

Open Hours for Service Counters at Ward Offices Temporarily Extended

(Resident Registration Division, Insurance & Pension Division & Childcare Support Division)

Inquiries: City Call Center ☎ 054-200-4894

Resident Registration Division of each Ward Office:

(Aoi ☎ 054-221-1061, Suruga ☎ 054-287-8611, Shimizu ☎ 054-354-2126)



When: Mon 25 March-Thurs 4 April (Weekdays: 8:30-19:00, Sat, Sun: 9:00-16:00)

*Regular service hours are 8:30-17:15, weekdays only

*Less crowded on weekends or before 10:00 and after 17:00 on weekdays

★Hours at Branch Offices, Resident Service Corners, Japanese Passport Counters, and Condolence Counters will not be extended.

★Please consult the Resident Registration Division for your ward with regards to reservations for picking up My Number Cards, etc.

★Those with a My Number Card (excluding facial recognition My Number Cards) can receive certain certificates (such as copies of your Residence Certificate) at convenience stores. (You will need your pin code for electronic certificates)

*Please consult the Resident Registration Division for your ward for more information.

*B1 parking lot at City Hall Shizuoka Office is available during the temporary extension period but is expected to be extremely crowded. Please use public transport if possible.

Regarding Change-of-Address Procedures

Type	Documents to Prepare	Submission Period
Moving into Shizuoka City (ten'nyu)	ID document, Moving Out Certificate (<i>tenshutsu shomeisho</i>) (for those with a physical certificate), My Number Card*, Basic Resident Register Card*	Within 14 days of moving in
Moving within Shizuoka City (shinai tenkyo)	ID document, My Number Card*, Basic Resident Register Card*, National Health Insurance Card, Medical Insurance for Elderly People Over 75 Card	
Moving out of Shizuoka City (tenshutsu)	ID document, National Health Insurance Card (Students should also prepare student cards and exam success certificates) *, Medical Insurance for Elderly People Over 75 Card*	From about 2 weeks before moving out



*Please make sure to carry out procedures at your local ward office.

*Documents with asterisks should be prepared by those that have them.

*Online application available via the Maina Portal using My Number Cards. See the link for more information.

(https://www.city.shizuoka.lg.jp/735_000001_00073.html)

*Foreign nationals should bring their Residence Card or Special Permanent Residence Certificate.

*Required documents vary based on contents of procedure. Please consult the Resident Registration Division for your ward for more information.

With the “Shizuoka City Online Guide to Administrative Procedures” you can answer some questions and get a customized guide on where to go and what to bring. Available in English!



- Aoi Ward (<https://tzk.graffer.jp/city-shizuoka-aoi/languages/en>)
- Suruga Ward (<https://tzk.graffer.jp/city-shizuoka-suruga/languages/en>)
- Shimizu Ward (<https://tzk.graffer.jp/city-shizuoka-shimizu/languages/en>)

Where Are the Service Counters?

Resident Registration Division:

For change-of-address-related notifications, family-register-related notifications, seal registration, etc.



Where:

Aoi Ward: 1F City Hall Shizuoka Office ☎ 054-221-1061

Suruga Ward: 1F Suruga Ward Office ☎ 054-287-8611

Shimizu Ward: 1F City Hall Shimizu Office ☎ 054-354-2126

*Residence Certificates for areas outside of Shizuoka City only available 9:00-17:00.

*Depending on the type of notification, it may not be able to be processed on the same day

Childcare Support Division:

For matters regarding the Child Allowance, Child-Rearing Allowance, Medical Expense Subsidy for Single-Parent Households, Etc., or Child Medical Expense Subsidy.



Where:

Aoi Ward: 2F City Hall Shizuoka Office ☎ 054-221-1093

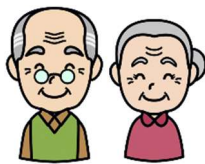
Suruga Ward: 2F Suruga Ward Office ☎ 054-202-5815

Shimizu Ward: 1F City Hall Shimizu Office ☎ 054-354-2120

*Only weekdays will be extended. Not open Sat, Sun.

Insurance & Pension Division:

For matters regarding National Health Insurance, Medical Insurance for Elderly Over 75, or National Pension.



Where:

Aoi Ward: 1F City Hall Shizuoka Office

☎ 054-221-1070 (Insurance Section)

☎ 054-221-1065 (National Pension Section)

Suruga Ward: 2F Suruga Ward Office

☎ 054-287-8621 (Insurance Section)

☎ 054-287-8624 (National Pension Section)

Shimizu Ward: 1F City Hall Shimizu Office

☎ 054-354-2141 (Insurance Section)

☎ 054-354-2134 (National Pension Section)

*Depending on the type of notification, it may not be able to be processed on the same day

*Cash payments, Condolence Counter services, voluntary enrollment in the National Pension system, and procedures involving disability or death are only available during regular service hours (weekdays 8:30-17:15).

Water and Sewerage Customer Service Center (Over the Phone)

For commencing or canceling water and sewerage services.



☎ 054-251-1132

Regular service hours: Weekdays 8:30 - 19:00

Available on weekends and holidays from 8:30 to 17:00 during March and April.

Online applications available at any time

<https://logofom.jp/form/79j2/448554>

Please Make Use of Branch Offices and Resident Service Corners in Addition to Local Ward Offices for Certificate Issuance, etc.

Ward	Facilities where notifications can be submitted	Facilities that only issue certificates
Aoi	Ikawa Branch Office, Warashina Health & Welfare Center, Link Nishina, Joto Health & Welfare Area Public Health Building	Lifelong Learning Centers (Seibu, Tobu, Hokubu, Kiyosawa, Okawa, Umegashima, Tamakawa, Okouchi), Combined Facilities (Asahata, Miwa)
Suruga	Osada Branch Office, Ozato Combined Facility, Suruga Fire Station Higashi Toyoda Branch	Nambu Gymnasium, Heath & Culture Center: Ki Te Ko
Shimizu	Kambara branch Office, Okitsu Lifelong Learning Center	Lifelong Learning Centers (Miho, Komagoe, Udo, Iida, Sodeshi, Ihara, Ojima, Ryogouchi, Yui)

*Notifications that can be submitted at "facilities where notifications can be submitted" include change-of-address notifications (moving into, out of, or within Shizuoka City), certain family register notifications (marriage, birth, transfer, etc.), and changes in qualifications for National Health Insurance and National Pension.

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Certificates That Can be Issued at Facilities in the Above Table

- Family Register (Complete Record) Certificate
(戸籍全部事項証明(謄本), *koseki zenbujiko shomei (tohon)*)
- Family Register (Individual Record) Certificate
(戸籍個人事項証明(抄本), *koseki kojinjiko shomei (shohon)*)
- Attachment to Family Register (戸籍の附票, *koseki no fuhyo*)
- Family Register Description Certificate (戸籍記載事項証明, *koseki kisajjiko shomei*)
- Certificate of Identification (身分証明, *mibun shomei*)
- Residence Certificate (住民票の写し, *juminhyo no utsushi*)
- Certificate of Items Stated in Residence Register (住民票記載事項証明書, *juminhyo kisajjiko shomeisho*)
- Certificate of Current Pension Recipient Status (年金受給者現況証明, *nenkin jukyusha genkyo shomei*)
- Personal Seal Registration Certificate (印鑑登録証明書, *inkan toroku shomeisho*)
- Certificate of Taxation (Income) and Payment of Residence Tax
(市・県民税の課税(所得)・納税証明, *shi/kenminzei no kazei (shotoku)/nozei shomei*)
- Certificate of Payment of Fixed Property Tax and Light Automobile Tax
(固定資産税・軽自動車税の納税証明, *kotei-shisan-zei/kei-jidosha-zei no nozei-shomei*), etc.



Reception hours for all facilities are **weekdays 8:30-17:00**. (Weekdays 8:30-17:15 for branch offices)

*See the city website or the Shizuoka Living Guidebook for details such as location, etc.

Application forms can be downloaded from the city website.

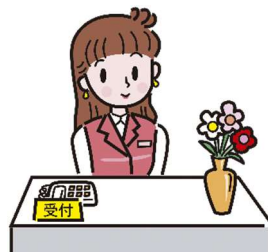
The website also lists the necessary items for procedures. Please search “Shizuoka City Application Forms (静岡市 申請書, *shizuokashi shinseisho*)

IDs of Persons Coming to Service Counters Will Be Checked.

To prevent fraudulent procedures by 3rd parties and the leaking of personal information, we will be conducting ID checks using identification documents. We ask for your understanding and cooperation.

Regarding ID documents	Proxies must have a letter of authorization (委任状, <i>ininjo</i>)
Please present an ID document (government issued and still valid) with a picture of your face, such as a driver's license, passport, My Number Card, etc.	When change-of-address procedures or requests for certificates are made by a proxy on behalf of the person concerned, a letter of authorization from the person concerned to the proxy is required.

*For ID documents without a picture of your face, please present 2 or more ID documents. Contact the Resident Registration Division for your ward regarding types of ID documents and how to write a letter of authorization.



Translated by:
International and Intercultural Affairs Division
City of Shizuoka