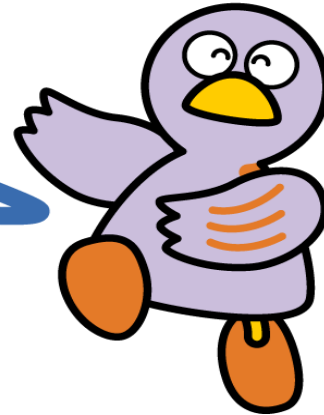


Chapter 12

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
<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>				
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
	https://www.city.ageo.lg.jp/page/hc-nv.html	(Face-to-Face) Portuguese		
	https://www.city.ageo.lg.jp/page/hc-nv.html	(Email) Vietnamese		
		Interpreting over the phone available for visitors in: English, Chinese, Spanish, Portuguese, Korean, Vietnamese, Nepali, Indonesian, Tagalog, Thai, Hindi, Mongolian	Mon - Sat	8:30 - 17:00
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	
	http://www.city.irusaitama.jp/kurashi/soudan_madoguchi/gaikokujin_soudan/gaikokujiinsoudan.html	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/soshiki/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: <ul style="list-style-type: none"> • 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/communit-y-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	① Tues - Sun	① 8:45 - 17:30
		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)	② The second Wednesday of every month	② 14:00 - 15:00 - 16:00 - *3 Sessions per day
② Law consultation for foreigner residents				

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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

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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			

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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/chihoujimusyo/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>

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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>

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Name and Location	Telephone	Languages available	Days of Operation	Business Hours
<p>Saitama Prefectural Police Youth Support Center (3F Lamza Tower, 1-10-1 Numakage, Minami-ku, Saitama-shi)</p> <p>(We offer psychological counseling services to adolescents and their parents/carers regarding various adolescent issues, such as delinquency, bullying, criminal damage, etc.,)</p>	<p>048-865-4152 (For parents/carers)</p> <p>048-861-1152 (For adolescents - Youth Telephone Corner)</p> <p>Saitama Prefectural Police website 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