Case study

Yamaguchi City Hall

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Form filled out automatically, reducing time for manual completion! Scanners and notification reception system realized better services for residents and government employees.

Motoo Aibara, Vice Director of the Social Security and Tax Number Delivery Team, Civic Affairs Section, Local Life Division, Yamaguchi City

The customer

Country: Japan
Industry: Government
Population: 194,110 (as of Oct. 2020)
Website: https://www.city.yamaguchi.lg.jp/

The challenge

Residents are required to fill out notifications of change-of-address manually and government employees have to input the information to the existing system manually. It is time-consuming for both the residents and the government employees.

The solution

The fi-800R (three units) were deployed, collaborating with a third-party system to support the procedure for "moving-in" application.

The customer

Yamaguchi city is located in west Japan and has a population of 194,110 people as of October 2020. Responding to the Japanese government's actions to promote digitalization of various administrative procedures, the city introduced a third-party system that utilizes scanners to streamline procedures for moving into the city.

The challenge

Residents are required to submit notifications to their local governments' offices when they move out of a city or into a city. Filling out those notification forms manually is a stressful task for applicants. Also, applicants are required to wait for some time before all the checks and the input to the residence record system are completed by government employees.

"Moving-in notifications take time most. We are always struggling not to keep applicants wait, not only in the busy seasons but in the normal seasons as well," explains Aibara. "During the peak season starting from the end of March to the beginning of April, we have about 250 people a day who submit change-of-address notifications. In the busiest week of the peak season, 50 to 60 people are waiting in the queue all the time. Most of them submit notifications of moving in. In normal seasons, we have about 30 cases of changes of addresses a day, and about 30% of them are moving-in."

The solution

Yamaguchi city introduced a third-party system that incorporates scanners to streamline its procedures, mainly to process moving-in notifications more efficiently. The system began operating since February 2021.

A resident moving into the city submits a certificate of moving out which was issued by the municipality where the applicant has lived in previously. The certificate is scanned with the fi-800R. The information on the certificate, such as a new address and an old address, is read by OCR and is automatically copied to a digital application form on a screen. After government employees verify that the information on the paper certificate matches that on a digital form, all an applicant has to do is to write down his/her name on a tablet. For a resident who requires a certificate of residence as well, the information is automatically reflected on the application form for the request of a certificate of residence.
The residence information processed by OCR is input to the existing system for residence record at the time of scan.

The benefit

- Reduced time and effort applicants spent to fill out forms
- Reduced time and effort government employees spent to input data to the existing system
- Capable of reusing the digitalized information
- Saves space for storing paper documents
- Saves time to search for documents of the past

■ The benefit

Deployment of the scanner with third-party reception system greatly reduced the time spent by applicants, to manually complete information on the application forms for moving in. Government employees, on the other hand, are relieved from the need to input the information manually to the system.

Residence information that is scanned, is thereby digitalized, and is directly shared with other relevant departments in the city, like the national health insurance and national pension. Such information is printed automatically on the application forms and workload is reduced for both residents and government employees.

Digitization by use of the scanners and the third-party reception system has achieved the primary goal to reduce the time and the stress for handwritten work by applicants.

"We have not figured out how much time has been reduced. Yet, correcting errors digitally takes less time compared to the need to input all information manually, and our primary goal to avoid handwriting by applicants has been achieved. So, we are sure that the procedure has become more efficient. Even if we focus on the time spent on a residence certificate only, one can say that the time spent has been reduced," says Aibara.

The city selected the "fi-800R", which is a compact scanner out of all the fi Series scanners. "Our building is old and small, so large scanners cannot be installed. The fi-800R is compact and its U-turn scan function is very useful on a narrow cabinet space," says Aibara.

The city uses the fi-800R for scanning the approved notifications as well. In the past, approved documents were saved in physical files, which made it hard work to search and single out the document of reference. By digitalizing the documents, searching for and referencing is never easier. "This is a great improvement because we need to search for applications of the past at least a few times a day."

Products and services

- fi-800R
- third-party system to receive moving-in notifications

■ Conclusion

Yamaguchi city is taking actions to provide more convenient services for residents and to reduce workload for government employees by use of digital methods. Converting conventional procedures into digital ones using the fi-800R, coupled with the third-party system to receive moving-in notifications, was one of the solutions to the city.

The city succeeded in reducing time and effort both residents and government employees spent before.

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