

For those who have suffered from fire

(Guideline for various procedures after fire)

This brochure offers outlines for procedures to be taken such as obtaining certificates or application for reduction of various fee payments for the victims of fire. However, this does not cover all the procedures.

Please be advised to contact each department in advance as procedure methods may be changed due to a revision of each system.

Edited on October 2023

Public Relations and Investigation Section
Fire Prevention & Public Relations Division
Fire Operation Department
Higashiosaka City Fire Bureau
1-1-9 Inaba, Higashiosaka City
Tel: 072-966-9663

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● Issuance and reissuance of certificate

1. Issuance of fire certificate

Fire certificate can be issued at the Fire Prevention Information Division of Fire Suppression Department of Fire Bureau for those who have submitted fire damage report and applied for the said certificate at the place above mentioned. Please contact Public Relations and Investigation Section of Fire Prevention Information Division for inquiries.

【Certificate issuance and Contact】

Public Relations and Investigation Section, Fire Prevention Information Division of Suppression Department

1-1-9 Inaba, Higashiosaka City TEL 072-966-9663

【Necessary documents】 Applicant's ID document, application form for fire certificate and proxy letter in case of applied by a proxy

*Fire certificate may be required for applications mentioned below or claim for fire insurance.

2. Issuance of resident registration certificate

【Issued at】 Resident Registration Division at City Hall 2F or each Administrative Service Center

【Contact】 Resident Registration Division, Citizen's Office of Civic Life Department TEL 06-4309-3132

*Please contact above if you have any concern such as the case that you don't have any identification document.

3. Change of seal registration

If you have lost registered seal or seal registration certificate or they were destructed by fire, re-registration is accepted at the office mentioned below. For inquiries, please contact Resident Registration Division.

【Issued at】 Resident Registration Division at City Hall 2F or each Administrative Service Center

【Contact】 Resident Registration Division, Citizen's Office of Citizen's Affairs Department

TEL 06-4309-3132

【List of offices】

Higashiosaka City Hall 1-1-1 Aramoto-kita, Higashiosaka City

| | | |
|--|------------------------|------------------|
| Kusaka Administrative Service Center | 3-1-7 Kusaka | TEL 072-986-9282 |
| Shijo Administrative Service Center | 1-7 Minamishijo-cho | TEL 072-988-3111 |
| Naka-konoike Administrative Service Center | 2-3-13 Nakakonoike-cho | TEL 06-6747-1590 |
| Wakae-iwata Administrative Service Center | 4-3-22 Iwata-cho | TEL 072-967-6530 |
| Kusune Administrative Service Center | 1-12-12 Kusune | TEL 06-6745-9144 |
| Fuse Administrative Service Center | 1-8-37 Chodo | TEL 06-6784-2000 |
| Omido Administrative Service Center | 3-12-15 Omido | TEL 06-6730-5718 |

4. Reissuance of “My Number Card”

【Issued at】 Citizens Office, 1F Annex building of City Hall,

【Contact】 Citizens Office, Citizens Affairs Department TEL 06-4309-3163

【Necessary documents】 Fire certificate (Original) and applicant’s ID document (Please contact Citizens Office in advance)

*Notification card of “My Number Card” cannot be reissued. Please contact Citizen’s Office for details.

5. Reissuance of medical subsidy certificate for children, severely disabled and single-parent

If you have lost one of the following medical certificate or it was destructed by fire, please apply for reissuance. The documents mentioned below will be required.

【Issued at】 Medical Aid Division of Citizen’s Affairs Department, 3F City Hall or Administrative Service Center

- (1) Certificate for Medical Expense Subsidy Program for Children
- (2) Certificate for Medical Expense Subsidy Program for the Severely Disabled
- (3) Certificate for Medical Expense Subsidy Program for Single-parent Family

【Necessary documents】 Application form, applicant’s ID document

【Contact】 Medical Aid Division of Citizen’s Affairs Department, 3F City Hall TEL 06-4309-3166

6. Reissuance of notification of basic pension number

If you have lost your pension booklet or notification of basic pension number was lost or destructed by fire, please apply for reissuance.

【Issued at】 National Pension Division of Citizen's Affairs Department, 3F City Hall

TEL 06-4309-3165

Higashiosaka Pension Office

TEL 06-6722-6001

Administrative Service Center

For those insured by national pension system, please contact above.

For those insured by employee's pension system, please contact your employer.

【Necessary documents】 Applicant's ID document

7. Reissuance of health insurance certificate

If your national health insurance certificate or certificate for medical system for the elderly aged 75 or over was lost or destructed by fire, please apply for reissuance.

【Application】 Qualification & Benefit Division of Citizen's Affairs Department, 2F City Hall

TEL06-4309-3167

Administrative Service Center

For those insured by national health insurance system or medical system for the elderly aged 75 or over, please contact above.

For those insured by social insurance system, etc., please contact your employer.

【Necessary documents】 Applicant's ID document

8. Reissuance of special permanent resident card

If you have lost your special permanent resident card or it was destructed by fire, please apply for reissuance.

【Issued at】 Resident Registration Division at City Hall 2F or each Administrative Service Center

【Contact】 Resident Registration Division, Citizen's Office of Citizen's Affairs Department

TEL 06-4309-3164

【Necessary documents】 Fire certificate (Original), photo (4cm x 3cm) and valid passport

【Application period】 Within 14 days from the day of fire occurred

*Regarding permanent resident card, please contact Osaka Immigration Bureau. TEL 06-4703-2100

9. Reissuance of maternal and child health handbook (*Boshi-techo*)

If you have lost your maternal and child health handbook or it was destructed by fire, please apply for reissuance.

| | | |
|----------------------------------|------------------------------|-----------------|
| 【Issued at】 Public Health Center | Eastern Public Health Center | TEL072-982-2603 |
| | Central Public Health Center | TEL072-965-6411 |
| | Western Public Health Center | TEL06-6788-0085 |

【Necessary documents】 Applicant's ID document

● Benefit and consideration

1. School expense allowance for elementary and junior high school students

The following allowance will be provided upon application and approval.

(subject to allowance from the approved month)

- (1) School entrance preparatory allowance
- (2) School supplies allowance
- (3) School meal allowance
- (4) School camp allowance
- (5) School trip allowance

【Application & Inquiries】 School Affairs Division, School Education Department of Board of Education, 17F of City hall

TEL 06-4309-3272

【Necessary documents】 Application form, fire certificate (copy is accepted) and applicant's ID document

2. Consolation payment and goods by Japan Red Cross Society

When a victim is enrolled in a resident association and the chairperson applies orally (Application form must be submitted later), goods, condolence money or consolation payment will be provided. If he/she is not enrolled in such association, no support will be granted.

【Contact】 Volunteer and civic activity center of the Higashiosaka Social Welfare Council

TEL 06-6789-7204

3. Relocation to public housing

Municipal housing is offered for a resident who has lost his/her house by fire until he/she finds a place to live for up to 3 months. (Except a person who caused a fire)

【Contact】 Higashiosaka Municipal Housing Management Center TEL 06-6788-8001

【Necessary documents】 Resident registration certificate, fire certificate (copy is accepted), commitment form, other documents as needed and applicant's ID document.

【Deadline for application】 Within 10 days from the date of fire occurred

4. Emergency small loans

Up to ¥70,000 per household is loaned to those who reside in the city for more than 3 months and need living expenses due to fire accident. Some restriction on income and guarantor will apply.

| | | |
|--|------------------------|------------------|
| 【Application & Inquiries】 Each welfare office | Eastern welfare office | TEL 072-988-6616 |
| | Central welfare office | TEL 072-960-9270 |
| | Western welfare office | TEL 06-6784-7942 |

Livelihood Support Division, Livelihood Welfare Office of Livelihood Support Department, 8F City Hall
TEL 06-4309-3182

【Necessary documents】 Fire certificate (Original) and applicant's ID document (However, please contact welfare office in advance.)

5. Welfare fund for living expenses provided by the Social Welfare Council

A loan for temporary necessary expenses targeted at low-income persons to self-support at the time of disaster is available. Fire certificate will be required. Some conditions such as income restriction will apply.

【Application & Inquiries】 Higashiosaka Social Welfare Council TEL 06-6789-7201

6. Claim for condolence money to fire mutual aid plan (only insured person)

Those insured by a fire mutual aid plan are entitled to claim for consolation payment according to the extent of damage. Benefit claim must be made within 1 year from the date of fire.

【Application & Inquiries】 General Affairs Division, General Affairs Office of Citizens Affairs
Department, 5F City Hall TEL 06-4309-3158

【Necessary documents】 Fire certificate (Original), insurance membership certificate/receipt if any, and applicant's ID document

*For damages caused by intentional act, gross negligence, natural disaster such as an earthquake, consolation payment shall not be provided. Please contact above for details.

● Reduction or exemption of various fee

1. Reduction or exemption of national health insurance fee

National health insurance fee may be reduced or exempted according to the extent of damage.

【Application】 Premium Division of Medical Insurance Office, 2F City Hall TEL 06-4309-3168

【Necessary documents】 Fire certificate (Copy is accepted), application form, insurance card and applicant's ID document

【Application period】 within 12 months from the month of the fire occurred

2. Reduction or exemption of long-term nursing care insurance fee

The fee may be reduced or exempted according to the extent of damage.

【Application period】 Within 6 months from the following day of the incident date

| Eligibility | Where to apply | Necessary documents |
|-------------------------|---|--|
| Persons aged 65 or over | 9F City Hall Welfare for the aged & Nursing Care Division TEL 06-4309-3188 | · Fire certificate (Copy is accepted) · Application form (A copy of application for reduction or exemption of fixed assets tax is required) · Applicant's ID document |

3. Reduction or exemption of fee for medical insurance system for the aged 75 or over

The fee may be reduced or exempted according to the extent of damage.

【Application】 Premium Division of Medical Insurance Office, 2F City Hall TEL 06-4309-3168

【Necessary documents】 Fire certificate (Copy is accepted), application form, insurance card and applicant's ID document

【Application limit】 Within 1 year from the following month of the incident date

4. Reduction or exemption of fee for day care centers/certified center for early childhood education and

care (*Kodomo-en*) / small-sized day care facilities

The fee may be reduced or exempted according to the extent of damage. Please contact below for more details. However, private kindergartens are not subject to reduction or exemption.

【Application】 Facility Benefit Division, Child-rearing Support Office of Child Affairs Department,
7F City Hall TEL 06-4309-3195

【Necessary documents】 Application form, fire certificate (Copy is accepted) and applicant's ID document

5. Reduction or exemption of individual city tax

Tax may be reduced or exempted according to the extent of damage and income amount. Please contact below for more details.

【Application】 Municipal Tax Division, Tax Department, 3F City Hall

TEL 06-4309-3135

【Necessary documents】 Application form, fire certificate (Copy is accepted) and applicant's ID document

6. Declaration of corporation city tax and enterprise tax

Taxes may be reduced for periods during which the business was suspended due to disasters, etc.

Please contact below for details.

【Application】 Corporation Municipal Tax Division, Tax Department 3F City Hal TEL 06-4309-3133

【Necessary documents】 Notification for change in corporation status

7. Reduction or exemption of fixed assets

Tax may be reduced or exempted in case that housing was damaged by disaster.

【Application】 Fixed Assets Tax Division, Tax Department 3F City Hall TEL 06-4309-3140

【Necessary documents】 Application form, fire certificate (Copy is accepted) and applicant's ID document

8. Special measures in fixed assets tax for affected housing deemed as residential site

Regarding a land where a house has been lost or damaged due to disasters, if a special measure was

applied to the said land, it may continue to be regarded as a deemed residential site for a certain period of time.

【Application】 Fixed Assets Tax Division, Tax Department 3F City Hall TEL 06-4309-3140

【Necessary documents】 Declaration form for special measure for deemed residential site due to disasters and applicant's ID document (Application/Cancellation)

9. Reduction or exemption of disposal fee for waste for waste caused by fire

Among the waste caused by fire, general waste such as furniture can be disposed at Higashiosaka Union of Cleaning Facilities by bringing them directly to the facility. Disposal fee will be reduced or exempted at the time of disposal.

Please contact below for procedures and elimination of waste other than furniture, etc.

【Application】 Higashiosaka Union of Cleaning Facilities TEL 072-962-6021

【Necessary documents】 Fire certificate (Original), vehicle inspection certificate, seal and applicant's ID document

●Others

1. Procedure for vehicle disposal

Please contact below in case of motorbike disposal (125cc or less)

【Application】 Light Vehicle Tax Section, Tax System Division, Tax Department 3F City Hall

TEL 06-4309-3134

【Necessary documents】 License plate, Applicant's ID document,

*In case of disposal of light vehicle (except motorbike), please refer to the website of "Light Motor Vehicle Inspection Organization" to contact the office that administers your vehicle's number.

*In case of disposal of other type of vehicle, please visit the website of Osaka office of Kinki District Transport Bureau. TEL 050-5540-2058

2. Consultation in various languages

Consultation is available with interpreters of English, Korean, Chinese and Vietnamese including Japanese. Besides, other languages are also available by using translation equipment. If you need an

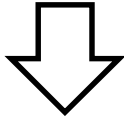
interpretation assistance, please contact below.

【Consultation place】 Multicultural Information Plaza, Multicultural Information and Gender Equality
Division of Human Rights and Cultural Affairs Department, 16F City Hall TEL: 06-4309-3311

*Consultation in Vietnamese: 10:00~17:30 on every Tuesday and Thursday

Procedures accepted by Osaka Prefectural Government

1. Extension of declaration and payments of prefectural tax
2. Reduction or exemption of individual enterprise tax
3. Reduction or exemption of real property acquisition tax
4. Refund or reduction /exemption of automobile tax
5. Reduction or exemption of automobile acquisition tax
6. Exemption of light oil delivery tax payment
7. Reduction or exemption of individual prefectural tax
8. Extension of tax payment



Please visit the website of your nearest prefectural tax office or Osaka Prefectural Government.

Nakagawachi prefectural tax office 4-1-16 Mikuriya-sakae-machi Higashiosaka City

TEL 06-6789-1221

災害による被災者に対する府税の軽減措置等について

(Regarding measures to reduce prefectural taxes on disaster victims)

検索

(Search)

9. Reissuance of driver's license

For those whose drivers' license have destructed by fire or lost

【Application】 Police station or driver's license center

| | | |
|----------------------------------|-------------------------------------|------------------|
| Kadoma driver's license center | 23-16 Ichiban-cho, Kadoma city | TEL 06-6908-9121 |
| Komyoike driver's license center | 5-13-1 Fushiya-cho, Izumi city | TEL 072-556-1881 |
| Hiraoka police station | 1-8 Sakura-machi, Higashiosaka city | TEL 072-987-1234 |
| Kawachi police station | 1-7-1 Inaba, Higashiosaka city | TEL 072-965-1234 |

Procedures accepted by National Government

1. Reduction or exemption of income tax according to disaster exemption act
2. Casualty loss deduction

Please visit the website of your nearest tax office or national tax agency

【Application】 Higashiosaka Tax Office 2-3-8 Eiwa, Higashiosaka city

TEL 06-6724-0001

(Disaster Exemption Act)

(Search)

(Casualty loss deduction)

(Search)

Procedures accepted by other organizations (Public services)

1. Telephone

Please contact NTT for repair and relocation. (Dial 113 for repair)

2. Electricity

When a fire occurs, electricity is basically cut by the supplier. If there is little damage to your house and you would like the electricity to be recovered immediately, please contact Kansai Electric Power Co., Ltd. As soon as no electric leakage and safety is confirmed, it will be recovered. If any leakage is found, please contact electrician for repair according to the instruction of Kansai Electric Power Co., Ltd.

When your house is severely burnt, Kansai Electric Power Co., Ltd. will remove the electricity meter and leading wires after several days from the fire. Please contact below in the case of restoration of the electricity after rebuilding a house.

Transmission and Distribution Contact Center, Kansai Transmission and Distribution, Inc.

TEL 0800-777-3081

3. Gas

As well as the case of electricity at the time of fire, gas is disconnected by the supplier. Please contact your gas company for recovering.

【City gas】 Osaka Gas Co., Ltd. TEL 0120-5-94817

【Propane gas】 Contact your supplier.

4. Water

If water supply is disconnected, please contact Water Bureau as soon as possible.

Customer Service Division of Higashiosaka Water Works & Sewage Bureau TEL 06-6724-1221