

## **Catalogue of Consultation Services for Foreign Residents** **(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) 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	<p>Tokushima International Association 088-622-6066</p>	<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:10:00~12:00 14:30~17:00</p> <p>Hours outside of those listed above are available only with reservation. 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)	<p>Tokushima City General Affairs Department, General Affairs Division 088-621-5017</p>	<p>Depending on the consultation content, we will introduce you to the respective organization in charge. 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>	Lifestyle consultation for foreign residents living in Naruto and tourist information for foreign travelers visiting Naruto	German Chinese	<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</p> <p>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>	(City) All municipal administration matters (Consultation information will be conveyed to the appropriate division)	English (in some cases Chinese and Vietnamese are also available)	<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</p> <p>Emails are accepted 365 days a year, however, responses are limited to weekdays</p>
<p>Consultation Level (Local Level: Anan City)</p> <p>Lifestyle</p>	Aids in town hall procedures	English, Chinese, Vietnamese	<p>Anan City Citizens Department Citizens Lifestyle Division 0884-22-1116</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
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 Level (Local Level: Mima City)  Lifestyle	(City) All municipal administration matters (Consultation information will be conveyed to the appropriate division)	English, Chinese	Mima City Planning and General Affairs Department General Affairs Division 0883-52-1212	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: Miyoshi City)  Lifestyle	(City) All municipal administration matters (Consultation information will be conveyed to the appropriate division)	English, Chinese, Vietnamese	Miyoshi City General Affairs Department, General Affairs Division 0883-72-7600	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: 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>	English, Chinese, Vietnamese	Katsuura Town Planning and Exchange Division 0885-42-2552	<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>	English, Chinese, Vietnamese	Kamikatsu Town Citizens Division 0885-46-0111	<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: Sanagochi Village)</p> <p>Lifestyle</p>	<p>(Village) All municipal administration matters (Consultation information will be conveyed to the appropriate division)</p>	English, Chinese, Vietnamese	Sanagochi Village Board of Education 088-679-2817	<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: 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 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 Board of Education 088-676-1522</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>
<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>

Consultation Genres	Consultation Information	Supported Languages	Name of Organization/Consultation Center	Consultation Method & Important Points	Business Hours
Consultation Level (Local Level: Mugi Town)  Lifestyle	(Town) All municipal administration matters (Consultation information will be conveyed to the appropriate division)	English, Chinese, Vietnamese	Mugi Town General Affairs Division 0884-72-3412	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: Minami Town)  Lifestyle	(Town) All municipal administration matters (Consultation information will be conveyed to the appropriate division)	English, Chinese, Vietnamese	Minami Town General Affairs Division 0884-77-3611	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: Kaiyo Town)  Lifestyle	(Town) All municipal administration matters (Consultation information will be conveyed to the appropriate division)	English, Chinese, Vietnamese	Kaiyo Town General Affairs Division 0884-73-4151	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: Matsushige Town)  Lifestyle	(Town) All municipal administration matters (Consultation information will be conveyed to the appropriate division)	English, Chinese, Vietnamese	Matsushige Town General Affairs Division 088-699-8710	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
Consultation Level (Local Level: Kitajima Town)  Lifestyle	(Town) All municipal administration matters (Consultation information will be conveyed to the appropriate division)	English, Chinese, Vietnamese	Kitajima Town General Affairs Division 088-698-9801	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: Aizumi Town)  Lifestyle	(Town) All municipal administration matters (Consultation information will be conveyed to the appropriate division)	English, Chinese, Vietnamese	Aizumi Town General Affairs and Planning Division 088-637-3111	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: Itano Town)  Lifestyle	(Town) All municipal administration matters (Consultation information will be conveyed to the appropriate division)	English, Chinese, Vietnamese	Itano Town General Affairs Division 088-672-5980	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: Kamiita Town)  Lifestyle Tourism	(Town) All municipal administration matters (life, tourism)	74 Languages including English, Chinese, Vietnamese (electronic translation device)	Kamiita Town Planning and Disaster Preparedness Division 088-694-6824	Phone consultations are not available  Face to Face Consultation only Consultation is provided with the help of an electronic translation device	Weekdays: 8:30-17:15



Consultation Genres	Consultation Information	Supported Languages	Name of Organization/Consultation Center	Consultation Method & Important Points	Business Hours
<b>Consultation Level</b> <b>(Local Level: Tsurugi Town)</b>  <b>Lifestyle Tourism</b>	<b>Lifestyle consultation for foreign residents living in Tsurugi and tourist information for foreign tourists visiting Tsurugi</b>	English	<b>Tsurugi Town Board of Education, Life Learning Division</b> <b>0883-62-2331</b>	<b>Phone Consultation</b> <b>0883-62-2331</b>  <b>Email consultation (English)</b> <b>syougai@tsurugi.i-tokushima.jp</b>	Weekdays: 8:30-17:15
<b>Consultation Level</b> <b>(Local Level: Higashi Miyoshi Town)</b>  <b>Lifestyle</b>	<b>(Town) All municipal administration matters (Consultation information will be conveyed to the appropriate division)</b>	English, Chinese, Vietnamese	<b>Higashi Miyoshi Town General Affairs Division</b> <b>0883-82-6303</b>	<b>Phone consultations are not available</b>  <b>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.</b>	Weekdays: 8:30-17:15
<b>Consultation Level</b> <b>(National)</b>  <b>Lifestyle</b>	<b>Provides various information regarding pensions</b>	English, Chinese, Korean, Portuguese, Spanish, Tagalog, Vietnamese, Indonesian, Thai, Nepalese	<b>Japan Pension Service Tokushima Northern Pension Office</b> <b>088-655-0200</b>  <b>Japan Pension Service Tokushima Southern Pension Office</b> <b>088-652-1511</b>  <b>Japan Pension Service Tokushima Awa Handa Pension Office</b> <b>0883-62-5350</b>	<b>Phone consultations are not available</b>  <b>Face to Face Consultations only (a reservation is necessary)</b> <b>Please make reservations through the Tokushima International Strategies Center (088-656-3312).</b>	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)**