

Consultation Service for Foreign Workers

Saitama Labour Bureau has expanded
Consultation Service for Foreign Workers
regarding the labour conditions to
July 1, 2020!



【Location of Consultation Service】
Saitama Labour Bureau
Labour Standards Department
Inspection Division
Zip code : 330-6016
Saitama-shi Chuo-ku Shintoshin 11-2
Land Axis Tower 15F

Days available (※), hours and phone numbers for each language are as follows. ※closed on National holidays and from December 29 to January 3.

ENGLISH

- Days available Monday to Friday
(days expanded from four days/w to five days/w)
- Hours 9:00AM to Noon and 1:00PM to 4:30PM
- Phone number 048-816-3596

CHINESE

- Days available Monday to Friday
(days expanded from four days/w to five days/w)
- Hours 9:00AM to Noon and 1:00PM to 4:30PM
- Phone number 048-816-3597

VIETNAMESE

- Days available Monday to Friday
(days expanded from four days/w to five days/w)
- Hours 9:00AM to Noon and 1:00PM to 4:30PM
- Phone number 048-816-3598

Please make an appointment if you would like to have a face-to-face consultation.

Reference

1 . Telephone Consultation Service for Foreign Workers Guide

Ministry of Health, Labour and Welfare is providing a "Telephone Consultation Service for Foreign Workers" to answer inquiries from foreign workers. There are thirteen available languages as below. This service addresses problems with respect to working conditions by explaining laws and making referrals to concerned organizations.

※The telephone charge is 8.5 yen(tax included) per 180 seconds on a fixed line, 10 yen(tax included) per 180 seconds on a cell phone.

Languages	Days Available	Service Hours	Phone Number
English	Mon. to Fri.	10:00 AM to 3:00 PM (closed between Noon and 1:00 PM)	0570 – 001701
Chinese			0570 – 001702
Portuguese			0570 – 001703
Spanish			0570 – 001704
Tagalog	Tue. to Fri.		0570 – 001705
Vietnamese	Mon. to Fri.		0570 – 001706
Burmese	Mon.		0570 – 001707
Nepali	Tue. and Thu.		0570 – 001708
Korean	Mon., Thu. and Fri.		0570 – 001709
Thai	Wed.		0570 – 001712
Indonesian			0570 – 001715
Cambodian(Khmer)			0570 – 001716
Mongolian	Thu.		0570 – 001718

2 . Hotline for Working Condition Consultation Service Guide

The "Hotline for Working Condition Consultation Service" is a Ministry of Health, Labour and Welfare-commissioned project. This is a toll-free service. Fixed line, cell phone and public phone are applicable . There are fourteen available languages including Japanese as below. This service addresses problems with respect to working conditions by explaining laws and making referrals to concerned organizations after the Labour Bureau or Labour Standards Inspection Offices are closed or on holidays.

Languages	Days available	Service Hours	Phone Number
Japanese	Mon. to Sun. (every day)	○Weekdays (Mon. to Fri.) 5:00 PM to 10:00 PM ○Sat., Sun. and National Holidays 9:00 AM to 9:00 PM	0120 – 811 – 610
English			0120 – 531 – 401
Chinese			0120 – 531 – 402
Portuguese			0120 – 531 – 403
Spanish	Tue. and Thu. to Sat.		0120 – 531 – 404
Tagalog	Tue. Wed. and Sat.		0120 – 531 – 405
Vietnamese	Wed., Fri. and Sat.		0120 – 531 – 406
Burmese	Wed. and Sun.		0120 – 531 – 407
Nepali			0120 – 531 – 408
Korean			0120 – 613 – 801
Thai	Thu. and Sun.		0120 – 613 – 802
Indonesian			0120 – 613 – 803
Cambodian(Khmer)	Mon. and Sat.		0120 – 613 – 804
Mongolian			0120 – 613 – 805