

## Catalogue of Consultation Services for Foreign Residents **【Lifestyle】** (for foreigners who have trouble speaking and reading Japanese)

Consultation Genres	Consultation Information	Supported Languages	Name of Organization/Consultation Center	Consultation Method & Important Points	Business Hours
<p>Consultation Level (Prefectural)</p> <p>Lifestyle Tourism Other</p>	<p>Lifestyle consultations for foreign residents living in Tokushima and tourist information for foreign travelers visiting Tokushima</p>	<p>English, Chinese, Korean, Vietnamese, Indonesian, Thai, Malaysian, Tagalog, Nepalese, Burmese, Khmer, Mongolian, Sinhalese, Portuguese, Spanish, French, German, Italian, Russian, Bengali, Hindi</p>	<p>Tokushima International Strategies Center (Tokushima Prefectural International Exchange Association, TOPIA) 088-656-3312 (Comprehensive Multilingual Consultation Service for Foreign Residents)</p>	<p>Face to Face Consultation Tokushima Station: 6th floor of the Tokushima Clement Plaza</p> <p>Phone Consultation 088-656-3312 088-656-3313 (Three or four-way calls including a multilingual consultation staff or telephone interpretation system interpreter are possible)</p>	<p>Daily 10:00-18:00</p>
<p>Consultation Level (Prefectural)</p> <p>Lifestyle</p>	<p>Consultations concerning consumer-related troubles for foreigners living in Tokushima</p>	<p>21 Languages including English, Chinese, and Vietnamese available through the Tokushima International Strategies Center</p>	<p>Tokushima Consumer Affairs Center 088-623-0110</p>	<p>Phone Consultation available through the Tokushima Multilingual Consultation Service (088-656-3312, 088-656-3313). Allows for a four-way conversation with an interpreter.</p> <p>Face to Face Consultation Tokushima City, Amico East Building 7th Floor</p>	<p>Weekdays (Except Wednesday) : 10:00-18:00 Weekends:10:00-16:00 Closed on Holidays</p>

Consultation Genres	Consultation Information	Supported Languages	Name of Organization/Consultation Center	Consultation Method & Important Points	Business Hours
<p>Consultation Level (Local Level: Tokushima City)</p> <p>Lifestyle Tourism</p>	Lifestyle consultation and tourist information	English	Tokushima International Association 088-622-6066	<p>Face to Face Consultation Tokushima-shi, Shinkura-cho, 1-88 Shinkura Government Building, 2nd floor</p> <p>Phone Consultation 088-622 – 6066</p> <p>Email Consultation (English only) info@tia81.com</p>	<p>Weekdays:10:00-18:00</p> <p>Emails are accepted 365 days a year, however, responses are limited to weekdays</p>
<p>Consultation Level (Local Level: Tokushima City)</p> <p>Lifestyle</p>	Accepts requests for an interpreter for procedures at the Tokushima City Hall	English (Chinese also possible if needed)	Tokushima City General Affairs Department, General Affairs Division 088-621-5017	<p>Depending on the consultation content, we will introduce you to the respective organization in charge.</p> <p>We only have one interpreter, so we recommend prior reservation in case you need interpretation for face to face consultation etc.</p> <p>For consultation and interpretation requests (Email only): somu@city-tokushima.i-tokushima.jp</p>	<p>Weekdays: 9:15-17:00</p> <p>Emails are accepted 365 days a year, however, responses are limited to weekdays</p>
<p>Consultation Level (Local Level: Tokushima City)</p> <p>Lifestyle</p>	Disaster preparation	English (Chinese also possible if needed)	<p>Tokushima City Emergency Management Department</p> <p>Emergency Management Division 088-621-5529</p> <p>Disaster Prevention Division 088-621-5527</p>	<p>Correspondence with Department for General Affairs (International Exchange) Email only</p> <ul style="list-style-type: none"> <li>·Emergency Management Division (kiki_kanri@city-tokushima.i-tokushima.jp)</li> <li>·Disaster Prevention Division (bousai_taisaku@city-tokushima.i-tokushima.jp)</li> </ul> <p>Phone consultations are not available</p>	<p>Weekdays: 9:15-17:00</p> <p>Emails are accepted 365 days a year, however, responses are limited to weekdays</p>

Consultation Genres	Consultation Information	Supported Languages	Name of Organization/Consultation Center	Consultation Method & Important Points	Business Hours
<p>Consultation Level (Local Level: Naruto City)</p> <p>Lifestyle Tourism</p>	<p>Lifestyle consultation for foreign residents living in Naruto and tourist information for foreign travelers visiting Naruto</p>	<p>German Chinese</p>	<p>German House Naruto (German) 088-679-9110</p> <p>Naruto City Culture and Exchange Promotion Division (Chinese) 088-684-1150</p>	<p>Phone Consultation 088-679-9110 (German) 088-684-1150 (Chinese)</p> <p>Email Consultation doitukan@city.naruto.i-tokushima.jp (German) bunkakoryu@city.naruto.i-tokushima.jp (Chinese)</p> <p>If you are interested in face to face consultation, please contact us through the above mentioned phone numbers or email addresses beforehand.</p>	<p>Weekdays: 9:15 - 17:15 Emails are accepted 365 days a year, however, responses are limited to weekdays</p>
<p>Consultation Level (Local Level: Komatsushima City)</p> <p>Lifestyle</p>	<p>(City) All municipal administration matters (Consultation information will be conveyed to the appropriate division)</p>	<p>English (in some cases Chinese and Vietnamese are also available)</p>	<p>Komatsushima City Hall General Information 0885-32-2111</p>	<p>Email Consultation (English only) Please inquire through the following link on the city website: <a href="https://www.city.komatsushima.tokushima.lg.jp/inquiry/">https://www.city.komatsushima.tokushima.lg.jp/inquiry/</a></p> <p>Phone Consultation Available through the Tokushima International Strategies Center's (088-656-3312, 088-656-3313) four-way interpretation service.</p> <p>If you would like to have a face to face consultation, please contact the Tokushima International Strategies Center (088-656-3312) first and tell them the details of your consultation request.</p>	<p>Weekdays: 8:30-17:15 Emails are accepted 365 days a year, however, responses are limited to weekdays</p>

Consultation Genres	Consultation Information	Supported Languages	Name of Organization/Consultation Center	Consultation Method & Important Points	Business Hours
Consultation Level (Local Level: Anan City)  Lifestyle	Aids in town hall procedures	English, Chinese, Vietnamese	Awa City Citizens Department Citizens Lifestyle Division 0884-22-1116	Phone consultations are not available  If you would like to have a face to face consultation, please contact the Tokushima International Strategies Center (088-656-3312) first and tell them the details of your consultation request.	Weekdays: 8:30-17:15
Consultation Level (Local Level: Anan City)  Lifestyle	Disaster prevention information	English, Chinese, Vietnamese	Awa City Department of Crisis Management Crisis Management Division 0884-22-9191	Phone consultations are not available  If you would like to have a face to face consultation, please contact the Tokushima International Strategies Center (088-656-3312) first and tell them the details of your consultation request.	Weekdays: 8:30-17:15
Consultation Level (Local Level: Yoshinogawa City)  Lifestyle	(City) All municipal administration matters (Consultation information will be conveyed to the appropriate division)	English	Yoshinogawa City General Affairs Division 0883-22-2231	Email Consultation (English only): soumu@yoshinogawa.i-tokushima.jp  Phone consultations are not available  If you would like to have a face to face consultation, please contact us beforehand via email	Weekdays: 8:30-17:15 Emails are accepted 365 days a year, however, responses are limited to weekdays
Consultation Level (Local Level: Awa City)  Lifestyle	(City) All municipal administration matters (Consultation information will be conveyed to the appropriate division)	English, Chinese, Vietnamese	Awa City Hall Citizens Division 0883-36-8710	Phone consultations are not available  If you would like to have a face to face consultation, please contact the Tokushima International Strategies Center (088-656-3312) first and tell them the details of your consultation request.	Weekdays: 8:30-17:15

Consultation Genres	Consultation Information	Supported Languages	Name of Organization/Consultation Center	Consultation Method & Important Points	Business Hours
<p>Consultation Level (Local Level: Mima City)</p> <p>Lifestyle</p>	<p>(City) All municipal administration matters (Consultation information will be conveyed to the appropriate division)</p>	<p>English, Chinese, Vietnamese</p>	<p>Mima City Planning and General Affairs Department General Affairs Division 0883-52-1212</p>	<p>Phone consultations are not available</p> <p>If you would like to have a face to face consultation, please contact the Tokushima International Strategies Center (088-656-3312) first and tell them the details of your consultation request.</p>	<p>Weekdays: 8:30-17:15</p>
<p>Consultation Level (Local Level: Miyoshi City)</p> <p>Lifestyle</p>	<p>(City) All municipal administration matters (Consultation information will be conveyed to the appropriate division)</p>	<p>English, Chinese, Vietnamese</p>	<p>Miyoshi City General Affairs Department, General Affairs Division 0883-72-7600</p>	<p>Phone consultations are not available</p> <p>If you would like to have a face to face consultation, please contact the Tokushima International Strategies Center (088-656-3312) first and tell them the details of your consultation request.</p>	<p>Weekdays: 8:30-17:15</p>
<p>Consultation Level (Local Level: Katsuura Town)</p> <p>Lifestyle Tourism</p>	<p>(Town) All municipal administration matters (Consultation information will be conveyed to the appropriate division)</p> <p>Tourism information about Katsura for foreigners.</p>	<p>English, Chinese, Vietnamese</p>	<p>Katsuura Town Planning and Exchange Division 0885-42-2552</p>	<p>Phone consultations are not available</p> <p>If you would like to have a face to face consultation, please contact the Tokushima International Strategies Center (088-656-3312) first and tell them the details of your consultation request.</p> <p>Email Consultation (Tourism questions only/English only) kouryu@town.katsuura.i-tokushima.jp</p>	<p>Weekdays: 8:30-17:15</p> <p>Emails are accepted 365 days a year, however, responses are limited to weekdays</p>
<p>Consultation Level (Local Level: Kamikatsu Town)</p> <p>Lifestyle</p>	<p>(Town) All municipal administration matters (Consultation information will be conveyed to the appropriate division)</p>	<p>English, Chinese, Vietnamese</p>	<p>Kamikatsu Town Citizens Division 0885-46-0111</p>	<p>Phone consultations are not available</p> <p>If you would like to have a face to face consultation, please contact the Tokushima International Strategies Center (088-656-3312) first and tell them the details of your consultation request.</p>	<p>Weekdays: 8:30-17:15</p>

Consultation Genres	Consultation Information	Supported Languages	Name of Organization/Consultation Center	Consultation Method & Important Points	Business Hours
<p>Consultation Level (Local Level: Sanagochi Village)</p> <p>Lifestyle</p>	<p>(Village) All municipal administration matters (Consultation information will be conveyed to the appropriate division)</p>	<p>English, Chinese, Vietnamese</p>	<p>Sanagochi Village Board of Education 088-679-2817</p>	<p>Phone consultations are not available</p> <p>If you would like to have a face to face consultation, please contact the Tokushima International Strategies Center (088-656-3312) first and tell them the details of your consultation request.</p>	<p>Weekdays: 8:30-17:15</p>
<p>Consultation Level (Local Level: Ishii Town)</p> <p>Lifestyle</p>	<p>Deals with complaints, opinions, and requests regarding public offices</p>	<p>English</p>	<p>Ishii Town General Affairs Division 088-674-1111</p>	<p>Face to Face Consultation Ishii Town Public Office, 2nd floor, General Affairs Division</p> <p>If you would like to have a face to face consultation, please contact the Tokushima International Strategies Center (088-656-3312) first and tell them the details of your consultation request.</p> <p>Email Consultation (English only) soumu@ishii.i-tokushima.jp</p> <p>Phone consultations are not available</p>	<p>Visiting Times Weekdays: 8:30-17:15</p> <p>Emails are accepted 365 days a year, however, responses are limited to weekdays</p>
<p>Consultation Level (Local Level: Kamiyama Town)</p> <p>Lifestyle</p>	<p>(Town) All municipal administration matters (Consultation information will be conveyed to the appropriate division)</p>	<p>English, Chinese, Vietnamese</p>	<p>Kamiyama Town General Affairs Division 088-676-1111</p>	<p>Phone consultations are not available</p> <p>If you would like to have a face to face consultation, please contact the Tokushima International Strategies Center (088-656-3312) first and tell them the details about your consultation.</p>	<p>Weekdays: 8:30-17:15</p>

Consultation Genres	Consultation Information	Supported Languages	Name of Organization/Consultation Center	Consultation Method & Important Points	Business Hours
<p>Consultation Level (Local Level: Naka Town)</p> <p>Lifestyle</p>	<p>(Town) All municipal administration matters (Consultation information will be conveyed to the appropriate division)</p>	<p>English (in some cases Chinese and Vietnamese are also available)</p>	<p>Naka Town General Affairs Division 0884-62-1121</p>	<p>Email Consultation (English only) soumu@naka.i-tokushima.jp</p> <p>Phone consultations are not available</p> <p>If you would like to have a face to face consultation, please contact the Tokushima International Strategies Center (088-656-3312) first and tell them the details of your consultation request.</p>	<p>Weekdays: 8:30-17:15</p>
<p>Consultation Level (Local Level: Mugi Town)</p> <p>Lifestyle</p>	<p>(Town) All municipal administration matters (Consultation information will be conveyed to the appropriate division)</p>	<p>English, Chinese, Vietnamese</p>	<p>Mugi Town General Affairs Division 0884-72-3412</p>	<p>Phone consultations are not available</p> <p>If you would like to have a face to face consultation, please contact the Tokushima International Strategies Center (088-656-3312) first and tell them the details of your consultation request.</p>	<p>Weekdays: 8:30-17:15</p>
<p>Consultation Level (Local Level: Minami Town)</p> <p>Lifestyle</p>	<p>(Town) All municipal administration matters (Consultation information will be conveyed to the appropriate division)</p>	<p>English, Chinese, Vietnamese</p>	<p>Minami Town General Affairs Division 0884-77-3611</p>	<p>Phone consultations are not available</p> <p>If you would like to have a face to face consultation, please contact the Tokushima International Strategies Center (088-656-3312) first and tell them the details of your consultation request.</p>	<p>Weekdays: 8:30-17:15</p>
<p>Consultation Level (Local Level: Kaiyo Town)</p> <p>Lifestyle</p>	<p>(Town) All municipal administration matters (Consultation information will be conveyed to the appropriate division)</p>	<p>English, Chinese, Vietnamese</p>	<p>Kaiyo Town General Affairs Division 0884-73-4151</p>	<p>Phone consultations are not available</p> <p>If you would like to have a face to face consultation, please contact the Tokushima International Strategies Center (088-656-3312) first and tell them the details of your consultation request.</p>	<p>Weekdays: 8:30-17:15</p>

Consultation Genres	Consultation Information	Supported Languages	Name of Organization/Consultation Center	Consultation Method & Important Points	Business Hours
<p>Consultation Level (Local Level: Matsushige Town)</p> <p>Lifestyle</p>	<p>(Town) All municipal administration matters (Consultation information will be conveyed to the appropriate division)</p>	<p>English, Chinese, Vietnamese</p>	<p>Matsushige Town General Affairs Division 088-699-8710</p>	<p>Phone consultations are not available</p> <p>If you would like to have a face to face consultation, please contact the Tokushima International Strategies Center (088-656-3312) first and tell them the details of your consultation request.</p>	<p>Weekdays: 8:30-17:15</p>
<p>Consultation Level (Local Level: Kitajima Town)</p> <p>Lifestyle</p>	<p>(Town) All municipal administration matters (Consultation information will be conveyed to the appropriate division)</p>	<p>English, Chinese, Vietnamese</p>	<p>Kitajima Town General Affairs Division 088-698-9801</p>	<p>Phone consultations are not available</p> <p>If you would like to have a face to face consultation, please contact the Tokushima International Strategies Center (088-656-3312) first and tell them the details of your consultation request.</p>	<p>Weekdays: 8:30-17:15</p>
<p>Consultation Level (Local Level: Aizumi Town)</p> <p>Lifestyle</p>	<p>(Town) All municipal administration matters (Consultation information will be conveyed to the appropriate division)</p>	<p>English, Chinese, Vietnamese</p>	<p>Aizumi Town General Affairs and Planning Division 088-637-3111</p>	<p>Phone consultations are not available</p> <p>If you would like to have a face to face consultation, please contact the Tokushima International Strategies Center (088-656-3312) first and tell them the details of your consultation request.</p>	<p>Weekdays: 8:30-17:15</p>
<p>Consultation Level (Local Level: Itano Town)</p> <p>Lifestyle</p>	<p>(Town) All municipal administration matters (Consultation information will be conveyed to the appropriate division)</p>	<p>English, Chinese, Vietnamese</p>	<p>Itano Town General Affairs Division 088-672-5980</p>	<p>Phone consultations are not available</p> <p>If you would like to have a face to face consultation, please contact the Tokushima International Strategies Center (088-656-3312) first and tell them the details of your consultation request.</p>	<p>Weekdays: 8:30-17:15</p>



Consultation Genres	Consultation Information	Supported Languages	Name of Organization/Consultation Center	Consultation Method & Important Points	Business Hours
<p>Consultation Level (Local Level: Kamiita Town)</p> <p>Lifestyle Tourism</p>	<p>(Town) All municipal administration matters (life, tourism)</p>	<p>74 Languages including English, Chinese, Vietnamese (electronic translation device)</p>	<p>Kamiita Town Planning and Disaster Preparedness Division 088-694-6824</p>	<p>Phone consultations are not available</p> <p>Face to Face Consultation only Consultation is provided with the help of an electronic translation device</p>	<p>Weekdays: 8:30-17:15</p>
<p>Consultation Level (Local Level: Tsurugi Town)</p> <p>Lifestyle Tourism</p>	<p>Lifestyle consultation for foreign residents living in Tsurugi and tourist information for foreign tourists visiting Tsurugi</p>	<p>English</p>	<p>Tsurugi Town Board of Education, Life Learning Division 0883-62-2331</p>	<p>Phone Consultation 0883-62-2331</p> <p>Email consultation (English) syougai@tsurugi.i-tokushima.jp</p>	<p>Weekdays: 8:30-17:15</p>
<p>Consultation Level (Local Level: Higashi Miyoshi Town)</p> <p>Lifestyle</p>	<p>(Town) All municipal administration matters (Consultation information will be conveyed to the appropriate division)</p>	<p>English, Chinese, Vietnamese</p>	<p>Higashi Miyoshi Town General Affairs Division 0883-82-6303</p>	<p>Phone consultations are not available</p> <p>If you would like to have a face to face consultation, please contact the Tokushima International Strategies Center (088-656-3312) first and tell them the details of your consultation request.</p>	<p>Weekdays: 8:30-17:15</p>

Consultation Genres	Consultation Information	Supported Languages	Name of Organization/Consultation Center	Consultation Method & Important Points	Business Hours
<p>Consultation Level (National)</p> <p>Lifestyle</p>	Provides various information regarding pensions	English, Chinese, Korean, Portuguese, Spanish, Tagalog, Vietnamese, Indonesian, Thai, Nepalese	<p>Japan Pension Service Tokushima Northern Pension Office 088-655-0200</p> <p>Japan Pension Service Tokushima Southern Pension Office 088-652-1511</p> <p>Japan Pension Service Tokushima Awa Handa Pension Office 0883-62-5350</p>	<p>Phone consultations are not available</p> <p>Face to Face Consultations only (a reservation is necessary) Please make reservations through the Tokushima International Strategies Center (088-656-3312).</p>	Weekdays: 9:00-17:00
<p>Consultation Level (National)</p> <p>Lifestyle Other</p>	Lifestyle support for foreign students enrolled at higher education institutions in Tokushima	English (in some cases, Chinese, Korean, and Vietnamese are also possible)	<p>Tokushima Cooperation Center for Students Studying Abroad 088-656-4741 (Inside the Tokushima University International Office)</p>	<p>Phone Consultation 088-656-4741</p> <p>If you would like to have a face to face consultation, please call us beforehand.</p>	Weekdays: 9:00-17:00

**Warning: Organizations that are open for consultation outside of weekdays will still be closed at the end of the year and during the New Year's holiday. (Phone & Face to Face Consultation)**