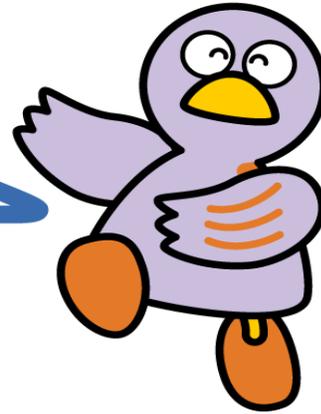


Chapter 12

Consultation Services



Saitama's Prefectural Mascot
Kobaton

- 1 General Consultation
- 2 Specialized Consultation

1 General Consultation

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

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Name/Location	Telephone/URL	Languages	Days	Hours
Saitama Prefectural Gender Equality Center "With You Saitama" * Consultations regarding interpersonal relations, family, spouses, domestic violence, and various other issues you may be facing	048-600-3800 http://www.pref.saitama.lg.jp/withyou/counsel/guide.html	Japanese	Mon - Sat Closed on National Holidays, 3 rd Thursday of every month and during the New Year's holiday period	10:00 - 20:30
Ageo City Hall Hello Corner Mon: 1F 3 rd Annex Sat: Meeting Room 501, Honchosha	048-775-5111 (ext. 810) https://www.city.ageo.lg.jp/page/4-hc.html	(Face-to-Face) Spanish	Mon: 1 st , 2 nd , 3 rd , 5 th	9:00 - 12:00 13:00 - 16:00
		(Face-to-Face) English	Sat: 4 th ※Vietnamese	9:00 - 12:00
		(Face-to-Face) Chinese Portuguese ※Vietnamese	is only available on Saturday	13:00 - 16:00
		Interpretation for visitors to the Prefectural Office is available via telephone in English, Chinese, Spanish, Portuguese, Korean, Vietnamese, Nepali, Indonesian, Tagalog, Thai, Hindi, and Mongolian.	Mon - Sat	8:30 - 17:00
Iruma City Hall Building A 2F Jichi Bunka Department Consultation Counter for Foreign Residents	04-2964-1111 (ext. 2146) http://www.city.irusa.saitama.jp/kurashi/soudan_madoguchi/gaikokujin_soudan/gaikokujinsoudan.html	English	Tue 1 st Thurs 2 nd /4 th Fri (reservation required)	9:00 - 12:00
		Spanish	Wed	
		Chinese	1 st Thu	
International Exchange Center, Kawagoe City Hall (5F, Kurasse Kawagoe Bldg.)	049-228-7723 https://www.city.kawagoe.saitama.jp/kurashi/bunkakyoyo/kousaikoryu/foreigncizenconsul.html	Japanese, Vietnamese	1 st and 3 rd Sun	13:00 - 18:00
		Japanese, Chinese	2 nd & 4 th Mon	
		Consultation regarding status of residence (in Japanese)	4 th Sat	
		Legal Consultation (in Japanese; Appointment reservations accepted)	Every 4 th Friday	15:00 - 17:00

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Name/Location	Telephone/URL	Languages	Days	Hours
Kawaguchi Multicultural Coexistence Office, (M4 floor, Cupo-La main building) * Basic consultation on daily living	048-227-7607 https://www.city.kawaguchi.lg.jp/soshiki/01060/020/4/3584.html	Japanese, English, Chinese, Korean, Vietnamese, Nepali, Indonesian, Tagalog, Thai, Portugal, Spanish, Burmese, Khmer	Tue – Sat *closed for Holidays and New Year's Holidays An international relations/foreigner consultation employee will provide services on the following days: Tues-Sat: English, Chinese Tues: Tagalog (afternoons only) Wed: Korean 2 nd and 4 th Sat: Vietnamese	9:00 - 12:00 13:00 - 17:15
Kawaguchi City Hall Honchosha, Civic Division Business Trip Counter (Shimin-Ka Shucho Madoguchi)	048-258-1110	Japanese English Chinese Turkish *Turkish language services are subject to change	Every Thu	10:00-12:00 13:00-16:00
Kawaguchi City Hall: Foreign National Residents' Consultation (For general procedures) * Notary public consultation	048-259-9037 048-259-9038 (Citizens Consultation Office)	Japanese * Appointment Required	Every 3 rd Wed	13:30 - 16:00
Omiya Ward Office 2F, Saitama City	048-646-3097 (Citizen's Consultation Room) (Closed for holidays and the New Year's Holidays)	English, Tagalog Korean English, Portuguese Chinese	Mon Tue Wed Thu	9:00 - 12:00

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Name/Location	Telephone/URL	Languages	Days	Hours
Saitama Tourism and International Relations Bureau (STIB) International Exchange Center (Public Corporation) 9 th floor of Comunale (PARCO), across from the East Exit of Urawa Station	048-887-1506 https://www.stib.jp/kokusai/consult.shtml (Closed for holidays and the New Year's Holidays)	Japanese	Mon – Thu *Except for holidays	10:00 - 17:00 (reception until 16:30)
		Chinese	Tue *Except for holidays	9:00 - 12:00, 13:00 - 15:00 (reception until 14:00)
		English	Wed *Except for holidays	9:00 - 12:30, 13:00 - 14:30 (reception until 14:00)
		Korean	Thu *Except for holidays	9:00 - 12:00, 13:00 - 15:00 (reception until 14:00)
Soka City Hall Intercultural Information Corner	048-922-2970 http://www.city.soka.saitama.jp/cont/s1402/010/020/030/01.html	English, Chinese, Spanish, Korean, Thai, French	Mon, Wed, Fri	9:00 - 17:00
			Tue, Thu	By appointment
Tokorozawa City Hall Citizens Consultation Department	04-2998-9092	Chinese	1 st & 3 rd Thu	10:00 - 12:00 (reception until 11:30)
		English, Tagalog	2 nd & 4 th Thu	
Hanno City Hall Community Activities Support Division (Chiiki Katsudo Shien-Ka)	https://www.city.hanno.lg.jp/article/detail/3579 Email: jiti2@city.hanno.lg.jp	English (reservation required)	1 st & 3 rd Thu	9:00 - 12:00
		Spanish (reservation required)	4 th Mon	
Shiki City Hall Daiichichosha Citizen's Activities Promotion Department (Shimin Soudan-Ka)	048-473-1111 (ext. 2145) Reservations are required for days outside of the scheduled consultation times shien@city.shiki.lg.jp	English	1 st Thu & 3 rd Tue	10:00 - 12:00
		Chinese	1 st Thu 3 rd Mon	14:00 - 16:00 10:00 - 12:00
		Vietnamese (Reservation required)		

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Name/Location	Telephone/URL	Languages	Days	Hours
Today City Hall 3F Co-operation Promotion Division Toda City Foreign Resident Consultation Center	048-441-1800 (ext. 483) https://www.city.toda.saitama.jp/soshiki/192/community-gaikokujin-soudan.html	English	Mon & Wed	9:00 - 12:00
		Chinese, Korean ※Subject to change due to staffing schedule *A machine translator is always available	Tue, Thu, & Fri	13:00 - 17:00
Toda International Friendship Association (TIFA) (Public-Interest Foundation) 2nd floor of Toda City Hall Nizominamichosha ①Life Consultation Counter for Foreign Residents	048-434-5690 http://www.toda-tifa.jp/news.html	① Japanese, English, Chinese ※ Please consult with the office for other languages ② Japanese, English, Chinese ※ Please consult with the office for other languages (Please make a reservation by 12:00 the previous day)	①Tue - Sun	①8:45 - 17:30
			②Every month 2 nd Wed	②※3 Sessions 14:00 - 15:00 - 16:00 -
Higashimatsuyama City General Affairs Division	0493-23-2221 (ext. 275)	Japanese English	Mon - Fri	8:30 - 17:15
Honjo City Hall	0495-25-1158	Japanese (General Inquiries from Foreigners)	Mon - Fri	8:30 - 17:15
Sayama City Hall 2F Local Culture Division Sayama International Friendship Association	04-2952-4584 http://www.sifa.saitama.jp/	English Other languages using Pocketalk translation device.	Mon - Thurs	9:00 - 16:00

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Name/Location	Telephone/URL	Languages	Days	Hours
(SIFA) Foreign Resident Consultation and Support Center		Consultation types: everyday life, law, etc An interpreter will accompany you to the relevant division for the consultation. The Foreign Resident Consultation and Support Center has been run since 2020 as a trial with the cooperation of the city.	Fri	9:00 - 15:00
Fujimi City Hall	049-251-2711 (ext. 271) (Fujimi City Hall, Human Rights and Resident Consultation Division, Foreign Resident Life Consultation) https://www.city.fujimi.saitama.jp/kurashitetsuzuki/01soudan/2010-0517-1125-137.html#cmsgaikokusimin	English, Chinese, Korean, Tagalog, Spanish *Confirmation required about the languages provided	Thu	13:00 - 16:00
Fujimino City Hall	049-269-6450 (Fujimino International Culture Exchange Center)		Mon - Fri	13:00 - 16:00
			Sat - Sun	10:00 - 16:00
Miyoshi Town Hall	049-269-6450 (Fujimino International Culture Exchange Center)		Mon	10:00 - 13:00
			Thu	13:00 - 16:00
Fujimino International Culture Exchange Center	049-269-6450 049-256-4290		Mon - Fri	10:00 - 16:00

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Name/Location	Telephone/URL	Languages	Days	Hours
(FICEC) 5-4-25 Kamifukuoka, Fujimino-shi, 356-0004	http://www.ficec.jp/		Sat - Sun	13:00 - 16:00
The Association of Nikkei & Japanese Abroad (Foundation)	045-211-1788 http://www.jades.as.or.jp/consulta/index.html	Japanese, Portuguese, Spanish	Mon - Fri	14:00 - 17:30

2 Specialized Consultation

Name/Location	Telephone	Languages	Days	Hours
Saitama Bar Association Legal Counseling Service Foreigners can use this service for free up to two times (Legal counseling service for foreigners)	048-710-5666 https://www.saiben.or.jp/foreigner.html	Japanese (Appointment Required)	Appointments taken: Mon - Fri,	9:00 - 17:00
			Consultation: Wed, Fri	13:00 - 16:00
Houterasu Saitama (Legal Support Center, Saitama Branch Office) Depending on the nature of the inquiry, we are able to provide information on Japan's legislative systems or bar associations free of cost, to help resolve the problem (telephone charges apply). Consultations regarding income, etc. can be made free of charge.	0570-078312 (From IP phone, call 0503383- 5375) https://www.houterasu.or.jp/chihoujimuho/saitama/index.html	Telephone: Japanese only Visit: Appointment required. For those who fit the applicable category for free legal consultation, an interpreter will be arranged.	Appointments taken: Mon - Fri *No weekend service	9:00 - 17:00
			Consultation: Every 2 nd and 4 th Wed *No weekend service Closed for Holidays & New Year's Holidays	13:00 - 16:20
Houterasu Multilingual Information Service (Japan Legal Support Center, Multilingual Information Service) *If you require multilingual assistance, Houterasu is able to provide information and make counseling appointments via interpretation (telephone charges apply).	0570-078377	Telephone: Chinese, English, Spanish, Portuguese, Korean, Vietnamese Tagalog, Nepali, Thai	Telephone consultations: Mon - Fri *No weekend service	9:00 - 17:00

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Name/Location	Telephone	Languages	Days	Hours
Bar Association Tokyo Public Law Office (Foreigner and International Division)	03-5979-2880 https://t-pblo.jp/fiss/j/	Japanese, English, French, Spanish *For other languages, an interpreter for your native language will be arranged.	Mon - Fri	9:30 - 17:00
Saitama Prefectural Police Headquarters General Support Office (Consultations, opinions, requests, etc. concerning police activities accepted)	#9110 (Dial telephone and IP phones, will not work. Please call the number below) or 048-822-9110 Saitama Prefectural Police website: http://www.police.p ref.saitama.lg.jp	Japanese	24 Hours	- *On weekdays after 17:15 and on weekends and holidays (including the New Year's Holiday Period) you will be automatically transferred to the Saitama Prefectural Police Headquarters.
Saitama Prefectural Police Crime Victims Support Center Lamza Tower 3F 1-10-1 Numakage, Minami-ku, Saitama-shi	①0120-381-858 (Consultations for victims of crimes and accidents as well as their family members) Saitama Prefectural Police website: http://www.police.p ref.saitama.lg.jp	Japanese	Mon - Fri (Except for Holidays and the New Year's Holiday Period)	8:30 - 17:15
	②#8103 (Sexual Crime Damage Dial (Heart-san)) or 0120-83-8103 (Consultations for those who have suffered sexual crime as well as their family members)		24 Hours	*On weekdays after 17:15 and on weekends and holidays (including the New Year's Holiday Period) you will be automatically transferred to the Saitama Prefectural Police Headquarters.

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Name/Location	Telephone	Languages	Days	Hours
<p>Saitama Prefectural Police Youth Support Center (Lamza Tower 3F, 1-10-1 Numakage, Minami-ku, Saitama)</p> <p>(We offer counseling services to children, their parents and guardians, etc., regarding various adolescent issues, such as delinquency, running away from home, bullying, etc.)</p>	<p>048-865-4152 (Parents/guardians, etc.) 048-861-1152 (Youth - Youth Telephone Corner)</p> <p>Saitama Prefectural Police website http://www.police.pref.saitama.lg.jp</p>	Japanese	Mon - Fri (Closed Holidays and the New Year's Holiday Period)	8:30 - 17:15
<p>Railroad Police Unit, Saitama Prefectural Police Headquarters</p> <p>*Consultations provided regarding complaints of molestation on trains or in railway facilities</p>	048-641-0599	Japanese	24 Hours	24 hours a day *In some instances, male police officers may handle cases.
<p>Saitama Legal Affairs Bureau</p> <p>① Consultation for foreigners' human rights by phone ② Consultation for foreigners' human rights internet reception services</p>	<p>① 0570-090911 ② https://www.moj.go.jp/JINKEN/jinken21.html</p>	① ② Chinese, Korean, English, Filipino, Portuguese, Vietnamese, Nepali, Spanish, Indonesian, Thai	Mon - Fri (excluding Holidays & New Year's Holidays)	9:00 - 17:00,
<p>Saitama Prefectural Spousal Violence Counseling and Support Center (in the Saitama Prefectural Gender Equality Center)</p> <p>*Consultations for female victims of violence from men (husbands, boyfriends, etc.)</p>	048-600-3800	Japanese	Mon - Sat (Closed holidays, 3 rd Thu of every month, and New Year's Holidays)	10:00 - 20:30
Saitama Prefectural	048-863-6060	Japanese	Mon - Sat	9:30 - 20:30

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Name/Location	Telephone	Languages	Days	Hours
<p>Spousal Violence Counseling and Support Center (Guidance Center for Women)</p> <p>*Consultations for female victims of violence from partners or friends, etc.)</p>			Sun and holidays (excluding New Year's)	9:30 - 17:00
<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 ask in advance if you require 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 (Mindan Saitama)</p> <p>*Consultations for Koreans in Japan, introduction of Korean culture, and Korean language courses</p>	048-831-3959	Japanese, Korean	Mon - Fri	9:30 - 17:00

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