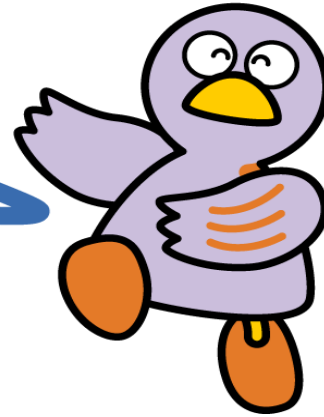


Chapter 12

Consultation Services



Saitama's Prefectural Mascot,
Kobaton

- 1 General Consultations
- 2 Specialized Consultations

1 General Consultations

Name and Location	Contact Information	Languages Available	Days of Operation	Business Hours
Saitama Information & Support (SIS) 3F Urawa Godo Chosha (within the Saitama International Association)	048-833-3296 https://sia1.jp/foreign/advice/	English Chinese Spanish Portuguese Korean Tagalog Thai Vietnamese Indonesian Nepali Russian Ukrainian Easy Japanese	Mon - Fri *Excluding National Holidays and the New Year's holiday period *Appointments required for in-person consultations about the immigration system, labor issues, legal issues, and welfare issues.	9:00 - 16:00
Saitama Prefectural Center for Promotion of Gender Equality (With You Saitama) *Consultations regarding various concerns you may have, including interpersonal relations, family, spousal relations, and difficulties you are experiencing in your life	048-600-3800 http://www.pref.saitama.lg.jp/withyou/counsel/guide.html	Japanese	Mon - Wed, Fri, Sat Sunday, National Holidays (including substitute holidays) *Closed on Thursdays and during the New Year's holiday period	9:30 - 20:30 9:30 - 17:00

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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	048-775-5111 (ext. 810)	(Face-to-Face) Spanish		9:00 - 12:00, 13:00 - 16:00
	https://www.city.ageo.lg.jp/page/4-hc.html	(Face-to-Face) English	Monday	9:00 - 12:00
	(For email consultations in Vietnamese)	(Face-to-Face) Chinese	(Excluding National Holidays and the New Year's holiday period)	13:00 - 16:00
	https://www.city.ageo.lg.jp/ques/questionnaire.php?openid=295&check	(Face-to-Face) Portuguese		
		(Email) Vietnamese	-	-
		An interpreter can be provided over the phone for visitors in: English, Chinese, Spanish, Portuguese, Korean, Vietnamese, Nepali, Indonesian, Tagalog, Thai, Hindi, Mongolian, Burmese	Mon - Fri The second and fourth Saturday of each month	8:30 - 17:00
Consultation Service for Foreign Residents (within the Regional Development Division) Iruma City Hall 2F Building A	04-2964-1111 (ext. 2147)	English	Every Tuesday	9:00 - 12:00
	https://www.city.irusaitama.jp/kurashi/gaikoku/kakushusodan/sodan/gaikoku/6050.html	Spanish	The second and fourth Friday* of every month (*by appointment only)	Wednesday
	Chinese	The first Thursday of every month		

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Name and Location	Contact Information	Languages Available	Days of Operation	Business Hours
<p>Kawaguchi City Multicultural Coexistence Office</p> <p>(M4 floor, Cupo-La Main Building)</p> <p>*Basic consultations about everyday life</p>	<p>048-227-7607</p> <p>https://www.city.kawaguchi.lg.jp/soshiki/01060/020/4/3584.html</p>	<p>Japanese, English, Chinese, Korean, Vietnamese, Nepali, Indonesian, Tagalog, Thai, Portuguese, Spanish, Hindi, French, Russian, Burmese, Khmer, German, Italian, Malay, Mongolian, Sinhalese</p> <p>(Consultation times vary for each language.)</p>	<p>Tues - Sat</p> <p>*Closed on National Holidays and during the New Year's holiday period</p> <p>An international relations/foreign consultant will be available on the following days:</p> <ul style="list-style-type: none"> • Tues - Sat: English, Chinese • Tuesday: Tagalog • Wednesday: Korean • Second and fourth Saturday of every month: Vietnamese 	<p>9:00 - 12:00, 13:00 - 17:15</p>
<p>Kawaguchi City Hall Main Building 2</p> <p>(Public Services Division Service Counter)</p>	<p>048-258-1110</p>	<p>Japanese English Chinese Turkish</p> <p>*Turkish language availability subject to change</p>	<p>Every Thursday</p>	<p>10:00 - 12:00, 13:00 - 16:00</p>
<p>Kawaguchi City Hall</p> <p>Consultation Services about General Procedures for Foreign Residents</p> <p>*Consultations with an administrative lawyer</p>	<p>048-259-9037 048-259-9038 (Consultation Office for Citizens)</p>	<p>Japanese</p> <p>*By appointment only</p>	<p>Third Wednesday of every month</p>	<p>13:30 - 16:00</p>

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Name and Location	Contact Information	Languages Available	Days of Operation	Business Hours
International Center, Kawagoe City Hall (5F, Kurasse Kawagoe)	049-228-7723 https://www.city.kawagoe.saitama.jp/kurashi/bunka/1003482/1003508/1003509.html	Japanese, Vietnamese	The first and third Saturday of every month	13:00 - 18:00
		Japanese, Chinese	The second and fourth Monday of every month	
		Consultations regarding status of residence (in Japanese)	The fourth Saturday of every month	
		Legal Consultations (in Japanese) *Appointments available	The fourth Friday of every month	
Regional Activity Promotion Division, Gyoda City Hall	048-556-1111 (ext. 251) https://www.city.gyoda.lg.jp/kurashi/gaikoku/11561.html	Japanese, English, Spanish, Portuguese Machine translation available for multiple languages	Mon - Fri *Excluding National Holidays and the New Year's holiday period	8:30 - 17:15
Consultation Service for Foreign Residents Regional Development Division 2F Hanyu City Hall	048-561-1121 https://www.city.hanyu.lg.jp/docs/2025031300026/	Machine translation available	Mon - Fri	8:30 - 17:15

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Name and Location	Contact Information	Languages Available	Days of Operation	Business Hours
Public Services Division 3F Main Building Kuki City Hall	0480-22-1111 https://www.city.kuki.lg.jp/machizukuri/kyodo/kokusai-koryu/1004933.html	Japanese, English *Machine translation/video interpreting available for the following languages: Japanese, English, Chinese, Korean, Portuguese, Spanish, Hindi, Thai, Nepali, Filipino, Vietnamese, French, Russian, Indonesian, Khmer, Mongolian, Ukrainian, Burmese, Malay	Mon - Fri *Excluding National Holidays and the New Year's holiday period	9:00 - 12:00 13:00 - 16:30
Public Services Division 3F Main Building Koshigaya City Hall	048-963-9114 https://www.city.koshigaya.saitama.jp/kurashi_shisei/kurashi/kokusaika/soudan/gaikokujin_soudan_madoguchi.html	Japanese, English, Chinese, Vietnamese, Filipino Machine translation available for multiple languages	Mon - Fri	9:00 - 16:30

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Name and Location	Contact Information	Languages Available	Days of Operation	Business Hours
Koshigaya City Community Activity Support Center (5F B City, Koshigaya Twin City)	048-969-2750 https://koshigayaci.machikatsu.co.jp/as-koshigaya/index.html	English, Chinese *For other languages, please contact us about availability.	Everyday (Excluding the New Year's holiday period) *Consultations with an administrative lawyer on the third Wednesday of every month *Consultations with a lawyer on the fourth Wednesday of every month *Specialized consultations are by appointment only	10:00 -16:30
2F Omiya Ward Office Saitama City	048-646-3097 (Consultation Office for Citizens) *Closed on National Holidays and during the New Year's holiday period	English, Tagalog Korean English, Vietnamese Chinese	Monday Tuesday Wednesday Thursday	9:00 - 12:00
Saitama Tourism and International Relations Bureau (STIB) (Public Corporation) International Exchange Center 9F Comunale (PARCO), East Exit of Urawa Station Services such as interpreting over the phone are available in over 20 languages. *Closed on Sundays, National Holidays, and during the New Year's holiday period	048-887-1506 https://stib.jp/international/consult/	Japanese Chinese English	Mon - Thurs Tuesday Wednesday	10:00 - 17:00 (reception closes at 16:30) 9:00 - 12:00, 13:00 -15:00 (reception closes at 14:00) 9:00 - 12:30, 13:00 - 14:30 (reception closes at 14:00)

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Name and Location	Contact Information	Languages Available	Days of Operation	Business Hours
		Korean	Thursday	9:00 - 12:00, 13:00 - 15:00 (reception closes at 14:00)
<p>Consultation and Support Center for Foreign Residents</p> <p>Sayama International Friendship Association (SIFA)</p> <p>Sayama City Hall 2F Local Culture Division</p>	<p>04-2952-4584</p> <p>https://www.sifa.saitama.jp/</p>	<p>English, Other languages using Pocketalk translation device</p> <p>Consultations regarding everyday life, law, etc.</p> <p>An interpreter will accompany you to the relevant division for the consultation.</p>	<p>Monday, Wednesday, Friday</p>	<p>9:00 - 16:00</p>
<p>Application and Consultation Support for Foreign Residents</p> <p>Community Activities Promotion Department, Shiki City Hall</p>	<p>048-473-1468</p> <p>By appointment only outside of regular days of operation</p> <p>https://www.city.shiki.lg.jp/soshiki/12/2332.html</p>	<p>English</p> <p>Chinese</p> <p>Vietnamese, Spanish, Portuguese, Nepali, Hindi (by appointment only)</p>	<p>The third Tuesday of every month</p> <p>The third Monday of every month</p>	<p>10:00 - 12:00</p> <p>10:00 - 12:00</p>
<p>International Consultation Corner</p> <p>Soka City Hall</p>	<p>048-922-2970</p> <p>https://www.city.soka.saitama.jp/cont/</p>	<p>English, Chinese, *Spanish, Korean, Thai, French, and</p>	<p>Monday, Wednesday, Friday</p>	<p>9:00 - 17:00</p>



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Name and Location	Contact Information	Languages Available	Days of Operation	Business Hours
	s1402/010/020/030/01.html	Tagalog consultations are by appointment only *A translation device is always available.	Tuesday, Thursday	By appointment only
Citizens Consultation Division Tokorozawa City Hall	04-2998-9092 https://www.city.tokorozawa.saitama.jp/kurashi/soudan/shiminsoudan/soudan20200311091647560.html	Chinese English, Tagalog	The first and third Thursday of every month The second and fourth Thursday of every month	10:00 - 12:00 (reception closes at 11:30)
Consultation Center for Foreign Residents of Toda City Toda City Hall 3F Cooperation Promotion Division	048-441-1800 (ext. 483) https://www.city.toda.saitama.jp/soshiki/192/community-gaikokujin-soudan.html	English Chinese *Availability subject to change. *A translation device is always available.	Monday, Wednesday Tuesday, Thursday, Friday	9:00 - 12:00, 13:00 - 17:00
Toda International Friendship Association (TIFA) (Public-Interest Foundation) Toda City Hall 2F Nizominami Building ① Consultation center for foreign residents about everyday life or other concerns	048-434-5690 https://toda-tifa.com/for-foreign-residents/	① Japanese, English, Chinese	① Tues - Sun	① 8:45 - 17:30

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Name and Location	Contact Information	Languages Available	Days of Operation	Business Hours
② Law consultations for foreign residents		② Japanese, English, Chinese *For other languages, please contact us about availability. (Appointments can be made over the phone or at the front desk up until 12:00 the day before)	② The second Wednesday of every month	② 14:00 - / 15:00 - / 16:00 - *3 sessions per day
Local Development Division Hanno City Hall	https://www.city.hanno.lg.jp/kurashi_saikatsukankyo/shimininosodammadoguchi/6543.html	Multiple languages available via Pocketalk translation device	Mon- Fri *Excluding National Holidays	8:30 - 17:15
Fujimi City Hall	049-251-2711 (ext. 272) (Consultations about everyday life for foreign residents) https://www.city.fujimi.saitama.jp/kurashi_tetsuzuki/01soudan/2010-0517-1125-137.html	English, Chinese, Korean, Tagalog, Spanish, Vietnamese, Nepali *For other languages, please contact the organisation for more information.	Thursday (by appointment only) Friday	13:00 - 16:00 10:00 - 13:00
Fujimino City Hall	049-269-6450 (Fujimino International Cultural Exchange Center)		Monday, Friday	13:00 - 16:00
Miyoshi Town Hall			Tues - Thurs	10:00 - 16:00
Fujimino International Cultural Exchange Center	049-269-6450 049-256-4290		Monday Thursday Mon - Fri	10:00 - 13:00 13:00 - 16:00 10:00 - 16:00

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Name and Location	Contact Information	Languages Available	Days of Operation	Business Hours
(FICEC) 5-4-25 Kamifukuoka, Fujimino-shi, 356-0004	http://www.ficec.jp/		Saturday and Sunday	13:00 - 16:00
Consultations through the chat function in Wakaru (Yokoze Town application that provides information about everyday life) Yokoze Town Office • Android  • iOS 	0494-25-0112 https://yokoze.wakaru.world/ja/home	English, Chinese, Korean, Vietnamese, Nepali, Thai, Tagalog, Burmese, Spanish	Mon - Fri *Excluding National Holidays	Available 24 hours *The town office will reply between 9:00 - 17:00
Foreign Resident Consultation Center (Community Cooperation Division) Warabi City Hall 1F	048-433-7745 https://www.city.warabi.saitama.jp/sogogakushu/koukyu/1006312/1007155.html	English, Chinese Multiple languages available via an audio translation device	Mon - Fri *Excluding National Holidays	9:00 - 17:00

2 Specialist Consultations

Name and Location	Telephone	Languages available	Days of Operation	Business Hours
<p>Legal Consultation Center Saitama Bar Association</p> <p>Foreigners can use this service for free up to two times</p> <p>(Legal counseling service for foreigners)</p>	<p>048-710-5666</p> <p>https://www.saiben.or.jp/soudan/consultation/foreiner.html</p>	<p>Appointment: Japanese only</p> <p>*If you call the Saitama International Association, you may be able to set up a consultation appointment in your language</p> <p>Consultations: We will look for an interpreter who speaks your language. (We may not be able to provide an interpreter in some cases)</p>	<p>To make an appointment: Mon – Fri</p> <p>*Excluding National Holidays and the New Year's holiday period</p> <p>Saturday (Saitama Bar Association only)</p> <p>Consultation days: Wednesday, Friday</p>	<p>Saitama Bar Association 9:00 - 17:00</p> <p>Saitama International Association 9:00 – 16:00</p> <p>9:30 - 11:30</p> <p>13:00 - 16:00</p>
<p>Houterasu Saitama (Japan Judiciary Support Center, Saitama Branch Office)</p> <p>① Information (by phone and in-person) Depending on the nature of</p>	<p>0570-078312 (From an IP phone, please call 0503383-5375)</p> <p>https://www.houterasu.or.jp/site/chihoujimusho-saitama/</p>	<p>① Information: Japanese only</p> <p>② Free legal consultation: We will look for an interpreter who</p>	<p>① Information Mon – Fri</p> <p>*Excluding National Holidays and the New Year's holiday period</p>	<p>Phone: 9:00 - 17:00</p> <p>In-person: 9:00 – 16:30</p>

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Name and Location	Telephone	Languages available	Days of Operation	Business Hours
<p>the inquiry, we can provide free information about Japan's legislative systems or bar associations to help resolve the problem (telephone charges apply).</p> <p>② Free Legal Consultations (in-person) Persons who meet certain conditions (e.g. income) can receive consultations free of charge (30 minutes per consultation. There is a maximum of three consultations for a single issue. Consultations are limited to civil cases).</p>		<p>speaks your language. (We may not be able to provide an interpreter in some cases) *By appointment only</p>	<p>② To make an appointment for a free legal consultation: Mon – Fri</p> <p>*Excluding National Holidays and the New Year's holiday period</p> <p>*The reception to make appointments begins from Monday of the week prior to the day of the appointment. In the case of that Monday being a holiday, reception to make appointments (for the following week) will be available from the next business day</p> <p>Legal Consultation Days: The second and fourth Wednesday of every month</p> <p>*Closed on National Holidays and during the New Year's holiday period</p>	<p>To make an appointment: 9:00 – 17:00</p> <p>Legal Consultations: 13:00 - 16:20</p>

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Name and Location	Telephone	Languages available	Days of Operation	Business Hours
<p>Houterasu Multilingual Information Service</p> <p>*If you require assistance in a foreign language, Houterasu can provide information and make counseling appointments through an interpreter (telephone charges apply).</p>	0570-078377	<p>Phone: Chinese, English, Spanish, Portuguese, Korean, Vietnamese, Tagalog, Nepali, Thai, Indonesian</p>	<p>Phone consultations: Mon - Fri</p> <p>*Closed on National Holidays and during the New Year's holiday period</p>	9:00 - 17:00
<p>Nikkei Consultation Center</p> <p>The Association of Nikkei and Japanese Abroad</p>	<p>045-211-1788</p> <p>https://jadesas.or.jp/jp/kokunai1/</p>	<p>Japanese, Portuguese, Spanish</p>	<p>Mon - Fri *Excluding National Holidays</p>	14:00 - 17:30
<p>Police General Consultation Center, Saitama Prefectural Police Headquarters</p> <p>(We accept various consultations, as well as feedback and requests regarding police activities.)</p>	<p>#9110 (Rotary dial telephones and some IP phones will not be able to call this number.)</p> <p>or 048-822-9110</p> <p>Saitama Prefectural Police website: https://www.police.pref.saitama.lg.jp</p>	Japanese	24 hours, 7 days a week	<p>24 hours a day</p> <p>*On weekdays after 17:15, weekends, National Holidays, and during the New Year's holiday period, your call will be automatically transferred to the Saitama Prefectural Police Headquarters.</p>
<p>Saitama Prefectural Police Support Center for Victims of Crime</p> <p>3F Lamza Tower 1-10-1 Numakage, Minami-ku, Saitama-shi</p>	<p>① 0120-381-858 (Consultations for victims of crimes and accidents, as well as their family members)</p> <p>Saitama Prefectural Police website: https://www.police.pref.saitama.lg.jp</p>	<p>Japanese (In some cases, we may be able to find an interpreter for your language)</p> <p>Japanese</p>	<p>Mon - Fri (Excluding National Holidays, substitute holidays, and the New Year's holiday period)</p>	8:30 - 17:15

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Name and Location	Telephone	Languages available	Days of Operation	Business Hours
	<p>② #8103 (Sexual Crime Consultation Hotline (Heart-san))</p> <p>or</p> <p>0120-83-8103 (Consultations for persons who have been victims of sexual crimes and their family members)</p>		24 hours, 7 days a week	<p>24 hours a day</p> <p>*On weekdays after 17:15, weekends, National Holidays, substitute holidays, and during the New Year's holiday period, your call will be automatically transferred to the Saitama Prefectural Police Headquarters.</p>
<p>Saitama Prefectural Police Youth Support Center (3F Lamza Tower, 1-10-1 Numakage, Minami-ku, Saitama-shi)</p> <p>(We offer psychological counseling services to adolescents and their parents/carers regarding various adolescent issues, such as delinquency, bullying, criminal damage, etc.)</p>	<p>048-865-4152 (For parents/carers)</p> <p>048-861-1152 (For adolescents - Youth Telephone Corner)</p> <p>Saitama Prefectural Police website https://www.police.pref.saitama.lg.jp</p>	Japanese	Mon - Fri (Excluding National Holidays, substitute holidays, and the New Year's holiday period)	8:30 - 16:15
<p>Railroad Police Unit, Saitama Prefectural Police Headquarters</p> <p>*Consultations provided regarding groping on trains or in railway facilities</p>	048-641-0599	Japanese	24 hours, 7 days a week	<p>24 hours a day</p> <p>*A female police officer may not always be available.</p>

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Name and Location	Telephone	Languages available	Days of Operation	Business Hours
<p>Saitama District Legal Affairs Bureau</p> <p>① Foreign language human rights hotline</p> <p>② Foreign language counseling services about human rights on the internet</p>	<p>① 0570-090-911</p> <p>② https://www.moj.go.jp/JINKEN/jinken21.html#01</p>	<p>①② Chinese, Korean, English, Tagalog, Portuguese, Vietnamese, Nepali, Spanish, Indonesian, Thai</p>	<p>① Mon - Fri (Excluding National Holidays and the New Year's holiday period)</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 domestic or dating violence</p>	<p>048-600-3700</p>	<p>Japanese</p>	<p>Mon - Wed, Friday, Saturday</p> <p>Sunday, National Holidays (including substitute holidays)</p> <p>*Closed Thursdays and during the New Year's holiday period</p>	<p>9:30 - 20:30</p> <p>9:30 - 17:00</p>
<p>Foundation for the Welfare and Education of the Asian People Refugee Assistance Headquarters (RHQ)</p>	<p>For Indochinese refugees, persons granted refugee status under the Convention, and resettled refugees: 0120-090-091</p> <p>For persons eligible for complementary protection: 0120-400-250</p> <p>For persons applying for refugee status recognition: 0120-925-357</p>	<p>Japanese, English, French, Vietnamese, Burmese, Ukrainian</p> <p>*For consultations in other languages, please contact the organisation in advance.</p>	<p>Mon - Fri</p>	<p>10:00 - 12:00, 14:00 - 16:00</p>