



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.

# Contents

## Tourism field

### [Information provision]

▶ GO TOKYO (Tokyo Metropolitan Government Official Tourism Website) .....	2
▶ Tokyo Tourist Information Center .....	2
▶ Tokyo Tokyo .....	3
▶ Tokyo Cultural Heritage Map .....	3
▶ Tourist Information Center (TIC) .....	3
▶ Station Concierge .....	4
▶ Accommodation Tax Guide .....	4

## Industry field

### [Assistance and support]

▶ Program to Promote Startup Businesses by Foreign Nationals .....	5
▶ Subsidies for Advancing the Business and Settlement of Foreign Financial Companies .....	6
▶ Project for Temporary Office Allocation for Foreign Financial Companies and Human Resources .....	6
▶ Green Finance Subsidy Program for Tokyo Market Entry .....	7
▶ Support for GX-Related Foreign Companies .....	7
▶ Cooperative Project with Financial Institutions for Attracting Foreign Companies .....	8

### [Consultation service]

▶ Tokyo International Recruitment Navigation Center (consultation service for foreign nationals who wish to find employment) .....	8
▶ Labor Consultation Service for Foreign Workers .....	8
▶ Business Development Center TOKYO .....	9
▶ e-Business Concierge .....	10
▶ Tokyo One-Stop Business Establishment Center .....	10
▶ Access to Tokyo .....	11

### [Information provision]

▶ TOKYO Unique Venues .....	11
-----------------------------	----

## Medical service field

### [Consultation service]

▶ TOKYO EMS Guide .....	12
-------------------------	----

### [Information provision]

▶ Medical institution and pharmacy guide service .....	12
▶ Medical information service for foreign patients .....	12

## Educational field

### [Consultation service]

▶ Consultation through interpreters on education and enrollment to high schools etc. for foreign children and students .....	13
--	----

### [Information provision]

▶ Information on international school .....	13
---	----

## General aspects of life field

### [Interpretation/Translation Services]

▶ Promotion of Universal Communication .....	14
--	----

### [Education and training]

▶ Disaster Prevention Experience Tour for Foreign Residents .....	14
--	----

### [Consultation service]

▶ Tokyo Multilingual Consultation Navi (TMC Navi) .....	15
▶ Consultation with experts (legal and residence matters) (Tokyo Multilingual Consultation Navi) .....	15
▶ Foreign Residents' Advisory Center .....	16
▶ Tokyo Youth Comprehensive Consultation Center (WAKA-Navi Alpha) .....	16
▶ Consumer affairs consultation .....	16

### [Information provision]

▶ Customer Service Center of Bureau of Waterworks .....	17
▶ Customer Service Window of Bureau of Waterworks Tama District Service Station .....	17
▶ Tokyo Kurashi WEB .....	17
▶ Comprehensive Living Guide for Foreign Residents in Japan .....	18
▶ Lifestyle information booklet for foreign residents “ Life in Tokyo: Your Guide” .....	18
▶ Promotion of safety and security policies for foreign residents etc. ....	18
▶ Measures to support foreign nationals staying in Japan .....	19
▶ Illegal work prevention campaign to prevent illegal employment of foreign nationals .....	19
▶ Leaflet “Temporary Housing in Tokyo” .....	19
▶ Guidelines for Preventing Tenant-Landlord Disputes .....	20
▶ Public information of taxation for foreign residents in Tokyo and foreign visitors .....	20
▶ Help cards and disaster preparedness leaflets for foreign nationals .....	20
▶ Tokyo regulations translated into English .....	21
▶ Disaster Prevention Booklet (Tokyo Disaster Readiness Guide for Living, Tokyo Disaster Readiness Guide) .....	21
▶ Information on Payment Notices and Invoices for Sewerage Charges .....	22
▶ Life Safety Handbook for Foreign Residents .....	22

## General aspects of administration of Tokyo field

### [Information provision]

▶ Communication with the international community and foreign residents through the official websites .....	23
▶ PR through owned media and contents tailored for the international audience .....	23



# 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 9:00 PM from Monday to Saturday, 10:00 AM to 8:00 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

## 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

## 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

## 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, Ningyocho Station, Kuramae Station, Asakusabashi Station, Sengakuji Station  
 Mita Line: Sugamo Station, Hibiya Station  
 Shinjuku Line: Shinjuku 3-Chome Station, Bakuroyokoyama Station  
 Oedo Line: Tocho Mae Station, Shinjuku Nishiguchi Station, Daimon Station, Roppongi Station, Aoyama 1-Chome Station, Shinjuku Station, Ueno Okachimachi Station, Tukishima Station, Kiyosumi Sirakawa Station, Kuramae Station, Tukijishijo Station, Shiodome Station, Akabanebashi Station, Higashi Shinjuku 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](https://www.tax.metro.tokyo.lg.jp/kazei/pdf/accommodationtax_leaflet.pdf)





# Industry

Field

Industry

Assistance and support

## Program to Promote Startup Businesses by Foreign Nationals

As part of its efforts to promote startup business by foreign nationals through the “Startup Visa” program, the Tokyo Metropolitan Government offers a status of residence under “Designated Activities” (Notification No. 44) for a period of one year or six months. This status is granted based on a thorough review of the applicant’s business plan and relevant documents, conducted prior to the Immigration Bureau’s inspection at the time of entry. Foreign nationals planning to start a new business in Tokyo can use the one-year or six-month period granted under the Startup Visa program to prepare and establish their business after entering Japan.

### 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/startupvisa.html>



## Industry

## Assistance and support

## Subsidies for Advancing the Business and Settlement of Foreign Financial Companies

The Tokyo Metropolitan Government offers subsidies to support the business setup and settlement of foreign financial companies, further encouraging international entrepreneurship in the city.

## Expenses to be subsidized

Expenses for consultation with experts, recruitment expenses, office expenses, etc.  
\*Visit our website for details.

## Target

Foreign financial companies planning to newly establish a base in Tokyo  
Japanese subsidiaries of foreign financial companies that have been recently established in Tokyo  
\*Check our website for other requirements.

## Subsidy rate

Up to 1/2 of the eligible expenses  
\*Visit our website for details including the upper limit of subsidy and other requirements.

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



## 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](mailto: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](mailto: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

## Assistance and support

### Cooperative Project with Financial Institutions for Attracting Foreign Companies

By leveraging the expertise and networks of financial institutions and other organizations, Tokyo aims to effectively attract foreign companies, stimulating local industries and expanding business transactions within the city.

- Expenses eligible for the support** Subsidies are available to support overseas companies entering Tokyo and expanding their business transactions with local companies
- Target** Overseas companies that applied for this program through financial institutions and other organizations and were selected by the Tokyo Metropolitan Government are now preparing to establish their presence in Tokyo.
- Contents of support** Up to 2/3 of the eligible expenses or a maximum subsidy of 100 million yen, whichever is lower

Planning Section, Industry Energy Policy Division, Bureau of Industrial and Labor Affairs +81-3 - 5388 - 3913  
[https://www.sangyo-rodo.metro.tokyo.lg.jp/energy/menu/attracting\\_foreign\\_companies](https://www.sangyo-rodo.metro.tokyo.lg.jp/energy/menu/attracting_foreign_companies)



## 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/>



## Industry

## Consultation service

### Labor Consultation Service for Foreign Workers

The Tokyo Metropolitan Labor Consultation Center has interpreters available to address inquiries from foreign nationals, and can provide consultations in English and Chinese. Consultations via videophone interpretation is also provided (available in 14 languages). Reservation is required for consultation. \*Visit our website for details.

- Contact** English: Labor Consultation Center(Iidabashi, Osaki, Tama) Chinaese: Labor Consultation Center(Iidabashi)  
 \*Please check the website for more information.
- Target** Foreign people who work in Tokyo
- Usage fee** Free

Planning Section, Industry Energy Policy Division, Bureau of Industrial and Labor Affairs +81-3 - 5388 - 3913  
<https://www.hataraku.metro.tokyo.lg.jp/sodan/sodan/foreign.html>





## 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

Global Financial City Promotion Section, General Affairs Division, Bureau of Industrial and Labor Affairs +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

**Target** Foreign companies planning business development in Tokyo

**Usage fee** Free

Global Promotion Section, Global Promotion Division, Startup Strategy Promotion Headquarters  
+81-3-5388-2061  
<https://www.investtokyo.metro.tokyo.lg.jp/en/oursupports/access-to-tokyo.html>



Industry

Information provision

## TOKYO Unique Venues

We introduce MICE organizers to unique venues in Tokyo, such as art museums and gardens, and respond to inquiries regarding their use.

**Target** Those involved in MICE events in Tokyo

**Usage fee** Free

Tokyo Unique Venues  
+81-3-5579-8870  
<https://uniquevenues-jp.metro.tokyo.lg.jp/>



# Medical service

Field

Medical service

Consultation service

## TOKYO EMS Guide

If you suddenly become ill or injured and are unsure whether to go to the hospital or call an ambulance, the “Tokyo EMS Guide” in English is available online. This resource helps you assess the urgency of your condition, determine whether medical treatment is necessary, identify the appropriate type of care, and more. With this guide you can easily check your symptoms on your own and search for hospitals equipped to treat your condition. It is accessible on the Tokyo Fire Department website.

Target

Foreign people who live, work and study in Tokyo

Usage fee

Free

EMS and Hospital Liaison Section, Emergency Medical Service Division, Tokyo Fire Department  
+81-3-3212-2111 (Phone extension: 4545)  
[https://www.tfd.metro.tokyo.lg.jp/hp-kyuuumuka/en\\_guide/main/index.html](https://www.tfd.metro.tokyo.lg.jp/hp-kyuuumuka/en_guide/main/index.html)



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.hokeniryo.metro.tokyo.lg.jp/iryo/sodan/komatta/kyuubyou/24h\\_annai](https://www.hokeniryo.metro.tokyo.lg.jp/iryo/sodan/komatta/kyuubyou/24h_annai)  
<https://www.iryuo.teikyouseido.mhlw.go.jp/znk-web/juminkanja/S2300/initialize>



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](https://www.hokeniryo.metro.tokyo.lg.jp/iryo/iryo_hoken/gaikokujin/interpreter/himawari)





# 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 +81-3-3360-4181  
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](mailto: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](mailto: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

Interpretation/Translation Services

## Promotion of Universal Communication

Leveraging the opportunity presented by the World Athletics Championships and Deaflympics, the Tokyo Metropolitan Government is enhancing communication at its facilities through the use of transparent displays. These displays can show speech in multiple languages at reception desks, ensuring smooth and accessible communication for all visitors, regardless of their nationality or disability.

**Target** Foreign residents and tourists in Tokyo

International Sports Events Project Promotion Section, Comprehensive Sports Promotion Division,  
Office for Sports Promotion +81-3-5000-7430  
<https://www.metro.tokyo.lg.jp/tosei/hodohappyo/press/2024/06/06/15.html>



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 and Cultural Affairs +81-3-5320-7738  
[https://www.seikatubunka.metro.tokyo.lg.jp/chiiki\\_tabunka/tabunka/tabunkasuishin/0000002188.html](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.

**Contact** +81-120-142-142 (toll-free) (English: 10:00 AM to 4:00 PM on weekdays)

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

**Usage fee** Free



(Japanese)

Multicultural Symbiosis, Community Activity Promotion Section, Citizens' Affairs Division, Bureau of Citizens and Cultural Affairs +81-3-5320-7738

Tokyo Metropolitan Foundation "TSUNAGARI" +81-120-142-142 (toll-free)

<https://tabunka.tokyo-tsunagari.or.jp/soudan/navi.html> (Japanese)

<https://tabunka.tokyo-tsunagari.or.jp/english/soudan/navi.html> (English)



(English)

## 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 Mondays, Tuesdays and Fridays  
Consultation on residence 2:00 PM to 4:00 PM on the 4th Tuesday  
Face-to-face or on-line consultation \*Please make a reservation at least 1 week in advance.  
+81-120-142-142 (toll-free)

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

**Usage fee** Free



Multicultural Symbiosis, Community Activity Promotion Section, Citizens' Affairs Division, Bureau of Citizens, Cultural Affairs +81-3-5320-7738

Tokyo Metropolitan Foundation "TSUNAGARI" +81-120-142-142 (toll-free)

## 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 and Cultural Affairs +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 Projects Section, Safety Promotion Division, Office for Comprehensive Promotion of Citizen Safety  
 +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 +81-3-3235-1219  
<https://www.shouhiseikatu.metro.tokyo.lg.jp/sodan/sodan.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>



## General aspects of life

## Consultation service

### 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

## 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 and Cultural Affairs +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 and Cultural Affairs +81-3-5320-7738 Tokyo Metropolitan Foundation "TSUNAGARI" +81-3-6258-1238  
[https://tabunka.tokyo-tsunagari.or.jp/useful/guide\\_eng/](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 and Cultural Affairs +81-3-5320-7738  
[https://www.seikatubunka.metro.tokyo.lg.jp/chiiki\\_tabunka/tabunka/tabunkasuishin/0000000945.html](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

Citizen Safety Section, Safety Promotion Division, Office for Comprehensive Promotion of Citizen Safety Culture and Sports +81-3-5388-2744  
[https://www.seikatubunka.metro.tokyo.lg.jp/tomin\\_anzen/chian/gaikokujin/](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 Section, Safety Promotion Division, Office for Comprehensive Promotion of Citizen Safety  
+81-3-5388-2279 [https://www.seikatubunka.metro.tokyo.lg.jp/tomin\\_anzen/chian/gaikokujin/](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 Section, Safety Promotion Division, Office for Comprehensive Promotion of Citizen Safety  
+81-3-5388-2279 [https://www.seikatubunka.metro.tokyo.lg.jp/tomin\\_anzen/chian/gaikokujin/](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](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-juutaku.htm](https://www.juutakuseisaku.metro.tokyo.lg.jp/juutaku_seisaku/tintai/310-23-juutaku.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

## Information provision

### 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 and Cultural Affairs +81-3-5320-7738  
[https://www.seikatubunka.metro.tokyo.lg.jp/chiiki\\_tabunka/tabunka/tabunkasuishin/0000000144.html](https://www.seikatubunka.metro.tokyo.lg.jp/chiiki_tabunka/tabunka/tabunkasuishin/0000000144.html)



## General aspects of life

## Information provision

## Tokyo regulations translated into English

As part of its endeavors to strengthen information dissemination in English, the Tokyo Metropolitan Government is pushing forward with having its ordinances translated into English.

**Target** Foreign nationals and companies

**Usage fee** Free (provided on the website)

Global Financial City Promotion Section, General Affairs Division, Bureau of Industrial and Labor Affairs +81-5320-6274  
<https://www.sangyo-rodo.metro.tokyo.lg.jp/english-accessible/eigo/ordinance>



## 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  
<https://www.bousai.metro.tokyo.lg.jp/1028036/1028197/index.html>





## General aspects of life

## Information provision

## Information on Payment Notices and Invoices for Sewerage Charges

The contents of the payment notices and invoices required when paying sewerage charges can be provided in 131 languages, including English, on the website.

**Target** Foreign residents in Tokyo

**Usage fee** Free (provided on the website)

Customer Service and Management Section, Accounting and Contracting Division, Bureau of Sewerage  
+81-3-5320-6576

## General aspects of life

## Information provision

## Life Safety Handbook for Foreign Residents

Information on actions in the event of an earthquake, fire, and other emergencies are provided in multiple languages including English for foreign tourists visiting Tokyo and foreigners living in Tokyo.

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

**Usage fee** Free (provided on the website)

Public Relations Section, Planning and Coordination Division, Tokyo Fire Department  
+81-3-3212-2111 (Phone extension: 2306)  
[https://www.tfd.metro.tokyo.lg.jp/lfe/bou\\_topic/foreign/](https://www.tfd.metro.tokyo.lg.jp/lfe/bou_topic/foreign/)



# 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.english.metro.tokyo.lg.jp/top>  
(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.english.metro.tokyo.lg.jp/w/001-101-003962>  
■ SNS for overseas (please access from the footer of the link below)  
<https://www.english.metro.tokyo.lg.jp/top>  
■ Official Video Channel (Enchanting Tokyo)  
[https://tokyodouga.metro.tokyo.lg.jp/foreignsearch/?main\\_category=Foreign+Language](https://tokyodouga.metro.tokyo.lg.jp/foreignsearch/?main_category=Foreign+Language)



Tokyo Updates



PR booklet



SNS



Official Video Channel (Enchanting Tokyo)

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-Tokyo Metropolitan Government-

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