

To Persons Moving to the City of Utsunomiya

Please complete the required procedures following the instructions below.



Target Persons	What procedure to complete	Where to complete the procedure
Persons who are required to join the National Health Insurance Plan	Complete the enrollment procedure all over again even if you were a member of the plan in your previous municipality. To have a Confirmation of Eligibility for Membership of the plan or a Notice of Information on Eligibility for Membership of the plan issued at the counter, bring your My Number-verifying documentation, residence card, and passbook of a financial institution and the seal registered there (if you wish to pay your insurance premiums by account transfer).	1) National Health Insurance and Pension Division 1F A14 (Tel.632-2320) 2) Shimin Centers (Citizens' Centers) 3) Branch offices 4) Citizens' Affairs Division 1F A 2
Persons who are required to join the the National Pension Plan	No need to follow any particular procedures if you were a member of the plan in your previous municipality. Individuals who returned from abroad and those who quit a job should complete the enrollment procedure if they are required to join the plan.	1) National Health Insurance and Pension Division 1F A17 (Tel.632-2327) 2) Shimin Centers 3) Branch offices
Recipients of the National Pension or Employees' Pension	As a rule, no need to submit a change of address notification (some exceptions apply). If you are unsure about it, inquire with the Utsunomiya Nishi Pension Office.	4) Utsunomiya Nishi Pension Office (Tel. 622-4281)
Members of the Health Insurance Plan for the Elderly Aged 75 or Older	A Confirmation of Eligibility for Membership of the plan or a Notice of Information on Eligibility for Membership of the plan are sent out to eligible individuals later on (no need to take any particular procedures to receive these). For other matters, inquire with us. Those moving in from a hospital or institution located outside of Tochigi Prefecture should also contact us.	1) National Health Insurance and Pension Division 1F A16 (Tel.632-2307) 2) Shimin Centers 3) Branch offices
Recipients of the Child Benefit	File an initial claim for the benefit once again. The same holds for those living apart from their children such as company employees posted away from their family. Make sure to file the claim within 15 days of the day after your scheduled moving date. Note that non-compliance could result in the start of payment being delayed. For public employees, contact your employer.	1) Children's Policy Division 2F D12 (Tel.632-2387) 2) Shimin Centers 3) Branch offices 4) Citizens' Affairs Division 1F A 2
Parents of a child before completing the 3rd grade of senior high school or equivalent (until the first March 31 following the child's 18th birthday)	Financial assistance is available to cover the personally borne expense when they receive medical care using a health insurance card. Apply for a Children's Medical Care Certificate.	1) Children's Policy Division 2F D12 (Tel.632-2387) 2) Shimin Centers 3) Branch offices 4) Citizens' Affairs Division 1F A 2
Single-parent families eligible for various forms of support targeting these families	Claim the Child Support Benefit together with the beneficiary certificate of this benefit (if any). Additional support measures such as the Support Benefit for Single-parent Families and the Medical Expense Subsidies for Single-parent Families are also available. For details, consult with us.	Children's Policy Division 2F D11 (Tel.632-2386) Note that applications for welfare services for single-parent families are not dealt with by Shimin Centers and branch offices.
Pregnant and lactating women	Subsidies are available to cover part of the costs for medical care, prenatal and one-month-old checkups, and newborn hearing screening. Apply for a Medical Care Certificate for Pregnant and Lactating Women, and tickets for prenatal and one-month-old checkups, and newborn hearing screening.	For the medical care certificate: 1) Child-support Division 2F D13 (Tel.632-2296) 2) Shimin Centers 3) Branch offices 4) Citizens' Affairs' Division 1F A 2 For tickets for prenatal and one-month-old checkups and new born hearing screening: 1) Child-support Division 2F D14-1 (632-2388) 2) Hiraishi, Tomiya, Sugatagawa and Kawachi Shimin Centers and Health Center
	For individuals who did not apply to their previous municipality for the Grant for Childbirth and Newborn Care, contact us.	Child-support Division 2F D14-1 (Tel.632-2388)
Parents of a child aged 0 to 3	As for 4-month-old and 10-month-old checkups, a notice with a checkup ticket will be sent to new citizens, too. If you do not receive it before the target age period, contact the Child-support Division. If the child has already taken these checkups in his/her previous municipality, they do not need to receive these again in Utsunomiya.	Child-support Division 2F D14-1 (Tel.632-2388)
	If your child has not undergone 18-month-old and 36-month-old checkups yet, contact the Child-support Division.	
Parents wishing to apply for a place at an integrated early childhood education and care facility or a childcare facility	Complete the required process together with 1) Application for Approval of the Need for Childcare Service and Admission, 2) Documentation verifying the need for childcare service (e.g., Employment Certificate) 3) Statement of Health Status 4) My Number-verifying documentation for all household members and 5) Photo ID (e.g., residence card) of the applicant. * Applications for a place at a facility located in another municipality are handled solely by the Childcare Division. † Applications for admission to a kindergarten should be made there.	1) Childcare Division 2F D9 (Tel.632-2393) 2) Hiraishi, Tomiya, Sugatagawa and Kawachi Shimin Centers 3) Integrated early childhood education and care centers, day care centers and community-based childcare services

Citizens' Affairs Division, Community Development Department, Utsunomiya City Hall

320-8540 [postal code] 1-5, Asahi 1-chome, the City of Utsunomiya, Tochigi Prefecture (Tel.028-632-2271)

Please make sure to refer to the back page as well. Published April 1, 2026.

To Persons Moving to the City of Utsunomiya (cont'd)

Target Persons	What procedure to complete	Where to complete the procedure
One-stop health and welfare counseling and information services	Provides counseling on concerns as well as general information regarding a broad spectrum of issues related to health and welfare, ranging from parenting to long-term care, and also assists help-seekers in accessing the right services.	1) Health and Welfare General Affairs Division 1F A18 (Tel.632-2941) 2) Hiraishi, Tomiya, Sugatagawa and Kawachi Shimin Centers
Parents of a child of elementary school or junior high school age	To transfer your child to a municipal school, complete the required process together with the documents from the child's previous school. If you hope to enroll him/her in a municipal school other than the assigned one, or if you choose to admit him/her to a national, prefectural or private school, complete the enrollment process with the School Administration Division of the Board of Education.	1) School Administration Division 13F (Tel.632-2724) 2) Shimin Centers 3) Branch offices 4) Citizens' Affairs Division 1F A 2
Holders of a Physical Disability Handbook	Submit a change of address notification together with the handbook and My Number-verifying documentation. This procedure is handled solely at the City's main office.	Division of Welfare for Persons with Disabilities 1F B1 (Tel.632-2361)
Holders of a Mental Disability Handbook	Submit a change of address notification together with the handbook and My Number-verifying documentation. This procedure is handled solely at the City's main office.	Division of Welfare for Persons with Disabilities 1F B1 (Tel.632-2362)
Holders of an Intellectual Disability Handbook	Submit a change of address notification together with the handbook. Holders of the handbook issued outside Tochigi Prefecture should carry out a differentiated procedure. For more information, contact us. This procedure is handled solely at the City's main office.	Division of Welfare for Persons with Disabilities 1F B2 (Tel.632-2365)
Persons in need of long-term care services	Within 14 days of moving to Utsunomiya, apply for the Approval of the Need for Long-term Care/ Assistance together with a Certificate of Eligibility for Long-term care/ Assistance Services issued by their previous municipality (My Number-verifying documentation for those who have not received this certificate there).	1) Division of Welfare for the Elderly 2F D6 (Tel.632-2986) 2) Shimin Centers 3) Branch offices
Owners of motorized bicycles (total output 125 cc or less, or rated output less and 1.0 KW or less)	If you remain the registrant of the vehicle, complete the registration procedure again together with the Certificate of Notification of De-registration and identity documentation (e.g., residence card).	1) Tax System Division 2F C7 (Tel.632-2205) 2) Shimin Centers 3) Branch offices
To start water and sewer service	Call the Waterworks Bureau Customer Service Center or, alternatively, request the service online. For details, visit the Bureau's website. 	Waterworks Bureau Customer Service Center (Tel.633-1300) Open Monday through Saturday (closed on national holidays and between Dec.29 and Jan.3)
If you are uncertain about what neighborhood association you need to join	We will refer you to the association of the neighborhood where you live and its representative. Upon joining the association, you will be offered a "Miya Pass" (port) with a variety of membership benefits such as discounts available at hosts of eateries and retail outlets, among other facilities. For more information, contact the Secretariat of the Consortium of Neighborhood Associations 	Secretariat of the Consortium of Neighborhood Associations (Tel. 632- 2289) Located on the 10th floor of the City's main office.
Dog owners	a) If your dog was registered with your previous municipality, take the procedure for change in registered information together with the dog's registration tag. If you have lost the tag, contact the Hygiene Division at the Public Health Center. b) If your dog was not registered there, inquire with us as the required procedure varies across municipalities.	1) Hygiene Division of the Public Health Center 1F No.7 (Tel.626-1108) 2) Shimin Centers 3) Branch offices 4) Health and Welfare General Affairs Division City Hall 1F A18

- Hiraishi Chiku Shimin Center (Tel.661-2667)
- Yokokawa Chiku Shimin Center (Tel.656-1009)
- Shiroyama Chiku Shimin Center (Tel.652-0621)
- Tomiya Chiku Shimin Center (Tel.665-0002)
- Shinoi Chiku Shimin Center (Tel.669-2101)
- Suzumenomiya Chiku Shimin Center (Tel.653-1511)
- Kawachi Chiku Shimin Center (Tel.671-3203)
- Yonan Branch Office (Tel.658-1658)
- Bamba Branch Office (*) (Tel.616-1542)

- Kiyohara Chiku Shimin Center (Tel.667-0501)
- Mizuhono Chiku Shimin Center (Tel.656-1580)
- Kunimoto Chiku Shimin Center (Tel.665-1041)
- Toyosato Chiku Shimin Center (Tel.660-2267)
- Sugatagawa Chiku Shimin Center (Tel.658-1201)
- Kamikawachi Chiku Shimin Center (Tel.674-3132)
- Takaragi Branch Office (Tel.622-5765)
- Ekihigashi Branch Office (Tel.638-5771)

* Open 10:00 a.m. – 7:00 p.m. Closed Mondays and between Dec.29 and Jan.3. Delivers a diverse range of services such as issuance of certificates even on weekends and national holidays. For available certificates, please inquire there in advance.

For further information, please inquire with the relevant divisions of the city government.