

# Do you have a problem?

I wish to lodge a complaint, opinion or request at a government office.

I'm not sure of the correct procedures.

I don't know where to go to seek advice.

It is hard to approach government offices for advice.



## MIC's Administrative Counseling will give you useful advice!

When you have a complaint, opinion or request regarding government services, operations or procedures, MIC's administrative counseling will provide useful advice on a various range of matters, for example:

**Windows for counseling** : I have no idea where best to go for the necessary procedures or for advice.

**Employment** : I am imposed to work long hours. I'd like to revise my working conditions and working hours.

**Immigration** : I have applied for a Certificate of Eligibility for my stay but have been kept waiting a long time. What should I do?

**Medical insurance/Pension** : Please let me know the qualification requirements and benefits of the Japanese National Pension and Medical Insurance system.

**Road** : I can't read road-signs at junctions which are written only in Kanji, I wish that a romanised version could be added...



Your question, inquiry, complaint related to government administration will be received at

**kikumimi.japan@soumu.go.jp (English only)**

\* Please do not attach any files or URLs into your mails, as this will require us to perform extra security checks, causing delays in replying to your mails.

総務省行政相談センター

まくみみ

**MIC Administrative Counseling Center**

Problem related to government administration

Free of Charge

Confidential

The Administrative Counseling Center receives complaints, opinions and requests from the public regarding central government actions and offers mediations necessary for their resolution. It also promotes overall improvement in the administrative system or operational defects. Detailed please refer website of the MIC at : [http://www.soumu.go.jp/main\\_content/000458949.pdf](http://www.soumu.go.jp/main_content/000458949.pdf)



総務省

Ministry of Internal Affairs and Communications