



Tokyo Metropolitan Government

English Support

Service List

Discover multilingual services offered by the Tokyo Metropolitan Government for non-Japanese-speaking residents, tourists, and international companies, covering fields such as tourism, industry, education, medical services, and daily life.

TOKYO

METROPOLITAN GOVERNMENT
MULTILINGUAL SUPPORT

*For detailed information about individual services, please contact the organizations listed under the relevant entries.

*Details of services are subject to change. For the latest information, please visit the websites on the list.

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Tourism

Field

Tourism

Information provision

GO TOKYO

(Tokyo Metropolitan Government Official Tourism Website)

Tourism information on all areas of Tokyo including scenic routes in Tokyo, famous sightseeing spots, restaurants, how to enjoy cruises, ships and boats, introductions to areas along canals and rivers, and searches for lodging options is provided in English and other languages.

Target Foreign tourists, foreign residents in Tokyo **Usage fee** Free

Tourism Business Division Tourism Business Section, Tokyo Convention & Visitors Bureau
+81-3-5579-2683
<https://www.gotokyo.org/en/>



Tourism field

Tourism

Information provision

Tokyo Tourist Information Center

Tourism information is provided for tourists visiting Tokyo from Japan and abroad. On the website, "Online Tourist Guide" service is also available for tourists to get travel consultations free of charge at home or during the trip.

Contact (1)Tokyo Metropolitan Government Office (1st floor of Tokyo Metropolitan Government Building 1, 8-1 Nishi-Shinjuku 2-chome, Shinjuku-ku, Tokyo)
+81-3-5321-3077 9:30 AM to 6:30 PM Open 7 days a week (closed during year-end and New Year holidays and at the building inspection day)
(2)Shinjuku Express Bus Terminal (3rd floor of Shinjuku Express Bus Terminal, 5-34-55 Sendagaya, Shibuya-ku, Tokyo)
+81-3-6274-8192 6:30 AM to 11:00 PM Open 7 days a week
(3)Haneda Airport (2nd floor of terminal 3, 2-6-5 Haneda Airport, Ota-ku, Tokyo)
+81-3-6428-0653 Open 24 hours/day and 7 days a week
(4)Keisei Ueno Station (Ticket gate of Keisei Ueno Station, 1-60 Ueno Koen, Taito-ku, Tokyo)
+81-3-3836-3471 8:00 AM to 6:30 PM Open 7 days a week
(5)Ecute Tachikawa (3rd floor of ecute Tachikawa, 3-1-1 Shibazaki-cho, Tachikawa City)
+81-42-527-8611 Open 7 days a week (10:00 AM to 9:30 PM from Monday to Saturday, 10:00 AM to 9:00 PM on Sunday and holidays)

Target Foreign tourists, foreign residents in Tokyo **Usage fee** Free

Visitors Information Section, General Affairs Division, Tokyo Convention & Visitors Bureau +81-3-5579-2675
<https://www.gotokyo.org/jp/plan/tourist-info-center/index.html>



Tourism, education

Information provision

Tokyo Cultural Heritage Map

Cultural properties in Tokyo are introduced in English and other languages designed for walking tours.

Target Foreign tourists, foreign residents in Tokyo

Usage fee Free (provided on the website)

Cultural Property Preservation, Management Section, Community Education Support Division, Office of Education
+81-3-5320-6862
<https://www.syougai.metro.tokyo.lg.jp/bunkazai/heritagemap/index.html>



Tourism, education

Information provision

Cultural property information database, cultural property information board

Cultural properties in Tokyo designated by the national government or Tokyo, and nationally registered cultural properties are introduced in English and other languages. In addition, “cultural asset information database (in English, Chinese, or Korean)” can be viewed using the QR code on the information board provided at each cultural property.

Target Foreign tourists, foreign residents in Tokyo

Usage fee Free (provided on the website)

Cultural Property Preservation, Management Section, Community Education Support Division, Office of Education
+81-3-5320-6862
https://bunkazai.metro.tokyo.lg.jp/il/meta_pub/G0000002jabunkazai



Tourism

Information provision

Tourist Information Center (TIC)

A concierge who speaks English and/or other languages is always on hand to provide information about facilities around the station, usage of public transportation including subways, and sightseeing spots. Various information leaflets are also available here.

Contact •Oedo Line Ueno Okachimachi Station TIC•Asakusa Line Shinbashi Station TIC
•Oedo Line Shinjuku Nishiguchi Station TIC (8:00 AM to 8:00 PM Open 7 days a week)

Target Public transportation users etc. (including foreign tourists and foreign residents in Tokyo)

Usage fee Free

Toei Transportation Customer Center (+81-3-3816-5700/Foreign languages: +81-3-3816-5711)
<https://www.kotsu.metro.tokyo.jp/subway/kanren/tic.html>



Tourism

Information provision

Station Concierge

To help people who are not familiar with the usage of trains/subways, such as foreign tourists and elderly people, concierges who speak English are assigned to major subway stations to provide guidance around the station, how to use trains/subways, etc.

Contact Asakusa Line: Shinbashi Station, Higashi Ginza Station, Nihonbashi Station, Higashi Nihonbashi Station, Asakusa Station
Mita Line: Sugamo Station
Oedo Line: Tocho Mae Station, Shinjuku Nishiguchi Station, Daimon Station, Roppongi Station, Aoyama 1-Chome Station, Shinjuku Station, Ueno Okachimachi Station (Around 10:00 AM to 6:00 PM Open 7 days a week)

Target Public transportation users etc. (including foreign tourists and foreign residents in Tokyo) **Usage fee** Free

Toei Transportation Customer Center(+81-3-3816-5700/Foreign languages: +81-3-3816-5711)

Tourism

Information provision

Accommodation Tax Guide

We distribute the leaflet that describes the accommodation tax system in English and other languages at accommodation facilities etc. in Tokyo.

Target Foreign tourists (hotel guests in Tokyo) **Usage fee** Free (provided on the website)

Business tax on individuals Team, Taxation Guidance Section, Taxation Division, Bureau of Taxation +81-3-5388-2956
https://www.tax.metro.tokyo.lg.jp/kazei/pdf/accommodationtax_leaflet.pdf



Tourism

Information provision

Tokyo Tokyo

We try to spread awareness of the Tokyo brand by utilizing icons and catchphrase "Tokyo Tokyo Old meets New."

Target Tourists visiting Tokyo from Japan and abroad Domestic and foreign companies, etc.

<https://tokyotokyo.jp/>
<https://www.instagram.com/tokyotokyooldmeetsnew/>



HP



Instagram

Industry

Field

Industry

Assistance and support

Program to increase foreign entrepreneurs

The Tokyo Metropolitan Government grants landing permission to foreigners who satisfy the Foreign Entrepreneur Landing examination requirement and supports their business startups in Tokyo by confirming that their business plans related to startup activities are appropriate and reliable.

(This is a part of the Special Zone system. A special six-month "Business Manager" status of residence can be granted if the Tokyo Metropolitan Government approves the business plan and other details before the Immigration Bureau examines applicants upon entry. Thus, foreign nationals who plan to establish a business can take advantage of this period to conduct preparatory activities for starting a business.)

(*Preliminary consultation with Business Development Center TOKYO is required for application.)

Contact

Face-to-face consultation at the desk or on-line consultation over telephone, e-mail, videophone, etc.
Reservation is required for the face-to-face consultation in principle (please call the following number).
(Business Development Center TOKYO (Akasaka))
TEL: +81-3-3582-8353 E-mail: support2@bdc-tokyo.org

Target

Foreign nationals planning to start a new business in Tokyo *Please check the website for more information.

Usage fee

Free

(Business Development Center TOKYO (Akasaka)) +81-3-3582-8353 1-12-32 Akasaka, Minato-ku, Tokyo
<https://www.investtokyo.metro.tokyo.lg.jp/en/oursupports/bdc-tokyo/fhr.html>



Industry

Assistance and support

Overseas Financial Corporation Business Establishment Subsidy Program

Necessary supports are provided when an overseas financial corporation establishes a new base (Japanese subsidiary, branch, etc.) in Tokyo.

Expenses eligible for the subsidy Fees incurred in consultation with experts, personnel recruitment costs, initial expenses when moving into an office, and other expenses related to asset investment business

Target Overseas financial corporation planning to establish a new base in Tokyo
*Please check the website for more information.

Subsidy rate Up to 50% of the expense eligible for the subsidy and up to 7.5 million yen or 12.5 million yen
*Please check the website for more information.

(Business Development Center TOKYO (Marunouchi)) +81-3-6269-9981
(Financial One-Stop Support Service) E-mail: financial-desk@bdc-tokyo.org
<https://www.seisakukikaku.metro.tokyo.lg.jp/pgs/gfct/nurturing-players/establishment-subsidy.html>



Industry

Assistance and support

Subsidy to Support Base of Operations of Overseas Financial Corporations (“Power Assist” Subsidy)

To support the expansion of Foreign Financial Corporations, the Tokyo Metropolitan Government grants the subsidy to Japanese corporations, etc. of foreign financial corporations that have just been established in Tokyo.

Expenses eligible for the subsidy Office rents, consulting fees for experts, purchase costs of equipment and fixtures, other expenses related to asset investment business etc.

Target Japanese corporations, etc. of foreign financial corporations that have just been established in Tokyo
*Please check the website for more information.

Subsidy rate Up to 50% of the expense eligible for the subsidy and up to 10 million yen or 15 million yen
*Please check the website for more information.

(Business Development Center TOKYO (Marunouchi)) +81-3-6269-9981
(Financial One-Stop Support Service) E-mail: financial-desk@bdc-tokyo.org
<https://www.seisakukikaku.metro.tokyo.lg.jp/pgs/gfct/nurturing-players/assist.html>



Industry

Assistance and support

Project for Temporary Office Allocation for Foreign Financial Companies and Human Resources

The Tokyo Metropolitan Government supports temporary stays of foreign financial companies and human resources planning to establish a new base in Tokyo during preliminary surveys (researches) etc.

Expenses eligible for the support

- 1.Rents etc.: Single occupancy share office, co-working space, as well as ordinary office
- 2.Initial expenses: admission fee, security card fee, and expenses including restoration costs that a foreign financial company or human resources need to pay for occupancy and are not refundable

Target

Foreign financial companies and human resources planning to establish a new base in Tokyo
*Please check the website for more information.

Contents of support

- Rents etc. One of the following: ①Up to 300,000 yen/month x Up to 3 months
②Up to 150,000 yen/month x Up to 6 months
- Initial costs: Up to 200,000 yen

(Business Development Center TOKYO (Marunouchi)) +81-3 -6269 -9981
(Financial One-Stop Support Service) E-mail:financial-desk@bdc-tokyo.org
<https://www.seisakukikaku.metro.tokyo.lg.jp/pgs/gfct/nurturing-players/office-rent.html>



Industry

Assistance and support

Green Finance Subsidy Program for Tokyo Market Entry

The Tokyo Metropolitan Government supports foreign financial corporations that engage in “green” finance for the establishment of their new base in Tokyo or promotion of its growth.

Contents of support and expenses eligible for the support

- Support program (public relations, consulting, business matching, support for financial license registration, etc.)
 - Expenses eligible for the subsidy (labor costs, office rents, consulting fees for experts, etc.)
- (*Please check the website for more information.)

Target

Corporations of asset management businesses or FinTech businesses that are engaged in “green finance” and will start new business in Tokyo *Please check the website for more information.

Contents of support

- Provision of support programs
- Subsidy (1st fiscal year: Up to 50 million yen) (*Check the website for more information.)

(Business Development Center TOKYO (Marunouchi)) +81-3 -6269 -9981
(Financial One-Stop Support Service)
<https://www.investtokyo.metro.tokyo.lg.jp/en/oursupports/green-finance-subsidy.html>



Industry

Assistance and support

Support for GX-Related Foreign Companies

The Tokyo Metropolitan Government provides supports when Green Transformation ("GX") related foreign companies expand business to the Special Zone for Asian Headquarters.

Contents of support and expenses eligible for the support

- Support program (public relations, consulting, business matching, formal subsidy application backoffice support)
 - Expenses eligible for the subsidy (labor costs, office rents, consulting fees for experts, etc.)
- (*Please check the website for more information.)

Target

Foreign domiciled companies(including Fintech companies) with high technological capabilities in GX-related fields that will establish a new entity within the Special Zone for Asian Headquarters and commence operations *Please check the website for more information.

Contents of support and expenses eligible for the support

- Support program (public relations, consulting, business matching, formal subsidy application backoffice support)
 - Expenses eligible for the subsidy (labor costs, office rents, consulting fees for experts, etc.)
- (*Please check the website for more information.)

(Business Development Center TOKYO (Akasaka)) TEL: +81-3-3582-8353 E-mail: support2@bdc-tokyo.org
7F of ARK Mori Building (in JETRO Headquarters), 1-12-32 Akasaka, Minato-ku, Tokyo
(Business Development Center TOKYO (Marunouchi)) TEL: +81-3-6269-9981 E-mail: contactus@bdc-tokyo.org
B1 of JR Tower KITTE, 2-7-2 Marunouchi, Chiyoda-ku, Tokyo
<https://www.investtokyo.metro.tokyo.lg.jp/en/oursupports/gx-subsidy.html>



Industry

Consultation service

Tokyo International Recruitment Navigation Center(consultation service for foreign nationals who wish to find employment)

Our global career navigators support various concerns with job hunting such as the job hunting process, preparation of resume, job interview preparation and career planning, in English and other languages.

Contact

Consultation at the office or via telephone, e-mail and other on-line systems
Application needs to be submitted from the website first.(Application is accepted on the phone if time is very limited.)
+81-50-5576-7317 (English: 9:00 AM to 5:00 PM on weekdays)

Target

- Foreign nationals with a residence status of "Student" or "Designated Activities" and who wish to find employment in Japan
 - Foreign nationals with a residence status that allows employment and wish to find employment or find a new job
- (*Please check the website for more information.)

Usage fee

Free

Tokyo International Recruitment Navigation Center +81-50-5576-7317
1st/2nd floors of Ito Building, 1-2 Yotsuya, Shinjuku-ku, Tokyo
<https://tir-navicenter.metro.tokyo.lg.jp/student/>



Business Development Center TOKYO

The Tokyo Metropolitan Government supports the establishment of the working environment where foreign companies and foreign entrepreneurs can start their businesses easily by providing support for business and lifestyle issues needed for foreign companies who are considering expanding to Japan, support for administrative procedures and comprehensive consulting service for foreign financial corporations etc. who are considering establishment of a subsidiary in Tokyo, support for visa application procedures of the program to increase foreign entrepreneurs (so-called startup via), etc.

- Support for business: Support various administrative procedures and provide consulting service needed during the process from establishment of the company to expansion of sales routes.
- Support for various administrative procedures: Guidance for necessary administrative procedures, recommendation of grant application for subsidy
- Information about experts: Introduction of lawyers, judicial scriveners, administrative scriveners, accountants, certified tax accountants and patent attorneys, and arrange and attend interviews
- Financial One-Stop Support Service: Support administrative procedures or provide comprehensive consulting service, cooperating with the Financial Services Agency.
- Financing support for foreign entrepreneurs: Support the procedure related to financing method effective in the startup period.
- Support for life: Assist administrative procedures required for housing, introduce hospitals providing services in English, and provide the information of international schools.
- Support for application procedures of program to increase foreign entrepreneurs: Explain the outline of the program and accept application documents.

* The Business Development Center TOKYO (Akasaka) is established at the Tokyo One-Stop Business Establishment Center (Akasaka).

Contact

Face-to-face consultation at the desk or on-line consultation over telephone, e-mail, videophone, etc.
Reservation is required for the face-to-face consultation in principle (please call the following number).
(Business Development Center TOKYO (Akasaka))
TEL: +81-3-3582-8353 E-mail: support2@bdc-tokyo.org
(Business Development Center TOKYO (Marunouchi))
TEL: +81-3-6269-9981 E-mail: contactus@bdc-tokyo.org
(Financial One-Stop Support Service) E-mail: financial-desk@bdc-tokyo.org
(English): (English: Weekdays 9:30-12:00, 13:00-17:30)

Target

- Foreign companies planning to business development in Tokyo
- Foreign entrepreneurs
- Foreign-owned companies that have been developing business in Japan

Usage fee

Free

(Business Development Center TOKYO (Akasaka)) TEL: +81-3-3582-8353 E-mail: support2@bdc-tokyo.org
7F of ARK Mori Building (in JETRO Headquarters), 1-12-32 Akasaka, Minato-ku, Tokyo
(Business Development Center TOKYO (Marunouchi)) TEL: +81-3-6269-9981 E-mail: contactus@bdc-tokyo.org
B1 of JR Tower KITTE, 2-7-2 Marunouchi, Chiyoda-ku, Tokyo
<https://www.investtokyo.metro.tokyo.lg.jp/en/oursupports/bdc-tokyo/index.html>



Industry

Consultation service

e-Business Concierge

The AI chatbot service has been introduced to “Invest Tokyo,” the website for foreign companies/entrepreneurs who are considering business development in Tokyo. When you enter questions about various supports by the Tokyo Metropolitan Government, business/living environment in Tokyo, etc. in English, AI will correspond appropriately and display answers.

Taking advantage of the convenience offered by a chatbot capable of accepting inquiries via personal computers and smart phones 24 hours a day and 365 days a year, the Government will enhance the recognition of Tokyo as a business center and promote expansion to Tokyo by foreign companies etc.

Target • Foreign company planning to business development in Tokyo • Foreign entrepreneurs
• Foreign-owned company that has been developing business in Japan

Usage fee Free

Strategic Projects Promotion Section, Strategy Promotion Division (in charge of attraction of enterprise) +81-3-5320-6274
<https://www.investtokyo.metro.tokyo.lg.jp/en/index.html>



Industry

Consultation service

Tokyo One-Stop Business Establishment Center

All documents for administrative procedures required when establishing a company or starting business (1. Certification of Articles of Incorporation, 2. Incorporation registration, 3. Taxation matters, 4. Immigration control, 5. Employment insurance, 6. Labor insurance, 7. Health insurance and employees' pension) are accepted at one place. Consultants sent from various ministries answer your questions and support the acceptance of application documents.

In addition, a Small and Medium Enterprise Management Consultant provides consultation about fundraising (financing, subsidies, etc.), business plan to start business, timing of incorporation, etc.

*The Business Development Center TOKYO (Akasaka) is also established in the Tokyo One-Stop Business Establishment Center (Akasaka).

Contact Face-to-face consultation at the desk or on-line consultation over telephone, e-mail, videophone, etc.
Reservation is required for the face-to-face consultation in principle (please call the following number).
(Tokyo One-Stop Business Establishment Center (Akasaka)) +81-3-3582-4934 / E-mail: support@tosbec.org
*Consultation with the consultant stationed in the Tokyo One-Stop Business Establishment Center (Akasaka) is available via video conference at the satellite center.
(Shibuya satellite center) +81-3-5489-4630
(Marunouchi satellite center) +81-3-6259-1882
(English: 9:30 AM to 0:00 PM, 1:00 PM to 5:30 PM on weekdays)

Target Japanese and foreign people planning to start business in Tokyo

Usage fee Free

(Tokyo One-Stop Business Establishment Center)(Akasaka) +81-3-3582-4934
7F of ARK Mori Building (in JETRO Headquarters), 1-12-32 Akasaka, Minato-ku, Tokyo support@tosbec.org
(Shibuya satellite center) +81-3-5489-4630
1st floor of Shibuya Dogenzaka Tokyu Building, 1-10-8 Dogenzaka, Shibuya-ku, Tokyo (in Plug and Play Shibuya)
(Marunouchi satellite center) +81-3-6259-1882
2nd floor of Tokyo Startup Station in Meiji Yasuda Life Insurance Building, 2-1-1 Marunouchi, Chiyoda-ku, Tokyo
<https://www.startup-support.metro.tokyo.lg.jp/onestop/en/>



Industry

Consultation service

Access to Tokyo

The overseas consultation desk “Access to Tokyo” handles inquiries from foreign companies interested in Japanese market entry and market information, providing responses in the local language and time.

Cities where contact points have been set up in London, Paris, San Francisco, Singapore and Bengaluru

Contact The consultation desk in fiscal 2024 will open by the end of April. The contact information of each desk will be released as soon as the consultation desk opens.

Target Foreign companies planning business development in Tokyo **Usage fee** Free

Strategic Projects Promotion Section, Strategy Promotion Division (in charge of attraction of enterprise)
+81-3-5320-6274
<https://www.investtokyo.metro.tokyo.lg.jp/en/oursupports/access-to-tokyo.html>



Industry

Information provision

TOKYO Unique Venues

The basic information about unique venue facilities in Tokyo and the image of their usage are introduced for MICE promoters in Japan and overseas.

Usage fee Free

(General operations)Planning Section, Tourism Division, Bureau of Industrial and Labor Affairs
+81-3-5000-2426
(For more information about Unique Avenue)Tourism Business Division Tourism Business Section, Tokyo
Convention & Visitors Bureau+81-3-5579-26834
<https://uniquevenues-jp.metro.tokyo.lg.jp/>



Medical service

Field

Medical service

Information provision

Medical institution and pharmacy guide service

The information is organized and published so that foreign nationals can search for medical institutions and pharmacies in Tokyo which provide services in English or other languages

Target Foreign residents and tourists in Tokyo

Usage fee Free (provided on the website)

○ Medical institution guide telephone (Himawari) and medical information network (for finding medical institution)
Tokyo Medical Information Center
+81-3-5272-1801
○ Medical information network (for finding pharmacies)
Pharmaceutical Affairs Section, Health and Safety Division, Bureau of Public Health
+81-3-5320-4511
<https://www.himawari.metro.tokyo.jp/qq13/qqport/tomintop/>



Medical service

Information provision

Medical information service for foreign patients

Foreign nationals can obtain information about medical institutions that offer services in foreign languages and the consultation about medical service system in Japan.

Contact +81-3-5285-8181 (English: 9:00 AM to 8:00 PM every day)

Target Foreign residents and tourists in Tokyo

Usage fee Free(Call charges are at your own expense)

Tokyo Medical Information Center +81-3-5272-1801
https://www.hokeniryo.metro.tokyo.lg.jp/iryo/iryo_hoken/gaikokujin/interpreter/himawari.html



Educational

Field

Educational

Consultation service

Consultation through interpreters on education and enrollment to high schools etc. for foreign children and students

We offer consultation in English and other languages through interpreters for foreign children, students and their guardians. Solutions or recommendations are offered for school life, enrollment to high schools, etc. such as “I cannot get used to school” or “I want to go to metropolitan high school, but do not understand the system.”

- Contact** ○General educational consultation (about education and school life) +81-120-53-8288
○Promotion, course and enrollment to metropolitan high schools +81-3-3360-4175 (English: 1:00 PM to 5:00 PM on Fridays)
*Except for year-end and New Year holidays *Visitors for consultation are requested to make a reservation via telephone.
- Target** Foreign children and students (young children up to high school students) and their guardians who live, work and study in Tokyo
- Usage fee** Free

Tokyo Metropolitan Education Consultation Center +81-120-53-8288
4th floor of Tokyo Metropolitan Comprehensive Child and Family Services Center, 4-6-1 Kitashinjuku, Shinjuku-ku, Tokyo
<https://e-sodan.metro.tokyo.lg.jp/tel/foreign/index.html>



Educational

Information provision

Information on international school

The information on international schools that offer education in English and other languages is organized and published for foreign nationals.

- Target** Foreign nationals etc. who are considering enrollment to international schools
- Usage fee** Free (provided on the website)

(Business Development Center TOKYO (Akasaka)) TEL: +81-3-3582-8353 E-mail: support2@bdc-tokyo.org
7F of ARK Mori Building (in JETRO Headquarters), 1-12-32 Akasaka, Minato-ku, Tokyo
(Business Development Center TOKYO (Marunouchi)) TEL: +81-3-6269-9981 E-mail: contactus@bdc-tokyo.org
B1 of JR Tower KITTE, 2-7-2 Marunouchi, Chiyoda-ku, Tokyo
<https://www.investtokyo.metro.tokyo.lg.jp/en/oursupports/life/education.html>



General aspects of life

Field

General aspects of life

Education and training

Disaster Prevention Experience Tour for Foreign Residents

“Disaster Prevention Experience Tour for Foreign Residents” is provided to raise awareness of disaster prevention to foreign residents in Tokyo. Raising awareness focusing on improvement of the disaster prevention power is promoted with Life Safety Learning Centers in Tokyo by having foreign nationals learn about disaster prevention through disaster simulation experiences.

Application Please check the website.

Target Foreign nationals who live, work, and study in Tokyo

Usage fee Free

Multicultural Symbiosis, Community Activity Promotion Section, Citizens' Affairs Division, Bureau of Citizens, Culture and Sports +81-3-5320-7738
https://www.seikatubunka.metro.tokyo.lg.jp/chiiki_tabunka/tabunka/tabunkasuishin/0000002188.html



General aspects of life

Consultation service

Tokyo Multilingual Consultation Navi (TMC Navi)

We provide consultation to foreign nationals in English and other languages about problems encountered in daily life and other inquiries.

If a reservation is made, legal advice by a lawyer is also available in English etc.

Contact +81-3-6258-1227 (English: 10:00 AM to 4:00 PM on weekdays)

Target Foreign residents in Tokyo

Usage fee Free

Multicultural Symbiosis, Community Activity Promotion Section, Citizens' Affairs Division, Bureau of Citizens, Culture and Sports +81-3-5320-7738
Tokyo Metropolitan Foundation "TSUNAGARI" +81-3-6258-1227
https://www.seikatubunka.metro.tokyo.lg.jp/chiiki_tabunka/tabunka/tabunkasuishin/0000001565.html



General aspects of life

Consultation service

Consultation with experts (legal and residence matters) (Tokyo Multilingual Consultation Navi)

Legal consultation with a lawyer is offered to foreign nationals. Consultation about the qualification for stay and period of stay is also available. Reservation is required for both cases and an interpreter for English or other languages will attend.

Contact Legal consultation 1:30 PM to 4:00 PM on Tuesdays, Wednesdays and Thursdays
Consultation on residence 2:00 PM to 4:00 PM on the 4th Monday
Face-to-face or on-line consultation *Please make a reservation at least 1 week in advance.
+81-3-6258-1227 (English: 10:00 AM to 4:00 PM on weekdays)

Target Foreign residents in Tokyo

Usage fee Free

Multicultural Symbiosis, Community Activity Promotion Section, Citizens' Affairs Division, Bureau of Citizens, Culture and Sports +81-3-5320-7738
Tokyo Metropolitan Foundation "TSUNAGARI" +81-3-6258-1227
8th floor of Shinjuku NS Building, 2-4-1 Nishi Shinjuku, Shinjuku-ku, Tokyo
https://www.seikatubunka.metro.tokyo.lg.jp/chiiki_tabunka/tabunka/tabunkasuishin/0000001565.html



General aspects of life

Consultation service

Foreign Residents' Advisory Center

We offer foreign nationals consultation about various matters regarding daily life in English and other languages, including entrance into Japan, marriage, citizenship, and jobs. If a reservation is made, legal advice by a lawyer is also available in English or other languages.

Contact +81-3-5320-7744 (English: 9:30 AM to 0:00 PM, 1:00 PM to 5:00 PM on weekdays)

Target Foreign residents in Tokyo

Usage fee Free

Multicultural Symbiosis, Community Activity Promotion Section, Citizens' Affairs Division, Bureau of Citizens, Culture and Sports +81-3-5388-3142
<https://www.metro.tokyo.lg.jp/tosei/iken-sodan/otoiawase/madoguchi/koe/tominnokoe/index.html>



General aspects of life

Consultation service

Tokyo Youth Comprehensive Consultation Center (WAKA-Navi Alpha)

We accept face-to-face consultation with an interpreter and consultation via e-mails from young people who live in Tokyo and have native languages other than Japanese.

Reception E-mail consultation and face-to-face consultation in English etc. are available.

Reservation is required for face-to-face consultation.

Please contact us via e-mail first. Visit the website of WAKA-Navi for more information.

Target Young people who live in Tokyo and mainly speak languages other than Japanese
(young people generally from 18 to 39 years old and their families)

Usage fee Free

Youth Support, Youth Support Section, Citizen Safety Promotion Division, Bureau of Citizens, Culture and Sports
+81-3-5388-3172
<https://www.wakanavi-tokyo.metro.tokyo.lg.jp/english/>



General aspects of life

Consultation service

Consumer affairs consultation

We offer recommendations, mediation, information, and more in English and other languages to solve problems with sales methods, contracts, quality, price, and others when purchasing goods or using services.

Contact +81-3-3235-1155 A consultant connects the phone call to an interpreter to accept consultation.
(9:00 AM to 5:00 PM from Monday to Saturday)

Target Foreign people who live, work and study in Tokyo **Usage fee** Free

Tokyo Metropolitan Consumer Affairs Center Counseling Section +81-3-3235-9294
<https://www.shouhiseikatu.metro.tokyo.lg.jp/sodan/sodan.html>



General aspects of life

Information provision

Tokyo Kurashi WEB

“Tokyo Kurashi WEB” is the website which provides information related to consumer protection for Tokyo residents, and it also provides easy-to-use multilingual information for foreign nationals.

Target Foreign residents in Tokyo **Usage fee** Free (provided on the website)

Planning and Coordination Section, Consumer Affairs Division, Bureau of Citizens, Culture and Sports +81-3-5388-3076
<https://www.shouhiseikatu.metro.tokyo.lg.jp/>



General aspects of life

Information provision

Comprehensive Living Guide for Foreign Residents in Japan

Procedures and information necessary for foreign residents to live comfortably in Japan are organized by category such as daily living, child care, employment, welfare and disaster, and are published in English and other languages.

Target Foreign residents in Tokyo **Usage fee** Free (provided on the website “Tokyo Intercultural Portal Site”)

Multicultural Symbiosis, Community Activity Promotion Section, Citizens' Affairs Division, Bureau of Citizens, Culture and Sports +81-3-5320-7738 Tokyo Metropolitan Foundation “TSUNAGARI” +81-3-6258-1238
https://tabunka.tokyo-tsunagari.or.jp/useful/guide_eng/



General aspects of life

Information provision

Lifestyle information booklet for foreign residents “Life in Tokyo: Your Guide”

We prepare and publish the lifestyle information booklet “Life in Tokyo: Your Guide” that describes Japanese culture, customs, living rules, and more in English and other languages in an easy-to-understand manner for foreign nationals who are new to living in Tokyo.

Target Foreign residents in Tokyo

Usage fee Free (provided on the website)

Multicultural Symbiosis, Community Activity Promotion Section, Citizens' Affairs Division, Bureau of Citizens, Culture and Sports +81-3-5320-7738
https://www.seikatubunka.metro.tokyo.lg.jp/chiiki_tabunka/tabunka/tabunkasuishin/0000000945.html



General aspects of life

Information provision

Promotion of safety and security policies for foreign residents etc.

In order to prevent delinquency and criminal damage by children of foreign residents, we create and distribute safety awareness texts aimed at elementary school students and above, as well as provide lectures.

In addition, in order to have children in the lower grades of elementary school learn by themselves, we have created and published an electronic storybook that summarizes basic knowledge related to safety and security as well as how to deal with common problems in easy-to-understand expressions, and published it on the website.

Target Foreign residents in Tokyo etc.

Usage fee Free

International Community, Citizen Safety Section, Citizen Safety Promotion Division, Bureau of Citizens, Culture and Sports +81-3-5388-2743
https://www.seikatubunka.metro.tokyo.lg.jp/tomin_anzen/chian/gaikokujin/



General aspects of life

Information provision

Measures to support foreign nationals staying in Japan

A manual explaining Japanese rules, manners, and laws is created and distributed in order to prevent foreign residents from getting into difficulties due to differences in living environment, culture, language, etc. or from unintentionally or unwittingly violating laws. (Manuals are prepared for foreign residents including students and for foreign visitors separately.) Lectures for foreign students and others are provided, and a drama about crime prevention is also available for viewing on the website.

Target Foreign residents in Tokyo **Usage fee** Free (Manual is published on the website)

Public Safety, Public Safety Section, Citizen Safety Promotion Division, Bureau of Citizens, Culture and Sports
+81-3-5388-2279 https://www.seikatubunka.metro.tokyo.lg.jp/tomin_anzen/chian/gaikokujin/



General aspects of life

Information provision

Illegal work prevention campaign to prevent illegal employment of foreign nationals

In order to prevent illegal employment and to promote proper employment of foreign nationals, the manual containing information required for employment of foreign nationals including the description on the resident card, how to check the residence status, the Revised Immigration Control and Refugee Recognition Law is prepared and distributed. Lectures are held for entrepreneurs that employ foreign nationals.

Target Foreign residents in Tokyo **Usage fee** Free (Manual is published on the website)

Public Safety, Public Safety Section, Citizen Safety Promotion Division, Bureau of Citizens, Culture and Sports
+81-3-5388-2279 https://www.seikatubunka.metro.tokyo.lg.jp/tomin_anzen/chian/gaikokujin/



General aspects of life

Information provision

Leaflet “Temporary Housing in Tokyo”

The leaflet “Temporary Housing in Tokyo” is created in English and other languages and released on the website so that foreign residents in Tokyo can be prepared for disasters and for the aftermath of a disaster.

Target Foreign residents in Tokyo **Usage fee** Free (provided on the website)

Planning and Accounting Section, Housing Planning Division, Office for Housing Policy, Bureau of Citizens, Culture and Sports +81-3-5320-4938 https://www.juutakuseisaku.metro.tokyo.lg.jp/about/leaflet_tokyokari.html



General aspects of life

Information provision

Guidelines for Preventing Tenant-Landlord Disputes

“Guidelines for Preventing Tenant-Landlord Disputes” is prepared to distribute information in English and other language in order to avoid disputes involving foreign residents related to rental housing.

Target Foreign residents in Tokyo and foreign nationals planning to live in Tokyo

Usage fee Free (provided on the website)

Realty Section, Private Housing Division, Office for Housing Policy +81-3-5320-5071
https://www.juutakuseisaku.metro.tokyo.lg.jp/juutaku_seisaku/tintai/310-23-jyuutaku.htm



General aspects of life

Information provision

Public information of taxation for foreign residents in Tokyo and foreign visitors

“Guide to Metropolitan Taxes” is prepared in English and other languages to explain the outline of taxes focusing on metropolitan taxes so that foreign residents in Tokyo can understand the various tax systems.

Target Foreign residents in Tokyo (foreign nationals who operate business and/or have assets in Tokyo)

Usage fee Free (provided on the website)

Counseling and Public Relations Team, General Affairs Section, General Affairs Division, Bureau of Taxation
+81-3-5388-2924 <https://www.tax.metro.tokyo.lg.jp/book/guidebookgaigo/index.html>



General aspects of life

Consultation service

Customer Service Center of Bureau of Waterworks

Customer service is provided by telephone in English and other languages for foreign customers at the Customer Service Center.

Contact (TEL of Customer Service Center of Bureau of Waterworks) +81-3-5326-1101 (23 wards) +81-42-548-5110 (Tama)
+81-570-091-100 (Navi Dial) 8:30 AM to 8:00 PM excluding Sundays and holidays
*Guidance is provided 24 hours a day for emergencies such as water leakages.

Target area All of Tokyo (excluding Musashino City, Akishima City, Hamura City, Hinohara Village and island areas)

Usage fee Free

Trading Guidance Section, Customer Service Division, Bureau of Waterworks TEL: +81-3-5320-6329
<https://www.waterworks.metro.tokyo.lg.jp/tetsuduki/madoguchi/center.html>



Customer Service Window of Bureau of Waterworks Tama District Service Station

In order to provide detailed and appropriate response to foreign customers at the customer window of each service station in Tama District, an application for tablet devices is introduced, and response in foreign languages is provided by automatic translation through voice recognition technology.

- Contact** ▶ Service stations in Tama District
- Target** ▶ The application is available in 31 languages.
- Usage fee** ▶ Free

Planning and Coordination, Service Management Guidance Section, Coordination Division, Tama Waterworks Reform Promotion Center
TEL: +81-42-548-5371

Help cards and disaster preparedness leaflets for foreign nationals

Help cards and disaster preparedness leaflets for foreign nationals are prepared in foreign languages and distributed to help foreign visitors and residents in Tokyo.

○Help cards for foreign nationals:

A wallet-sized card that briefly describes measures for emergency situations such as disasters, sudden illnesses and injuries, and how to acquire information or request assistance phrase books.

○Disaster preparedness leaflets:

Knowledge of earthquakes and appropriate responses when a disaster occurs are described in an easy-to-understand manner including illustrations.

- Target** ▶ Foreign tourists, foreign residents in Tokyo
- Usage fee** ▶ Free (Downloadable from the website)

Multicultural Symbiosis, Community Activity Promotion Section, Citizens' Affairs Division, Bureau of Citizens, Culture and Sports +81-3-5320-7738
https://www.seikatubunka.metro.tokyo.lg.jp/chiiki_tabunka/tabunka/tabunkasuishin/0000000144.html



General aspects of life

Information provision

Tokyo regulations translated into English

Regulations of Tokyo translated into English are released so that foreign nationals can refer to them when conducting administrative procedures.

Target Foreign residents and tourists in Tokyo

Usage fee Free (provided on the website)

Policy Research Section, Policy Division, Office of the Governor for Policy Planning +81-3-5388-2181
<https://www.tokyo-english-a-m.metro.tokyo.lg.jp/link/rule/>



General aspects of life

Information provision

Disaster Prevention Booklet (Tokyo Disaster Readiness Guide for Living, Tokyo Disaster Readiness Guide)

In “Tokyo Disaster Readiness Guide for Living,” everyday actions are described from a variety of viewpoints such as of those of women, older people and disabled people so that everyone can see what steps can easily be taken to prepare for disasters. “Tokyo Disaster Readiness Guide” provides the contents that can be used for activities in communities such as regions, apartments, schools and workplaces, as well as for people to deepen their own knowledge of disaster prevention. Both booklets will be issued in English and other languages.

Target Foreign residents in Tokyo

Usage fee Free

Bureau of General Affairs Disaster Prevention Division Management Section +81-3-5388-2452
To be opened at the end of March

General aspects of administration of Tokyo

Field

General aspects of administration of Tokyo

Information provision

Communication with the international community and foreign residents through the official websites

(1) To the international society, Tokyo Metropolitan Government operates a global website in English and delivers attractive tailor-made contents to enhance their understanding and positive recognition toward Tokyo. (2) To the foreign residents in Tokyo, TMG utilizes AI translation to disseminate information in English and other languages. This enables non-Japanese-speaking residents to receive information with an equivalent amount of content and speed as Japanese speakers.

Usage fee Free (provided on the website)

Strategic Public Relations Section, Strategic Public Relations Division, Office of the Governor for Policy Planning
(1) International Public Relations (Tel: +81-3-5388-2145)
(2) Tokyo Metropolitan Government official website (Tel: +81-3-5388-3061), MyTokyo (Tel: +81-3-5388-2874)
(1) Global website <https://www.metro.tokyo.lg.jp/english/index.html>
(2) Tokyo Metropolitan Government official website <https://www.metro.tokyo.lg.jp/foreignlanguage.html>
■ MyTOKYO <https://www.my.metro.tokyo.lg.jp/lang/>



Tokyo Metropolitan Government official website



My TOKYO



Global website

General aspects of administration of Tokyo

Information provision

PR through owned media and contents tailored for the international audience

(1) To enhance Tokyo's attractiveness internationally, the Tokyo Metropolitan Government operates overseas-focused owned media including social media platforms (X, Facebook, Instagram) and an online magazine called "Tokyo Updates."

(2) TMG shares short movies showcasing the charm of Tokyo for the international audience.

Usage fee Free

Strategic Public Relations Section, Strategic Public Relations Division, Office of the Governor for Policy Planning
(1) International Public Relations (Tel: +81-3-5388-2145)
(2) International Public Relations (Tel: +81-3-5388-2098), Video creation and transmission (Tel: +81-3-5388-3086),
■ Tokyo Updates <https://www.tokyoupdates.metro.tokyo.lg.jp/en/>
■ PR booklet <https://www.metro.tokyo.lg.jp/english/about/tokyo/index.html>
■ SNS for overseas (please access from the footer of the link below) <https://www.metro.tokyo.lg.jp/english/about/index.html>
■ Official Video Channel (Enchanting Tokyo) <https://tokyodouga.jp/special/enchanting-tokyo.html>



Tokyo Updates



PR booklet



SNS



Official Video Channel (Enchanting Tokyo)

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-Tokyo Metropolitan Government-

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