






Information directory  
 〈Chapter 1〉

Menu item	Name	Address	Telephone number	Business hours/days	URL	QR code
Procedures for Immigration and Residence	Immigration Information Center	1-3-20 Gorin, Miyagino-ku, Sendai City, Miyagi Pref. 5-5-30 Konan, Minato-ku, Tokyo 10-7 Torihama-cho, Kanazawa-ku, Yokohama City, Kanagawa Pref. 5-18 Shoho-cho, Minato-ku, Nagoya City, Aichi Pref. 1-29-53 Nankou Kita, Suminoe-ku, Osaka City, Osaka 29 Kaigan-dori, Chuo-ku, Kobe City, Hyogo Pref. 2-31 Kami-hacchobori, Naka-ku, Hiroshima City, Hiroshima Pref. 3-5-25 Maizuru, Chuo-ku, Fukuoka City, Fukuoka Pref.	0570-013904 ( IP phones, PHS, overseas: Call 03-5796-7112 )	Weekdays 8:30am-5:15pm ( except year-end and New Year Holidays )	<a href="http://www.immi-moj.go.jp/info/index.html#sec.01">www.immi-moj.go.jp/info/index.html#sec.01</a>	
Technical Intern Training	Organization for Technical Intern Training	0120-250-147		Tuesday to Saturday 11:00am-7:00pm	<a href="https://www.otit.go.jp/notebook/">https://www.otit.go.jp/notebook/</a>	
Human Rights-related	Foreign-Language Human Rights Hotline	0570-090911 ( nationwide )		Weekdays 9:00am-5:00pm ( except year-end and New Year Holidays ) ( Languages: English, Chinese, Korean, Filipino, Portuguese, Vietnamese, Nepalese, Spanish, Indonesian and Thai ) ※Nepalese, Spanish, Indonesian and Thai will be included from April 2019.	<a href="http://www.moj.go.jp/ENGLISH/HR/counseling/for_foreigners.html">http://www.moj.go.jp/ENGLISH/HR/counseling/for_foreigners.html</a>	
	Human Rights Counselling Center for Foreigners	Main offices of the Legal Affairs Bureau and District Legal Affairs Bureau throughout the country		Weekdays 9:00am-5:00pm ( except year-end and New Year Holidays ) ( Languages: English, Chinese, Korean, Filipino, Portuguese, Vietnamese, Nepalese, Spanish, Indonesian and Thai ) ※Nepalese, Spanish, Indonesian and Thai will be included from April 2019.		
	Foreign Language Human Rights Counselling Services on the Internet	English: <a href="https://www.jinken.go.jp/soudan/PC_AD/0101_en.html">https://www.jinken.go.jp/soudan/PC_AD/0101_en.html</a> Chinese: <a href="https://www.jinken.go.jp/soudan/PC_AD/0101_zh.html">https://www.jinken.go.jp/soudan/PC_AD/0101_zh.html</a>				
Legal Assistance	Legal Information for Foreign Nationals by Japan Legal Support Center	0570-078377 ( nationwide )		Weekdays 9:00am-5:00pm ( except holidays, year-end and New year period ) ( Languages: English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Tagalog, Nepalese and Thai )	<a href="https://www.houterasu.or.jp/multilingual/index.html">https://www.houterasu.or.jp/multilingual/index.html</a>	






Information directory  
(Chapter 2)

Menu item	Name	Address	Telephone number	Business hours/days	URL	QR code
Social Security and Tax Number System	My Number (a toll free number)	[Languages] Toll-free call: English, Chinese, Korean, Spanish and Portuguese · Regarding My Number System (Basic outlines and Future plans) Toll-free call: 0120-0178-26 · Regarding My Number Notification card and Individual Number Card Toll-free call: 0120-0178-27		Weekdays: 9:30am-6:00pm Saturday, Sunday and Holidays: 9:30am-5:30pm ( except year-end and New Year holidays )	· Regarding My Number System: for Non-Japanese residents <a href="https://www.cao.go.jp/bangouseido/foreigners/index.html">https://www.cao.go.jp/bangouseido/foreigners/index.html</a>	
		[Inquiry in Japanese] · My Number toll free number Toll-free call: 0120-95-0178			· Regarding My Number Notification Card: Individual Number Card(English) <a href="https://www.koimbango-card.go.jp/en/">https://www.koimbango-card.go.jp/en/</a> ( Also available in Chinese ( simplified characters and traditional Chinese), Korean, Spanish and Portuguese)	




Information directory  
(Chapter 3)

Menu item	Name	Address	Telephone number	Business hours/days	URL	QR code
Work	Advisory Desk for Foreign Workers ( except 12:00pm-1:00pm )	Hokkaido Labor Bureau Kita 8-jo, Nishi 2-chome Kita-ku, Sapporo Hokkaido	0 1 1 - 7 0 9 - 2 3 1 1 ( extension 3 5 3 8 )	9:00am-4:30pm ( Friday: English )	<a href="https://www.check-roudou.mhlw.go.jp/soudan/foreigner.html">https://www.check-roudou.mhlw.go.jp/soudan/foreigner.html</a>	
		Miyagi Labor Bureau 1-Teppo-machi, Miyagino-ku, Sendai City, Miyagi Pref.	0 2 2 - 2 9 9 - 8 8 3 8	9:00am-4:30pm ( Monday, Tuesday and Thursday: Chinese )		
		Ibaraki Labor Bureau 1-chome 8-31, Miya-machi, Mito City, Ibaraki Pref.	0 2 9 - 2 2 4 - 6 2 1 4	9:00am-4:30pm ( The first and second Mondays: English and Spanish ) ( The second and third Mondays, and Fridays: Chinese )		
		Tochigi Labor Bureau 1-4, Akebono-cho, Utsunomiya City, Tochigi Pref.	0 2 8 - 6 3 4 - 9 1 1 5	9:00am-4:30pm ( Monday and Friday: English, Portuguese and Spanish )		
		Tochigi Labor Standards Inspection Office 20-24, Numawada-cho, Tochigi City, Tochigi Pref.	0 2 8 2 - 2 4 - 7 7 6 6	8:30am-4:00pm ( Every Wednesday (except the fifth Wednesday) : Chinese )		
		Ohta Labor Standards Inspection Office 104-1, Iizuka-cho, Ohta City, Gunma Pref.	0 2 7 6 - 4 5 - 9 9 2 0	9:00am-4:30pm ( Tuesday to Friday: Portuguese )		
		Saitama Labor Bureau Rand axis tower 15F, 11-2, Shintoshin, Chuo-ku, Saitama City, Saitama Pref.	0 4 8 - 6 0 0 - 6 2 0 4	9:00am-5:00pm ( Wednesday and Friday: English ) ( Tuesday and Thursday: Chinese )		
		Chiba Labor Bureau 4-11-1, Chuo, Chuo-ku, Chiba City, Chiba Pref.	0 4 3 - 2 2 1 - 2 3 0 4	9:30am-5:00pm ( Tuesday (except the first and fifth) , Thursday (except the fifth) : English )		
		Tokyo Labor Bureau 1-2-1, Kudan-minami, Chiyoda-ku, Tokyo	0 3 - 3 5 1 2 - 1 6 1 2	10:30am-4:00pm ( Monday, Thursday and Friday: English ) ( The second and fourth Mondays, Tuesday and Thursday: Chinese ) ( Tuesday and Wednesday: Tagalog ) ( Wednesday and Friday: Vietnamese )		
		kanagawa Labor Bureau 5-57, Kitataka-dori, Naka-ku, Yokohama City, Kanagawa Pref.	0 4 5 - 2 1 1 - 7 3 5 1	9:00am-4:00pm ( Monday: English ) ( Wednesday and Friday: Portuguese ) ( Tuesday and Thursday: Spanish )		
		Toyama Labor Bureau 1-5-5, Jinzuhon-machi, Toyama City, Toyama Pref.	0 7 6 - 4 3 2 - 2 7 3 0	9:00am-4:30pm ( The fourth Thursday: Chinese )		
		Takaoka Labor Standards Inspection Office 10-21, Nakagawahon-machi, Takaoka City, Toyama Pref.	0 7 6 6 - 2 3 - 6 4 4 6	9:00am-4:30pm ( Tuesday and Friday: Portuguese )		
		Fukui Labor Bureau 1-1-54, Haruyama, Fukui City, Fukui Pref.	0 7 7 6 - 2 2 - 2 6 5 2	9:30am-5:00pm ( Monday and Thursday: Portuguese ) ( Tuesday: Chinese )		
		Yamanashi Labor Bureau 1-1-11, Marunouchi, Kofu City, Yamanashi Pref.	0 5 5 - 2 2 4 - 5 6 1 1	9:00am-3:45pm ( Tuesday and Wednesday: Portuguese and Spanish )		
		Nagano Labor Bureau 1-22-1, Nakagoshoh, Nagano City, Nagano Pref.	0 2 6 - 2 2 3 - 0 5 5 3	9:00am-3:30pm ( Tuesday and Thursday: Portuguese )		
		Gifu Labor Bureau 5-13, Kinryu-cho, Gifu City, Gifu Pref.	0 5 8 - 2 4 5 - 8 1 0 2	9:00am-4:00pm ( Tuesday, Wednesday and Thursday: Spanish and Portuguese )		
		Shizuoka Labor Bureau 9-50, Oute-machi, Aoi-ku, Shizuoka City, Shizuoka Pref.	0 5 4 - 2 5 4 - 6 3 5 2	10:00am-4:00pm ( Monday, Wednesday, Thursday and Friday: Portuguese ) ( Monday and Friday: English ) ( Wednesday and Thursday: Spanish )		
		Hamamatsu Labor Standards Inspection Office 1-12-4, Chuo, Naka-ku, Hamamatsu City, Shizuoka Pref.	0 5 3 - 4 5 6 - 8 1 4 8	10:00am-4:00pm ( Weekdays: Portuguese )		
		Iwata Labor Standards Inspection Office 3599-6, Mitsuke, Iwata City, Shizuoka Pref.	0 5 3 8 - 3 2 - 2 2 0 5	10:00am-4:00pm ( Monday and Thursday: Portuguese )		
		Aichi Labor Bureau 2-5-1, Sannomaru, Naka-ku, Nagoya City, Aichi Pref.	0 5 2 - 9 7 2 - 0 2 5 3	9:30am-4:00pm ( Tuesday and Thursday: English ) ( Tuesday to Friday: Portuguese )		
Toyohashi Labor Standards Inspection Office 111, Daikoku-cho, Toyohashi City, Aichi Pref.	0 5 3 2 - 5 4 - 1 1 9 2	9:30am-4:00pm ( Tuesday and Thursday: Portuguese )				
Yokkaichi Labor Standards Inspection Office 2-5-23, Shinsho, Yokkaichi City, Mie Pref.	0 5 9 - 3 4 2 - 0 3 4 0	10:00am-4:00pm ( The fourth Wednesday: English ) ( Tuesday: Spanish ) ( The second and fourth Fridays: Portuguese )				
Tsu Labor Standards Inspection Office 327-2, Shimazaki-cho, Tsu City, Mie Pref.	0 5 9 - 2 2 7 - 1 2 8 2	10:00am-4:00pm ( Tuesday: Portuguese ) ( The second Wednesday: English ) ( Friday: Spanish )				






Information directory  
(Chapter 3)

	Hikone Labor Standards Inspection Office 59-3, Nishima-cho, Hikone City, Shiga Pref.	0 7 4 9 - 2 2 - 0 6 4 5	8:30am-5:15pm ( Wednesday: Portuguese )		
	Higashiomi Labor Standards Inspection Office 8-14, Youkaichi Midorimachi, Higashi omi City, Shiga Pref.	0 7 4 8 - 2 2 - 0 3 9 4	8:30am-5:15pm ( Tuesday and Thursday: Portuguese )		
	Kyoto Labor Bureau 451, Kinbuki-cho, Ryogae-cho-dori Oikeagaru, Nakagyo-ku, Kyoto City, Kyoto	0 7 5 - 2 4 1 - 3 2 1 4	9:00am-5:00pm ( Tuesday and Friday: English )		
	Osaka Labor Bureau 4-1-67, Otemae, Chuo-ku, Osaka City, Osaka	0 6 - 6 9 4 9 - 6 4 9 0	9:30am-5:00pm ( Monday and Wednesday: English ) ( Wednesday and Thursday: Portuguese ) ( Wednesday: Chinese )		
	Hyogo Labor Bureau 1-1-3, Higashikawasaki-cho, Chuo-ku, Kobe City, Hyogo Pref.	0 7 8 - 3 6 7 - 9 1 5 1	9:30am-5:00pm ( The second and fourth Tuesdays, and Wednesday: Chinese )		
	Shimane Labor Bureau 134-10, Mukojima-cho, Matsue City, Shimane Pref.	0 8 5 2 - 3 1 - 1 1 5 6	9:00am-4:30pm ( The second and fourth Mondays: Chinese )		
	Hiroshima Labor Bureau 6-30, Kamihacchobori, Naka-ku, Hiroshima City, Hiroshima Pref.	0 8 2 - 2 2 1 - 9 2 4 2	9:00am-4:30pm ( Tuesday and Friday: Portuguese and Spanish ) ( Friday: Chinese )		
	Fukuyama Labor Standards Inspection Office 1-7, Asahi-cho, Fukuyama City, Hiroshima Pref.	0 8 4 - 9 2 3 - 0 0 0 5	9:00am-4:30pm ( Wednesday: Chinese )		
	Tokushima Labor Bureau 6-6, Tokushima-cho Jonai, Tokushima City, Tokushima Pref.	0 8 8 - 6 5 2 - 9 1 6 3	9:00am-4:30pm ( The first and third Mondays, and Thursday: Chinese )		
	Fukuoka Labor Bureau 2-11-1, Hakata-eki Higashi, Hakata-ku, Fukuoka City, Fukuoka Pref.	0 9 2 - 4 1 1 - 4 8 6 2	9:00am-4:00pm ( Tuesday, and the second and fourth Thursdays: English )		
	Kagoshima Labor Standards Inspection Office 1-6-3, Yakushi, Kagoshima City, Kagoshima Pref.	0 9 9 - 2 1 4 - 9 1 7 5	9:00am-4:30pm ( The first and third Mondays, and Wednesday (except the fifth) : English )		
	Telephone Consultation Service for Foreign Workers ( except for 12:00pm-1:00pm )	English: 0 5 7 0 - 0 0 1 7 0 1 ( Monday to Friday ) Chinese: 0 5 7 0 - 0 0 1 7 0 2 ( Monday to Friday ) Portuguese: 0 5 7 0 - 0 0 1 7 0 3 ( Monday to Friday ) Spanish: 0 5 7 0 - 0 0 1 7 0 4 ( Tuesday, Thursday and Friday ) Tagalog: 0 5 7 0 - 0 0 1 7 0 5 ( Tuesday and Wednesday ) Vietnamese: 0 5 7 0 - 0 0 1 7 0 6 ( Wednesday and Friday )	10:00am-3:00pm ( except 12:00pm-1:00pm )	<a href="https://www.check-roudou.mhlw.go.jp/soudan/foreigner.html">https://www.check-roudou.mhlw.go.jp/soudan/foreigner.html</a>	
	Mental Health Telephone Counselling for Workers	0 1 2 0 - 5 6 5 - 4 5 5	Monday and Tuesday 5:00pm-10:00pm / Saturday and Sunday 10:00am-4:00pm ( except holidays, year-end and New year period )	<a href="http://kokoro.mhlw.go.jp/tel-soudan/">http://kokoro.mhlw.go.jp/tel-soudan/</a>	
	Hello Work' across the country	8:30am-5:15pm ( Weekdays )		<a href="https://www.mhlw.go.jp/kyujin/hwmap.html">https://www.mhlw.go.jp/kyujin/hwmap.html</a>	
Legal Assistance	Legal Information for Foreign Nationals by Japan Legal Support Center	0570-078377 ( nationwide )	Weekdays 9:00am-5:00pm ( except holidays, year-end and New year period ) ( Languages: English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Tagalog, Nepalese and Thai )	<a href="https://www.houterasu.or.jp/multilingual/index.html">https://www.houterasu.or.jp/multilingual/index.html</a>	
Consultation for Pregnancy, Delivery and/or Sexual Harassment	Employment Environment and Equal Employment Bureau	Prefectural Labor Bureau	Weekdays 8:30am-5:15pm	<a href="https://www.mhlw.go.jp/content/000177581.pdf">https://www.mhlw.go.jp/content/000177581.pdf</a>	





Information directory  
 〈Chapter 4〉

Menu item	Name	Address	Telephone number	Business hours/days	URL	QR code
Comprehensive Facilities for Gender Equality	Center for Gender Equality			Across the country	<a href="http://www.gender.go.jp/policy/chiou_renkei/pref_shisetsu.html">www.gender.go.jp/policy/chiou_renkei/pref_shisetsu.html</a>	
Counselling for Women's Issues	Spousal Violence Counselling and Support Center			Across the country	<a href="http://www.gender.go.jp/e-vaw/soudankikan/pdf/center.pdf">www.gender.go.jp/e-vaw/soudankikan/pdf/center.pdf</a>	
	Women's Consultation Office			Across the country	<a href="http://www.mhlw.go.jp/content/11900000/000402433.pdf">www.mhlw.go.jp/content/11900000/000402433.pdf</a>	




Information directory  
(Chapter 5)

Menu item	Name	Address	Telephone number	Business hours/days	URL	QR code
Expenses Examination for Higher Education Institutions	Examination for Japanese University Admission for International Students (EJU)				<a href="https://www.jasso.go.jp/en/eju/index.html">https://www.jasso.go.jp/en/eju/index.html</a>	
Scholarship in Higher Education Category	Scholarship Guide for enrolled students 2018-2019 (Universities, etc.)				<p>•Residence status must be: "Special Permanent Resident", "Permanent Resident", "Spouse or Child of Japanese National", "Spouse or Child of Permanent Resident" and "Long Term Resident" (※).</p> <p>※Persons having no intention to reside permanently in Japan are ineligible.</p> <p>•Links to Grant-type Scholarship and Scholarship Loan websites are listed below.</p> <p>&lt; Grant-type Scholarship &gt; (Japanese Only)  <a href="https://www.jasso.go.jp/shogakukin/kyufu/_icsFiles/afieldfile/2018/06/25/h31yoyaku_kyuhuanai.pdf">https://www.jasso.go.jp/shogakukin/kyufu/_icsFiles/afieldfile/2018/06/25/h31yoyaku_kyuhuanai.pdf</a></p> <p>&lt; Scholarship Loan &gt; (Japanese Only)  <a href="https://www.jasso.go.jp/shogakukin/moshikomi/yoyaku/teishutsu/_icsFiles/afieldfile/2018/04/20/h31yoyaku_taiyoannai.pdf">https://www.jasso.go.jp/shogakukin/moshikomi/yoyaku/teishutsu/_icsFiles/afieldfile/2018/04/20/h31yoyaku_taiyoannai.pdf</a></p>	<p>&lt; Grant-type Scholarship &gt;</p>   <p>&lt; Scholarship Loan &gt;</p> 
	Pamphlet "Scholarship for International Students in Japan"				<p>•The person whose residence status is " Student" is qualified.</p> <p>•Not all the information on scholarships in Japan are included in the pamphlet.</p> <p><a href="https://www.jasso.go.jp/en/study/j/scholarships/brochure.html">https://www.jasso.go.jp/en/study/j/scholarships/brochure.html</a></p>	
Japanese Language Education	List of departments and divisions for Japanese language education	Nationwide prefectures, Ordinance-designated cities, Core cities, Conference member cities of non-Japanese resident living city			<a href="http://www.bunka.go.jp/seisaku/kokugo/nihongo/kvobku/nihongokyoiku_tanto/">http://www.bunka.go.jp/seisaku/kokugo/nihongo/kvobku/nihongokyoiku_tanto/</a>	

Information directory  
(Chapter 6)



Menu item	Name	Address	Telephone number	Business hours/days	URL	QR code
Medical Institutions	Medical Care Functional Information Provision System			Each prefecture	<ul style="list-style-type: none"> <li>Each prefecture's website</li> <li>About Medical Care Functional Information Provision System (Ministry of Health, Labour and Welfare)</li> <li><a href="https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/kenkou_iryuu/iryuu/teikyouseido/index.html">https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/kenkou_iryuu/iryuu/teikyouseido/index.html</a></li> </ul>	
	Medical Care Safety Support Center			Across the country	<ul style="list-style-type: none"> <li>① <a href="http://www.anzen-shien.jp/aboutus/">http://www.anzen-shien.jp/aboutus/</a></li> <li>② <a href="http://www.anzen-shien.jp/center/index.html">http://www.anzen-shien.jp/center/index.html</a></li> </ul>	<ul style="list-style-type: none"> <li>① </li> <li>② </li> </ul>
Health-care Insurance	Branch Offices of Health Insurance Association of Japan			Across the country	<a href="https://www.kyoukaikengo.or.jp/g7/cat710/sb7130/sbb/7131/1762-620">https://www.kyoukaikengo.or.jp/g7/cat710/sb7130/sbb/7131/1762-620</a>	

Information directory  
 <Chapter 7>




Menu item	Menu item	Name	Address	Telephone number	Business hours/days	URL	QR code
Pension	Visit for Consultation	Branch Offices of Japan Pension Service	Branch offices across the country (including sub-offices)		【Visitation inquiries only】 Weekdays 9:00am—5:00pm	<a href="https://www.nenkin.go.jp/international/index.files/office.pdf">https://www.nenkin.go.jp/international/index.files/office.pdf</a>	
						<a href="https://www.nenkin.go.jp/section/soudan/index.html">https://www.nenkin.go.jp/section/soudan/index.html</a>	
	Telephone Consultation	General inquiries regarding pension consultation (Japan Pension Service)	NENKIN DIAL' 0570-05-1165 (If the telephone number begins with "050.") Call 03-6700-1165	【Phone inquiries only】 Weekdays 9:00am—5:00pm			
		General inquiries regarding joining a pension plan (Japan Pension Service)	○ For national pension plan participants 0570-003-004 (If the telephone number begins with "050.") Call 03-6630-2525  ○ For welfare pension plan participants 0570-007-123 (If the telephone number begins with "050.") Call 03-6837-2913	【Phone inquiries only】 Weekdays 9:00am—5:00pm	<a href="https://www.nenkin.go.jp/international/index.html#cms001">https://www.nenkin.go.jp/international/index.html#cms001</a>		



Information directory  
<Chapter 8>

Menu item	Name	Address	Telephone number	Business hours/days	URL	QR code
Taxes	General questions and counselling regarding national taxes (Telephone counselling center)	Tokyo Regional Taxation Bureau Telephone Counselling Center 03-3821-9070 Nagoya Regional Taxation Bureau Telephone Counselling Center 052-971-2059 Osaka Regional Taxation Bureau Telephone Counselling Center (Calls transferred from the pilot number) 06-6941-5331		8:30am—5:00pm (except Saturday, Sunday, holidays, year- end and New Year period) ※English only	<a href="https://www.nta.go.jp/english/contact/moreinformation/">https://www.nta.go.jp/english/contact/moreinformation/</a>	
	Individual specific questions and counselling regarding national taxes (Each tax office across the country)	Across the country		8:30am—5:00pm (except Saturday, Sunday, holidays, year- end and New Year period)	<a href="https://www.nta.go.jp/taxes/shiraberu/shirabekata/9200.htm">https://www.nta.go.jp/taxes/shiraberu/shirabekata/9200.htm</a>	
Local Taxes	Each prefectural and municipal government	Across the country			Respective website of each prefectural and municipal government	—



Information directory  
(Chapter 9)

Menu item	Name	Address	Telephone number	Business hours/days	URL	QR code
Traffic Accident	NASVA Traffic Accident Victims Hotline	0 5 7 0 - 0 0 0 7 3 8		Monday to Friday ( except holidays, year-end and New Year period ) 9:00am-5:00pm	<a href="http://www.nasva.go.jp/sasaeru/hotline.html">http://www.nasva.go.jp/sasaeru/hotline.html</a>	
	Nichibenren Traffic Accident Consultation Center	Across the country	0 5 7 0 - 0 7 8 3 2 5	Monday to Friday ( except holidays ) 10:00am-4:30pm ( 10:00am-7:00pm on 10th of every month )	<a href="http://www.n-tacc.or.jp/index.html">http://www.n-tacc.or.jp/index.html</a>	
Legal Assistance	Legal Information for Foreign Nationals by Japan Legal Support Center	0570-078377 ( nationwide )		Weekdays 9:00am-5:00pm ( except holidays, year-end and New year period ) ( Languages: English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Tagalog, Nepalese and Thai )	<a href="https://www.houterasu.or.jp/multilingual/index.html">https://www.houterasu.or.jp/multilingual/index.html</a>	










# Information directory <Chapter 10>

Menu item	Name	Address	Telephone number	Business hours/days	URL
Crime	Incidents, Accidents	Police emergency response "Dial 110"			-
Emergency, injury, fire	Each Fire-Defense Headquarters	Ambulance and fire brigade emergency telephone number: 119			-

## Information directory 〈Chapter 11〉

Menu item	Name	Address	Telephone number	Business hours/days	URL	QR code
Housing	Chintai kyokai	Free internet consultations ( in Japanese only )			<a href="https://www.chintai.or.jp/menu/consultation/">https://www.chintai.or.jp/menu/consultation/</a>	
	Japan Property Management Association	Consumer's consulting service ( in writing and in Japanese only ( Web form, FAX or letter )			<a href="https://www.jpma.jp/consultation/">https://www.jpma.jp/consultation/</a>	

Information directory  
(Chapter 12)

Menu item	Name	Address	Telephone number	Business hours/days	URL	QR code
Consultation for Consumer Affairs	Consumer Hotline 188	#188 ※Please note that the business hours of each consultation counter differ.			<a href="https://www.caa.go.jp/policies/policy/local_cooperation/local_consumer_administration/sitemap/">https://www.caa.go.jp/policies/policy/local_cooperation/local_consumer_administration/sitemap/</a>	
	National Consumer Affairs Center (Consumer Hotline for Tourists)	03-5449-0906 Weekdays 10:00am-4:00pm (except Saturday, Sunday, holidays and December 29 through January 3)			<a href="http://www.kokusen.go.jp/tourists/index.html">http://www.kokusen.go.jp/tourists/index.html</a>	
Electricity and Gas	Electricity and Gas Market Surveillance Commission Consultation Service	TEL: 0 3 - 3 5 0 1 - 5 7 2 5 (direct) e-mail: dentorii@meti.go.jp		9:30am-12:00pm, 1:00pm-6:15pm Weekdays except Saturday, Sunday, holidays, year-end and New Year period (Dec. 29 - Jan. 3)	<a href="http://www.emsc.meti.go.jp/">http://www.emsc.meti.go.jp/</a>	
Electricity	Information Desk for Deregulation of Electric Power	TEL : 0 5 7 0 - 0 2 8 - 5 5 5		9:00am-6:00pm Weekdays except Saturday, Sunday, holidays, year-end and New Year period (Dec. 29 - Jan. 3)	<a href="http://www.enecho.meti.go.jp/category/electricity_and_gas/electric/electricity_liberalization/">http://www.enecho.meti.go.jp/category/electricity_and_gas/electric/electricity_liberalization/</a>	
Gas	Inquiries regarding Complete Liberalization of City Gas Retail Industry	TEL : 0 3 - 3 5 0 1 - 3 5 0 6		9:30am-6:15pm Business days except for Saturday, Sunday, holidays, year-end and New Year period (12/29-1/3)	<a href="http://www.enecho.meti.go.jp/category/electricity_and_gas/gas/liberalization/">http://www.enecho.meti.go.jp/category/electricity_and_gas/gas/liberalization/</a>	
Water Supply	Neighborhood Municipal Division of Waterworks and Water Supply Service Departments	Municipal Division of Waterworks and Water Supply Service Department in your neighborhood			Website of local offices	—
Mobile Phone	English spoken at major mobile phone company service counters	NTT docomo: 0 1 2 0 - 0 0 5 - 2 5 0 KDDI: 0 1 2 0 - 9 5 9 - 4 7 2 Softbank: 0 8 0 0 - 9 1 9 - 0 1 5 7		9:00am-8:00pm (7 days a week)	NTT docomo: <a href="https://www.nttdocomo.co.jp/english/">https://www.nttdocomo.co.jp/english/</a> KDDI: <a href="https://www.kddi.com/english/">https://www.kddi.com/english/</a> Softbank: <a href="https://www.softbank.jp/en/mobile/">https://www.softbank.jp/en/mobile/</a>	NTT docomo  KDDI  Softbank 
Municipal waste	Neighborhood Municipal Division	Municipal Division in your neighborhood			Website of local offices	—
Counselling regarding Public Administration	MIC Administrative Counselling Center, "Kikumimi"	Across the country (Regional Administrative Evaluation Bureaus, Administrative Evaluation Offices, Administrative Counselling Service)	0 5 7 0 - 0 9 0 - 0 1 1 0 ※ Some IP phones may be un-usable. In this case, use the counselling service center URL listed for your area. ( e-mail address : kikumimi.japan@soumu.go.jp ( English ) )	Weekdays 8:30am-5:15pm	<a href="http://www.soumu.go.jp/main_sosiki/tyoutai/souden_nikyokusyo_madouchi.html">http://www.soumu.go.jp/main_sosiki/tyoutai/souden_nikyokusyo_madouchi.html</a>	
Settlement Support	Foundation for the Welfare and Education of Asian People Refugee Assistance Headquarters	Foundation for the Welfare and Education of Asian People Bldg. 2F, 1-27, 5-chome, Minami-azabu, Minato-ku, Tokyo 106-0047 TEL : 03-3449-7011 FAX : 03-3449-7016			<a href="http://www.rfa.or.jp/">http://www.rfa.or.jp/</a>	