

# Consultation Service for Foreign Workers

Saitama Labour Bureau has launched a Consultation Service for Foreign Workers concerning the labour condition in Vietnamese, in addition to conventional English and Chinese starting from April 1, 2019!



## 【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  
Phone number : 048-600-6204

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

## ENGLISH

- Days available Tue. To Fri.  
(days expanded from two days/w to four days/w)
- Hours 9 : 00 to 12 : 00 13 : 00 to 16 : 30
- Phone number 048-816-3596

## CHINESE

- Days available Mon. To Thu.  
(days expanded from two days/w to four days/w)
- Hours 9 : 00 to 12 : 00 13 : 00 to 16 : 30
- Phone number 048-816-3597

## VIETNAMESE

- Days available Mon. Tue. Thu. and Fri.
- Hours 9 : 00 to 12 : 00 13 : 00 to 16 : 30
- Phone number 048-816-3598

Please make an appointment if you would like to have a face-to-face Consultation.  
For details please contact to Saitama Labour Bureau, Labour Standards Department, Inspection Division.

## Reference

### 1 The guide of “Telephone Consultation Service for Foreign Workers”

Ministry of Health, Labour and Welfare is providing a "Telephone Consultation Service for Foreign Workers" to answer inquiries from foreign workers. There are eight available languages : English, Chinese, Spanish, Portuguese, Tagalog, Vietnamese, Burmese and Nepali. This service addresses problems with respect to working conditions by explaining laws and making referrals to concerned organizations. (closed on National Holidays and from December 29 to January 3.)

※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	Time	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. and Wed.		0570 – 001707
Nepali	Tue. and Thu		0570 – 001708

### 2 The guide of “Hotline for Working Condition Consultation Service”

The "Hotline for Working Condition Consultation Service" is a Ministry of Health, Labour and Welfare-commissioned project. This is a toll-free service. Both fixed line and cell phone are applicable. In addition to Japanese, this Hotline is available in eight languages : English, Chinese, Spanish, Portuguese, Tagalog, Vietnamese, Burmese and Nepali. 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 . (closed from December 29 to January 3.)

Languages	Days available	Time	Phone Number
Japanese	Mon. to Sun. (every day)	Weekdays (Mon. to Fri.) 5:00 PM to 10:00 PM  Weekends and National Holidays 9:00 AM to 9:00 PM	0120 – 811 – 610
English			0120 – 004 – 008
Chinese			0120 – 150 – 520
Portuguese			0120 – 290 – 922
Spanish	Tue. Thu. Fri. and Sat.		0120 – 336 – 230
Tagalog	Tue. Wed. and Sat		0120 – 400 – 166
Vietnamese	Wed. Fri. and Sat		0120 – 558 – 815
Burmese	Wed. and Sun.		0120 – 662 – 700
Nepali		0120 – 750 – 880	