



Open Hours for Service Counters at Ward Offices Temporarily Extended

When: 25 March(Sat) - 4 April (Tue) Mon-Fri: 8:30-19:00, Sat, Sun: 9:00-16:00
(Normally open weekdays only 8:30-17:15)

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 ☎054-287-8674

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

*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: 2F 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 not possible after 17:15. or on weekends.

Water and Sewerage Customer Service Center (Over the Phone)

For commencing or canceling water and sewerage services.

☎054-251-1132; Normal operating hours: Weekdays 8:30 - 19:00

Also operating on weekends and holidays from 8:30 - 17:00 during March and April.

★A (Japanese) passport issuance counter will be temporarily established from 9:00-12:00 on Sun 26 March only.

★Hours at Branch Offices, Resident Service Corners, 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 can receive certain certificates (such as copies of your Residence Certificate) at convenience stores. (You will need your pin code for electronic certificates)**

*The B1 parking lot at City Hall -Shizuoka Office is only available on weekdays and the weekend of 25, 26 March. Due to traffic restrictions for the Shizuoka Festival, it is not available on the weekend of 1, 2 April . Please use public transport on these days.

Online Guide to Administrative Procedures (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>



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

Translated by: International and Multicultural Affairs Division, City of Shizuoka