

AI Concierge At Your Service!

Inquiries: Public Relations Division ☎ 054-221-1353

Website: <https://city-shizuoka.karakuri-gen.com/support/embed>

If you want to find out about procedures at city hall but feel unsure how to search, or think that looking things up online is difficult, there is no need to search by yourself anymore. Simply enter what you want to know, and the AI Concierge will search approximately 17,000 pages of information on the City of Shizuoka's official website and quickly provide you with the answer. The service is available 24 hours a day, 365 days a year.

It is easy to use for people who want to look up information on weekends or at night, or who find it difficult to wait for a phone call to connect. Even if your question is unclear, the AI Concierge will politely ask follow-up questions, confirm your situation, and guide you to the information you need. Please feel free to use it for those "small questions" that come up in everyday life.

Shizuoka City AI Concierge (Example)

"I would like to obtain a copy of my mother's resident certificate. She lives separately to me"

"You would like to obtain a copy of your mother's resident certificate.

If this is a proxy application, the procedure can be completed either **in person at the counter** or **by mail**. Which method would you prefer?"

"Please tell me how to apply at the counter."

"I will explain how to obtain a copy of a resident certificate through a proxy application at the counter.

- The proxy applicant goes to the counter and submits the completed *Application for Issuance of a Copy of a Resident Certificate or Related Documents*.
- The proxy applicant must bring an identification document, such as a driver's license.
- For proxy applications, a **letter of authorization from the applicant or a member of their household** is required. However, if the proxy applicant is a **member of the same household as the applicant**, a letter of authorization is not required.

For more details, please refer to the guidance on Shizuoka City's official website, such as *When requesting a proxy to obtain a copy of a resident certificate*.

- When requesting a proxy to obtain a copy of a resident certificate – City of Shizuoka
- When you want a copy of your own resident certificate or that of a member of the same household – City of Shizuoka



By adding Shizuoka City's official LINE account as a friend, you can access the AI Concierge, online procedures, and a menu that displays information you may want to check right away.

<https://line.me/R/ti/p/@120nefsk>



Translated by:

Social Inclusion Promotion Division
City of Shizuoka

(Source: Shizuoka Kibun, April 2026)