



Information on services during the Year-end and New Year holidays

● Holiday period: December 29 (Tue.) to January 3 (Sun.)

- During this period, most of the city's services will not be available. However, notifications related to family registers (birth, marriage, death, etc.) will be accepted at the day and night duty counters of City Hall and the Tsuchiyama, Koka-Ohara, Konan-Daiichi and Shigaraki Chiiki Shimin Centers.
- Issuance of family registers, residence certificates, seal certificates, tax certificates and income certificates through multifunction terminals or at convenience stores will not be available during the following period.

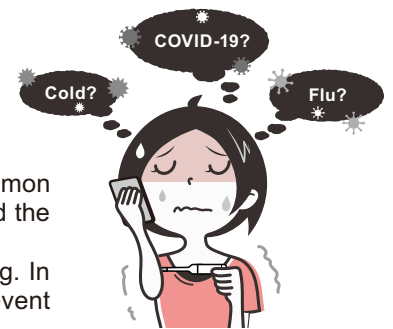
Period: December 29 (Tue.) to January 3 (Sun.)

Request regarding visits to medical institutions when you have a fever and other cold symptoms

Please **call** ahead and visit a nearby medical institution

Colds and influenza can spread more easily due to the dry air in winter. The initial symptoms of COVID-19 are difficult to distinguish from those of the common cold, influenza and other diseases, so going directly to a medical institution may spread the COVID-19 virus there.

Please be sure to consult the medical institution by phone (or fax/e-mail) before visiting. In addition, when you visit a medical institution, please take thorough measures to prevent infection, including disinfecting/washing your hands and wearing a mask.



* Symptoms such as fever, sore throat, headache, diarrhea, fatigue, and loss of smell and taste

Consultation service for those without specific symptoms but are concerned or wish to learn about how to prevent infection, etc.

Shiga Prefecture General Issues Telephone Consultation Service
(9:00 to 17:00 on weekdays)

Tel: 077-528-3637 Fax: 077-528-4865 E-mail: corona-soudan@pref.shiga.lg.jp

Shiga Foreign Residents Information Center
(multilingual consultation service)

077-523-5646

Contact Medical Welfare Policy (Fukushi Iryo Seisaku Ka) Tel: 0748-69-2171 Fax: 0748-63-4085

Search for nearby medical institutions

病院・薬局検索

医療ネット滋賀

Shiga Prefecture medical information

Smartphone

Feature phone



Iryo Net Shiga

検索

Individual Number cards will be usable as health insurance cards

Individual Number cards will be usable as health insurance cards starting in March 2021 (planned). (Health insurance certificates and elderly medical care insurance certificates can be still used. It will still be necessary to present health insurance certificates at medical institutions and pharmacies that have not introduced the necessary equipment.)

Initial registration is required to use of an Individual Number card as a health insurance card.

Items needed to register

- A smartphone that can read Individual Number cards or an IC card reader for your computer
 - 4-digit PIN code set at issuance of your Individual Number card
- * If you do not have a smartphone that can read Individual Number cards or an IC card reader for your computer, you can complete the initial registration procedure at a dedicated terminal installed at the Health Insurance and Pension Division or a nearby Chiiki Shimin Center.

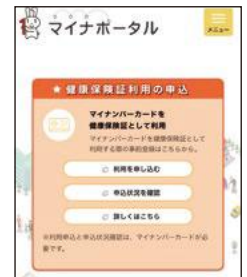
How to register

Visit the "Mynportal" website with your smartphone or PC and register on the "Application for use as a health insurance card" page.

For inquiries about application for use as a health insurance card

Individual Number general inquiry toll-free number
Tel:0120-95-0178

- **Reception time:** 9:30 to 20:00 on weekdays (excluding Year-End/New Year holidays)



You can visit the "Mynportal" website here ▶

Contact Health Insurance and Pension (Hoken Nenkin Ka) Tel: 0748-69-2140 Fax: 0748-63-4618

Prevent tax delinquency

Have you paid all your taxes?



In December, Shiga Prefecture and Koka City will simultaneously tighten up their handling of non-payment of taxes to ensure a fair tax burden. Koka City encourages voluntary payment by sending collection letters and demand notices, as well as other measures. When taxes are still not paid after these efforts, the deposits, savings, salaries, etc., of non-payers may be seized, or their homes, etc., may be searched. Please check again to ensure that you have not forgotten to pay any taxes.

Contact

Municipal taxes: Taxation Affairs (Zeimu Ka)
Tel: 0748-69-2131 Fax: 0748-63-4574
Prefectural taxes: Koka Taxation Division, Central Shiga Prefectural Taxation Office
Tel: 0748-63-6106 Fax: 0748-63-0439

The format for the notices for the payment of water charges and public sewer and agricultural settlement drainage facility charges will change



A postcard-sized payment notice (three-fold, pressure-bonded postcard) will be introduced starting with the bills for water charges in December. There will be no change in the payment method.



Contact

Waterworks and Sewage General Affairs (Joge Suido Somu Ka)
Tel: 0748-69-2223 Fax: 0748-69-2295

Take measures to prevent fires at the end of the year



In this cold season, fires are more likely to occur due to the more frequent use of heaters. In addition, the busy period at the end of the year may reduce people's awareness of the fire risk. To prevent fires, adopt the following three habits and take the following five measures.

[Three habits]

- Never smoke in bed.
- Use heaters away from any flammable items.
- Turn off gas stoves and other gas appliances when leaving them unattended.

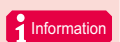
[Five measures]

- Install a residential fire alarm in each bedroom to prevent delays in escaping from fires.
- Use fireproof bedding, clothing and curtains.
- Install fire extinguishers for home use, etc.
- Establish cooperative systems in neighborhoods to support the elderly and persons with physical disabilities.
- Ensure that there are no flammable items around your home to prevent it from being a target of arson.

Contact

Prevention Division,
Fire-fighting Headquarters,
Koka City Extensive Administrative Association
Tel: 0748-63-7932 Fax: 0748-63-7940

Have you registered for payment by direct debit?



Koka City encourages citizens to switch to paying municipal taxes, usage fees, etc., by direct debit.

[Convenient] You do not have to visit City Hall or a financial institution to make payments for each tax term. Once you complete the direct debit procedures, payments will be made automatically in the following years.

[Safe] You do not have to carry cash with you.

[Reliable] You will not forget to make payments and can check your history of payments via the entries in your bank account passbook.

• How to apply: Please fill out the application form for bank or post office transfer provided to each financial institution in the city, affix your registered seal, and submit your application directly to the financial institution via which you wish to make your payments. Automatic payment will usually start in the next month.

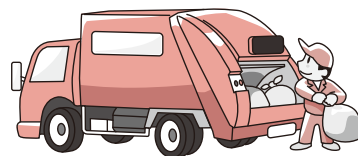
• Applicable financial institutions: Shiga Bank, Kansai Mirai Bank, JA Kouka, Koto Shinkin Bank, Shiga-ken Shinkumi Bank, the Bank of Kyoto, Kinki Rokin Bank, JA Green Omi, Shiga Kenmin Shinkumi Bank, Japan Post Bank, Post Office

Contact Taxation Affairs (Zeimu Ka) Tel: 0748-69-2130 Fax: 0748-63-4574

Year-end and New Year period collection schedules for household waste and human waste collection services

Year-end and New Year period household waste collection

- **During the Year-end and New Year period, collection times and routes may change substantially because of the very large amount of garbage during the period. Be sure to put out your garbage at your collection spot by 8:00 a.m.**



Be sure to check the garbage collection calendar, as the items to be collected and the collection dates may also be different from the usual schedule. (The garbage collection calendar is displayed at City Hall and Chiiki Shimin Centers and is also available on the Koka City website.)

- Household waste collection facilities (Eco Stations and Koka City Extensive Administrative Association Sanitary Center)

Closed from December 31 (Thu.) to January 3 (Sun.)

- * For the dates on which non-burnable waste disposal facilities will be closed, see the garbage collection calendar.



Garbage collection calendar ▶

Door-to-door bulk waste collection and interim human waste collection service providers are very busy at the end of the year. If you wish to receive these services, please apply to the following service providers by their respective deadlines.

Year-end and New Year period bulk waste collection

Area	Service provider	Collection application deadline	Final collection date
Minakuchi and Shigaraki areas	Minakuchi Technos (Tel: 0748-62-5311)	December 11 (Fri.)	December 19 (Sat.)
Tsuchiyama area	Hirose (Tel: 0748-52-0943)	December 8 (Tue.)	December 24 (Thu.)
Koka and Konan areas	Nichiei Hino (Tel: 0748-53-3941)	December 11 (Fri.)	December 24 (Thu.)

- * Apply directly to the designated service provider in your area.

- *The timetable may change depending on the status of applications, so please apply to suppliers as soon as possible.

Year-end and New Year period human waste collection

Service provider	Year end	New Year	Area	District	
	Application deadline for interim service	Start date			
Minakuchi Technos Tel: 0748-62-1959	December 11 (Fri.)	January 4 (Mon.)	Minakuchi	Whole area	
			Shigaraki	Nagano	Kitashin-machi, Kitade-cho, Tonya-cho, Tosei-cho, Hiroshiba-cho, Higashi Nihonmaru-cho, Kami Nihonmaru-cho, Shin Nihonmaru-cho, Minorigaoka-cho, Ogama-cho, Fukushima-cho, Tsuji-machi, Naka-machi, Banba-cho, Hon-machi, Nakade-cho, Moto-machi, Suehiro-cho, Yakiya-cho, Asahi-machi, Hairando-cho, Tsukushigaoka-cho
					Eda, Kouyama, Tashiro, Hata
Nichiei Hino Tel: 0748-53-3941	December 3 (Thu.)	January 5 (Tue.)	Tsuchiyama	Ono school district	
			Koka	Ohara, Aburahi and Sayama school districts, except for Sagami and Ohara Ichiba	
			Konan	Whole area	
Hirose Tel: 0748-52-0943	December 4 (Fri.)	January 4 (Mon.)	Tsuchiyama	Whole area, except for Ono school district	
			Koka	Sagami, Ohara Ichiba	
			Shigaraki	Nagano	Atago-machi, Zaimoku-cho, Taisho-machi, Shin-machi, Matsuo-cho, Minami Matsuo-cho, Sakae-machi
	Kohara, Tarao, Kumoi, Asamiya				

- * Be sure to apply to collection service providers early, as no urgent requests for collection will be accepted during the holidays.

Contact Consumer and Environmental Protection (Seikatsu Kankyo Ka) Tel: 0748-69-2145 Fax: 0748-63-4582

Opening hours in the month of December will be extended (until 19:00 every Tuesday) on December 1, 8, 15, 22.

The Shimin Ka of Shiyakusho has extended its opening hours, to 19:00 every Tuesday for the issuance of family registers, residence certificates, tax certificates and other certificates, seal registration and other services.

* Note that some services are not available after normal opening hours even on these days. Please contact the Civic Affairs Division for the available services.



Information from Maina-chan

Using your Individual Number Card, you can get various certificates for 100 yen cheaper at convenience stores than at the window in a city office.

Contact Citizens' Affairs (Shimin Ka) Tel: 0748-69-2138 Fax: 0748-65-6338

Taxes to be paid this month

The due date is January 4 (Mon.).

- Fixed asset tax (3rd term)
- National health insurance tax (9th term)
- Expenses borne by users (childcare fee, kindergarten/nursery lunch fee)
- Long-term care insurance premium (9th term)
- Elderly medical care insurance premium
- Water charges

It is convenient to use account-to-account transfers for payments.

The information below is as of December 18, and services may be terminated or postponed due to the impact of COVID-19 infection.

Consultation corner

December 15 - January 14

Consultation content / Contact	Date	Time	Location
Life and work consultations (Public Assistance Counter)* You can ask for advice regarding concerns about life and work. * No application required. ● Responders: consultation support staff and employment support staff Contact: Public Assistance (Seikatsu Shien Ka) Tel: 0748-69-2158 Fax: 0748-63-4085	Monday to Friday (except national holidays)	8:30 to 17:15	Public Assistance (Seikatsu Shien Ka), City Hall
Consumer affairs consultations You can ask for advice regarding concerns about consumer affairs, such as contracts and products. ● Responders: consumer affairs counselors Contact: Consumer Life Center (Shouhi Seikatsu Center) Tel: 0748-69-2147 Consumer Hotline 188 (without area code)	Monday to Friday (except national holidays)	9:00 to 17:00	Consumer Life Center (Shouhi Seikatsu Center) City Hall 1F
Pension consultations ● Consultants: Staff of the Kusatsu Pension Office *Reservation required (first-come, first-served) Contact / Application: Kusatsu Pension Office Tel: 077-567-1311 (for making reservations only) Fax: 077-562-9638 (for making reservations only)	January 14 (Thu.) March 11 (Thu.) * Organized every two months	10:00 to 15:00	Minakuchi Shakai Fukushi Center 2F, Middle meeting room
Consultations concerning children of school age This consultation service provides advice to children of school age (from elementary school students to high school students) as well as their guardians and families. You can consult about issues relating to school, life and child rearing. ● Responders: Counselors for children of school age Contact: Child Rearing Policy (Kosodate Seisaku Ka) Tel: 0748-69-2176 Fax: 0748-69-2298	Monday, Thursday and Friday (except national holidays)	8:30 to 17:15	Child Rearing Policy Division City Hall 2F
Childrearing and learning consultations* You can ask for advice regarding development, educational, mental and other issues. * Reservation by phone or fax required. ● Targets: Children roughly 4 years old or older, elementary school, junior high school and high school students, and youths (up to around 25 years old) * For consultations regarding children under 4 years old or so, contact the Health Support (Sukoyaka Shien Ka) (Tel: 0748-69-2169). Contact / Application: Developmental Support (Hattatsu Shien Ka) Tel: 0748-69-2179 Fax: 0748-69-2298 (reception hours: 9:00 to 17:00)			Kindergartens/ Nurseries, Schools, Koka Shiyakusho, etc.
Youth concerns consultations* You can ask for advice on school absenteeism, bullying, delinquency, relationships with friends, employment, admission to schools, etc. * Monday to Friday (excluding national holidays and Year-End/New Year holidays), 9:00 to 16:00. You can ask for advice by phone or email as well.	Contact : Shounen Center (Minakuchi Chuo Kouminkan Bekkan 2F) Tel: 0748-62-6010 Fax: 0748-63-3977 Email: k-syonen@city.koka.lg.jp		

Edited and issued by:

Koka Shiyakusho

6053 Minakuchi, Minakuchi-cho, Koka, Shiga Prefecture 528-8502
 ☎0748-65-0650 FAX 0748-63-4086
 Business hours: 8:30 to 17:15
 (excluding days with extended opening hours)

The information in this newsletter can also be found on the city's website and Facebook page.

- Koka City Website:
<http://www.city.koka.lg.jp/>
- Koka City Facebook:
<http://www.facebook.com/city.koka>

Koka City Website



Koka City Facebook

