TOKYO METROPOLITAN GOVERNMENT

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 details about each service, please contact the organization listed in the relevant entry.
*Service details are subject to change. For the latest information, please visit the websites listed in this guide.

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Tourism Field

Tourism | Information provision

GO TOKYO
(Tokyo Metropolitan Government Official Tourism Website)

Tourism information for the entire Tokyo area—including tourist attractions, events, area information, transportation information, and ticket information—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 | Information provision

Tokyo Tourist Information Center

Tourism information is provided for tourists visiting Tokyo from Japan and abroad. On the website, the "Tokyo Navigation AI" online tourist information 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 a.m.–6:30 p.m. Open 7 days a week (closed during year-end and New Year holidays and on 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 a.m.–9:00 p.m. 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 a 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 9:30 a.m.–6:30 p.m. 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 a.m.–9:00 p.m. from Monday to Saturday, 10:00 a.m.–8:00 p.m. 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 using the icons and the 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

Tourism, education | Information provision

Tokyo Cultural Heritage Map

Cultural properties in Tokyo are introduced in English and other languages in a format 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 Shimbashi Station TIC
・Oedo Line Shinjuku-nishiguchi Station TIC
(8:00 a.m.–8:00 p.m.; open daily)

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: Shimbashi Station, Higashi-ginza Station, Nihonbashi Station, Higashi-nihombashi Station, Asakusa Station, Ningyocho Station, Kuramae Station, Asakusabashi Station, Sengakuji Station
Mita Line: Sugamo Station, Hibiya Station
Shinjuku Line: Shinjuku-sanchome Station, Bakuro-yokoyama Station
Oedo Line: Tochomae Station, Shinjuku-nishiguchi Station, Daimon Station, Roppongi Station, Aoyama-itchome Station, Shinjuku Station, Ueno-okachimachi Station, Tsukishima Station, Kiyosumi-shirakawa Station, Kuramae Station, Tsukijishijo Station, Shiodome Station, Akabanebashi Station, Higashi-shinjuku Station
(Approximately 10:00 a.m.–6:00 p.m.; open daily)

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

Transparent Display with Translation Support

Transparent displays supporting speech translation in 14 languages have been installed at station service counters to help foreign visitors and customers who are deaf or hard of hearing receive assistance more smoothly.

Contact

Asakusa Line: Shimbashi Station, Higashi-ginza Station, Asakusabashi Station, Asakusa Station
Mita Line: Hibiya Station
Shinjuku Line: Shinjuku-sanchome Station
Oedo Line: Shinjuku-nishiguchi Station, Higashi-shinjuku Station, Ueno-okachimachi Station, Kuramae Station, Daimon Station, Akabanebashi Station, Roppongi Station, Kokuritsu-kyogijo Station, Tochomae Station
(From the first train to the last train; open year-round)

Target

Public transportation users, including foreign visitors 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

A leaflet explaining the accommodation tax system is distributed 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

Industry

Field

Industry | **Assistance and support**

Startup Visa
(Program to Promote Startup Businesses by Foreign Nationals)

The Startup Visa is a program for foreign nationals who are considering starting a business in Tokyo. If the application is approved, a one-year status of residence may be granted under a special provision. Prospective foreign entrepreneurs can use this one-year period of stay to undertake preparations for starting their business after entering Japan.

Contact Consultations are available in person or remotely by telephone, email, video call, or other means. In principle, advance reservations are required for in-person consultations. Please make a reservation using the contact information below.
(Business Development Center TOKYO (Akasaka))
Tel: +81-3-3582-8353 Email: support2@bdc-tokyo.org

Target Foreign nationals planning to start a new business in Tokyo

Usage fee Free

*Please check the website for more information.

Business Development Center TOKYO (Akasaka) +81-3-3582-8353
7F of ARK Mori Building (in JETRO Headquarters), 1-12-32 Akasaka, Minato-ku, Tokyo
https://www.investtokyo.metro.tokyo.lg.jp/en/oursupports/bdc-tokyo/startupvisa.html

Industry | Assistance and support

Overseas Financial Corporation Establishment and Support Subsidy Program

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

Eligible Expenses
Expenses for consultation with experts, recruitment expenses, office rent, etc.

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

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

*Please check the website for more information.

Business Development Center TOKYO (Marunouchi) +81-3-6269-9981
Financial One-Stop Support Service Email: 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

Green Finance Subsidy Program for Tokyo Market Entry

This program supports foreign financial companies engaged in green finance in establishing themselves in Tokyo and expanding their business activities.

Contents of support
・Provision of support programs
・Subsidy (Up to 16 million yen)

Support Programs and Eligible Expenses
・Support programs : 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.

Target
Japanese corporations and other entities established in Tokyo by overseas asset management companies and fintech firms engaged in green finance

*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.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 support when Green Transformation ("GX") related foreign companies expand their operations into the Special Zone for Asian Headquarters.

Support Programs and Eligible Expenses

・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.

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.

Business Development Center TOKYO (Akasaka)
TEL: +81-3-3582-8353 Email: 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 Email: 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

Program to Promote the Attraction of Overseas Deep-Tech Companies

By attracting foreign deep-tech companies to Tokyo and helping them commercialize and implement technologies that can transform industrial structures and address social challenges, this program aims to foster innovation, strengthen international competitiveness, and promote industry in Tokyo.

Contents of support

• Provision of support programs
• Subsidies (up to 40 million yen at a subsidy rate of 4/5 in the first fiscal year; up to 35 million yen at 3/5 in the second fiscal year; and up to 25 million yen at 2/5 in the third fiscal year)

Support Programs and Eligible Expenses

• Support programs (consulting, public relations support, business matching, pitch events, assistance with subsidy application procedures, etc.)
• Eligible expenses (personnel costs, office rent, business matching expenses, etc.)

Target

Overseas deep-tech companies interested in establishing operations in Tokyo

*Please check the website for more information.

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

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.

Contents of 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.

Subsidy Amount
Up to 2/3 of eligible expenses, with a maximum subsidy of JPY 100 million.

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

Industry | Consultation service

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

Our global career navigators provide support in English and other languages for questions about the job-search process, résumé preparation, interview preparation, and career planning.

Contact
Consultation at the office or via telephone, email and other online systems
Applications must first be submitted through the website. (Telephone applications are accepted in urgent cases.)
+81-50-5576-7317 (English: 9:00 a.m.–5:00 p.m. on weekdays)

Target
・Foreign nationals with a residence status of “Student” or “Designated Activities” and who wish to find employment in Japan
・Foreign nationals who have a status of residence that allows employment and who wish to find employment or change jobs

Usage fee
Free

*Please check the website for more information.

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 are also provided (available in 14 languages). Reservations are required for consultations.

Contact

English: Labor Consultation Center (Iidabashi, Osaki, and Tama)
Chinese: Labor Consultation Center (Iidabashi)

Target Foreign people who work in Tokyo

Usage fee Free

*Please check the website for more information.

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

Industry | Consultation service

Business Development Center TOKYO

Business Development Center TOKYO provides business and daily-life support to foreign companies entering the Tokyo market. Through comprehensive consulting services and assistance with Startup Visa applications for foreign entrepreneurs, the Center helps create an environment in which foreign companies and entrepreneurs can start businesses more easily.

Contact

In addition to in-person consultations, consultations are also available online via telephone, email, video calls, and other means. For in-person consultations, in principle, please make an appointment in advance using one of the contact methods below.

Business Development Center TOKYO – Akasaka
Tel: +81-3-3582-8353 Email: support2@bdc-tokyo.org
Business Development Center TOKYO – Marunouchi
Tel: +81-3-6269-9981 Email: contactus@bdc-tokyo.org
Business Development Center TOKYO – Yurakucho
Tel: +81-3-4550-6306 Email: contactus@bdc-tokyo.org
Financial One-Stop Support Service Email: financial-desk@bdc-tokyo.org

English-language support: Weekdays, 9:30 a.m. to 12:00 p.m. and 1:00 p.m. to 5:30 p.m.
Yurakucho only: Service hours are 10:00 a.m. to 6:00 p.m.

Target

・Foreign companies planning to establish or expand their business in Tokyo
・Foreign entrepreneurs ・Foreign-owned companies already operating in Japan

Usage fee Free

Business Development Center TOKYO – Akasaka
7F of ARK Mori Building (in JETRO Headquarters), 1-12-32 Akasaka, Minato City, Tokyo
Business Development Center TOKYO – Marunouchi
B1 of JR Tower KITTE, 2-7-2 Marunouchi, Chiyoda City, Tokyo
Business Development Center TOKYO – Yurakucho
2F of Tokyo Innovation Base, 2F, 3-8-3 Marunouchi, Chiyoda City, 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 and entrepreneurs who are considering business development in Tokyo. When you enter questions about various support programs by the Tokyo Metropolitan Government, business/living environment in Tokyo, etc. in multiple languages, including English, the AI chatbot will respond appropriately and provide answers.
Taking advantage of the convenience of a chatbot that is accessible via personal computers and smartphones 24 hours a day, 365 days a year, the Tokyo Metropolitan Government promotes Tokyo as an attractive business destination and supports foreign companies and entrepreneurs in establishing and expanding their presence in Tokyo.

Target
- Foreign companies planning to develop or expand their business in Tokyo
- Foreign entrepreneurs
- Foreign-owned companies already operating 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

This one-stop service counter handles administrative procedures required to establish a corporation or start a business, including registration. Specialist advisors answer questions and provide free support through the acceptance of application documents.

Contact Consultations are available both in person and online (by telephone, email, video conference, etc.).
For in-person consultations, please make an appointment in advance by contacting us using the information below.
Tokyo One-Stop Business Establishment Center (Akasaka)
Tel: +81-3-3582-4934 Email: support@tosbec.org
*Satellite Centers are available for consultations via video conference with advisors based at the Akasaka office of the Tokyo One-Stop Business Establishment Center.
Shibuya Satellite Center: +81-3-4563-5494 **Yurakucho Satellite Center**: +81-3-4560-0634
English-language Service Hours (Weekdays)
Akasaka and Shibuya 9:30 a.m. – 12:00 p.m. / 1:00 p.m. – 5:30 p.m.
Yurakucho 10:00 a.m. – 12:00 p.m. / 1:00 p.m. – 6:00 p.m.

Target Japanese and foreign nationals planning to start a business in Tokyo **Usage fee** Free

Tokyo One-Stop Business Establishment Center (TOSBEC) – Akasaka
Tel: +81-3-3582-4934 Email: support@tosbec.org
7F of ARK Mori Building (in JETRO Headquarters), 1-12-32 Akasaka, Minato City, Tokyo
Shibuya Satellite Center Tel: +81-3-4563-5494
1st floor of Shibuya Dogenzaka Tokyu Building 1-10-8 Dogenzaka, Shibuya City, Tokyo
Yurakucho Satellite Center Tel: +81-3-4560-0634
2F of SusHi Tech Square (within Tokyo Innovation Base (TIB)), 3-8-3 Marunouchi, Chiyoda City, Tokyo
https://www.startup-support.metro.tokyo.lg.jp/onestop/jp/

Industry | Consultation service

Access to Tokyo

The overseas consultation desks, "Access to Tokyo," provide support in local languages and during local business hours for inquiries from foreign companies interested in expanding their business in Tokyo or obtaining information on the Japanese market.

Contact	London, Paris, San Francisco, Singapore, and Bengaluru
Target	Foreign companies planning to develop or expand their business in Tokyo
Usage fee	Free

*Please check the website for more information.

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 nationals living, working, or studying 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-kyuuimuka/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 that 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 institutions)
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.iryou.teikyouseido.mhlw.go.jp/znk-web/juminkanja/S2300/initialize

Medical Facilities Information

Medical information network

Medical service field

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 consultations on Japan's healthcare system.

Contact: +81-3-5285-8181 (English: 9:00 a.m.–8:00 p.m. 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

Education Field

Education | **Consultation service**

Consultation through interpreters on education and enrollment in 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
○Consultation on Advancement, Career Paths, and Enrollment in Tokyo Metropolitan High Schools
+81-3-3360-4175
(English: 1:00 p.m.–5:00 p.m. 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 (children from preschool through high school) 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

Education | **Information provision**

Information on International Schools

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 in international schools

Usage fee

Free (provided on the website)

International Financial City Promotion Division, General Affairs Department, Bureau of Industrial and Labor Affairs
+81-3-5320-6274
https://www.intlschools.metro.tokyo.lg.jp/

General aspects of life Field

General aspects of life | Consultation service

5-Language DV Consultation Service
For people suffering from abuse by their partner

Consultations regarding domestic violence (DV) and dating violence are available through interpreters in English, Chinese, Korean, Thai, and Tagalog.

Contact +81-3-5467-1721
(Tuesdays, Wednesdays, and Thursdays, 1:00 p.m.–4:00 p.m.)

Target Foreign nationals living, working, or studying in Tokyo

Usage fee Free

Citizens' Affairs Division, Tokyo Women's Plaza (Consultation Services)
+81-3-5467-1711
https://www.seikatubunka.metro.tokyo.lg.jp/twp/consult/foreigner

General aspects of life | Education and training

Disaster Prevention Experience Tour for Foreign Residents

The "Disaster Prevention Experience Tour for Foreign Residents" aims to raise awareness of disaster preparedness among foreign residents in Tokyo. Through disaster simulation experiences at Life Safety Learning Centers, participants learn practical disaster preparedness skills and enhance their ability to respond to emergencies.

Application Please check the website.

Target Foreign nationals living, working, or studying 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

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 a.m.–4:00 p.m. on weekdays)

Target Foreign nationals living, working, or studying 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)

Foreign nationals can receive legal consultations from a lawyer. They can also consult on matters relating to their status of residence and period of stay. Both services require advance reservations, and interpretation in English and other languages is available.

Contact Legal consultation 1:30 p.m.–4:00 p.m. on Mondays, Tuesdays and Fridays
Residence consultation 2:00 p.m.–4:00 p.m. on the 4th Tuesday
Face-to-face or online consultation *Please make a reservation at least one week in advance.
+81-120-142-142(toll-free)

Target Foreign nationals living, working, or studying 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" +81-120-142-142(toll-free)
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 entry into Japan, marriage, citizenship, and employment. 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 a.m.–12:00 p.m., 1:00 p.m.–5:00 p.m. on weekdays)

Target Foreign residents in Tokyo

Usage fee Free

Multicultural Symbiosis, Community Activity Promotion Section, Citizens' Affairs Division, Bureau of Citizens and Culture 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 offer in-person consultations with an interpreter and consultations by email for young people living in Tokyo whose first language is not Japanese.

Contact Consultations are available by email and in person in English and other languages.
Advance reservations are required for in-person consultations.
Please contact us by email first. Visit the website of WAKA-Navi for more information.

Target Young people living in Tokyo whose first language is not 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

International Residents Support Center TOKYO

International Residents Support Center TOKYO supports foreign residents in Tokyo by providing consultations on procedures necessary for daily life, such as administrative procedures and opening bank accounts. The Center also provides consultation services for other issues related to daily life in Tokyo. When necessary, advisors can accompany users to relevant offices and provide support.

Contact

Consultations are available by telephone, email, or interview (in person or online).
Service hours
At the service counter: Monday–Friday, 9:30 a.m.–5:30 p.m.
Other methods (telephone, email, etc.): Monday–Saturday, 9:30 a.m.–5:30 p.m.
(Japan Standard Time; excluding public holidays and the year-end/New Year period)

Target

Foreign nationals who live or plan to live in Tokyo and are entrepreneurs, employees, researchers, etc., as well as their accompanying family members
*Students (excluding researchers), people undergoing vocational training (including technical intern trainees), and certain others are not eligible.

Usage fee

Free

International Residents Support Center TOKYO
+81-3-5572-8215 Email: info@irsc-tokyo.org
7F of ARK Mori Building (in JETRO Headquarters), 1-12-32 Akasaka, Minato-ku, Tokyo
https://www.investtokyo.metro.tokyo.lg.jp/en/oursupports/irsc-tokyo/index.html



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 other issues when purchasing goods or using services.

Contact

+81-3-3235-1155
A consultant connects callers with an interpreter who assists with the consultation. (9:00 a.m.–5:00 p.m. 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)
+81-570-091-100 (Navi Dial)
+81-3-5326-1101 (23 wards)
+81-42-548-5110 (Tama)
8:30 a.m.–8:00 p.m. excluding Sundays and holidays
*Guidance is provided 24 hours a day for emergencies such as water leaks.

Service 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, a translation application has been installed on tablet devices, enabling service in foreign languages through automatic speech translation.

Contact
Service stations in Tama District

Languages
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 a website that provides information on preventing consumer problems and on consumer affairs for Tokyo residents. To make this information more accessible to foreign nationals, multilingual information is also available in English and other languages.

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 categories such as daily living, child care, employment, welfare and disaster preparedness, and are published in English and other languages.

Target: Foreign residents in Tokyo

Usage fee: Free (provided on the website "Tokyo Intercultural Portal Site (TIPS)")

Citizen Affairs Division, Community Activities Promotion Section (Project Coordination Unit)
+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 "Tokyo Intercultural Portal Site(TIPS)")

Community Activity Promotion Section (Project Coordination), Citizens' Affairs Division
+81-3-5320-7738
Tokyo Metropolitan Foundation "TSUNAGARI"
+81-3-6258-1238
https://tabunka.tokyo-tsunagari.or.jp/english/useful/yourguide.html

General aspects of life | Information provision

Promotion of safety and security policies for foreign residents etc.

To help prevent children of foreign residents from engaging in delinquent behavior or becoming victims of crime, we produce and distribute safety awareness materials for elementary school students and older children and offer safety awareness seminars.
We have also created a digital picture-story show to help children in the lower grades of elementary school and younger learn about safety on their own. It presents basic safety and security information and explains how to respond to problems in easy-to-understand language. The digital picture-story show is available on our website.

Target: Foreign residents in Tokyo, etc.

Usage fee: Free

Citizen Safety Section, Safety Promotion Division, Office for Comprehensive Promotion of Citizen Safety
+81-3-5388-2744
https://www.tomin-anzen.metro.tokyo.lg.jp/chian/gaikokujin/

General aspects of life | Information provision

Measures to support foreign nationals staying in Japan

Handbooks explaining Japanese rules, manners, and laws are prepared and distributed to help foreign residents avoid problems arising from differences in living environments, culture, language, and other factors, and to prevent unintentional violations of laws.(The handbook is available in two versions: one for foreign residents, including international students, and another for foreign visitors to Japan.)
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 (provided on the website)

Public Safety Section, Safety Promotion Division, Office for Comprehensive Promotion of Citizen Safety
+81-3-5388-2279
https://www.tomin-anzen.metro.tokyo.lg.jp/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 (provided on the website)

Public Safety Section, Safety Promotion Division, Office for Comprehensive Promotion of Citizen Safety
+81-3-5388-2279
https://www.tomin-anzen.metro.tokyo.lg.jp/chian/gaikokujin

General aspects of life | Information provision

Traffic Safety for Foreigners

The Tokyo Metropolitan Government has produced videos introducing basic Japanese traffic rules for foreign nationals who drive in Tokyo.

Target: Foreign visitors and foreign residents in Tokyo

Usage fee: Free (available on the website)

Safety Promotion Section, Safety Promotion Division,
Office for Comprehensive Promotion of Citizen Safety
+81-3-5388-3124
https://www.tomin-anzen.metro.tokyo.lg.jp/kotsu/topics-k/foreigners



General aspects of life | Information provision

Traffic Safety Measures for Micromobility

This resource explains the traffic rules and penalties applicable to specified small motorized bicycles and raises awareness of precautions for their safe use.

Target: Foreign visitors and residents in Tokyo aged 16 or older

Usage fee: Free (PDF available on the website)

Safety Promotion Section, Safety Promotion Division,
Office for Comprehensive Promotion of Citizen Safety
+81-3-5388-3124
https://www.tomin-anzen.metro.tokyo.lg.jp/kotsu/dendokick/0000002186



General aspects of life | Information provision

TOKYO Cycle Rulebook

The TOKYO Cycle Rulebook provides a clear and comprehensive explanation of the bicycle traffic rules everyone should know. It is available as a multilingual digital book, including in English, for foreign residents of Tokyo.

Target: Foreign residents in Tokyo

Usage fee: Free (digital book and PDF available on the website)

Safety Promotion Section, Safety Promotion Division,
Office for Comprehensive Promotion of Citizen Safety
+81-3-5388-3123
https://www.tomin-anzen.metro.tokyo.lg.jp/kotsu/jitensha/anzennriyou-sokushin/tokyo-cycle-rule-book

General aspects of life | Information provision

Bicycle Safety Awareness Leaflet

An English-language leaflet explaining bicycle traffic rules in an easy-to-understand manner is available for foreign residents of Tokyo.

Target: Foreign residents in Tokyo

Usage fee: Free (PDF available on the website)

Safety Promotion Section, Safety Promotion Division,
Office for Comprehensive Promotion of Citizen Safety
+81-3-5388-3123
https://www.tomin-anzen.metro.tokyo.lg.jp/kotsu/jitensha/anzennriyou-sokushin/jitensha-4

General aspects of life | Information provision

Guidelines for Preventing Tenant-Landlord Disputes

"Guidelines for Preventing Tenant-Landlord Disputes" is available in English and other languages to help foreign residents avoid disputes 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

Help cards and disaster preparedness leaflets for foreign nationals

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

○**Help cards for foreign nationals**

The wallet-sized card contains concise information on how to respond in emergencies such as disasters, sudden illness, and injury, how to obtain information, and useful phrases for requesting assistance from Japanese people.

○**Disaster preparedness leaflets**

The leaflets explain earthquakes and appropriate responses in the event of a disaster in an easy-to-understand manner, using illustrations.

Target: Foreign tourists and 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

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 promoting the translation of its ordinances 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
+81-3-5320-6274
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 perspectives including those of women, older people, and people with disabilities so that everyone can see what steps can easily be taken to prepare for disasters.
"Tokyo Disaster Readiness Guide" provides content that can be used for activities in communities such as local communities, apartment buildings, schools, and workplaces, as well as to help individuals deepen their knowledge of disaster preparedness.
Both booklets are available 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)

Payment Notices

Invoices

Customer Service and Management Section, Accounting and Contracting Division, Bureau of Sewerage
+81-3-5320-6576
https://www.gesui.metro.tokyo.lg.jp/living/fee/keisan/tsuchisho
https://www.gesui.metro.tokyo.lg.jp/living/fee/keisan/seikyusho

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 is provided in multiple languages, including English for foreign tourists and foreign residents in Tokyo.

Target: Foreign nationals living, working, or studying 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/

General Information on the Tokyo Metropolitan Government (TMG)

Field

General Information on the TMG | **Information provision**

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

To ensure accessibility for foreign residents, the Tokyo Metropolitan Government provides information on its website in multiple languages, including English.
①Information provided through the Tokyo Metropolitan Government's website (English version)
②Machine translation of the Tokyo Metropolitan Government's website (available in 131 languages)

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)
Global website(English) https://www.english.metro.tokyo.lg.jp/top
(2) Tokyo Metropolitan Government official website (Tel: +81-3-5388-2874)
https://www.metro.tokyo.lg.jp/

(1) Global website

(2) Tokyo Metropolitan Government official website

General Information on the TMG | **Information provision**

PR through owned media and content tailored for international audiences

(1)To enhance Tokyo's attractiveness internationally, the Tokyo Metropolitan Government operates owned media targeting international audiences, including social media platforms (X, Facebook, Instagram, LinkedIn) and an online magazine called "Tokyo Updates."
(2) TMG shares short videos showcasing the charm of Tokyo for international audiences.

Usage fee Free

Strategic Public Relations Section, Strategic Public Relations Division, Office of the Governor for Policy Planning
International Public Relations (Tel: +81-3-5388-2145)
■Tokyo Updates https://www.tokyoupdates.metro.tokyo.lg.jp/en/
■PR booklet https://www.english.metro.tokyo.lg.jp/w/000-101-006514
■SNS for overseas (please access from the footer of the link below)
https://www.english.metro.tokyo.lg.jp/top
■Official Video Channel
https://www.youtube.com/playlist?list=PLBuPgafouWcmOekOfNwvJc3gsPlPyJ5Nn

Tokyo Updates

PR booklet

SNS

Official Video Channel

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