

Counter & Phone Hours of Tachikawa City Hall & others will change from Wed, Nov. 11, 2026 as follows:

City Hall/Hagukururin/Kodomo Mirai Center (counter) (counter)

9:00~16:00

General Branch Office

(Mon)(Wed)(Fri)

9:00~16:30

(Tue)(Thu)

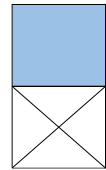
9:00~19:00

2nd/ 4th Sat & Sun

9:00~16:30

<Ex. Service Center counter hours on Sat. & Sun.>

月	火	水	木	金	土	日
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	



Open

Closed

月	火	水	木	金	土	日
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

*Always Open weekdays (exc Nat' l holidays & Substitute holidays)



Possible procedures w/o visiting city hall

Issuance Service at Convenience Store

Copy of certificate of residence, Certificate of seal registration. 150 yen cheaper than city hall. * My number card is necessary.



Procedures on the net

More procedures are becoming available on the net 24 hours. Convenient!



Change in Counter & Phone Hours at Tachikawa City Hall, etc.(Q&A)

Q1. Why do we change counter hours ?

A1. It's to have time to review operations and consider issues for higher-quality citizen service. At present, counter hours and staff working hours are almost the same, so we cannot have enough time for meeting and reviewing. By revising counter hours, we will obtain time for them, to enhance easy procedures and efficiency for more courteous customer service.

Q2. Will telephone reception hours also change?

A2. Telephone hours will also change and will be from 9:00 to 16:00. Outside of reception hours, an automated voice message will tell you it's outside of reception hours. However, in case of an emergency, on-duty staff will respond.

Q3. Which facilities will change hours?

A3. This time, they will be City Hall main building, General Branch Office, Hagukururin (counter only), and Kodomo Mirai Center (counter only). Facilities such as nursery school, library, gym whose main service is to use facilities, designated management facilities, and facilities of which reception duties are outsourced to private companies will have no change.

Q4. Will staff working hours also change?

A4. Staff working hours will not change. We will utilize the hours after reception duties efficiently to provide higher-quality citizen service by reviewing operations and considering issues.

Q5. Will counters be crowded due to shortening hours?

A5. Recently, more use of my number cards and online procedures, less citizen people visit the counter year and year. Also, about 90% of citizens visit the city hall main building from 9:00 to 16:00, so there are a few visitors in the morning and in the evening. We will strive to alleviate congestion by continuously expanding the possible notifications and applications online and promoting issuance at convenience stores.