

Administrative Counselors Act

(Act No. 99 of June 30, 1966)

(Purpose)

Article 1 The purpose of this Act is to provide for the necessary particulars regarding the commissioning of complaint consultation services in order to help facilitate the settlement of the people's complaints regarding public administration, and to thereby contribute to the democratic operation of public administration.

(Administrative Counselors)

Article 2 (1) The Minister for Internal Affairs and Communications may commission a person in whom society places its confidence and who has an understanding of and is committed to improving the operation of public administration with doing the following services:

- (i) in response to the filing of complaints that are related to the services of administrative organs and equivalent entities (meaning the Cabinet Office; the Imperial Household Agency; the organs prescribed in Article 49, paragraph (1) and (2) of the Act for Establishment of the Cabinet Office (Act No. 89 of 1999); the Digital Agency; the organs prescribed in Article 3, paragraph (2) of the National Government Organization Act (Act No. 120 of 1948); and the corporations prescribed in Article 4, paragraph (1), item (xii), (a) through (c) of the Act for Establishment of the Ministry of Internal Affairs and Communications (Act No. 91 of 1999) that Cabinet Order prescribes); the same applies hereinafter); and, in accordance with the instructions given by the Minister for Internal Affairs and Communications, providing the persons seeking consultations with the advice they need and notifying the Ministry of Internal Affairs and Communications or the relevant administrative organs or equivalent entities of the complaint;
 - (ii) responding to inquiries from the administrative organs and equivalent entities regarding the complaints of which they have been notified pursuant to the provisions of the preceding item and notifying persons seeking consultations of the results of their processing by the relevant administrative organ or equivalent entity in question, if necessary.
- (2) The commissioning of a person under the preceding paragraph is to be done for a specific city (including special wards; the same applies in the case of paragraph (2) of the Supplementary Provisions), town, or village of jurisdiction and for a limited period of two years or less.
- (3) A person that has been commissioned pursuant to the provisions of paragraph

(1) is known as an administrative counselor (hereinafter referred to as a "counselor").

(Making the Counselor Known to Residents)

Article 3 (1) Having commissioned a person to do services under the provisions of paragraph (1) of the preceding Article, the Minister for Internal Affairs and Communications is to take appropriate measures to make the counselor's name and address known to the relevant residents.

(2) A counselor is to raise public awareness of the services they provide and to promote them.

(Statement of Opinions)

Article 4 A counselor may express opinions formed in the course of service on improving the operation of public administration to the Minister for Internal Affairs and Communications.

(Rules)

Article 5 (1) A counselor must not divulge secrets learned in the course of service. The same applies even after the person has ceased to be a counselor.

(2) A counselor must not make use of the position to benefit a political party or for a political purpose.

(3) A counselor must perform their services fairly and appropriately.

(Dismissal)

Article 6 The Minister for Internal Affairs and Communications may withdraw the commission under the provisions of Article 2, paragraph (1) if the minister finds that the counselor falls under one of the following items:

(i) the counselor is having difficulty serving or is unable to serve due to a mental or physical disorder;

(ii) the counselor neglects their services or violates the provisions of the preceding Article;

(iii) the counselor engages in misconduct that renders them unsuitable as a counselor.

(Guidance)

Article 7 A counselor is to be guided by the Minister for Internal Affairs and Communications in connection with their services.

(Expenses)

Article 8 (1) A counselor does not receive remuneration from the State in connection with their services.

(2) A counselor may be paid for the expenses that the counselor needs to perform their services, within the scope of the budget.

Supplementary Provisions [Extract]

(Effective Date)

(1) This Act comes into effect on July 1, 1966.