

We have created a telephone inquiry service for questions related to the Basic Resident Registration System as it pertains to foreign nationals.

0570-066-630 (Navi Dial)

03-6301-1337 (IP Phone, PHS Call)

【 Name 】

Ministry of Internal Affairs and Communications Foreign Resident Basic Resident Registration Telephone Inquiry Service (Call Center)

【Inquiry Reception Hours】

8:30~17:30 (Excluding Sat/Sun/Holiday and Dec. 29th through Jan. 3rd)

【Operation Structure】

This service is being consigned to a telephone service company with excellent customer service and information handling skills. A total of 10 staff including managers and operators will be on standby to handle calls. They will be able to respond to calls in Japanese, English, Chinese, Korean, Spanish, and Portuguese.

【Inquiries Addressed】

A revision of the Basic Resident Registration Act is scheduled to take effect on July 9th, 2012. Operators will be able to answer inquiries related to an outline of the portions of this act concerning the Basic Resident Registration System for foreign residents.

(Foreign residents who have specific inquiries about the contents of their individual (Provisional) Resident Record will be provided with contact information for their municipality.)

Operators will also respond to inquiries about the handling of procedures at municipal offices.