

⑪ General consultation for citizens



- For inquiries regarding #1 or #2 below:

Civic Affairs Division (Shimin-ka), Honjo City Hall ☎ 0495-25-1113

※ Please make a reservation. It may take a month until receiving a consultation depending on the number of other reservations.

- For inquiries regarding #3 below:

Citizen-Activity Promotion Division (Shimin katsudo suisin-ka) , Honjo City Hall ☎ 0495-25-1118

Free consultation on general issues is available for designated dates of each month at Honjo City Hall. Your personal matters or secrets are protected. So please feel free to visit. A reservation might be required depending on the subject. Please check about it with the city office.

※ Counselors are Japanese speakers.

Please bring your interpreter if needed.

1 Subjects and monthly schedule of consultations in Honjo

- ① Government 【3rd Thurs】 ※ 1
- ② Legal 【1st-4th Wed】 ※ 2
- ③ Real estate 【2nd Fri】
- ④ Pension/Labor 【2nd Thurs of even-numbered months】
- ⑤ Tax 【2nd Tues】
- ⑥ Human Rights 【2nd Tues (★1) & 4th Tues】 ※ 3

· Consultation hours: 1pm-4pm

· Maximum reservations per day: 6

· Place: Consultation room for citizens, first floor, Honjo City Hall

For ★1 above, Meeting room #3, first floor, Kodama General Branch

<For inquiries>

· Regarding subject ①, ②, ③, ④, and ⑤

Civic Affairs Division (Shimin-ka), Honjo City Hall ☎0495-25-1113

· Regarding subject⑥

Citizen-activity promotion Division (Shimin katsudo suishin-ka), Honjo City Hall ☎0495-25-1118

Please note that your reservation date for consultation is subject to change.

- ※1 The consultation on administrative services at the city office including various procedures or applications.
- ※2 The consultation on legal issues including a marriage, divorce, lending or borrowing money, traffic accident, and labor issue.
- ※3 The consultation on the violation of human rights (discrimination, prejudice, bullying, abuse, hate speech, discrimination based on gender identity or sexual orientation). Reservation is not necessary.

2 Other consultation counters

○ Saitama Information & Support (SIS), Saitama International Association

Third floor of Urawa Godo Chosha, 5-6-5, Kita Urawa, Urawa-ku, Saitama-shi, Saitama

Interpretation service over the phone. When you have a difficulty in communicating with a city officer for example, you could ask them for language assistance.

- Phone number: 048-833-3296
- Open hours: Monday to Friday (9:00-16:00)
- Supported languages: Japanese, English, Chinese, Spanish, Portuguese, Korean, Tagalog, Thai, Vietnamese
- URL: <http://www.sia1.jp/foreign/advice>

○ Human Rights Bureau, Ministry of Justice

Telephone consultation regarding human rights protection is available for non-Japanese-speaking residents in Japan.

- Telephone number: 0570-090911
- Open hours: Weekdays (excluding year-end and New Year holidays) 9:00am-5:00pm
- Languages: English, Chinese, Korean, Filipino, Portuguese, Vietnamese

※ Besides human rights, other issues regarding consumption behavior, child-raising, education, nursing care, female-specific problems, domestic violence, or personal anxiety and so on can be consulted.

If you are in trouble or worried about something, please feel free to receive a consultation. Detailed information is available on the website or public newsletter of the city.