

Notifications & Procedures

Citizens' Service Corner

On the 3rd floor in Aeon Mall Okazaki's West Avenue. Please see Chapter 1, page 5 for services available.



Main Notifications & Procedures

Identity Verification at Reception Desk

Regarding notifications and procedures for which ID is required: your passport or a photo ID issued by a Japanese government or public office such as your driver's license, residence card, My Number card is necessary. If you do not have a photo ID, 2 or more non-photo identification documents are required (qualification confirmation, pension book, etc.)

Notification of Moving, etc.

問 Citizens' Affairs Division ☎ 0564-23-6129 📠 0564-27-1158

	Timeframe	Notifier	Required documents/items	Location
City Move-in Notification (From another city to Okazaki)	Within 14 days from the date of moving in	One of the persons moving (and using the same moving-out certificate)	Move-out certificate from previous municipality (転出証明書 <small>tenshutsu shōmeisho</small>) (excluding those who have been transferred under special circumstances), ID, My Number Card (if any), residence card or certificate of special permanent residence (only for those who have non-Japanese nationality)	Citizens' Affairs Division (1 st floor, East Building) a branch office (<i>shisho</i>) Citizens' Service Corner
City Move-out Notification (From Okazaki to another city)	Within 30 days before or 14 days after moving out	The person moving or a person in the same household in Okazaki	ID, My Number Card (if any), residence card or certificate of special permanent residence (only for those who have non-Japanese nationality), personal seal registration (if registered)	
Same-city Address Change Notification (within Okazaki)	Within 14 days from the date of moving	The person moving or a person from the same household at the previous address	ID, My Number Card (if any), residence card or certificate of special permanent residence (only for those who have non-Japanese nationality).	
Notification of Household Change	Within 14 days from the date of change	The person changing or a person in the same household	ID	

- ※ Please check the city website for the online City Move-out Notification form and for pre-preparation services of forms, to shorten processing time.
- ※ Not all services are possible at the Citizens' Service Corner. For details, please check the city website.
- ※ If you need to complete procedures for Child Allowance, National Health Insurance, Medical Care for the Elderly, Child Medical Expenses Subsidy, Disability Certificate, etc. please contact the related division.

Notifications regarding Family Register (Koseki)

問 Citizens' Affairs Division ☎ 0564-23-6135 📠 0564-27-1158

	Timeframe	Notifier	Required documents/items	Location
Notification of Marriage <small>konnin todoke</small> (婚姻届)	-	Husband and wife	ID, personal seals (optional)	Citizens' Affairs Division (1 st floor, East Building) a branch office (<i>shisho</i>) Citizens' Service Corner
Notification of Birth <small>shusseki todoke</small> (出生届)	Within 14 days	Father and/or mother	Birth certificate, personal seal(s) (optional), Maternal Health and Child Health handbook	
Notification of Divorce <small>rikkon todoke</small> (離婚届)	-	Husband and wife ※ Please inquire in advance in the case of a trial, court judgment, divorce mediation, etc.	ID, personal seals (optional)	
Notification of Death <small>shibō todoke</small> (死亡届)	Within 7 days	Cohabitant or family of the deceased	Certificate of death, personal seal (optional)	
Notification of Transfer of Family Register <small>tenseki todoke</small> (転籍届)	-	Head of the household and spouse ※ If one is absent, then only the person who is present	Personal seal (optional)	

※ Not all services are possible at the Public Service Corner. For details, please check the city website.

※ If you need to complete procedures for Child Allowance, National Health Insurance, Medical Care for the Elderly, Child Medical Expenses Subsidy, Disability Certificate, etc. please contact the related division.

Seal Registration

問 Citizens' Affairs Division ☎ 0564-23-6132 📠 0564-27-1158

[Applicant]

The person in question (owner of the seal) or a representative

[Where to apply]

Citizens' Affairs Division (1st floor, East Building), a branch office, Citizens' Service Corner

[Required Items]

- ① Registration by the person in question: personal seal to be registered, ID
- ② Registration by representative: letter of authorization, personal seal to be registered, representative's ID

※ For details on how to apply and what to bring, contact us or check the city website.



◆ Certificate of Seal Registration (印鑑登録証明書)

※ Be sure to bring in your Seal Registration Card (印鑑登録証)

[Applicant]

The person in question or a representative

[Where to apply]

Citizens' Affairs Division (1st floor, East Building), a branch office, Citizens' Service Corner

- [Required Items]** Seal registration card, identity verification document of the person submitting the form
- [Fee]** 200 yen (per copy)

Issuance of Various Certificates

問 Citizens' Affairs Division ☎ 0564-23-6528 📠 0564-27-1158

- [Applicant]** The person in question or a representative
- [Where to apply]** Citizens' Affairs Division (1st floor, East Building), a branch office, Citizens' Service Corner
- [Required Items]** ID of the person submitting the form
※If a representative will be applying, please inquire.

◆ Fees (per document)

Copy of Resident Record (住民票):	200 yen
Certificate of Information Recorded on the Resident Record (住民票記載事項証明):	200 yen
Complete/individual family registration certificate (certified/abridged): (戸籍全部・個人事項証明書(謄本・抄本))	450 yen
Complete/abridged family registration certificate (certified/abridged): (除籍全部・個人事項証明書(謄本・抄本))	750 yen
Copy of attached record of family register (戸籍の附票):	200 yen
Identity papers (身元証明書):	200 yen

For details on convenience store issuance of documents, please check the city's website.

My Number Card (Individual Number Card)

問 Citizens' Affairs Division ☎ 0564-23-6800 📠 0564-27-1158

The My Number Card is an IC-equipped photo ID card. Full name, address, date of birth, gender, and a photo are displayed on the front, and the Individual Number is displayed on the back. Besides serving as a form of identification and health insurance card, the multipurpose card's built-in digital certification features allows users to have certificates issued from convenience stores, apply electronically for administrative services like e-Tax, and make use of various other services.

◆ Photograph and Application Services

- [Applicant]** The person in question
- [Where to apply]** Citizens' Affairs Division (1st floor, East Building), Citizens' Service Corner
- [Required Items]** ID, My Number Notification card (if any), basic resident registration card (if any), previous My Number card (if any)

◆ Issuance/pick-up

- [Applicant]** The person in question
- [Where to apply]** Citizens' Affairs Division (1st floor, East Building 〈appointments possible〉), Citizens' Service Corner 〈by appointment only〉

[Required Items]

① In case of self-pickup

Notice of Issuance (交付通知書^{kōfu tsuchisho}), ID, My Number Notification card (if any), basic resident registration card (if any), previous My Number Card (if any)

② In case of a representative

Notice of Issuance (交付通知書^{kōfu tsuchisho}), card holder's ID and representative's ID, My Number Notification card (if any), authorization document, document certifying that it is difficult to come in person, basic resident registration card (if any), previous My Number card (if any)

※ For more information, please contact us.

◆ **Renewal of Digital Certificates • PIN Initialization**

[Applicant]

The person in question or a representative

[Where to apply]

Citizens' Affairs Division (1st floor, East Building), a branch office, Citizens' Service Corner

[Required Items]

① In case of self-renewal/initialization

My Number Card

② In case of a representative

Response letter from the city, the relevant person's Individual Number card, the representative's ID.

※ There are cases where two visits are necessary. Inquire for details.

Front:



Back:



Services available when City Hall is Closed (evening, holidays, etc.)

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Night-duty Room (1st floor, City Hall East Building) Reception

☎ Citizens' Affairs Division ☎ 0564-23-6135 ☎ 0564-27-1158

[Hours]

Weekdays: 5:15pm-8:30am the next morning

Weekends, holidays, year-end holidays: All day

[Services]

Notification regarding family register, including notification of marriage, birth, and death.

※ This service covers document submission only. When the submitted document is incomplete, the division in charge will contact the submitter at a later time. In some cases, documents may not be accepted. Please call the phone number above for inquiry during weekday office hours.

※ Cremation permit applications are not accepted at night (from 5:15pm-8:30am the next morning).

Certificate Issuing Service at Convenience Stores

For details on convenience store issuance of documents, please check the city's website.

Partnership・Familyship System

問 Diversity Promotion Division ☎ 0564-23-6222 📠 0564-23-6626

If two people are and will continue living together as life partners, or have committed to doing so, the city will confirm and issue a partnership certificate. Additionally, it is possible to report if there are children living there as part of that family.

[Applicant] The two persons forming a partnership.

[Where to apply] Diversity Promotion Division (2nd floor, East Building)

[Required Items] Identity verification documents, etc.

※ For details on what else to bring, please inquire by phone.

Okazaki City Crematorium

問 ☎ 0564-46-2688 📠 0564-46-5151

[Address] 1-3 Sasebota, Saikuri-chō



◆ Cremation

[Hours] 9:00am-5:30pm

[Closed] January 1, and *tomobiki-no-hi* (“友引” on calendars—considered bad luck for funerals.)

[Application] Apply at the crematorium.

[Cost] When the address of the deceased, next of kin or similar person was in Okazaki, the fee is waived. Please inquire for details.

◆ Pet cremation services

[Hours] 9:00am-5:00pm

[Closed] January 1, and *tomobiki-no-hi* (“友引”)

[Application] Apply at the crematorium.

[Costs]
 15kg or more 5,500 yen each
 5kg - 15kg 4,120 yen each
 Under 5 kg 2,750 yen each

※ The rates listed are for within the city. It is not possible to gather an individual pet's remains because multiple pets are cremated together. Please inquire for details.