and hepatitis
- Consultation for medical safety
- Consultation for animals such as dogs
- Counseling and support for people with drug addictions
- Food and water safety testing and consultation



Consultation and Inquiries

【Prefectural Public Health Centers】

| Center Name | Phone | Jurisdiction | Hours |
|---------------------------------------|--------------|---|---|
| Nanbu Public Health Center | 048-262-6111 | Warabi-shi, Toda-shi, | Mon - Fri 8:30 – 17:15 (Except National Holidays and during the New Year's Holiday Period) |
| 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 | Sakado-shi, Tsurugashima-shi, Moroyama- machi, Ogose-machi, Hatoyama-cho | |
| Sayama Public Health Center | 04-2954-6212 | Tokorozawa-shi, Hanno-shi, Sayama-shi Iruma-shi, Hidaka-shi | |
| Kazo Public Health Center | 0480-61-1216 | Gyoda-shi, Kazo-shi, Hanyu-shi | |
| 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 | Kumagaya-shi, Fukaya-shi, Yorii-machi | |
| Honjo Public Health Center | 0495-22-6481 | 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 8:30 – 17:15 (Except National Holidays and during the New Year's Holiday Period) |
| Kawagoe City Public Health Center | 049-227-5101 | Kawagoe-shi | |
| Koshigaya City Public Health Center | 048-973-7530 | Koshigaya-shi | |
| Kawaguchi City Public Health Center | 048-266-5557 | Kawaguchi-shi | |

2 Pregnancy, Childbirth and Childcare

(1) Pregnancy Notification and Mother and Child Health Handbook

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

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

The Mother and Child Health Handbook is also available in 8 other languages (English, Chinese, Portuguese, Spanish, Korean, Thai, Indonesian, Tagalog, and Vietnamese) 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*.



Consultation and Inquiries

| Name | Contact | Hours (Telephone) |
|--------------------------------|---|--|
| <i>Hon no Rakuiku Mantendo</i> | http://www.ecur.co.jp/ Phone: 03-4334-1163 | Mon - Fri (Except National Holidays and during the New Year's Holiday Period) 9:30 - 12:00 13:00 - 17:00 |

(3) Assistance for Pregnant Women and Children

- ① Prenatal Health Checks: There is public funding available for prenatal checkups to ensure the health of the mother and the unborn baby.
- ② Maternity Classes (parenting classes): These classes are conducted to teach first-time mothers (parents) about health management during pregnancy, preparation for birth, and caring for a newborn baby.
- ③ Newborn Care Guidance at Home: 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 Visits to All Homes with Infants: A nurse will visit all homes with infants up to 4 months of age, listen to any of your concerns or worries regarding childcare, and provide information necessary for parenting.
- ⑤ Childbirth and Childcare Support Gift: Households that have submitted notifications of pregnancy or birth can receive payment or coupons to use for buying childbirth and childcare necessities.
- ⑥ One-time Childcare 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 union you are a member of.

If you are enrolled in an employee health insurance plan through your workplace, you and your family are also eligible to receive a one-time payment to assist with the costs of childbirth. For further details, contact your employer.

For further details on items ① to ⑤, contact the Mother and Child Health Care Division of 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 Mother and Child Health Care Division of your local municipal or ward office or your local public health center.

(5) Health and Dental Checks for Infants

Municipalities offer free health and dental checks for children aged 3-4 months, 18 months, and 3 years old. Please note that these ages may vary between municipalities. Please take your Mother and Child Health Handbook to the health check. For further information, contact the Mother and Child Health Care Division of your local municipal or ward office or your local public health center.

(6) Test for Inherited Metabolic Disorders and Other Conditions

Saitama Prefecture provides testing for newborn babies to diagnose and treat inherited diseases at an early stage. There are tests for 20 different types of diseases. All of these diseases are rare, but, if not detected and treated at an early stage, can cause delays in the mental and physical growth or development of a child. However, if they are detected early and treated properly, most of the symptoms of the diseases can be prevented. Generally, almost all newborn babies are tested. For further 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 legal couple who are registered as residents in Saitama Prefecture may be eligible for a subsidy granted to couples who undergo infertility testing together. For further information, contact the Mother and Child Health Care Division of your municipality or your local public health center.

(8) Subsidy for Recurrent Pregnancy Loss Testing Expenses

Depending on the municipality, a legal couple who are registered as residents in Saitama Prefecture may be eligible for a subsidy granted to couples who undergo recurrent pregnancy loss testing. For further details, contact the Mother and Child Health Care Division of your municipality 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 fit the following criteria. (Those who do not fit 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 within the designated period and at the medical institute specified by your municipality.
- ③ Your child is healthy enough to receive the vaccines.

The period in which your child can receive these vaccines and their cost, if any, differs between municipalities. It is recommended that you contact your local municipal or ward office or your local public health care center before the vaccination is required. If you have a Mother and Child Health Handbook, please bring it with you.

The Vaccination Research Center (Public Foundation) 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 has information on vaccinations and the illnesses they are for.

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

4 Nurseries and Centers for Early Childhood Education and Care

Nursery schools (*hoiku-en*) are children's welfare facilities that offer day care services for preschool children whose parent(s) or guardian(s) are unable to take care of them during the daytime due to illness or work. Nursery schools provide services for children aged 0 to children about to enter elementary school.

If you want to use these services, first apply at a local municipal office. The local municipal office decides if your child may use the nursery school and how much you will have to pay. The local municipal office also decides how long (how many hours per day or week) your child may use the nursery school after considering parents' or guardians' working hours and commuting time. Childcare for children aged 3 to 5 is free. Childcare fees for children between the ages of 0 and 2 are determined by municipality based on the household income of the child's family.

For more information and to apply for your child to enter a nursery school, please consult with the division in charge of childcare at your local municipal office.

Centers for Early Childhood Education and Care (*nintei kodomo-en*) are facilities for preschool children aged 0 to 5 that combine the functions and characteristics of kindergartens and nursery schools. Children aged 3 to 5 can receive education and care regardless of whether or not their parents are working. Childcare fees for these centers are the same as for nursery schools.

For more information and to apply for your child to enter a center for early childhood education and care, contact the *nintei kodomo-en* you would like to use directly or contact the division in charge of childcare 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 listed on the website below and can be used as needed.

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

5 Infant and Foster Homes, Mother-Child Family Support Facilities, and Childbirth Facilities

Infant and foster 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. For more information, contact your local Children's Counseling Office.

Mother-Child Family Support Facilities enable single mothers etc. and their children to reside at the facility while receiving assistance with a range of 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 Family Support Facilities or Childbirth Facilities, contact your nearest prefectural or municipal welfare office.

6 Infant Medical Expenses Subsidy

To be eligible for this subsidy, 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 is born weighing 2,000g or less or has an underdeveloped body, the municipality will bear all or part of the cost of medical treatment that the insured is responsible for. This is dependent upon the family's income and based upon the condition that the infant is hospitalized in a designated medical facility. The municipal government will continue to bear these costs until the child turns 1 year old.

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

You can apply for reimbursement of a portion of expenses for children's medical treatment that insurance does not cover from your municipality. The age requirements vary with each municipality.

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 of physically disabled children under the age of 18 will be borne partly or entirely by the municipality (depending on the financial status of the family). Treatment must be carried out at 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 with disabilities 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 specific disease such as chronic kidney disease, a malignant growth 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-rearing Allowance

This allowance is available to people who are raising children aged newborn to fifteen years old (up until March 31 following their fifteenth birthday). Both the parent(s) and the child must reside in Japan (excluding cases where the child lives overseas for study). For further 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 is disabled. 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 are mentally or physically disabled. 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 Mothers, Single Fathers, and Widows

Loans are available for single-parent families or widows (including people who are now re-married) raising children under the age of 20 to assist with the costs of 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.



Consultation and Inquiries

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

(4) Assistance for Medical Costs for Single Parents

This assistance is for single mothers, single fathers, or foster families of children up to 18 years of age (up until March 31 following the child's 18th birthday) or until 20 years of age for children with specified disabilities. The municipality will pay for a portion of medical expenses not covered by insurance (application required). Only households whose income is under a certain level are eligible. For more information or to apply, 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.



Consultation and Inquiries

| Name | Phone | Address | Hours |
|---|--------------|----------------------------------|--|
| Chuo Children's Counseling Office | 048-775-4152 | 1242-1 Ageo-mura, Ageo-shi | Mon - Fri (Except National Holidays and during the New Year's Holiday Period) 8:30 - 18:15 |
| Minami Children's Counseling Office | 048-262-4152 | 1-1-56 Shibashimo, Kawaguchi-Shi | |
| Kawagoe Children's Counseling Office | 049-223-4152 | 33-1 Miyamoto-cho, Kawagoe-shi | |
| Tokorozawa Children's Counseling Office | 04-2992-4152 | 1-9-2 Namiki, Tokorozawa-shi | |
| Kumagaya Children's Counseling Office | 048-521-4152 | 5-12-1 Hakota, Kumagaya-shi | |
| 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 | |

A Guide to Living in Saitama

| | | | |
|--|--------------|--|--|
| Saitama City Hokubu Children's Counseling Office | 048-711-3917 | 4-4-10 Kamikizaki, Urawa-ku, Saitama-shi (4F of "iPalette" Children and Family Center) | Mon - Fri (Except National Holidays and during the New Year's Holiday Period) 8:30 - 18:00 |
| Saitama City Nanbu Children's Counseling Office | 048-711-2489 | | |

10 Regional Parenting Support Centers

These centers are places where you can take your child (from 0 to 2 years of age) 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 consultation on parenting. Most of these centers are free-of-charge, but some charge a usage 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

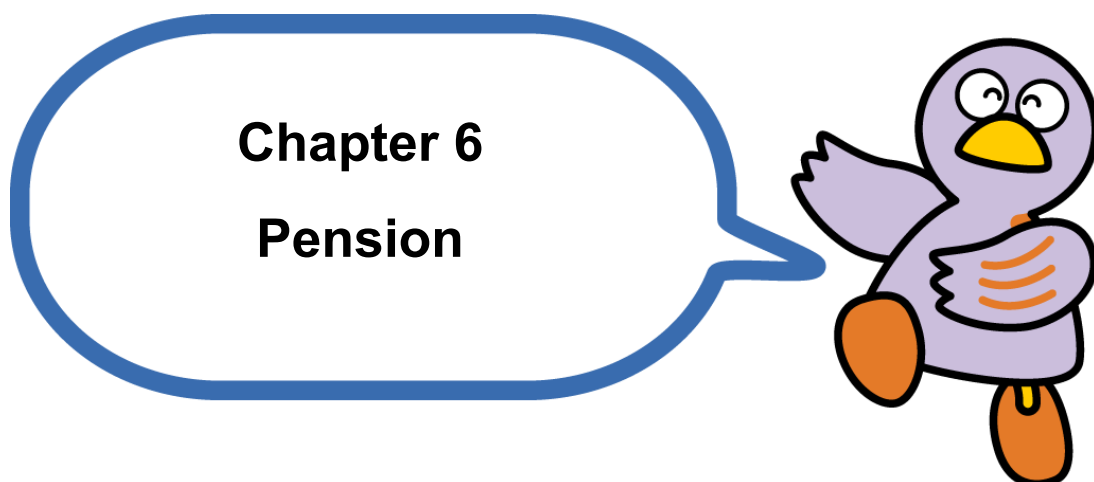
Family Support Centers are places that can introduce you to services who can help you with caring for your children. For example, these services can take your children to and from day care, school, and other locations and activities and look after your children while you are out.

You must register beforehand, and there will be a fee at the time of using the service. Fees are different for each municipality, but these fees are generally around 700 yen per hour. For more information, please contact the division in charge of parenting assistance at your local municipal or ward office.

12 Children's Centers

Children's Centers are places where parents can take children of various ages (aimed primarily at elementary and junior high school students) which offer a place to freely play and relax. There is no entry fee. There are 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 or ward office.



Saitama's Prefectural Mascot
Kobaton

- 1 National Pension Plan
- 2 Employees' Pension Insurance

There are three types of pension plans in Japan: the National Pension, Employees' Pension Insurance, and the Mutual Aid Association Pension. In order to provide a stable livelihood and financial security after retirement, all people who have an address in Japan must join a pension plan and the work type of the person determines the type of pension system that they will enroll in. The National Pension Plan provides a basic pension to all enrolled. Besides the pension provided to people over 65, a disability pension is available to people who are left handicapped after illness or an accident. If the primary income earner of a household dies, the bereaved family is entitled to receive a bereaved family pension.

The Employees' Pension Insurance is a system where additional contributions proportionate to your remuneration are added your basic pension.

1 National Pension Plan

Those aged 20 to 59 who have an address in Japan, regardless of their nationality, are required to join the National Pension Plan. To apply, please contact the National Pension Counter at your local municipal or ward office. Those who enroll in the Employee's Pension Insurance are not required to complete any additional paperwork to join the National Pension Plan. Pension payments are paid to beneficiaries (or their dependents) who have maintained premium payments for a certain period of time. (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 states the amount to be paid and the date the payment is due.

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. Even if you live outside of Japan, you can receive these pensions.
 - 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 on your 65th birthday.
 - Disability Basic Pension: You must have maintained premium payments for at least two-thirds of the enrollment period, which includes both the period during which the National Pension premium was paid and the exemption period. This pension provides financial assistance to those enrolled in the National Pension Plan who have become disabled by disease or injury which was first diagnosed during their pension enrollment period, or whose disability has remained unchanged since the day of diagnosis (when they reached the age of 20, etc.).
 - Survivors' Basic Pension: When a beneficiary 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 beneficiary's spouse who has a child living on the beneficiary's income or to the beneficiary's child (revision effective April 1, 2014). (In the case of a child, they can receive this pension until the end of the fiscal year when they turn 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 had pension premiums waived 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 continuous years or more and dependent on the deceased's income.
 - Lump-sum Death Benefit:

In the event insurance premiums for the pension were paid for a period of 36 months or more and the beneficiary died without receiving the old-age or disability pension,

this benefit is paid to the deceased's cohabiting family.

(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 were the primary beneficiary of the pension plan and maintained premium payments for a minimum of 6 months
- 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 a pension (including disability allowance)
* If you are enrolled in a pension plan in a country that has a pension accumulation treaty with Japan, based on certain conditions and the total period of enrollment, you may be eligible for pension payments from Japan and the respective country.

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.
- As a general rule, after you leave Japan, fill in the above-mentioned form and send it with the necessary documents to the following address:

Send to:

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 an organization that is covered by social insurance must enroll in this system. People over the age of 60 who are working while also receiving a pension may be eligible to pay reduced premiums.

(1) Premium Payments

The monthly premium consists of a fixed-amount portion based on your monthly salary (including benefits) and a portion based on your bonuses you receive, both multiplied by the

premium rate. 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 pension has an employee's pension enrollment period, this pension will be paid in addition to the old-age basic pension (from age 65). (If the employees' pension enrollment is more than 1 year, pension will be paid from before the age of 65 in accordance with their date of birth.)
- Disability Employees' Pension:
If a beneficiary of the Employees' Pension Insurance became disabled by disease or injury which was first diagnosed during their pension enrollment period, payment is made 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 a beneficiary to an employees' pension or one 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 will be paid. (Those in category 1 also receive Survivors' Basic Pension benefits.)
 - 1 Wife with children*, or children*
 - 2 Wife without children
 - 3 Grandchildren*
 - 4 Husband, mother/father, grandmother/grandfather who are age 55 or older at the time of death (payment commences at age 60)

* In the case of a child, they can receive this pension until the end of the fiscal year when they turn 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.

(3) Lump-sum Withdrawal

The procedures and conditions for applying for a lump-sum withdrawal of your Employees' Pension contributions are the same as 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.



Consultation and Inquiries

〈Consultation 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

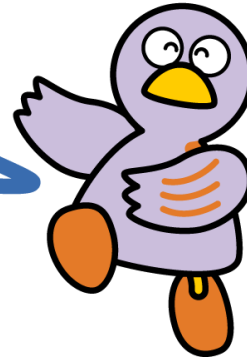
2nd Saturday of the Month: 9:30-16:00

| Office | Phone | Address |
|---|--------------|--|
| Urawa Pension Office | 048-831-1638 | 5-5-1 Kita-Urawa, Urawa-ku, Saitama-shi |
| 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 Kazo Branch Office | 0480-62-8061 | 2F Kazo City Hall, 2-1-1 Mitsumata, Kazo-shi |
| 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 Bldg., 1-52-1 Chuo, Kasukabe-shi |
| Koshigaya Pension Office | 048-960-1190 | 3F Koshigaya Twin City B City, 16-1 Yayoi-cho, Koshigaya-shi |
| Chichibu Pension Office | 0494-27-6560 | 13-28 Ueno-machi, Chichibu-shi |

Please make a reservation for pension consultation and procedures.

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

Chapter 7 Education



Saitama's Prefectural Mascot
Kobaton

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

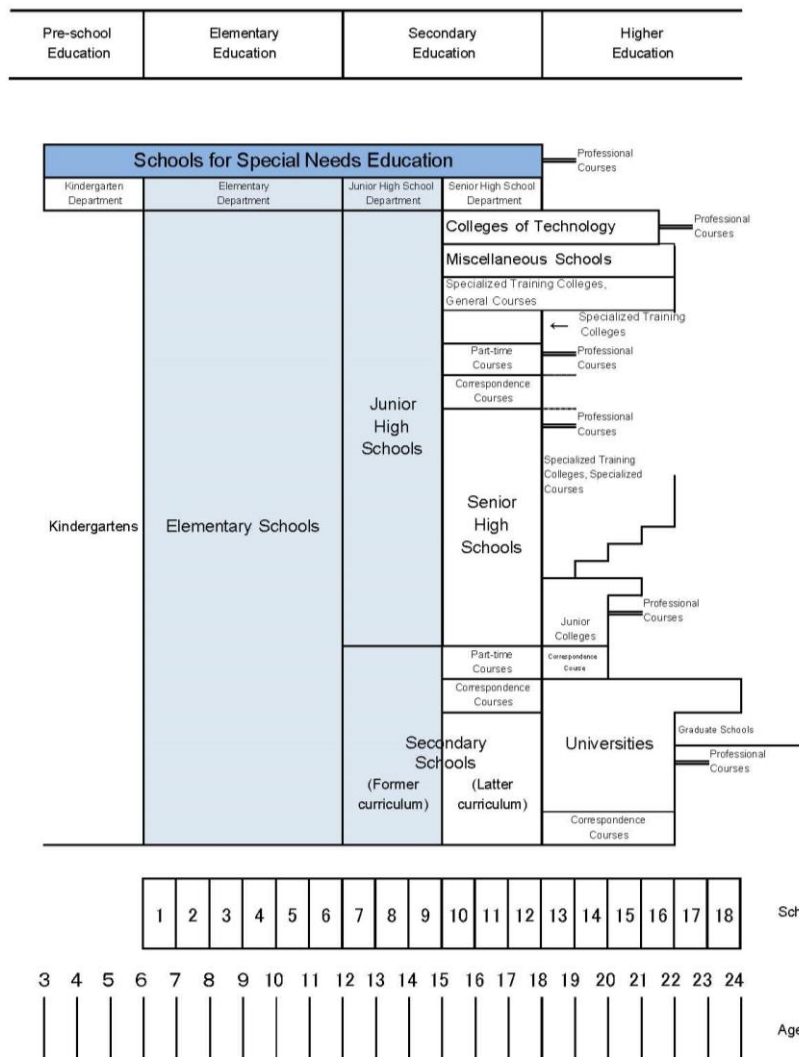
The Japanese education system consists of 6 years of elementary school, 3 years of junior high school, 3 years of senior high school, and 4 years of university. Children usually begin elementary school at the age of 6, junior high at 12, senior high at 15 and university when they are 18. In addition to 4-year universities, there are 2-year junior colleges and various technical schools.

Elementary and junior high school are compulsory education. Foreign national children are exempt from this obligation; however, those who desire 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 nursery school before they enter elementary school.

The School Education System



Source: Ministry of Education, Culture, Sports, Science and Technology (MEXT),
 "Guidebook for Starting School", Published April 2015

Website: https://www.mext.go.jp/a_menu/shotou/clarinet/003/1320860.htm

*A new type of school, "Compulsory Education School", was established in April 2016, to provide compulsory education consistently from elementary school to junior high school.

1 Kindergarten

Kindergartens help prepare children from ages 3 to 5 for elementary school (target age group may vary for each institution). Though many Japanese children attend kindergarten, it is not compulsory. It is standard for kindergartens to operate for 4 hours a day. Although kindergarten begins in April each year, you must apply by a specified date in the previous

academic year.

As the fees charged, procedures for enrolling a child in kindergarten, and target age group differ between institutions, please contact the Municipal Board of Education in your area regarding public kindergartens, and contact individual kindergartens directly regarding private institutions within the prefecture.

You can search for private kindergartens in Saitama Prefecture at the site below.

URL: <http://www.pref.saitama.lg.jp/a0204/shiritsuitiran/youchienichiran.html> (Saitama Prefectural Government Private School Affairs Division website)

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

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," 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.

<http://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 go to the Board of Education at your local municipal or ward office (for residents of Saitama City), present your child's Resident Record, and complete the application 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 when 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" (*shugaku tsuchisho*) will be sent to you in January.

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

(2) Junior High School

First grade students must be 12 years of age as of April 1 when they enter junior high

school. In January each year, a “Notification of Junior High School Admission” (*chugakko shugaku tsuchisho*) is sent to children who are scheduled to graduate from elementary school that same 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 directly.

For children with disabilities, there are special needs classes available, as well as special needs 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, convey this to the board of education of your local municipal or ward office (for residents of Saitama City) after completing resident registration procedures.

(4) Changing Schools

If your school zone 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 of elementary or junior high school age to your new municipal or ward office. Please also submit the certificate of enrollment and textbook list to your child’s new school.

If you will be leaving Japan permanently, please also notify the school before leaving.

(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 for other study materials and meals provided by the school. 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)

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. While participation is optional, parents join PTAs when they enroll their children at most public elementary and junior high schools. Joining procedures and 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 commitments, etc. Since the cost of this service and the application procedures differs from location to location, please contact the Child Welfare Division of your local municipal or ward office for further information.

(8) Education for Children Who Do Not Speak Japanese

Japanese language teaching staff is available at some schools that have many students who do not 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: <http://www.pref.saitama.lg.jp/f2214/kikokugaikokujinsapoutojigyoku240120.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 Starting School" oriented toward non-Japanese parents and guardians, which explains the procedures for entering Japanese schools in a number of languages. It can be viewed from the following URLs:

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

English: http://www.mext.go.jp/component/a_menu/education/micro_detail/_icsFiles/afiedfile/2016/06/24/1358299_01.pdf

Chinese: http://www.mext.go.jp/component/a_menu/education/micro_detail/_icsFiles/afiedfile/2015/06/01/1358299_05_1.pdf

Korean: http://www.mext.go.jp/component/a_menu/education/micro_detail/_icsFiles/afiedfile/2015/06/01/1358299_02_1.pdf

Portuguese: http://www.mext.go.jp/component/a_menu/education/micro_detail/_icsFiles/afiedfile/2015/06/19/1358299_06_1.pdf

Spanish: http://www.mext.go.jp/component/a_menu/education/micro_detail/_icsFiles/afiedfile/2015/06/01/1358299_07.pdf

Vietnamese: http://www.mext.go.jp/component/a_menu/education/micro_detail/_icsFiles/afiedfile/2015/06/01/1358299_03.pdf

Filipino: http://www.mext.go.jp/component/a_menu/education/micro_detail/_icsFiles/afiedfile/2015/06/19/1358299_04_1.pdf

Ukrainian: https://www.mext.go.jp/content/20220428-mxt_kouhou02-000022321_2.pdf

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 subject called integrated studies as part of their curriculum to encourage students to think about their future path. Students can choose from various methods of studying: full-time from morning, part-time*, or by correspondence*.

* Some students work while studying part-time or via correspondence. Part-time students

usually attend night classes. 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 “Part-time and Correspondence High School” section on the Saitama Prefectural Board of Education website:

URL: <http://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.

High school entrance examinations and classes are conducted in Japanese.

Public high schools in Saitama administer standard entrance examinations on a pre-determined day. National and private schools differ in regards to their entrance examination schedule and admission requirements. Please contact the school you wish to attend for further details. For information on entering a public high school, contact the junior high school you currently attend.

Q&A on prefectural 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/r5nyuushiqa.htm>

English: <https://www.pref.saitama.lg.jp/f2208/r5englishfaq.html>

(2) School Costs

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

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

Tuition and 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, in the event a student enrolls in a private high school located within Saitama Prefecture, admission and course fees and other costs may also be reduced based upon 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 further information, please contact the school directly.

(3) Changing Schools

After entering a prefectural high school, if a family moves to another district, the student may request to not change schools. In this case, the student can continue to attend their current school.

However, if you would like to change to a school closer to your new address, you will be required to take a transfer entrance examination. In this case, first consult with the high school you are currently attending.

(4) Special Selection of International Students

Special admission procedures are in place for those who arrived to Japan recently. These differ from the usual entrance examination procedures, so please consult with the schools which offer special admission procedures.

12 schools offered this special selection for the 2023 school year (beginning April 2023). 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 of international students for the 2024 school year (beginning April 2024) are planned to be announced in July 2023.



Consultation and Inquiries

| Office | Telephone | Hours |
|--|--|---|
| For inquiries about the special selection of international students: High School Education Management Division, Prefectural Schools Department, Saitama Prefectural Education Bureau. | 048-830-6766 | Mon - Fri (Except National Holidays and during the New Year's Holiday Period) 8:30 - 17:15 |
| For inquiries on admission into prefectural high schools, changing schools, and certification of applicant qualifications: Prefectural Schools Management and Personnel Division, Prefectural Schools Department, Saitama Prefectural Education Bureau. | 048-830-6735 | |
| For inquiries regarding the course and admission fees for prefectural high schools: Financial Affairs Division, Education and General Affairs Department, Saitama Prefectural Education Bureau. | 048-830-6652 https://www.pref.saitama .lg.jp/f2204/j- s/index.html | |
| For inquiries about reduced course fees at private high schools: Private School Affairs Division, Department of General Affairs, Saitama Prefectural Government. | 048-830-2725 http://www.pref.saitama. lg.jp/a0204/fubofutan2.h tml | |

4 Special Needs Schools

These are schools which accept disabled students with special educational needs. There are elementary, junior, and senior high education departments that correspond to elementary, junior high and senior high schools (some schools have kindergarten and vocational departments, too). If you wish to enroll your child in an elementary or junior high school department, first bring the child's Resident Record to your local board of education and discuss it with them. If you wish to enroll your child in a kindergarten or senior high school, please contact the Special Support Education Division of the Saitama Prefecture Education Bureau.

Special needs schools carry out education for different types of disabilities, including visual, aural, intellectual or physical disabilities, or students with a weak constitution.

(1) Kindergarten

Saitama Prefecture has established three schools for special needs with kindergarten departments: Hanawa Hokiichi School (education for students who are visually impaired), Omiya School for the Hearing Impaired, and Sakado School for the Hearing Impaired. These schools are targeted towards children from the ages of 3 to 5, prior to entering elementary school, and require a consultation prior to enrollment. Also, all three schools accept consultations and offer day care for infants from the age of zero (0). Early specialized education leads to an improvement in visual and hearing impairments, and consultations at an early date are recommended.

(2) Elementary Education Division

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 division.

If you are hoping to transfer your child to an elementary education division, please contact your local board of education by the summer of the year prior to enrollment.

(3) Junior High School Education Division

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 division.

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

(4) Senior High School Education Division

Senior high school education divisions feature either specialized or regular 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 school for special needs, or the equivalent.



Consultation and Inquiries

| Name | Telephone | Hours |
|--|--------------|--|
| Special Support Education Division, Saitama Prefectural Schools Department, Saitama Prefectural Education Bureau | 048-830-6880 | Mon – Fri 8:30 - 17:15 (Except National Holidays and during the New Year's Holiday Period) |

5 University, Technical School

In Saitama Prefecture, there are a few national and public universities and numerous private ones. There are also junior colleges and technical 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 schools (technical schools), university, junior college, or graduate school. The following chart

lists the scholarships available in Saitama Prefecture.



Consultation and Inquiries

| Scholarship Office | Contact | Hours |
|---|---|--|
| Saitama Prefectural Senior High School Scholarship | Financial Affairs Division, Education and General Affairs Department, Saitama Education Bureau 048-830-6652 http://www.pref.saitama.lg.jp/f2204/j-s/index2.html | <p>Mon – Fri (Except National Holidays and during the New Year's Holiday Period)</p> <p>8:30 - 17:15</p> |
| Part-time and Correspondence Education—Student Incentive Scholarship | High School Education Management Division, Prefectural Schools Department, Saitama Education Bureau 048-830-6765 | |
| Single or Widowed Parent Welfare Fund Scholarship | Birth Rate Policy Division, Department of Welfare, Saitama Prefectural Government 048-830-3337 http://www.pref.saitama.lg.jp/a0607/boshifushikafukashitsuke.html | |
| Saitama Nursing Scholarship and Educational Loans | Medical Human Resources Division, Department of Public Health and Medical Services, Saitama Prefectural Government 048-830-3543 http://www.pref.saitama.lg.jp/a0709/ikueishougakukinn/index.html | |
| Saitama-ken Ishi Ikusei Shogakukin (Saitama Prefectural Scholarship for Aspiring Doctors) | Medical Human Resources Division, Department of Public Health and Medical Services, Saitama Prefectural Government 048-601-4600 http://www.pref.saitama.lg.jp/a0709/ishiikusai-shougakukin/ | |
| Dr. Seiroku Honda Scholarship | Forestation Division, Department of Agriculture and Forestry, Saitama Prefectural Government 048-830-4310 https://www.pref.saitama.lg.jp/a0905/hondashogakukinboshu2.html | |

Other scholarship programs are provided by municipalities and private organizations. For further information, please contact the relevant municipalities, schools, and organizations.

7 Japanese Language Study

There are various methods of studying Japanese in Saitama including free Japanese classes conducted by volunteer instructors and formal classes held at Japanese language

schools. Please note that Japanese language schools charge tuition fees.



Consultation and Inquiries

| Office | Telephone | Hours |
|---|--|--|
| Volunteer-run Japanese Classes Saitama International Association | 048-833-3296 http://www.sia1.jp/foreign/japanese/ | Mon - Fri (Except National Holidays and during the New Year's Holiday Period) 9:00 - 16:00 |
| Japanese Language Schools The Association for the Promotion of Japanese Language Education | 03-6380-6557 https://www.nisshinkyo.org/ →Information about Japanese Language Schools (Japanese, English, Chinese, Korean) | Mon - Fri (Except National Holidays and during the New Year's Holiday Period) 9:30 - 17:30 |

8 Japanese Language Proficiency Exams

There are Japanese language proficiency examinations available to evaluate your Japanese ability.

Results of these examinations are useful when entering Japanese schools or looking for employment in Japan.

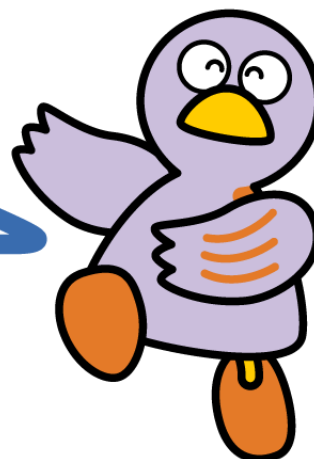
For further information, please contact the respective organizations that conduct Japanese language proficiency examinations.



Consultation and Inquiries

| Exam name | Contact | Hours |
|---|--|---|
| Japanese Language Proficiency Test http://www.jlpt.jp/ | Japan Educational Exchanges and Services (JEES) Japanese Language Proficiency Test Center 03-6686-2974 | Mon - Fri 9:30 - 17:30 (Except National Holidays and during the New Year's Holiday Period) |
| J.TEST (Test of Practical Japanese) http://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 (Except National Holidays and during the New Year's Holiday Period) |
| BJT Business Japanese Proficiency Test http://www.kanken.or.jp/bjt/ | Japanese Kanji Proficiency Test Foundation (a public interest foundation) 0120-509-315 | Mon - Fri (Except National Holidays and during the New Year's Holiday Period) 9:00 - 17:00 |

Chapter 8 Taxation



Saitama's Prefectural Mascot,
Kobaton

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

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 (prefectural and municipal tax), which is levied by both the prefectural and municipal governments.

To avoid double taxation, you may be exempt from paying income and inhabitant tax due to special exemptions established through 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 Payment of Taxes (Saitama Prefectural Government Taxation Division website)

URL: <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 an item of income (such as an employer who pays employees a salary) must deduct income tax and special income tax for reconstruction from that income each time the it is paid. The amount of tax deducted is paid to the government. This is called withholding tax (*gensen choushuu*).

If income tax and special income tax for reconstruction is deducted from your salary under the withholding tax system, 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 for this period. 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 (2) final tax return (see below) since income tax and special income tax for reconstruction have already been deducted from your salary throughout the year. However, if you have had high expenses, such as expensive 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 should receive from the payer of your income (employer) that states how much income you earned and the amount of taxes you paid under the withholding tax system.

(2) Final Tax Return

If one or more of the items below apply (for those who are required to file taxes), 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).

You are required to file a final tax return if any of the following applies:

- 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 (excluding your salary and any retirement allowance) exceeds 200,000 yen
- You receive salaries from 2 or more sources, and the combined total of 1) your secondary income that is not subject to end of year adjustment, and 2) income excluding your salary and any retirement allowance, exceeds 200,000 yen
- Your income tax and special income tax for reconstruction are not withheld when your salary is paid (such as those working at an embassy in Japan or as home helpers)

- You receive a public pension (such as 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 tax return):

- If you appoint a tax representative:

Before leaving Japan, submit a notice appointing your tax representative to the chief 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*).

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 on the basis of the previous year's income.

(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 rent)

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 income 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 Inhabitant Tax Division of your local municipal or ward office.

3 Other Major Taxes

(1) Consumption and Local Consumption Tax (national and local)

A 10% tax (standard tax rate) is levied on the purchase or rental of goods and services, with some exceptions for 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 (Based on Type) (Prefectural Tax)

An automobile tax is imposed on owners of 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 (Based on Type) (Municipal Tax)

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



Consultation and Inquiries

National (Income) Tax

| Name | Phone | Address | Opening Hours |
|-------------------------------|--------------|---|--|
| Kawagoe Tax Office | 049-235-9411 | 452-2 Namiki, Oaza, Kawagoe-shi | Mon - Fri (Except National Holidays and during the New Year's Holiday Period) 8:30 - 17:00 |
| Kumagaya Tax Office | 048-521-2905 | 41 Naka-cho, Kumagaya-shi | |
| Kawaguchi Tax Office | 048-252-5141 | 2-2-17 Aoki, Kawaguchi-shi | |
| Nishi-Kawaguchi Tax Office | 048-253-4061 | 4-6-18 Nishi-Kawaguchi, Kawaguchi-shi | |
| Urawa Tax Office | 048-600-5400 | 1st Bldg., Saitama-Shintoshin Common Government Bldg. 1-1 Shintoshin, Chuo-ku, Saitama-shi | |
| Omiya Tax Office | 048-641-4945 | 3-184 Dote-cho, Omiya- ku, Saitama-shi | |
| Gyoda Tax Office | 048-556-2121 | 17-15 Sakae-cho, Gyoda-shi | |
| Chichibu Tax Office | 0494-22-4433 | 1-2-41 Hinoda-machi, | |

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| Name | Phone | Address | Opening Hours |
|-----------------------------|--------------|---|---------------|
| | | 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 Office | 0493-22-0990 | 1-8-14 Yakyu-cho, Higashimatsuyama-shi | |
| Kasukabe Tax Office | 048-733-2111 | 2-12-1 Onuma, Kasukabe-shi | |
| Ageo Tax Office | 048-770-1800 | 577 Nishimonzen, Oaza, Ageo-shi | |
| Koshigaya Tax Office | 048-965-8111 | 5-7-47 Akayama-cho, Koshigaya-shi | |
| Asaka Tax Office | 048-467-2211 | 1-1-46 Honcho, Asaka-shi | |

Prefectural Tax

| Name | Phone | Address | Opening Hours |
|---|--------------|--|--|
| Saitama Prefectural Tax Office | 048-822-5131 | 5-6-5 Kitaurawa, Urawa-ku, Saitama-shi | Mon - Fri (Except National Holidays and during the New Year's Holiday Period) 8:30 - 17:15 |
| Kawaguchi Prefectural Tax Office | 048-252-3571 | 2-13-1 Nishiaoki, Kawaguchi-shi | |
| Ageo Prefectural Tax Office | 048-772-7111 | 239-1 Oaza Minami, Ageo-shi | |
| Asaka Prefectural Tax Office | 048-463-1671 | 1-3-1 Mihara, Asaka-shi | |
| Kawagoe Prefectural Tax Office | 049-242-1801 | 1-17-17 Arajuku-machi, Kawagoe-shi | |
| Tokorozawa Prefectural Tax Office | 04-2995-2112 | 1-8-1 Namiki, Tokorozawa-shi | |
| Hanno Prefectural Tax Office | 042-973-5612 | 353 Namiyanagi, Hanno-shi | |
| Higashimatsuyama Prefectural Tax Office | 0493-23-8946 | 5-1 Rokken-cho, Higashimatsuyama-shi | |
| Chichibu Prefectural Tax Office | 0494-23-2110 | 29-20 Higashi-machi, 29-20 Chichibu-shi | |
| Honjo Prefectural Tax | 0495-22-5675 | 1-4-6 Asahi-cho, Honjo-shi | |

A Guide to Living in Saitama

| Name | Phone | Address | Opening Hours |
|----------------------------------|--------------|---------------------------------|---------------|
| Office | | | |
| Kumagaya Prefectural Tax Office | 048-523-2809 | 3-9-1 Suehiro, Kumagaya-shi | |
| Gyoda Prefectural Tax Office | 048-556-5067 | 2-20 Honmaru, Gyoda-shi | |
| Kasukabe Prefectural Tax Office | 048-737-2110 | 1-76 Onuma, Kasukabe-shi | |
| Koshigaya Prefectural Tax Office | 048-962-2191 | 4-2-82 Koshigaya, Koshigaya-shi | |

Automobile Tax

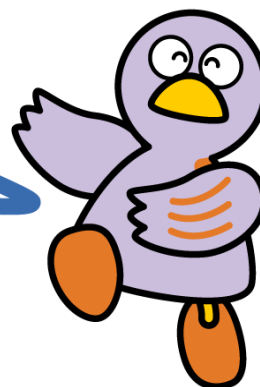
| Name | Phone | Address | Opening Hours |
|--|--------------------------------|--|--|
| Saitama Prefectural Automobile Tax Office | Tax inquiries: 048-658-0226 | 3-8-3 Shimo-cho Omiya-ku, Saitama-shi | Mon - Fri (Except National Holidays and during the New Year's Holiday Period) 8:30 - 17:15 |
| | Tax payment: 048-641-2222 | | |
| Automobile Tax Call Center | 0570-012-229 | | |
| Omiya Branch, Saitama Prefectural Automobile Tax Office | 048-623-0600 | 2152 Nakakugi, Nishi-ku, Saitama-shi | |
| Kumagaya Branch, Saitama Prefectural Automobile Tax Office | 048-532-8011 | 701-5 Miizu-gahara, Kumagaya-shi | |
| Tokorozawa Branch, Saitama Prefectural Automobile Tax Office | 04-2998-1321 | 690-1 Ushinuma, Tokorozawa-shi | |
| 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



Saitama's Prefectural Mascot
Kobaton

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

1 Eligibility to Work

Foreign nationals can only work in Japan if it is permitted by their status of residence. All statuses 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) limit the field of employment within which one can work. 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 those with the status of residence of Student, Dependent, etc., wish to engage in work such as a part time job, it is necessary to 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.



Consultation and Inquiries

| Name | Phone | Access | Hours | Language |
|--|---|---|--|-------------------|
| Tokyo Regional Immigration Bureau of Japan | 0570-034259 (IP, PHS, From Overseas: 03-5796-7234) | 5-5-30 Konan, Minato-ku, Tokyo From JR Shinagawa Station Konan Exit, take Toei Bus “Shinagawa Futo Junkan” and get off at “Tokyo Nyukoku Kanrikyoku Mae” bus stop. | 9:00 - 16:00 Mon - Fri (Except National Holidays and during the New Year's Holiday Period) | Japanese, English |

A Guide to Living in Saitama

| Name | Phone | Access | Hours | Language |
|---|--------------|--|--|----------|
| Saitama Branch Office, Tokyo Regional Immigration Bureau of Japan | 048-851-9671 | 1F Saitama Second Legal Affairs Joint Government Building 5-12-1 Shimo-ochiai, Chuo-ku, Saitama-shi, Saitama Prefecture 10-minute walk from Yono Honmachi Station's JR Saikyo Line | 9:00 - 16:00 Mon - Fri (Except National Holidays and during the New Year's Holiday Period) | Japanese |

2 Finding a Job

(1) Public Employment Security Offices (Hello Work)

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

(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. (To receive the benefits, you need to satisfy specified requirements.)



Consultation and Inquiries

Public Employment Security Offices

| Office | Phone | Employment Service Corner for Foreigners (Closed for National holidays and during the New Year's Holiday Period) | Address |
|---|--------------|--|--|
| Urawa Public Employment Security Office | 048-832-2461 | Fri: English, Spanish, Portuguese | 5-8-40 Tokiwa, Urawa-ku Saitama-shi |
| Omiya Public Employment Security Office | 048-667-8609 | Wed: Chinese Fri: English | 1-525 Onari-machi, Omiya-ku, Saitama-shi |
| Kawaguchi Public Employment Security Office | 048-251-2901 | Mon: English, Spanish Tue: English, Chinese, Spanish Wed: Spanish, Portuguese, Chinese Thu: Vietnamese Fri: English, Spanish, Portuguese | 3-2-7 Aoki, Kawaguchi-shi |

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| Office | Phone | Employment Service Corner for Foreigners (Closed for National holidays and during the New Year's Holiday Period) | Address |
|--|--------------|--|--|
| Kumagaya Public Employment Security Office | 048-522-5656 | Tue, Thu: English, Spanish, Portuguese | 5-6-2 Hakoda, Kumagaya-shi |
| Kumagaya Public Employment Security Office, Honjo Branch | 0495-22-2448 | Mon, Wed, Fri: Portuguese | 2-5-1 Chuo, Honjo-shi |
| Kawagoe Public Employment Security Office | 049-242-0197 | Mon: Spanish, Portuguese Thu: 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 Joint Government Building 94-15 Namiyanagi, Hanno-shi |
| Kasukabe Public Employment Security Office | 048-736-7611 | Mon: English, Portuguese Thu: Spanish | 61-3 Shimo-Omasu-Shinden, Kasukabe-shi |
| Gyoda Public Employment Security Office | 048-556-3151 | | 943 Nagano, Gyoda-shi |
| Chichibu Public Employment Security Office | 0494-22-3215 | | 1002-1 Shimo-Kagemori, Chichibu-shi |
| Soka Public Employment Security Office | 048-931-6111 | Wed, Fri: English, Portuguese Thu: Chinese | 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 |

*Open hours of the employment service corner for foreigners:

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

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Other Contacts for Consultation

| Name of office | Eligibility | Phone | Address | Languages | Hours (Except National Holidays and during the New Year's Holiday Period) |
|---|---|---|---|---|--|
| Saitama Work Center Hello Work Corner https://hwus.jp/ | Anyone | 048-826-5601 | 3F Lamza Tower, 1-10-1 Numakage, Minami-ku, Saitama-shi | Japanese | Mon - Fri: 10:00 - 19:00 Sat: 10:00 - 17:00 Days of week and hours depend on the service. Please visit the website for details. |
| Youth Independence Support Center (YISC), Saitama http://www.yisc-saitama.com/ | Unemployed people between 15 and 49 years of age and their family | 048-255-8680 | 3F Kawaguchi Wakamono Yume Waaku building, 3-2-2 Kawaguchi, Kawaguchi-shi | Japanese | Mon - Sat 9:00~17:00 |
| Saitama Prefectural Women's Career Center http://www.pref.saitama.lg.jp/swcc/ | Women | 048-601-5810 | 4F Hotel Brillante Musashino, 2-2 Shintoshin, Chuo-ku, Saitama-shi | Japanese | Mon - Sat 9:30 - 17:30 (Closed on 3 rd Thursday of every month) |
| | | (Dedicated line for phone consultation) 048-601-1023 | | | Mon - Fri 10:00 - 16:30 (on break 11:30 - 12:30) (Closed on 3 rd Thursday of every month) |
| Tokyo Employment Service Center for Foreigners https://jsite.mhlw.go.jp/tokyo-foreigner/ | For persons who are foreign students who wish to work in Japan and persons with a work permit for specialized / technical fields (including persons who have a skilled laborer visa, humanities/international services visa, or engineering visa) | 03-5361-8722 | 13F Yotsuya Tower, Komore Yotsuya, 1-6-1 Yotsuya, Shinjuku-ku, Tokyo | Japanese English Chinese (Please confirm in advance if you require interpretation) | Mon - Fri 10:00 - 17:00 |

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| Name of office | Eligibility | Phone | Address | Languages | Hours (Except National Holidays and during the New Year's Holiday Period) |
|--|--|--------------|---|--|---|
| Shinjuku Employment Support and Guidance Center for Foreigners | For persons with a visa that has no restrictions on employment, including spouses of Japanese nationals or permanent residents, and foreign students who desire to work part-time in Japan | 03-3204-8609 | Hello Work Shinjuku (1F Kabuki-cho Chosha) 2-42-10 Kabuki-cho, Shinjuku-ku, Tokyo | Japanese English Chinese (Reservations required for interpretation) | Mon - Fri 8:30 - 17:15 |
| Saitama Center for Go Global Students (GGS) http://www.ggsaitama.jp/ | Foreign students at graduate schools, universities, junior colleges, etc. in Japan, who are hoping 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 such as “just withdrawing money from a bank” or “just receiving a package” that sounds too good to be true via social media, online, or through an acquaintance.

These offers may be dangerous and cause you to become connected to criminal activities by playing a role as:

- Illegally accessing someone’s online bank accounts to withdraw money without authorization and transfers the money to another pre-prepared account
- Illegally receiving packages by using someone’s ID and password to fraudulently obtain goods on the internet

Remain alert and do not get involved in such activities.

Also, the following actions are considered crimes under Japanese law. Do not engage in these activities for any reason:

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

3 Work-related Problems

In order to avoid problems after you have started work, make sure that you receive a written copy of all the terms and conditions upon entering into a contract. According to the Labor Standards Law, employers are required to specify the following in writing:

- ① The period of the contract
- ② The criteria for renewal of a fixed-term contract
- ③ The location and work duties
- ④ Starting and ending times, whether there will be overtime, break times, days off, vacation days, etc.
- ⑤ Wages, how they are calculated, and the method of payment
- ⑥ Matters concerning retirement or resignation (Including reason(s) for dismissal)

(1) Labor Standards Inspection Offices

Labor Standards Inspection Offices are national institutions that provide oversight and guidance to ensure that workplaces are meeting the working conditions established by the Labor Standards Law (e.g. wages and working hours) and the Industrial Safety and Health Law.

Labor Standards Inspections Offices also provide workers' compensation benefits.

▪ Workers' Compensation

In cases where a worker suffers an injury, illness, disability or death caused by work or while commuting to and from work, benefits including compensation for medical expenses, compensation for the time spent out of work, disability compensation, survivor benefits, etc. are provided in accordance with the Workers' Accident Compensation Insurance Law.



Consultation and Inquiries

Labor Bureau

| Office | Phone | Foreign Language Consultations | Address |
|--|--|---|---|
| Foreign Labor Advisory Corner Saitama Labor Standards Inspection Division Saitama Labor Bureau | 048-600-6204 (Japanese) 048-816-3596 (English) 048-816-3597 (Chinese) 048-816-3598 (Vietnamese) | Tues - Fri: English Mon -Thurs: Chinese Mon/Tues/Thurs/Fri: Vietnamese 9:00~12:00 13:00~16:30 | 15F Land Access Tower 11-2 Shintoshin Chuo-ku Saitama Shi |

Labor Standards Inspection Offices

| Office | Phone | Address | Hours |
|--|--------------|--|--|
| Saitama Labor Standards Inspection Office | 048-600-4801 | 14F Land Axis Tower, 11-2 Shintoshin, Chuo-ku, Saitama-shi | Mon - Fri (Except National Holidays and during the New Year's Holiday Period) 8:30 - 17:15 |
| 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 | |
| Kawagoe Labor Standards Inspection Office | 049-242-0891 | 2F Kawagoe Godo Chosha, 1-19-8 Toyodahon, Kawagoe-shi | |
| Kasukabe Labor Standards Inspection Office | 048-735-5226 | 3-10-13 Minami, Kasukabe-shi | |
| Tokorozawa Labor Standards Inspection Office | 04-2995-2555 | 3F Tokorozawa Godo Chosha, 6-1-3 Namiki, Tokorozawa-shi | |
| 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 opened General Employment Consultation Corners in 9 locations throughout the prefecture, including their Employment Environment and Equal Employment Opportunity Office. Please make use of these consultation corners if you are having problems at work such as dismissal, lowered wages, or harassment.



Consultation and Inquiries

Employment Consultation Corners

| Office | Phone | Address | 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) | |

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| Office | Phone | Address | Hours (Except National Holidays and during the New Year's Holiday Period) |
|---|--------------|--|---|
| Kawaguchi General Employment Consultation Corner | 048-498-6648 | 2-10-2 Kawaguchi, Kawaguchi-shi (Within the Kawaguchi Labor Standards Inspection Office) | Mon - Fri 9:00 - 16:30 |
| 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) | |
| Kasukabe General Employment Consultation Corner | 048-614-9968 | 3-10-13 Minami, Kasukabe-shi (Within the Kasukabe Labor Standards Inspection Office) | |
| 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

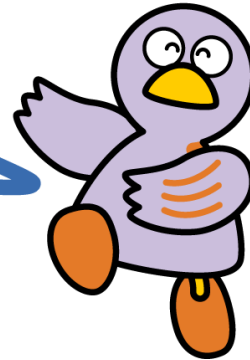


Consultation and Inquiries

| Office | Phone | Address | Languages | Hours (Except National Holidays and during the New Year's Holiday Period) |
|--|---|---|--|---|
| Saitama Prefectural Labor Consultation Center https://www.pref.saitama.lg.jp/a0809/rodo/rodo_sodan/index.html | 048-830-4522 | 1F Saitama Prefectural Office Bldg. No.2, 3-15-1 Takasago Urawa-ku, Saitama-shi | Japanese | Telephone (Mon - Fri) 9:00 - 16:30 In-person (Mon - Fri) 9:00 - 16:00 |
| Saitama Prefectural Labor Relations Commission https://www.pref.saitama.lg.jp/shigoto/rodo/rodo/index.html | 048-830-6452 048-830-6465 *Mediation: (Experts assist you during discussions with 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 Association of Labor and Social Security Attorneys http://www.saitamakai.or.jp/ | 048-826-4860 | 7F Asahi Seimei Urawa Bldg., 1-1-1 Takasago, Urawa-ku, Saitama-shi | Japanese | Wed (Appointment Required) 10:00 - 16:00 (In-person Consultation) |
| Saitama Information & Support http://www.sia1.jp/foreign/advice/ | 048-833-3296 *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 intermediary telephone interpretation. | 3F Saitama Urawa Godo Chosha (Located within the Saitama International Association) 5-6-5 Kita-Urawa, Urawa-ku, Saitama-shi | Japanese, English, Chinese, Spanish, Portuguese, Korean, Tagalog, Thai, Vietnamese, Indonesian, Nepali, Russia, Ukraine (reservation required) | Mon - Fri: 9:00 - 16:00 *In-person consultations regarding immigration, labor, legal affairs, and welfare require appointments. Russian language: 10:00 - 16:00 |

Chapter 10

Driver's License



Saitama's Prefectural Mascot
Kobaton

- 1 Converting a Foreign Driver's License
- 2 Renewing Your Driver's License
- 3 Driver's License Tests
- 4 What to Do When Your License Expires
- 5 Procedures for Changing Your Address, etc.
- 6 Buying and Registering a Car
- 7 Automobile Insurance

To be able to drive in Japan, you must have a Japanese driver's license. To obtain one, it is necessary to pass the Japanese driving test or to pass a review for conversion of a foreign driver's license to a Japanese license. However, people with an international driver's license issued by a country that is a signatory of the Geneva Convention, or a driver's license (with a Japanese translation) from a country designated by Japanese government ordinance (Switzerland, Germany, France, Belgium, Monaco, Taiwan), are also allowed to drive.

In this case, you may drive a vehicle whose operation is permitted by the license for 1 year from the date of arrival to Japan, assuming the foreign license remains valid during that time.



Consultation and Inquiries

| Office | Phone | Address | Reception Hours Mon - Fri (Except National Holidays and during the New Year's Holiday Period) |
|---|--|--|--|
| Saitama Prefectural Police Department Driver's License Center | 048-543-2001 Phone & Fax Guide: 048-541-1234 | 405-4 Konosu, Konosu-shi 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 | Advance consultation for converting a foreign-issued license: 9:30 - 10:00 Review for license conversion (Only for those who have had an advance consultation): 13:00 - 13:45 |

1 Converting a Foreign Driver's License

If you have a valid driver's license issued overseas, 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 in total after obtaining it. In Saitama, this procedure can be completed at the Saitama Prefectural Police Department Driver's License Center. When you apply, 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 driver's license issued overseas
- 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 (limited to the Japan Automobile Federation (JAF) and ZIPLUS)
- Two photos (3.0cm x 2.4cm)
- Application fee

Other information may be required, so please consult with the Saitama Prefectural Police Department Driver's License Center's Foreign License Conversion Consultation Office before applying (If you don't get your documents confirmed at the advance consultation, you can't apply for inspection for license conversion).

2 Renewing Your Driver's License

Depending on the driver's age and accident and traffic violation history, the term of validity of a Japanese driver's license is 3 to 5 years. The expiry date is written on the license.

You will need to renew your license during the designated renewal period (starting one month prior to your birthday directly before your license is due to expire, and ending with the expiry date). Specific details about renewing your license, such as the place, reception times, and application fee, will be written in the renewal notification you will be sent just before the renewal period begins. Please contact the Driver's License Center if you are not sent a notification by the time the renewal period begins.

When renewing your driver's license, the following documents are required:

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

3 Driver's License Tests

- (1) Test Venue: Saitama Prefectural Police Department Driver's License Center.
- (2) Application Acceptance Hours: Between 8:30 and 9:15 AM, Monday - Friday (except national holidays and the New Year's Holiday Period)
- (3) Bring the following (varies depending upon the type of license you apply for):
 - 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)
 - Test fee

* License tests in English or Portuguese are available for semi-medium sized vehicles, regular vehicles, 2-wheeled vehicles, mopeds, and provisional licenses.

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 license again. However, if you take the driver's license test within a certain amount of time even after the expiration date, it is possible to obtain a license through measures exempting a part of the test (the written and practical sections). (If your license expires, you are not allowed to drive until a new license is issued.).

Please follow these procedures at the Saitama Prefectural Police Department Driver's License Center.

(1) For those without a valid reason for having failed to renew their license:

- a) Within 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 record will not be carried over from your old license.
- b) If it has been over 6 months, but less than 1 year since the expiration of your large, medium or semi-medium sized vehicle or regular vehicle license, 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), there is no such exemption.

(2) For those with an unavoidable reason for failing to renew their license (such as hospitalization and living abroad, etc.):

- a) Within 6 months after expiration: It is possible to obtain a new license without taking the written and practical sections of the test, and your driving record will be carried over from your previous license.
- b) Over 6 months but not yet 3 years after expiration: You can be issued a new license if you follow the specified procedures within one month after said unavoidable circumstances have subsided. It is possible to obtain a license without taking the written and practical sections, and your driving record will be carried over from your previous license.

(3) Testing procedures

- a) Reception times
Monday - Friday: 13:00 - 13:45 (Closed for national holidays and the New Year's Holiday Period)
- 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)
- ⑥ If there was an unavoidable reason why you were unable to renew your license in time, you will need to provide documentary evidence (medical certificate, passport, etc.)
- ⑦ Application fee

5 Procedures for Changing Your Address, etc.

When you move or change your name etc., 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. Please 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 which shows your nationality, status of residence, and period of stay (you do not need to provide your Individual Number)

6 Buying and Registering a Car

When you buy or deregister a vehicle, or change the name or address registered, you must register this with the relevant institution below:

| Type | Location |
|--|--|
| Regular vehicles, and motorcycles over 125cc | Kanto Transport Bureau's Saitama Transport Branch or Vehicle Inspection and Registration offices |
| Light vehicles (660cc or less) | Association of Light Vehicle Inspection, Saitama Branch or other local branch offices |
| Motorbikes (125cc or less) | The tax division of your local municipal or ward offices |

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When you purchase and register regular vehicles, you need the following (in case of name change)

- Transfer certificate (stamped with a registered seal of a former owner)
- Seals of both new and former owners (registered seals) or a power of attorney (in case of proxy application)
- Certification of the seals for both new and former owners (issued within the last 3 months)
- Parking space verification (issued within the past 40 days)

*This document can be omitted if the addresses of new and former owners are the same.

- Vehicle inspection certificate (must be within the period of validity)

*When you change your car's license plate number, bring your car and the documents listed above.

*If the address, name, etc., of the owner listed on the car 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 need following:

- Certificate of residence (issued within the last 3 months)

*An official copy of your Resident Record showing all addresses from that on your vehicle inspection certificate until your current address.

- Parking space verification (issued within the past 40 days)
- Seal of the vehicle owner (an unregistered seal is acceptable) or power of attorney (in case of proxy application)

※ If the vehicle owner and vehicle user differ, the seal of each person is necessary

- Vehicle inspection certificate

*When you change your car's license plate number, bring your car and the documents listed above.

For more information, contact:



Consultation and Inquiries

| Office | Phone | Address | Hours |
|--|-----------------------------------|---|--|
| Saitama Transportation Branch Office, Kanto Transport Bureau | 050-5540-2026 Service code 037 | 2154-2, Nakakugi, Nishi- ku, Saitama-shi | Mon - Fri (Excluding national holidays and New |

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| Office | Phone | Address | Hours |
|--|-----------------------------------|------------------------------------|---|
| Kumagaya Automobile Inspection & Registration Office | 050-5540-2027 Service code 037 | 701-4 Miizugahara, Kumagaya-shi | Year's holiday period) 8:45 - 11:45 13:00 - 16:00 |
| Tokorozawa Automobile Inspection & Registration Office | 050-5540-2029 Service code 037 | 688-1 Ushinuma, Tokorozawa-shi | |
| Kasukabe Automobile Inspection & Registration Office | 050-5540-2028 Service code 037 | 723-1 Mashito, Kasukabe-shi | |

Saitama Transport Branch Office website:

http://www.tb.mlit.go.jp/kanto/s_saitama/index.html

When registering a light vehicle (*keijidousha*), you need the following:

- Resident Record of the new user (issued within the last 3 months)
- Vehicle inspection certificate
- Written application (in case of proxy application)

*In the case of a license plate number change, a license plate is required in addition to the above.

*For more information, contact:



Consultation and Inquiries

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

When purchasing and registering a motorbike (125cc or less), contact your local municipal office.

7 Automobile Insurance

It is recommended that you enroll in voluntary insurance that covers damages, in addition to mandatory insurance.

(1) Mandatory Insurance

When you purchase a vehicle or have it inspected, you must enroll in mandatory liability insurance (*jibaiseki hoken*). You can enroll in this insurance at the car insurance agency, car dealership, or mechanic's shop.

(2) Voluntary Insurance

Voluntary insurance provides compensation for damage to the property of a third party, damage to your vehicle, or injuries etc. that are not covered by mandatory insurance. You can apply for this type of insurance at insurance agencies.

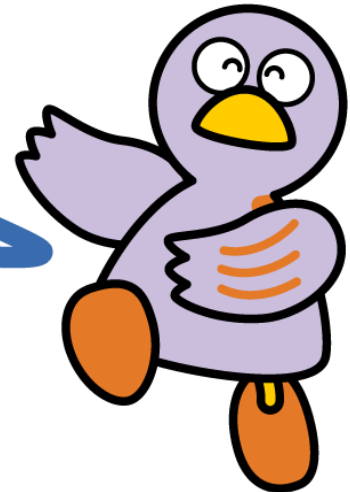


Consultation and Inquiries

| Name | Phone | Hours |
|--|---|---|
| The General Insurance Association of Japan Counseling and ADR Center | Navi Dial (charges apply) 0570-022808 (IP phone, Tokyo) 03-4332-5241 | Mon - Fri (Except National Holidays, Holidays and December 30 to January 4) 9:15 - 17:00 * Consultation is provided in Japanese. * You cannot apply for car insurance through this phone consultation service. To apply for car insurance, please contact a general insurance company. Link to contact information of general insurance companies: https://www.sonpo.or.jp/about/efforts/adr/index.html |

Chapter 11

Information for Everyday Life



Saitama's Prefectural Mascot
Kobaton

- 1 Trash 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

With the data broadcast program on TV Saitama (Channel 3 on digital terrestrial broadcasting), you can view information provided by the Saitama Consultation Center in six languages (Japanese, English, Chinese, Korean, Portuguese, and Spanish).

1 Trash Disposal

Each respective municipality manages the collection of household trash. The day of collection depends on what type of trash is being disposed of – burnable, non-burnable, cans and bottles, recyclable items, etc. Some items that are considered to be **oversized garbage or difficult to dispose of*** may require a fee, or may not be able to be collected with household trash. Each municipality has its own rules regarding days of collection, how to sort the garbage, garbage bags, the method of disposal, and collection points. For details, please contact the Sanitation Department (*seiso tantoka*) at your local municipal or ward office.

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Refrigerators, air conditioners, televisions and washing machines cannot be disposed of in the same way as 'oversized garbage.' You will need to contact a retail store which sells such appliances or the manufacturer, and pay them to collect the appliance.

***Oversized garbage and Items that are difficult to dispose of** include: furniture, bedding, electrical appliances, kitchen items, and household items over a specified size (e.g. chest of drawers, tables, chairs, futons, carpets, rugs, bicycles, video cassette recorders, heaters, gas stoves, golf equipment). For details on how to dispose of such items, please contact the Sanitation Department (*seiso tantoka*) at your local municipal or ward office.

2 Neighborhood Associations and Children's Clubs

Each area has its own Neighborhood Association that coordinates assistance programs and activities to create and deepen friendships throughout the community. Membership is voluntary, but it is recommended that you join your Neighborhood Association to gain a better understanding of your community. Neighborhood Association events and activities are usually advertised by a circular bulletin that is handed from door to door (*kairanban*). If you receive such a bulletin, read it and pass it on to your neighbor as soon as possible.

Many Neighborhood Associations run children's clubs for elementary school students. These clubs cater to children in the local area by organizing and partaking in events such as festivals, sports days, radio calisthenics and excursions.

Monthly membership fees differ according to the association.

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

3 Japanese Customs and Etiquette

(1) Household Customs

Genkan: The entry foyer, known as the *genkan*, is usually one step lower than the other rooms in the house in order to prevent dirt on your shoes from outside being brought into the house. When entering the house, be sure to remove your shoes before you step up into the house. If your host provides indoor slippers, please put them on when ascending into the house.

Tatami: 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 spread out on the tatami flooring every night and put away every morning. Since Japan is very humid, it is

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best to store your futon off the ground to reduce the amount of moisture absorbed. For hygienic purposes and to extend their life, it is a good idea to air your futon and blankets out under the sun when the weather is good.

Furo: You should wash yourself before getting into a Japanese bathtub, known as a *furo*. After washing, Japanese usually sit in the bath to relax. The water is not changed after each person. Be sure to not to let the water out after you have finished, because the next person to take a bath will use the same water.

Toilets: For most toilets, there are slippers used exclusively within that room. Change into and out of them when entering and exiting the toilet. There are two types of toilets in Japan: western style toilets (seated-use toilets) and Japanese style toilets (squat-use toilets).

(2) Gift Giving

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

- When moving into a new apartment or house, it is customary to introduce yourself to your new neighbors and offer them a small gift (e.g. hand towels).
- When visiting the home of an acquaintance, one often takes a small gift (e.g. fruit, biscuits, cake).
- When traveling for business or for pleasure, it is customary to buy a box of biscuits or candy at your destination to share with your colleagues upon your return.

(3) Ceremonies

Celebrations: In Japan, if someone close to you is celebrating an event such as a wedding, birth, or entry into school or university, it is customary to send a gift or money. When giving or sending money, please be sure to use a special envelope (*shugibukuro*). It is also customary to give crisp new bills, which are available from banks.

Weddings: Japanese weddings are held at churches, hotels, and shrines. Recently, most weddings are a combination of both Japanese and Western style ceremonies. Male guests typically wear black suits, white shirts and white ties, while female guests wear either kimono or formal dresses.

Funerals: If someone close to you dies, 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 registration book. Men attending a funeral normally wear black

suits, white shirts, and black ties; women wear black formal wear.

Note: Accessories, with the exception of pearl necklaces, should not be worn.

(4) Tipping

In general, 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.

Adult's and children's fares differ. Generally, adults are those who are 12 years and older, and children are those who are 6 to 11 years old. Elementary school students are considered children even if they are 12 years old. Children under 6 years old are free per fare-paying accompanying adult or accompanying child, up to a limit of two children. From the third child onwards, however, the children's fare will be charged. All infants under the age of 1 year old are free.

Standard fare: Regular ticket. You can buy this ticket at the station's ticketing machine.

Commuter Passes This can be used to ride a train as many times as you wish within
(*teiki-ken*): a zone. Passes are available in 1, 3, and 6 month time frames. The user's name is printed on the pass. It can only be used by the registered person. Proof of school enrollment is required when purchasing for a student. Please ask a station employee how to purchase this type of pass.

Multiple Trip You can buy 11 to 14 of the same tickets for the price of 10 for
Tickets: travel within a particular zone. These tickets may be shared. Please note that these tickets have an expiry date. These can be purchased at the station's ticketing machine or ticket selling window.

Suica and PASMO:

Suica and PASMO are two popular types of a range of IC cards that can be used to board JR (Japan Railway) lines and most privately-owned railways, underground 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. Suica and PASMO cards can both be used for JR lines, subways, privately owned railways, and buses.

A single card can be reused by re-charging it when the remaining balance becomes low. The initial purchase of either card requires a 500 yen deposit, which will be refunded when the card is returned.

There are three types of Suica and PASMO:

- Commuter Pass: an IC card which functions both as a commuter pass and a prepaid card. Your name is printed on it. Personal information is recorded and if lost, it can be re-issued (there will be a fee). Children's fare passes are also available.
- Registered prepaid card: an IC card with your name printed on it that functions as a prepaid card. With your personal information registered, this card can be reissued for a fee if you lose it. Children's fare passes are also available.
- Blank prepaid card: an IC card that functions as a prepaid card. There is no need to register your personal information, but if the card is lost, it cannot be reissued.

* These fares may differ from paper tickets. For details, please ask a station employee.

(2) Buses

Adult's and children's bus fares differ. Generally, adults are classified as people who are 12 years and older, and children are classified as people who are 6 to 11 years old. However, elementary school students who are 12 years old will pay the children's fare. Bus fares for children under 6 years old differs depending on the bus company, but usually one child under the age of 6 years per accompanying adult or child is free, up to a limit of two children. A third child under 6 years old, however, must pay the child's fare. All infants under 1 year old are free.

The method of payment depends on the type of bus. Generally, for buses with the entrance at the front, you must pay first. For buses with the entrance at the middle or back, you do not need to pay immediately. Instead, take a boarding ticket from the ticket machine at the entrance. It will have a number on it. There will be a fare board at the front of the bus that displays numbers and corresponding fares. When you get off the bus, put the amount corresponding to the number on your ticket in the fare box, along with your ticket. If you get on a bus at the first stop of the day, a ticket may not be issued. In this case, you will pay the most expensive fare displayed on the board. You can use Suica, PASMO, or a similar IC card for payment in most cases.

If you take a bus using Suica or PASMO, tap the card reader installed near the door with your IC card to record the location where you board; tap the card reader of the fare box with your IC card when you get off to pay the 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 available, a “空車” (*kusha*, empty) sign will be displayed in red letters in the 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 automatic.

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 need personal identification (e.g. your Residence Card, passport, etc.) and a personal seal (*inkan*). Each bank will have different procedures for opening an account, so please ask for more details from the bank where you would like to open an account. It is very convenient to have a cash card made when you open an 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 regional level by supporting international exchange and cooperation activities involving prefectural citizens. It also operates a counseling office for foreign nationals residing in Saitama. Furthermore, the Association established the “International Exchange Plaza” in order to support numerous groups promoting international exchange and cooperation within Saitama and to serve as a place for obtaining information on activities sponsored by these groups.



Consultation and Inquiries

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

7 Tourism

Saitama Prefecture has many wonderful aspects to offer. There are numerous sightseeing spots to experience the beauty of nature and learn about history and culture, as well as a number of facilities to enjoy sports activities.

Saitama Prefecture Official Tourism Website “Chokotabi Saitama”

| | |
|---------------------|--|
| English | URL: https://en.chocotabi-saitama.jp/ |
| Simplified Chinese | URL: https://ch-kan.chocotabi-saitama.jp/ |
| Traditional Chinese | URL: https://ch-han.chocotabi-saitama.jp/ |
| Korean | URL: https://kr.chocotabi-saitama.jp/ |
| Thai | URL: https://th.chocotabi-saitama.jp/ |

“Chokotabi Saitama Tourism Information Bureau”

| | |
|---------------------------------|--|
| Facebook (English): | URL: https://www.facebook.com/saitama.japan.en |
| Facebook (Traditional Chinese): | URL: https://www.facebook.com/saitamajapan.zhtw |
| Facebook (Thai): | URL: https://m.facebook.com/saitamajapan.th/ |
| Instagram (English): | URL: https://www.instagram.com/saitama.japan.official |

Saitama Prefecture International Tourism PR Anime (Available on “Animedo Saitama” Website)

URL: <http://www.skipcity.jp/channel/ani/>

Welcome to Sai-no-Kuni - Tourism Website

URL : <https://www.pref.saitama.lg.jp/theme/kankou/>

Saitama Cultural Event Information Website

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

URL: <http://event-saitama.jp/> (official site)

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,

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videos, and DVDs from Saitama Prefectural libraries. It is possible to request an item at the library in your municipality of residence and have it sent from another library in the prefecture. For more information, please inquire at your local library.

The Saitama Prefectural Kumagaya Library has a Foreign Language Materials section containing many foreign-language materials. There are also search and consultation services available if you require assistance locating materials.



Consultation and Inquiries

| Name | Telephone | Address | Hours |
|--|-----------------------------------|--|---|
| Saitama Prefectural Kumagaya Library | 048-523-6291 FAX: 048-523-6468 | 5-6-1 Hakoda, Kumagaya-shi | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> Tue - Fri 9:00 - 20:00 (June - Sep) 9:00 - 19:00 (Oct - May) Sat, Sun & Holidays 9:00 - 17:00 • Children's materials Tue - Sun & Holidays 9:00 - 17:00 |
| Urawa Branch*, Saitama Prefectural Kumagaya Library | 048-844-6165 FAX: 048-844-6166 | 1 st Floor of Prefectural Archives, 4-3-18 Takasago, Urawa-ku, Saitama-shi | <ul style="list-style-type: none"> Tue - Sun 9:00 - 17:00 *You can borrow and return reserved materials, and use the photocopying service (no book collections stored) |

Saitama Prefectural Library websites

<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)

Guides to Using Saitama Prefectural Libraries

<https://www.lib.pref.saitama.jp/collection/docs/chinese.pdf> (中文)

<https://www.lib.pref.saitama.jp/collection/docs/korean.pdf> (한국 • 조선어판)

<https://www.lib.pref.saitama.jp/collection/docs/vietnamese.pdf> (Tiếng Việt)

<https://www.lib.pref.saitama.jp/collection/docs/english.pdf> (English)

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<https://www.lib.pref.saitama.jp/collection/docs/portuguese.pdf> (Português)

<https://www.lib.pref.saitama.jp/collection/docs/french.pdf> (Français)

<https://www.lib.pref.saitama.jp/collection/docs/spanish.pdf> (Español)

<https://www.lib.pref.saitama.jp/collection/docs/japanese.pdf> (やさしい日本語)

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. The museum features exhibitions from a wide variety of art from foreign artists such as Monet, Chagall, and Picasso, to Japanese contemporary artists. There are also many stylishly designed chairs on display.



Consultation and Inquiries

| Name | Telephone & URL | Address | Hours |
|-----------------------------------|---|--|---|
| The Museum of Modern Art, Saitama | 048-824-0111 https://pref.spec.ed.jp/momas/ | 9-30-1 Tokiwa, Urawa-ku, Saitama-shi | 10:00-17:30 *Last admission to the exhibition room: 17:00 *Closed Mondays (open when a National Holiday or Saitama Residents' Day falls on a Monday) *Closed for New Year's Holidays, and other temporary closure/maintenance days Admission fee: MOMAS collection General admission - 200 yen, university and senior high school students - 100yen, junior high school students and younger - free Admission fee to special exhibitions will differ. |

10 Museums

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① The Saitama Prefectural Museum of History and Folklore is located in Omiya Park. As a general museum of humanities specializing in history, folklore, and traditional arts, the museum boasts a wide range of Saitama Prefecture-related information and items 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 display such wonders as the Inariyama Sword, a nationally designated treasure, as well as countless other priceless materials unearthed from the burial mounds.

③ The Saitama Prefectural Ranzan Historical Museum is located in the Sugaya Yakata (castle grounds), a nationally designated historical site. This historical site was home to many samurai residences in the Kamakura period (1185 -1333), followed by castles in the Sengoku (warring state) 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 the nature and natural development of Saitama, as well as the relationship between nature and human life. Here, the actual *Paleoparadoxia* fossil (a nationally designated natural treasure) as well as a reconstructed model of the gigantic shark *Carcharodon Megalodon* and other fascinating wonders can be seen.

⑤ The Saitama Prefectural Museum of Rivers focuses on the prefecture's main river, the Arakawa River. It introduces the nature of the Arakawa River, the history of its flood and river management, as well as the history of its usage, mainly as a form of transportation. Additionally, the museum also outlines the relationship between the river, its waters and human life.



Consultation and Inquiries

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| Name | Telephone & URL | Address | Hours |
|--|--|--|--|
| <p>①Saitama Prefectural Museum of History and Folklore</p> | <p>048-641-0890</p> <p>https://saitama-rekimin.spec.ed.jp/</p> | <p>4-219 Takahana-cho, Omiya-ku, Saitama-shi</p> | <p>9:00-16:30</p> <p>*Last admission is 30 minutes before closing.</p> <p>*Closed Mondays (except for national holidays, substitute holidays, Golden Week period and Saitama Residents' Day).</p> <p>*Closed between Dec 29 - Jan 1</p> <p>*There may be other temporary closure and open days.</p> <p>*Closed until autumn 2023 (TBC) due to major renovations.</p> <p>Admission fees: (Permanent exhibitions) General admission 300 yen, university and senior high school students 150 yen (Temporary exhibitions) General admission 400 yen, university and senior high school students 200 yen (Special Exhibitions) General admission 600 yen, university and senior high school students 300 yen *Free admission for middle school students and younger</p> |
| <p>②The Saitama Prefectural Museum of the Sakitama Ancient Burial Mounds</p> | <p>048-559-1111</p> <p>https://sakitama-muse.spec.ed.jp/</p> | <p>4834 Gyoda-shi, Saitama</p> | <p>9:00-16:30 (9:00-17:00 in July and August)</p> <p>*Last admission is at 16:00</p> <p>*Closed Mondays (except for national holidays, substitute holidays, Golden Week period and Saitama Residents' Day).</p> <p>*Closed during the New Year's period</p> <p>*There may be other temporary closure and open days.</p> <p>*General admission: 200 Yen, university and senior high school students 100yen. Free admission for junior high school students and younger.</p> <p>*Explanations of the Sakitama Kofun Cluster and other artefacts in the nationally designated treasure exhibitions (such as the Inariyama Sword) are available in multiple languages. *Information pamphlets on nationally designated treasures (such as the Inariyama Sword) are available in multiple languages. (Languages available: Japanese, English, Traditional and Simplified Chinese, Korean)</p> |

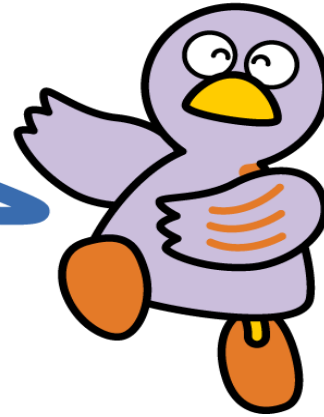
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|---|---|--|---|
| <p>③ Saitama Prefectural Ranzan Historical Museum</p> | <p>0493-62-5896 https://ranzan-shiseki.spec.ed.jp/</p> | <p>757 Sugaya, Ranzan-cho</p> | <p>9:00-16:30 (9:00-17:00 in July & August) *Last admission is 30 minutes before closing. *Closed Mondays (except for national holidays, substitute holidays, Golden Week period and Saitama Residents' Day). *Closed during the New Year's period *There may be other temporary closure and open days. *General admission 100 yen, University and senior high school students 50 yen, free for junior high school students and younger.</p> |
| <p>④ Saitama Museum of Natural History</p> | <p>0494-66-0404 https://www.shizen.spec.ed.jp/</p> | <p>1417-1 Nagatoro, Nagatoro-machi</p> | <p>9:00-16:30 (9:00-17:00 in July & August) *Last admission is 30 minutes before closing. *Closed Mondays (except for national holidays, substitute holidays, Golden Week period, Saitama Residents' Day, and between July 1 - 31 August). *Closed during the New Year's period and temporary closure days. Admission fees: General admission 200 yen, university and senior high school students 100 yen. Free admission for junior high school students and younger.</p> |
| <p>⑤ Saitama Museum of Rivers</p> | <p>048-581-7333 https://www.river-museum.jp/</p> | <p>39 Kozono, Yoriimachi</p> | <p>9:00-17:00 (extended during summer holidays) *Last admission is 30 minutes before closing. *Closed Mondays (except for national holidays, substitute holidays, Golden Week period, Saitama Residents' Day, and during the summer holidays). *Closed during the New Year's period and temporary closure days. 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 regular cars</p> |

Chapter 12

Consultation Services



Saitama's Prefectural Mascot,
Kobaton

- 1 General Consultation
- 2 Specialized Consultation

1 General Consultation

| Name and Location | Contact Information | Languages available | Days of Operation | Business Hours |
|--|---|---|--|--|
| Saitama Information & Support (3F, Urawa Godo Chosha, Saitama Prefecture) (within the Saitama International Association) | 048-833-3296 https://sia1.jp/foreign/advice/ | Japanese English Chinese Spanish Portuguese Korean Tagalog Thai Vietnamese Indonesian Nepali Russian Ukrainian (*appointment required) | Mon - Fri *Except National Holidays and during the New Year's Holiday Period *In-person consultations about the immigration system, labor, legal issues and welfare, require appointments. | 9:00 - 16:00 Russian 10:00 - 16:00 |
| <div style="border: 1px solid black; padding: 5px;"> <p>* If you are at a public office, such as a city hall, and are having trouble communicating, ask the staff to call the above office. The office will provide interpreting services over the phone.</p> </div> | | | | |
| Saitama Prefectural Center for Promotion of Gender Equality (With You Saitama) * Consultations regarding interpersonal relations, family, spouses, domestic violence, and/or other concerns you may have | 048-600-3800 http://www.pref.saitama.lg.jp/withyou/counsel/guide.html | Japanese | Mon - Sat *Except on National Holidays, the third Thursday of every month, and during the New Year's holiday period | 10:00 - 20:30 |

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| Name and Location | Contact Information | Languages available | Days of Operation | Business Hours |
|--|---|------------------------------|--|--|
| Ageo City Hall Hello Corner Mon: 1F, 3 rd Annex Sat: Meeting Room 501, Main building | 048-775-5111 (ext. 810) | (Face-to-Face) Spanish | <ul style="list-style-type: none"> Monday *Except for the fourth Monday of every month | Spanish 9:00 - 12:00 13:00 - 16:00 |
| | https://www.city.ageo.lg.jp/page/4-hc.html | (Face-to-Face) English | <ul style="list-style-type: none"> The fourth Saturday of every month | English 9:00 - 12:00 |
| | (For email consultations in Vietnamese) https://www.city.ageo.lg.jp/page/hc-nv.html | (Face-to-Face) Chinese | | Chinese and Portuguese 13:00 - 16:00 |
| | | (Face-to-Face) Portuguese | | |
| | | (Email) Vietnamese | | 8:30 - 17:00 |
| | Interpreting over the phone available for visitors in: English, Chinese, Spanish, Portuguese, Korean, Vietnamese, Nepali, Indonesian, Tagalog, Thai, Hindi, Mongolian | Mon - Sat | | |
| Iruma City Hall 2F, Building A Consultation Service for Foreign Residents Regional Development Center | 04-2964-1111 (ext. 2147) | English | <ul style="list-style-type: none"> Every Tuesday The first Thursday of every month The second and fourth Friday* of every month (*appointment required) | 9:00 - 12:00 |
| | http://www.city.irusaitama.jp/kurashi/soudan_madoguchi/gaikokujin_soudan/gaikokujiinsoudan.html | Spanish | Wednesday | |
| | | Chinese | The first Thursday of every month | |

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| Name and Location | Contact Information | Languages available | Days of Operation | Business Hours |
|---|---|---|---|-------------------------------|
| International Center, Kawagoe City Hall (5F, Kurasse Kawagoe Bldg.) | 049-228-7723 https://www.city.kawagoe.saitama.jp/kurashi/bunkakuyoyo/kokusaikoryu/foreigncitizensul.html | Japanese, Vietnamese | The first and third Sunday of every month | 13:00 - 18:00 |
| | | Japanese, Chinese | The second and fourth Monday of every month | |
| | | Consultation regarding status of residence (in Japanese) | The fourth Saturday of every month | |
| | | Legal Consultation (in Japanese) *Appointments available | The fourth Friday of every month | 15:00 - 17:00 |
| Kawaguchi City Multicultural Coexistence Office (M4 floor, Cupo-La main building) * Basic consultation on everyday life | 048-227-7607 https://www.city.kawaguchi.lg.jp/shiki/01060/020/4/3584.html | Japanese, English, Chinese, Korean, Vietnamese, Nepali, Indonesian, Tagalog, Thai, Portuguese, Spanish, Burmese, Khmer, Hindi, French, Russian | Tues - Sat *closed on National Holidays and New Year's Holidays An international relations/foreign resident consultation employee will 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 |

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| Name and Location | Contact Information | Languages available | Days of Operation | Business Hours |
|--|--|---|---|--|
| 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 |
| Kawaguchi City Hall Consultation Services about Feneral Procedures for Foreign Residents *Consultation by a notary public | 048-259-9037 048-259-9038 (Consultation Office for Citizens) | Japanese *By appointment only | Third Wednesday of every month | 13:30 - 16:00 |
| Omiya Ward Office 2F, Saitama City | 048-646-3097 (Consultation Office for Citizens) *Closed on National Holidays and New Year's Holidays | English, Tagalog | Monday | 9:00 - 12:00 |
| | | Korean | Tuesday | |
| | | English Vietnamese | Wednesday | |
| | | Chinese | Thursday | |
| Saitama Tourism and International Relations Bureau (STIB) (Public Corporation) International Exchange Center 9 th floor, Comunale (PARCO), East Exit of Urawa Station | 048-887-1506 https://www.stib.jp/kokusai/consult.shtml *Closed on National Holidays and New Year's Holidays | Japanese | Mon - Thurs *Except for National Holidays | 10:00 - 17:00 (reception open until 16:30) |
| | | Chinese | Tuesday *Except for National Holidays | 9:00 - 12:00, 13:00 -15:00 (reception open until 14:00) |
| | | English | Wednesday *Except for National Holidays | 9:00 - 12:30, 13:00 - 14:30 (reception open until 14:00) |

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| Name and Location | Contact Information | Languages available | Days of Operation | Business Hours |
|--|---|---|---|--|
| | | Korean | Thursday *Except for National Holidays | 9:00 - 12:00, 13:00 - 15:00 (reception open until 14:00) |
| Soka City Hall International Consultation Corner | 048-922-2970 http://www.city.soka.saitama.jp/contact/s1402/010/020/030/01.html | English, Chinese, Spanish, Korean, Thai, French | Monday, Wednesday, Friday | 9:00 - 17:00 |
| | | | Tuesday, Thursday | By appointment only |
| Tokorozawa City Hall Citizens Consultation Division | 04-2998-9092 | Chinese | The first and third Thursday of every month | 10:00 - 12:00 (reception open until 11:30) |
| | | English, Tagalog | The second and fourth Thursday of every month | |
| Hanno City Hall Community Cooperation Division | https://www.city.hanno.lg.jp/article/detail/3579 Email: jiti2@city.hanno.lg.jp | English (by appointment only) | The first and third Thursday of every month | 9:00 - 12:00 |
| | | Spanish (by appointment only) | The fourth Monday of every month | |

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| Name and Location | Contact Information | Languages available | Days of Operation | Business Hours |
|---|---|--|--|--|
| Shiki City Hall Building 1 Community Activities Promotion Department Application and Consultation Support Foreign Residents | 048-473-1111 (ext. 2145) By appointment only outside of regular days of operation shien@city.shiki. lg.jp | English | The first Thursday and third Tuesday of every month | 10:00 - 12:00 |
| | | Chinese | The first Thursday and third Monday of every month | 14:00 - 16:00 10:00 - 12:00 |
| | | Vietnamese (by appointment only) | | |
| Toda City Hall 3F Cooperation Promotion Division Consultation Center for Foreign Residents of Toda City | 048-441-1800 (ext. 483) https://www.city.toda.saitama.jp/sos/hiki/192/communitiy-gaikokujin-soudan.html | English | Monday, Wednesday | 9:00 - 12:00 |
| | | Chinese, Korean *Availability subject to change. A translation device is always available. | Tuesday, Thursday, Friday | 13:00 - 17:00 |
| Toda International Friendship Association (TIFA) (Public-Interest Foundation) 2F Toda City Hall Nizominami building ① Consultation center for foreign residents about everyday life or concerns | 048-434-5690 http://www.toda-tifa.jp/news.html | ① Japanese, English, Chinese *Please inquire with the office for other languages ② Japanese, English, Chinese *Please inquire with the office for other languages (Appointments can be made by phone or at the front desk up until 12:00 the day before) | ① Tues - Sun | ① 8:45 - 17:30 |
| ② Law consultation for foreigner residents | | | ② The second Wednesday of every month | ② 14:00 - 15:00 - 16:00 - *3 Sessions per day |

A Guide to Living in Saitama

| Name and Location | Contact Information | Languages available | Days of Operation | Business Hours |
|--|---|--|----------------------|----------------|
| Higashimatsuyama City General Affairs Division | 0493-23-2221 (ext. 275) | Japanese English | Mon - Fri | 8:30 - 17:15 |
| Sayama City Hall, 2F Local Culture Division Sayama International Friendship Association (SIFA) Consultation and Support Center for Foreign Residents | 04-2952-4584 http://www.sifa.saitama.jp/ | English, Other languages using Pocketalk translation device Consultation regarding everyday life, law, etc. An interpreter will accompany you to the relevant division for the consultation. The Consultation and Support Center for Foreign Residents has been trailed since 2020 as a with the cooperation of the city. | Monday, Wednesday | 9:00 - 16:00 |
| | | | Friday | 9:00 - 15:00 |
| Fujimi City Hall | 049-251-2711 (ext. 271) (Consultation about Everyday Life for Foreign Residents, Human Rights and Resident Consultation Division, Fujimi City Hall) https://www.city.fujimi.saitama.jp/ku_rashi_tetsuzuki/01soudan/2010-0517-1125-137.html#cmmsgaikokusimin | English, Chinese, Korean, Tagalog, Spanish *Please confirm what languages are available. | Thursday | 13:00 - 16:00 |
| Fujimino City Hall | 049-269-6450 (Fujimino) | | Monday, Friday | 13:00 - 16:00 |

A Guide to Living in Saitama

| Name and Location | Contact Information | Languages available | Days of Operation | Business Hours |
|---|---|---------------------|-------------------|----------------|
| | International Cultural Exchange Center) | | Tues - Thurs | 10:00 - 16:00 |
| Miyoshi Town Hall | 049-269-6450 (Fujimino International Cultural Exchange Center) | | Monday | 10:00 - 13:00 |
| | | | Thursday | 13:00 - 16:00 |
| Fujimino International Cultural Exchange Center (FICEC) | 049-269-6450 049-256-4290 http://www.ficec.jp/ | | Mon - Fri | 10:00 - 16:00 |
| 5-4-25 Kamifukuoka, Fujimino-shi, 356-0004 | | | Sat - Sun | 13:00 - 16:00 |

2 Specialist Consultation

| Name and Location | Telephone | Languages available | Days of Operation | Business Hours |
|--|---|--|--|----------------|
| Saitama Bar Association Legal Consultation Center | 048-710-5666 https://www.saiben.or.jp/foreigner.html | Japanese (by appointment only) | Appointments taken: Mon - Fri | 9:00 - 17:00 |
| Foreigners can use this service for free up to two times (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) | Phone: Japanese only In-person: by appointment only | Appointments taken: Mon - Fri *Closed on weekends | 9:00 - 17:00 |
| Depending on the nature | https://www.houter | | | |

A Guide to Living in Saitama

| Name and Location | Telephone | Languages available | Days of Operation | Business Hours |
|---|---|--|---|----------------------|
| <p>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). Consultations regarding income, etc., can be made free of charge.</p> | <p>asu.or.jp/chihoujimussho/saitama/index.html</p> | <p>Persons who meet the criteria will receive free legal advice.</p> <p>Interpreters will be arranged according to your native language.</p> | <p>Consultation days: The second and fourth Wednesday of every month *Closed on weekends *Closed on National Holidays & New Year's Holidays</p> | <p>13:00 - 16:20</p> |
| <p>Houterasu Multilingual Information Service</p> <p>*If you require assistance in a foreign language, Houterasu is able to provide information and make counseling appointments via over the phone interpreting (telephone charges apply).</p> | <p>0570-078377</p> | <p>Phone: Chinese, English, Spanish, Portuguese, Korean, Vietnamese Tagalog, Nepali, Thai</p> | <p>Phone consultations: Mon - Fri *Closed weekends</p> | <p>9:00 - 17:00</p> |
| <p>Legal Professional Corporation Tokyo Public Law Office (Foreign Nationals and International Service Section)</p> | <p>03-5979-2880 https://t-pblo.jp/fiss/j/</p> | <p>Japanese, English, French, Spanish</p> <p>*For other languages, an interpreter for your native language will be arranged.</p> | <p>Mon - Fri</p> | <p>9:30 - 17:00</p> |
| <p>The Association of Nikkei and Japanese Abroad Nikkei Consultation Center</p> | <p>045-211-1788 http://www.jadesas.or.jp/consulta/index.html</p> | <p>Japanese, Portuguese, Spanish</p> | <p>Mon - Fri</p> | <p>14:00 - 17:30</p> |

A Guide to Living in Saitama

| Name and Location | Telephone | Languages available | Days of Operation | Business Hours |
|--|---|---------------------|---|---|
| <p>Saitama Prefectural Police Headquarters Police General Consultation Center</p> <p>(Consultations and opinions, requests, etc., concerning police activities accepted)</p> | <p>#9110 (Some dial telephones and IP phones will not be able to call this number.)</p> <p>or 048-822-9110</p> <p>Saitama Prefectural Police website: http://www.police.pref.saitama.lg.jp</p> | <p>Japanese</p> | <p>24 hours, 7 days a week</p> | <p>24hrs a day</p> <p>*On weekdays after 17:15, weekends and National Holidays (including the New Year's Holiday Period), you will be automatically transferred to the Saitama Prefectural Police Headquarters.</p> |
| <p>Saitama Prefectural Police Crime Victims Support Center</p> <p>3F Lamza Tower 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>Saitama Prefectural Police website: http://www.police.pref.saitama.lg.jp</p> | <p>Japanese</p> | <p>Mon - Fri (except on National Holidays and New Year's Holiday)</p> | <p>8:30 - 17:15</p> |
| | <p>②#8103 (Sexual Crime Consultation Hotline (Heart-san))</p> <p>or</p> <p>0120-83-8103 (Consultations for those who have been victims of sexual crime as well as their family members)</p> | | <p>24 hours, 7 days a week</p> | <p>24hrs a day</p> <p>*On weekdays after 17:15, weekends and National Holidays (including the New Year's Holiday Period), you will be automatically transferred to the Saitama Prefectural Police Headquarters.</p> |

A Guide to Living in Saitama

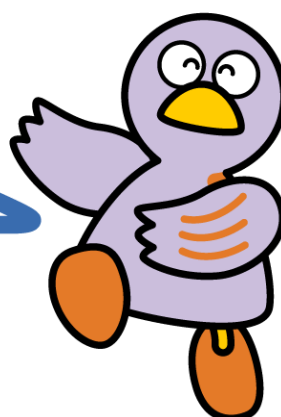
| Name and Location | Telephone | Languages available | Days of Operation | Business Hours |
|---|---|--|---|--|
| <p>Saitama Prefectural Police Youth Support Center (3F Lamza Tower, 1-10-1 Numakage, Minami-ku, Saitama-shi)</p> <p>(We offer psychological counseling services to adolescents and their parents/carers 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 http://www.police.pref.saitama.lg.jp</p> | <p>Japanese</p> | <p>Mon - Fri (except on National Holidays and New Year's Holiday)</p> | <p>8:30 - 17:15</p> |
| <p>Railroad Police Unit, Saitama Prefectural Police Headquarters</p> <p>*Consultations provided regarding molestation on trains or in railway facilities</p> | <p>048-641-0599</p> | <p>Japanese</p> | <p>24 hours, 7 days a week</p> | <p>24 hours a day</p> <p>*In some instances, the police officer may not be female.</p> |
| <p>Saitama District Legal Affairs Bureau</p> <p>① Foreign language internet human rights consultation hotline</p> <p>② Foreign language internet human rights consultation center</p> | <p>① 0570-090911</p> <p>② https://www.moj.go.jp/JINKEN/jinken21.html</p> | <p>①② Chinese, Korean, English, Tagalog, Portuguese, Vietnamese, Nepali, Spanish, Indonesian, Thai</p> | <p>① Mon - Fri (except on National Holidays and New Year's Holiday)</p> | <p>① 9:00 - 17:00,</p> |
| <p>Saitama Prefectural Spousal Violence Counseling and Support Center (Center for Promotion of Gender Equality)</p> <p>*Consultations regarding violence from a spouse or partner</p> | <p>048-600-3800</p> | <p>Japanese</p> | <p>Mon - Sat *Except on National Holidays, the third Thursday of every month, and New Year's Holidays</p> | <p>10:00 - 20:30</p> |

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| Name and Location | Telephone | Languages available | Days of Operation | Business Hours |
|---|---|--|--|---|
| <p>Saitama Prefectural Spousal Violence Counseling and Support Center (Guidance Center for Women)</p> <p>*Consultations regarding violence from a spouse or partner</p> | 048-863-6060 | Japanese | <p>Mon - Sat</p> <p>Sunday and National Holidays (excluding New Year's Holidays)</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>Indochinese refugees and those designated as refugees under the Convention Relating to the Status of Refugees 0120-090-091</p> <p>Refugee applicants: 0120-925-357</p> | <p>Japanese, English, French, Vietnamese, Burmese</p> <p>*Please inquire in advance for consultations in other languages</p> | Mon - Fri | 9:30 - 17:00 |
| <p>Korean Residents Union in Japan (Mindan) Saitama Prefecture Regional Headquarters Saitama Korean Hall</p> <p>*Consultations for Koreans in Japan, information on Korean culture, and Korean language courses</p> | 048-831-3959 | Japanese, Korean | Mon - Fri | 9:30 - 17:00 |

Chapter 13

Municipal and Ward Offices



Saitama's Prefectural Mascot, Kobaton

Links to each municipality's website can be accessed from Saitama Prefecture's website:

URL: <https://www.pref.saitama.lg.jp/a0301/wwwlink.html#sityouson>

| Name (In alphabetical order) | Telephone | Address | Registered Foreign National Residents* |
|---------------------------------|--------------|-------------------------------|---|
| 1 Ageo City | 048-775-5111 | 3-1-1 Hon-cho | 4,146 |
| 2 Asaka City | 048-463-1111 | 1-1-1 Hon-cho | 4,066 |
| 3 Chichibu City | 0494-22-2211 | 8-15 Kumagimachi | 614 |
| 4 Fujimi City | 049-251-2711 | 1800-1 Ooaza-Tsuruma | 2,766 |
| 5 Fujimino City | 049-261-2611 | 1-1-1 Fukuoka | 3,026 |
| 6 Fukaya City | 048-571-1211 | 11-1 Naka-cho | 3,275 |
| 7 Gyoda City | 048-556-1111 | 2-5 Honmaru | 1,758 |
| 8 Hanno City | 042-973-2111 | 1-1 Ooaza-Namiyanagi | 1,109 |
| 9 Hanyu City | 048-561-1121 | 6-15 Higashi | 1,856 |
| 10 Hasuda City | 048-768-3111 | 2799-1 Ooaza-Kurohama | 685 |
| 11 Hatoyama Town | 049-296-1211 | 184-16 Ooaza-Mamedo | 141 |
| 12 Hidaka City | 042-989-2111 | 1020 Ooaza-Minami-Hirasawa | 863 |
| 13 Higashi-Chichibu Village | 0493-82-1221 | 634 Ooaza-Mido | 11 |
| 14 Higashi-Matsuyama City | 0493-23-2221 | 1-1-58 Matsuba-cho | 2,699 |
| 15 Honjo City | 0495-25-1111 | 3-5-3 Honjo | 2,685 |
| 16 Ina Town | 048-721-2111 | 4-355 Chuo | 510 |
| 17 Iruma City | 04-2964-1111 | 1-16-1 Toyooka | 2,303 |
| 18 Kamikawa Town | 0495-77-2111 | 909 Ooaza-Uetake | 460 |
| 19 Kamisato Town | 0495-35-1221 | 5518 Ooaza-Shichihongi | 1,180 |
| 20 Kasukabe City | 048-736-1111 | 6-2 Chuo | 4,543 |
| 21 Kawagoe City | 049-224-8811 | 1-3-1 Motomachi | 8,969 |
| 22 Kawaguchi City | 048-258-1110 | 2-1-1 Aoki | 38,565 |
| 23 Kawajima Town | 049-297-1811 | 870-1 Ooaza-Shimoyatsubayashi | 379 |
| 24 Kazo City | 0480-62-1111 | 2-1-1 Mitsumata | 2,609 |
| 25 Kitamoto City | 048-591-1111 | 1-111 Hon-cho | 641 |
| 26 Koshigaya City | 048-964-2111 | 4-2-1 Koshigaya | 7,222 |
| 27 Konosu City | 048-541-1321 | 1-1 Chuo | 1,867 |
| 28 Kuki City | 0480-22-1111 | 85-3 Shimohayami | 3,293 |
| 29 Kumagaya City | 048-524-1111 | 2-47-1 Miya-cho | 3,736 |
| 30 Matsubushi Town | 048-991-2711 | 2424 Ooaza-Matsubushi | 427 |

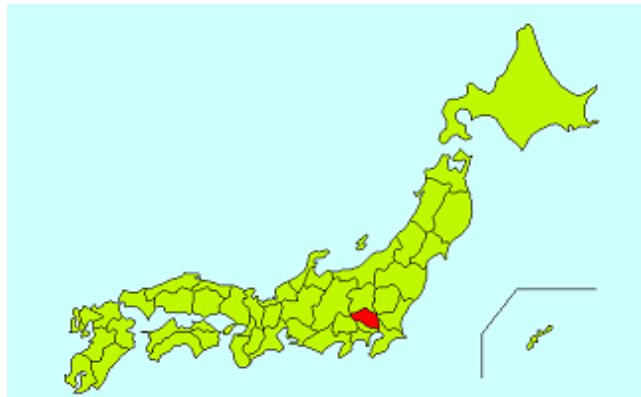
A Guide to Living in Saitama

| Name (In alphabetical order) | Telephone | Address | Registered Foreign National Residents* |
|---------------------------------|--------------|-------------------------|---|
| 31 Minano Town | 0494-62-1230 | 1420-1 Ooaza-Minano | 81 |
| 32 Misato City | 048-953-1111 | 648-1 Hanawada | 5,106 |
| 33 Misato Town | 0495-76-1111 | 323-1 Ooaza-Kibe | 176 |
| 34 Miyashiro Town | 0480-34-1111 | 1-4-1 Kasahara | 448 |
| 35 Miyoshi Town | 049-258-0019 | 1100-1 Ooaza-Fujikubo | 833 |
| 36 Moroyama Town | 049-295-2112 | 2-1 Chuo | 620 |
| 37 Nagatoro Town | 0494-66-3111 | 1035-1 Ooaza-Hon-Nogami | 29 |
| 38 Namegawa Town | 0493-56-2211 | 750-1 Ooaza-Fukuda | 570 |
| 39 Niiza City | 048-477-1111 | 1-1-1 Nobidome | 3,737 |
| 40 Ogano Town | 0494-75-1221 | 89 Ogano | 120 |
| 41 Ogawa Town | 0493-72-1221 | 55 Ooaza-Otsuka | 309 |
| 42 Ogose Town | 049-292-3121 | 900-2 Ooaza-Ogose | 147 |
| 43 Okegawa City | 048-786-3211 | 1-3-28 Izumi | 932 |
| 44 Ranzan Town | 0493-62-2150 | 1030-1 Ooaza-Sugiyama | 540 |
| 45 Saitama City | 048-829-1111 | 6-4-4 Tokiwa,Urawa-ku | 27,033 |
| 46 Sakado City | 049-283-1331 | 1-1-1 Chiyoda | 2,825 |
| 47 Satte City | 0480-43-1111 | 4-6-8 Higashi | 1,151 |
| 48 Sayama City | 04-2953-1111 | 1-23-5 Irumagawa | 2,799 |
| 49 Shiki City | 048-473-1111 | 1-1-1 Nakamuneoka | 1,942 |
| 50 Shiraoka City | 0480-92-1111 | 432 Sendano | 698 |
| 51 Soka City | 048-922-0151 | 1-1-1 Takasago | 8,159 |
| 52 Sugito Town | 0480-33-1111 | 2-9-29 Seiji | 609 |
| 53 Toda City | 048-441-1800 | 1-18-1 Kamitoda | 7,463 |
| 54 Tokigawa Town | 0493-65-1521 | 2490 Ooaza-Tamagawa | 185 |
| 55 Tokorozawa City | 04-2998-1111 | 1-1-1 Namiki | 6,175 |
| 56 Tsurugashima City | 049-271-1111 | 16-1 Ooaza-Mitsugi | 1,631 |
| 57 Wako City | 048-464-1111 | 1-5 Hirosawa | 2,352 |
| 58 Warabi City | 048-432-3200 | 5-14-15 Chuo | 7,607 |
| 59 Yashio City | 048-996-2111 | 1-2-1 Chuo | 3,778 |
| 60 Yokoze Town | 0494-25-0111 | 4545 Ooaza-Yokoze | 89 |
| 61 Yorii Town | 048-581-2121 | 1180-1 Ooaza-Yorii | 579 |
| 62 Yoshikawa City | 048-982-5111 | 1-1 Kiyomino | 1,807 |
| 63 Yoshimi Town | 0493-54-1511 | 411 Ooaza-Shimohosoya | 172 |
| Total | | | 197,110 |

Note:

* The above figures were taken from statistics on the number of foreign nationals residing in Japan reported by the Ministry of Justice in December 2021.

Chapter 14 Profile of Saitama Prefecture



- 1 Municipality Map
- 2 Symbols
- 3 Sister States and Provinces

1 Municipality Map



Land Area: 3,797.75 km² (“Municipality Area Statistics,” Geospatial Information Authority of Japan, as of July 1, 2022)
Number of Municipalities: City: 40 Town: 22 Village: 1
Total Population: 7,336,778 (Estimated population as of Nov 1, 2022)
Number of Foreign Residents: 197,110 (As of Dec 2021; Surveyed by the Immigration Services Agency of Japan)
Average Yearly Temperature: 16.2 °C (Saitama City in 2020; Source: Japan Meteorological Agency website)

- ※ Other data: “Sai no Kuni Statistics and Information Center” (Statistics Portal, Saitama Prefectural Government) <http://www.pref.saitama.lg.jp/theme/tokei/>
- ※ Profile of Saitama Prefecture (Saitama Prefectural Government Prefectural Citizen's Affairs Division website) <https://www.pref.saitama.lg.jp/a0314/saitama-profile/index.html>

2 Symbols

(1) Nickname

Saitama Prefecture's nickname is “*Sai no Kuni.*”

This nickname was chosen as a phrase that expresses the prismatic characteristics and beauty of Saitama Prefecture, an area blessed with bountiful nature that changes its appearance every season. It also symbolizes development in areas such as industry, culture, the arts and sciences, and its potential for further growth.






(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 accessories. The circular *magatama* design represents the sun, development, passion, and strength.



(3) Prefectural Symbols

Saitama Prefecture, blessed with natural beauty, has designated a familiar bird, tree, flower, butterfly, and fish as prefectural symbols.

| Prefectural bird “ <i>Shirakobato</i> ” (Eurasian collared dove) | Prefectural tree “ <i>Keyaki</i> ” (zelkova serrate) | Prefectural flower “ <i>Sakurasou</i> ” (Primrose) | Prefectural butterfly “ <i>Midorishijimi</i> ” (<i>Neozephyrus japonica</i>) | Prefectural fish “ <i>Musashi-tomiyo</i> ” (Musashi ninespine stickleback) |
|---|---|---|--|---|
|  |  |  |  |  |

(4) Saitama Prefectural Mascots: Kobaton and Saitamatch

Kobaton is inspired by the *shirakobato* (Eurasian collared dove), the prefectural bird, and was designated as Saitama's first prefectural mascot in 2005. Known for its cute appearance, Kobaton has traveled far and wide, appearing in movies, flying into space on a space shuttle, and giving its name to an asteroid. As both the prefectural mascot and the leader of the Mascots Cheering

Team, Kobaton flies around the country promoting Saitama Prefecture.

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



Kobaton Saitamatch

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

URL: <http://www.pref.saitama.lg.jp/theme/mascot/index.html>

3 Sister States and Provinces

Saitama Prefecture has established sister- and friendship-city relationships with five states and provinces, promoting various exchange programs.

Sister States and Provinces of Saitama Prefecture (Saitama Prefectural Government International Division website)

URL: <http://www.pref.saitama.lg.jp/a0306/kouryukyoryoku/shimaiyuko.html>

| State of Mexico (Mexico) | Shanxi Province (China) | State of Queensland (Australia) | State of Ohio (U.S.A.) | State of Brandenburg (Germany) |
|-----------------------------|----------------------------|------------------------------------|---------------------------|-----------------------------------|
| | | | | |

The above illustrations are Kobaton in costumes inspired by each sister state and province.