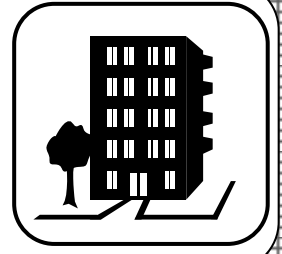


# 1

# Itabashi City Hall Counters



Living Information for Foreign Residents of Itabashi City



## ◆Itabashi City Hall

This living information booklet for foreigners was designed to provide information on the services available at Itabashi City Hall, including instructions on the various procedures, applications and paperwork that may affect you. Please keep in mind that lifestyle, customs, rights, and duties in Japan may differ to those in your home country. We hope that this booklet will prove helpful for you during your stay in Itabashi.

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Please make any inquiries in Japanese to the respective divisions using the telephone numbers listed in this brochure, unless otherwise instructed.

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Published: January 2011

# 1. Information on the City Hall and Vicinity

## Itabashi City Hall

Foreigners living in Itabashi City should come here to complete their registration as a foreign resident, as well as complete other procedures, applications and paperwork. Since staff at reception counters at Itabashi City Hall generally only deal with inquiries in Japanese, we suggest that you have someone accompany you who can speak the language.

**Business days:** Weekdays and the 3rd Sunday of each month (except national holidays)

\* Closed Saturdays, Sundays, and December 29th to January 3<sup>rd</sup>

\* On the 3rd Sunday of every month some counter services are available

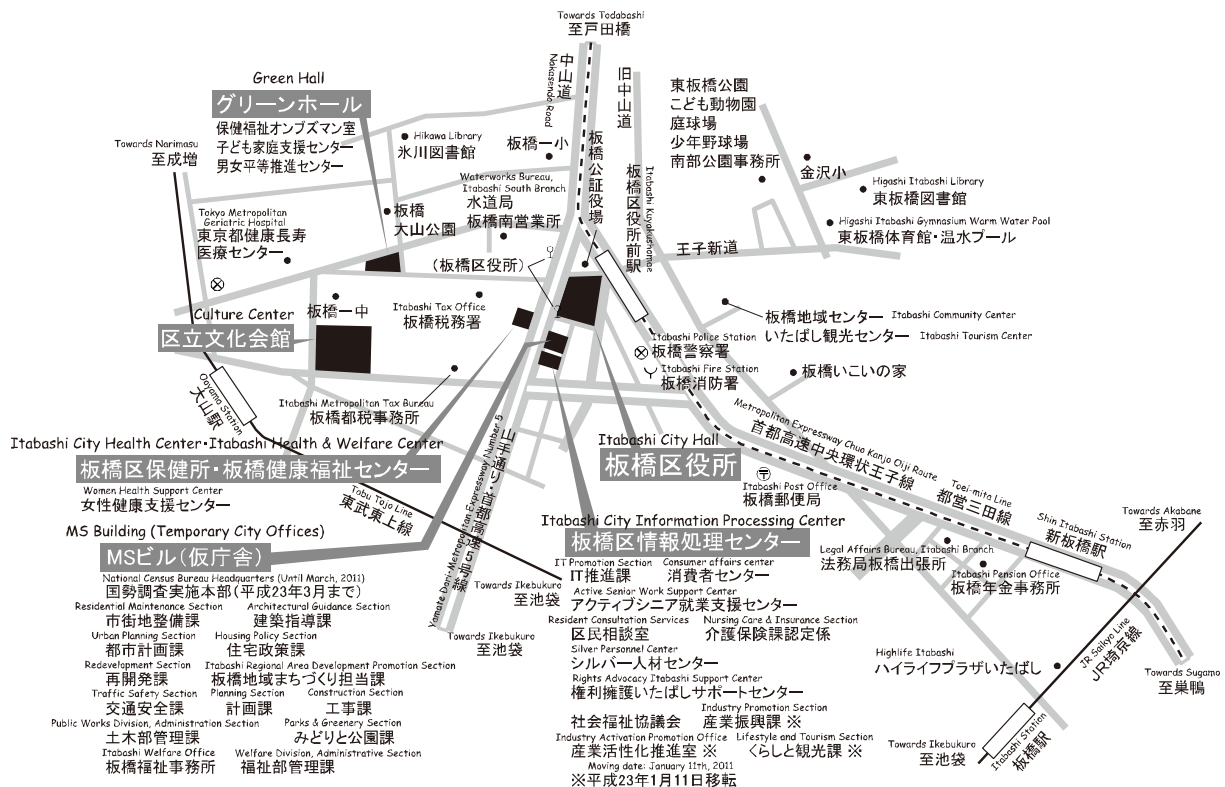
**Business hours:** 8:30AM to 5:00PM

\* 3rd Sunday of the month certain windows are open from 9:00 to 5:00PM

\* Every Tuesday a partial counter service is available until 7:00PM

**Telephone:** 03-3964-1111 (switchboard)

**Getting here:** City Hall is a one-minute walk from Itabashi Kuyakusho-mae Station (Toei Mita line) or a 10-minute walk from Oyama Station (Tobu Tojo line)



## City Hall, Akatsuka Branch Office

At the Akatsuka Branch, a smaller range of services is offered, such as applications for child benefit and other allowances, provisional driver's licenses, as well as birth and marriage registration, death notification and cremation permits.

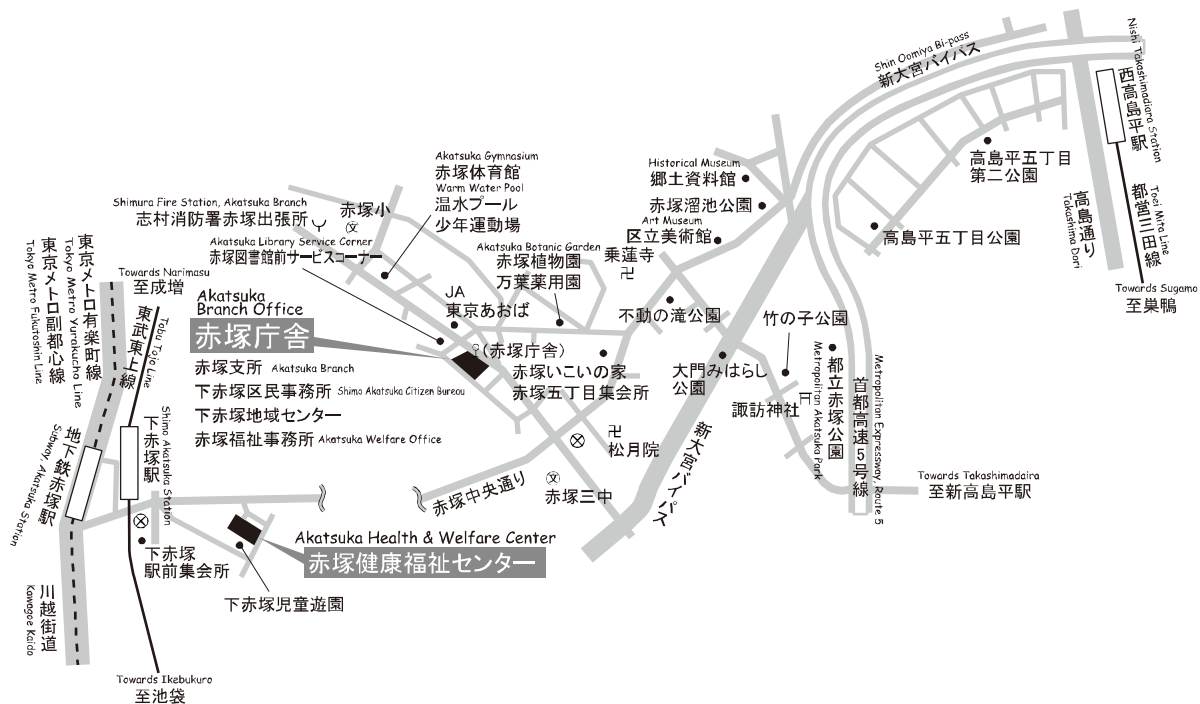
**Business days:** Weekdays (except national holidays)

\* Closed Saturdays, Sundays, and December 29th to January 3rd

**Business hours:** 8:30AM to 5:00PM

**Telephone:** 03-3938-5113

**Getting there:** The branch office is a 15-minute walk from Shimo-akatsuka Station (Tobu Tojo line), a 17-minute walk from Akatsuka Station (Yurakucho line & Tokyo Metro Fukutoshin line). There is also a bus for the Akatsuka Branch Office from Narimasu to Akabane Station, leaving from the south exit.



## City Residents' Offices

Itabashi has six city residents' offices where you can complete the necessary procedures for moving into and out of Itabashi, getting a residents card, registering your personal seal, family registration modifications and other certifications. In addition, you can pay your special city tax, fees for national health, senior citizens medical care and welfare insurance, as well as apply for use of Itabashi facilities and meeting halls. For more information on each bureau please refer to Section 2 on Registration and Procedures.

**Business days:** Weekdays (except national holidays); Closed Saturdays, Sundays, and December 29th to January 3rd

**Business hours:** 8:30AM to 5:00PM

<b>Nakacho City Residents' Office</b>	20- 5 Nakacho	03-3959-4105
<b>Tokiwadai City Residents' Office</b>	3-27-1 Tokiwadai	03-3967-6711
<b>Shimura Sakaue City Residents' Office</b>	2-19-15 Azusawa	03-3969-7571
<b>Hasune City Residents' Office</b>	2-18-1 Sakaue	03-3969-7581
<b>Shimo Akatsuka City Residents' Office</b>	6-38-1 Akatsuka	03-3938-5110
<b>Takashimadaira City Residents' Office</b>	3-12-28 Takashimadaira	03-3938-1191



## 2. City Hall Floor Information

In response to the rebuilding of the south building of City Hall, there will be some internal moving within City Hall from August, 2010 to March, 2011.

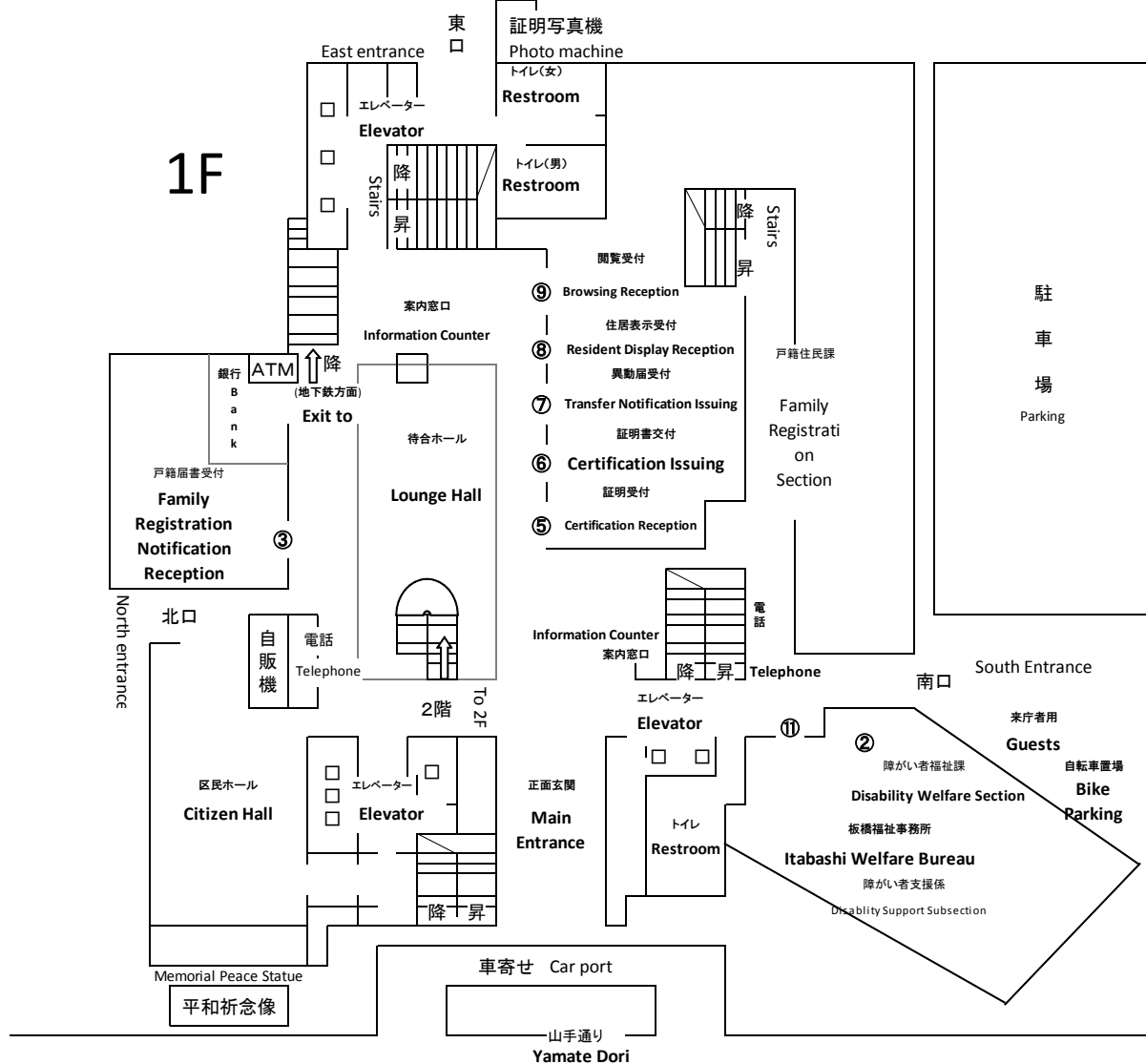
Information on City Hall 庁舎の案内		North Annex ＜北館＞		
<p>Our Reception Window is indicated by a circled number. ○内の数字は窓口の番号です。 Each Reception Window is as indicated in chart 各窓口のカウンター上に表示してあります</p>		Visitor Seating 傍聴席      Visitor Lobby 傍聴者ロビー		13F
		Main Assembly 本会議場      Assembly Lobby 議会ロビー		12F
		Committee Chamber 委員会室		11F
		Councilor's Waiting Room 議員控室      Secretariat to the Assembly 区議会事務局		10F
		Assembly Room 大会議室A・B      Assembly Room 901 901会議室      Telephone Operating Room 電話交換室		9F
		Board of Education Office 教育委員会室      Assembly Room 801 801会議室 Secretariat to the Board of Education ①指導室      Guidance Office ②学務課      Educational Affairs Section ③庶務課      General Affairs Section ④生涯学習課 Lifelong Learning Section ⑤学校地域連携担当課      School Community Cooperation Supervision Section ⑥新しい学校づくり担当課		8F
		Auditors Office ①監査委員事務局      Secretariat to the Election Administration Committee ②選挙管理委員会事務局 Civic & Cultural Affairs Division ③区民文化部      Sports Promotion Section ④スポーツ振興課      Regional Promotion Section ⑤地域振興課      Culture & International Exchange Section ⑥文化・国際交流課 Culture & International Exchange Foundation 文化・国際交流財団		7F
		Health & Livelihood Division ⑦健康生きがい部      Lifestyle Promotion Section ⑧生きがい推進課 Facility Management Division ⑨施設管理担当部      Building & Repairs Section ⑩営繕課		6F
		Environment & Resource Management Division ⑪資源環境部      Sanitation and Recycling Section ⑫清掃リサイクル課      Environmental ⑬環境保全課      Accounting Office ⑭会計管理室		5F
		Health & Livelihood Division ⑮健康生きがい部      Latter-Stage Elderly Healthcare System Section ⑯後期高齢医療制度課      Nursing Care & Insurance Section ⑰介護保険課 National Health Insurance & Pension Section ⑱～⑳国保年金課		4F
Children Family Division ⑲子ども家庭部      Children Policy Section ⑳子ども政策課 Nursery Services Section ㉑保育サービス課 Health & Livelihood Division ㉒健康生きがい部      Health Promotion Section ㉓健康推進課		3F		
Policy & Management Division ㉔政策経営部      Public Relations Section ㉕広聴広報課      Finance Section ㉖財政課 Government Building Management & Construction Section ㉗庁舎管理・建設課      Policy & Planning Section ㉘政策企画課 Office of the Mayor 区長・副区長室      Office of the Vice-mayor 303会議室		2F		
General Affairs Division ㉙総務部      Crisis Management Office ㉚危機管理室 Human Resources ㉛人事課      Disaster Prevention Section・Disaster Center Crisis Management Measures Section ㉜防災課・防災センター・危機管理対策課 General Affairs Section ㉝総務課      Contrasts, Property & Management Section Land Development Public Corporation ㉞契約管財課・土地開発公社		1F		
General Affairs Division ㉟総務部      Tax Payment Section ㊱税課      Taxation Section ㊲課税課 Policy & Management Division ㊳政策経営部      Administrative Information Section (City Archives) ㊴政情報課 区政資料室 Civic & Cultural Affairs Division ㊵区民文化部      Foreign Registration Subsection ㊶外国人登録係 Moving date: January 11th, 2011 ※平成23年1月11日移転		B1F		
Welfare Division ㊷福祉部      Iiabashi Welfare Bureau (Welfare Advisory Office) ㊸板橋福祉事務所      Disability Welfare Section (Disability assistance) ㊹障がい者福祉課 Cafe 喫茶室      Confectionary 売店      Cafeteria 食堂      Toei Mita Line (Connecting Passage) 地下鉄連絡口      Security Guard Room (Holidays and evening reception) 警備員室(休日・夜間受付)				
Information Counter (East/Main Entrances) 案内窓口(東・正面)      Citizens General Reception Counter (Family Registration) ③⑤～⑨区民総合窓口 指定金融機関(派出所) ATM				
South Annex ＜南館＞				

**【Moves After February, 2010】**

The following organizations are scheduled to be moved as per the schedule below. City hall hours and phone numbers of each individual section will not change.

No.	Organization	Current Location	Moving Day	New Location	
1	Mayor's Office	South Building, 3F	March 7 <sup>th</sup> , 2011	North Building, 4F	
2	Policy & Planning Section, Government Administration Supervision Section		March 14 <sup>th</sup> , 2011	North Building, 6F	
3	Finance Section				
4	Public Relations Section				
5	Government Building Management & Construction Section				North Building, 2F
6	Building & Repairs Section	North Building, 7F	March 28 <sup>th</sup> , 2011	Greenhall, 7F	
7	Disability Welfare Section	South Building, 1F			North Building, 7F
8	Itabashi Welfare Office (Disability Support Subsection)				

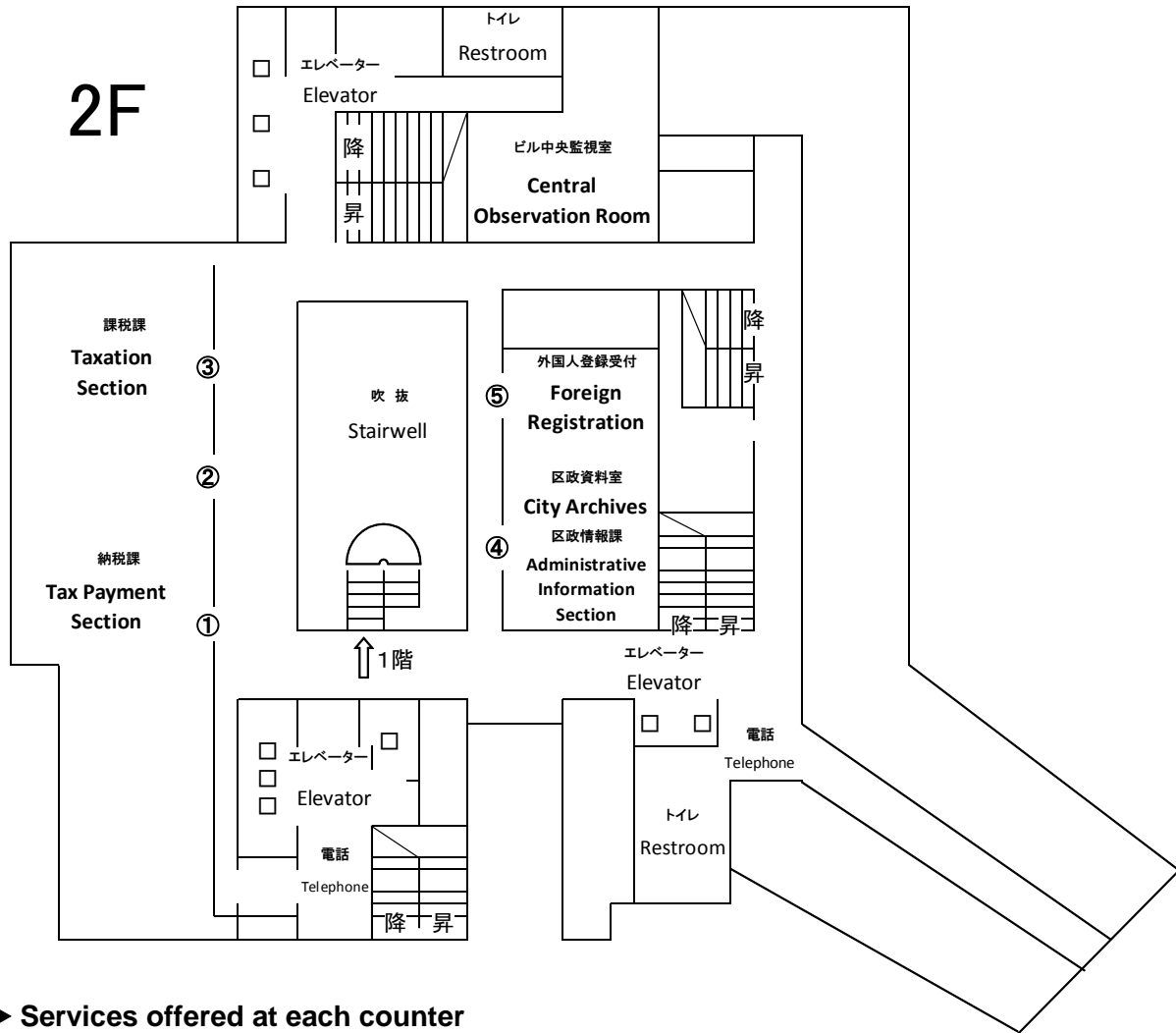
## (1) City Hall, 1<sup>st</sup> Floor, Citizen General Affairs Counter



### ► Services offered by each counter

- ② Assistance for disabled people
- ③ Family registry notification
- ⑤ Identification reception (All family registry matters, individual certificates, resident certificates, personal seal certificates)
- ⑥ Issuance of identification
- ⑦ Moving into and out of Itabashi notification, personal seal registration
- ⑧ Japanese addressing system designation (New construction & building alteration notifications)
- ⑨ Access to official records
- ⑪ Advice on social aid and welfare, disabilities, women's issues etc.

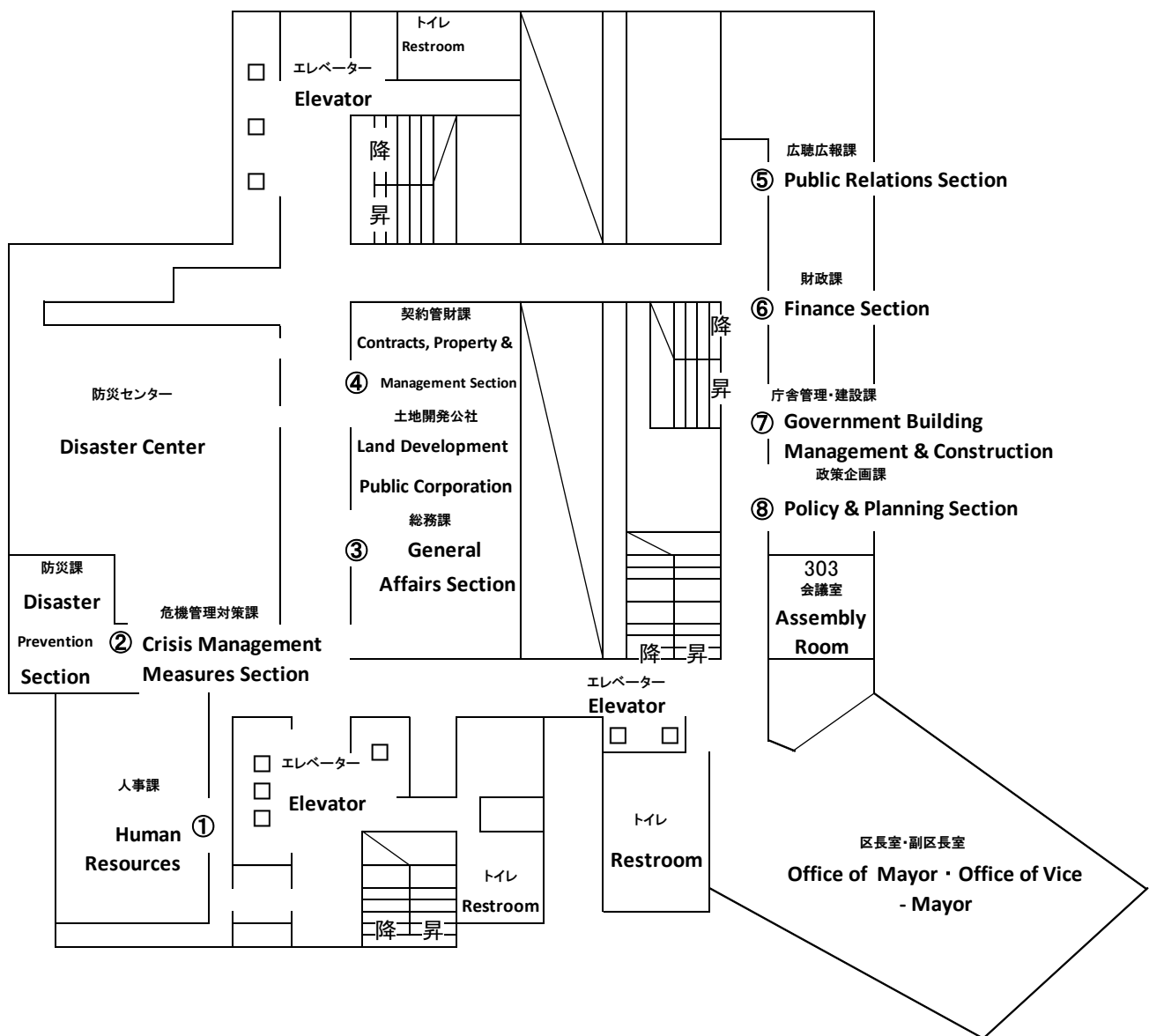
## (2) City Hall, 2<sup>nd</sup> Floor



### ▶ Services offered at each counter

- ① Tax payment, Tax advice
- ② Motorized bicycle registration, exchange of temporary license plates, tax & tax payment certificates
- ③ Residents tax declaration
- ④ Public information, viewing room for administrative documents, document lending and return
- ⑤ Foreigner registration

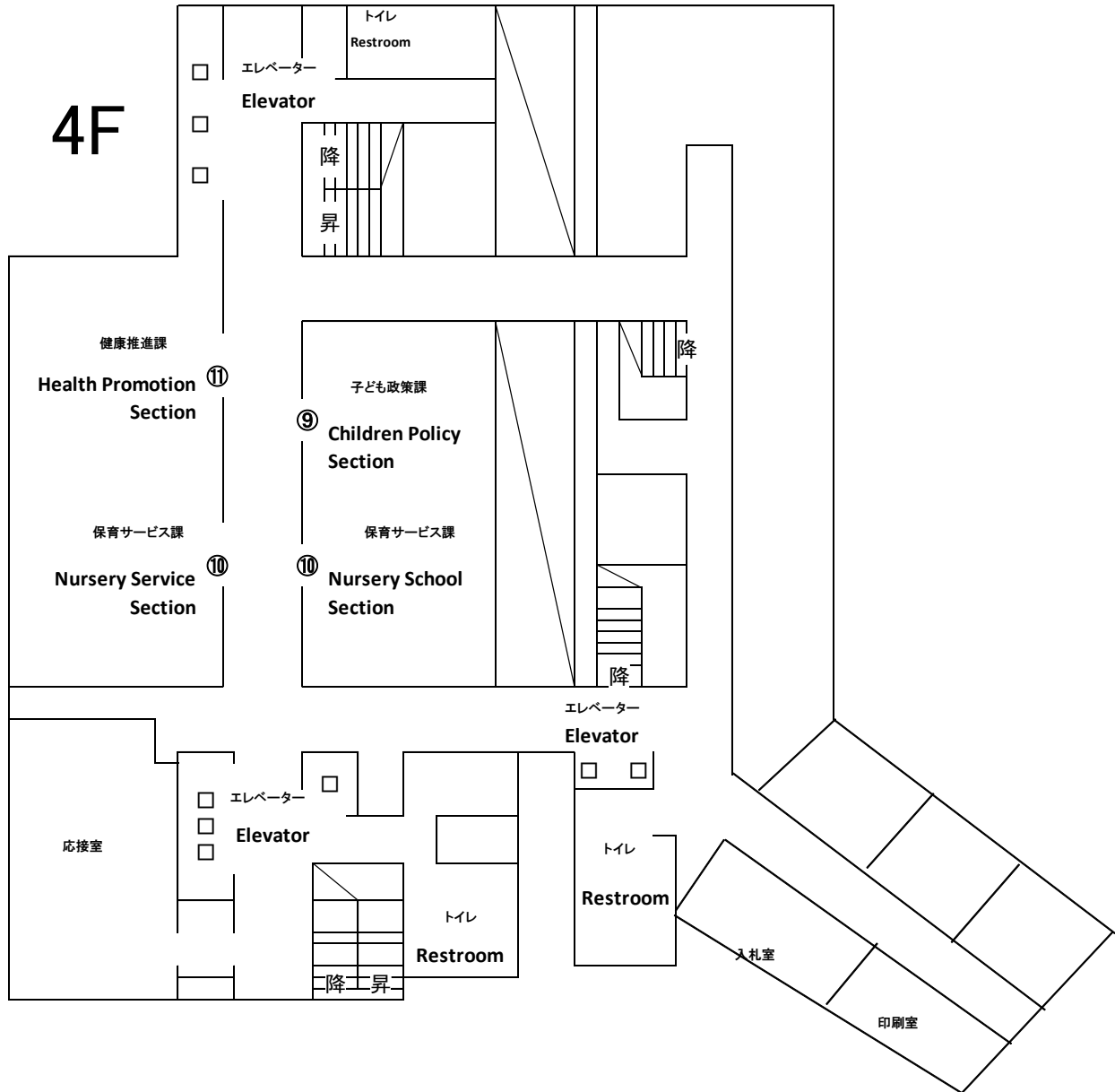
### (3) City Hall, 3<sup>rd</sup> Floor



#### ► Services offered at each counter

- ① Recruitment of city employees, human resources
- ② Crisis management, community safety, disaster prevention measures, disaster drills, disaster education for residents
- ③ Government office internal management, regulations and amendments, statistics
- ④ Contracts and investigations for construction within Itabashi, city assets, land acquisition
- ⑤ Requests and comments for city administration, matters relating to Kouhou Itabashi newsletter (Information can also be obtained at the Citizens Advice Office at the Information Processing Center)
- ⑥ Fiscal planning, budgetary changes
- ⑦ Enquiries & studies regarding reconstruction of the South Building, Building Management
- ⑧ General City Administration Planning and Coordination

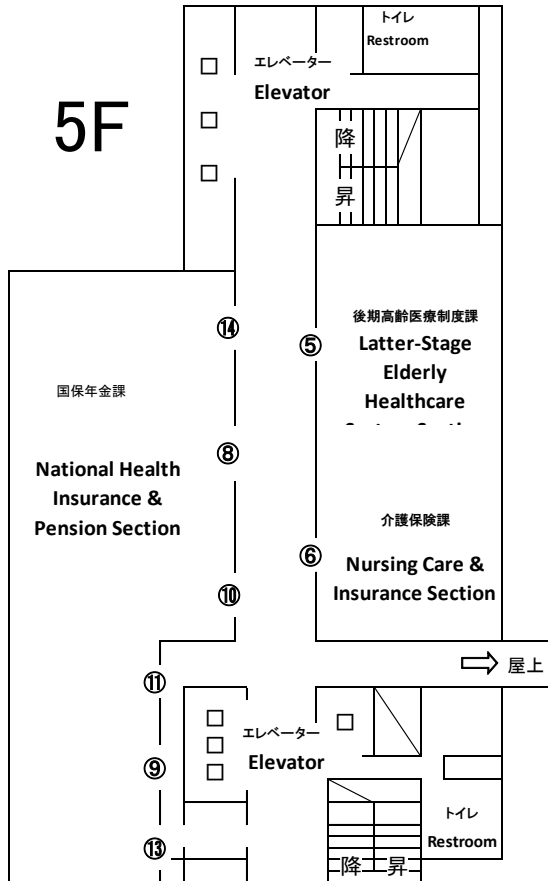
## (4) City Hall, 4<sup>th</sup> Floor



### ▶ Services offered at each counter

- ⑨ Child benefits, child-care allowance, financial assistance for children's and single parents' medical bills, financial and other support for single parents and those with infants, children's center and schoolchildren's club
- ⑩ Nursery Schools, home care staff, emergency nursery school care
- ⑪ Health checks, cancer examinations, Health Building Plan 21, health building cooperative, national health insurance-specified health checks and guidance, senior citizens health checks

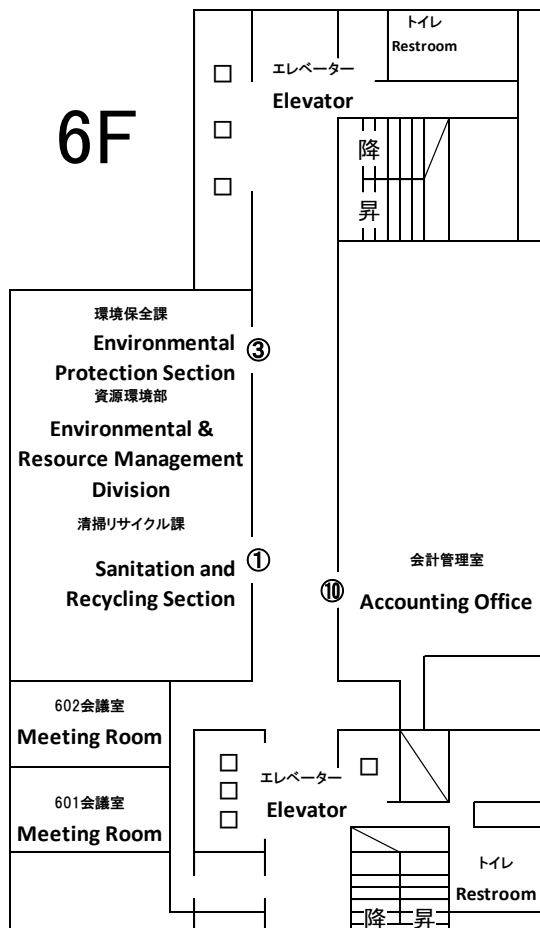
### (5) City Hall, 5<sup>th</sup> Floor



#### ► Services offered at each counter

- ⑤ Matters relating to over-75s' medical care system eligibility, payment & insurance premiums
- ⑥ Matters relating to nursing care eligibility, benefits and insurance premiums
- ⑧ National health insurance enrollment and de-enrollment
- ⑨ Payments for treatment under national health insurance, loans and payment for large medical expenses, lump-sum allowances & loans for childbirth and childcare, lump-sum funeral allowance
- ⑩ Payment of National Health Insurance Fee, Payment advice
- ⑪ Disposition for failure of Payment of National Health Insurance Fee
- ⑬ National Health Insurance, natural spa facilities, discount coupons for massage and other practitioners
- ⑭ National Pension enrollment and de-enrollment, exemption, and benefits

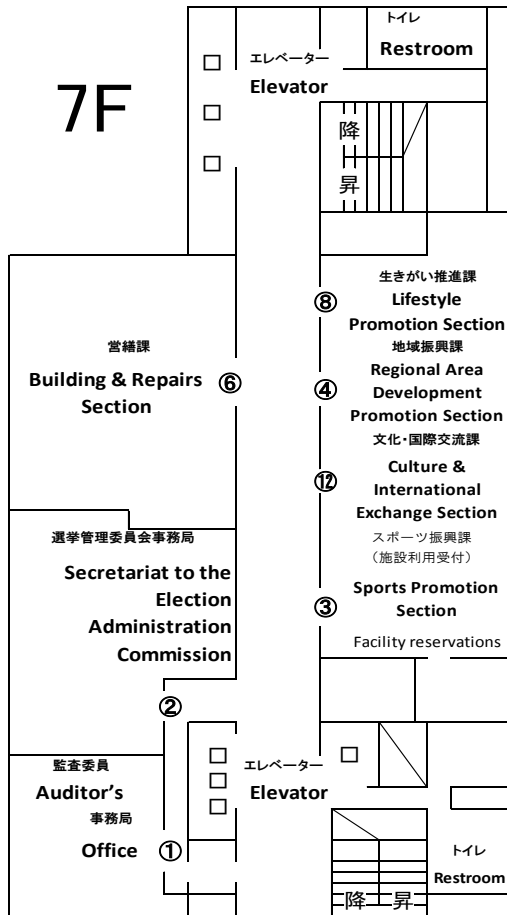
### (6) City Hall, 6<sup>th</sup> Floor



#### ► Services offered at each counter

- ① Sanitation and recycling matters, group collection, event guidance, payment tickets for refuse disposal, permissions for disposing of general waste
- ③ Notification of construction works, environmental beautification, environmental monitoring
- ⑩ Cashier counter

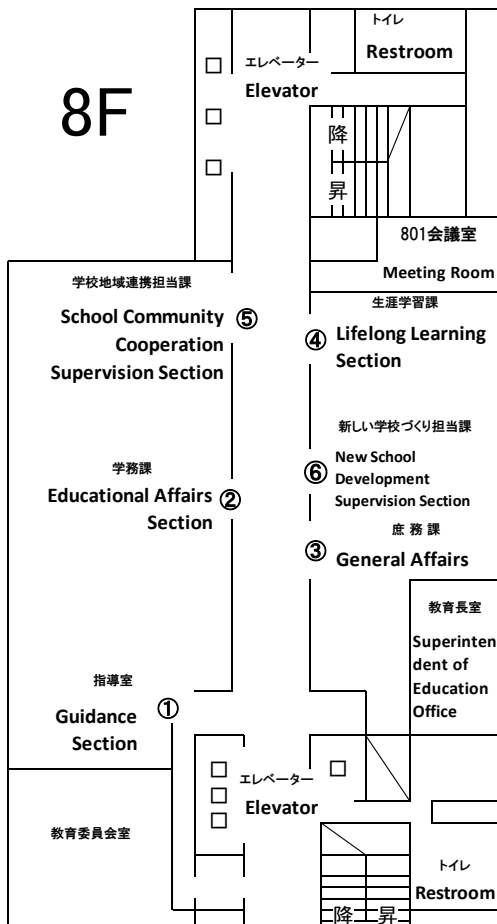
## (7) City Hall, 7<sup>th</sup> Floor



### ▶ Services offered by each counter

- ① Audit-related matters
- ② Election-related matters (from March, 2011)
- ③ Sports events, reception window for use of sports facilities
- ④ Support of regional activities, reception window for use of the regional centers, etc.
- ⑥ Management of city facilities
- ⑧ Projects concerning the aged, aged peoples' clubs, the green college, new elderly energy-refreshing tickets
- ⑫ The development of cultural measures and policies, international exchange

## (8) City Hall, 8<sup>th</sup> Floor



### ▶ Services offered at each counter

- ① Human resources for teaching staff, educational guidance and advisory services
- ② Elementary and junior high school attendance, school selection system, special educational support matters, kindergarten, school health and lunches, school resources
- ③ Human resources for school staff, matters relating to the Board of Education
- ④ Promotion of lifelong learning, health education for young people, preservation of cultural assets,
- ⑤ After school policy and school opening
- ⑥ School locations, facility maintenance, planning, and management of educational assets