

# From the Commissioner

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Today, the National Tax Agency (NTA) faces a large stream of changes, including a declining birth rate and aging of the population, the rapid progress of globalization, information technology (IT) and the abrupt shifts in domestic and foreign economy which raise a variety of different issues that must be solved.

To assure the nations' revenue, which supports the activities of the state despite the harsh circumstances, we are determined to respond to the national mandate entrusted to the NTA by correctly achieving our duty to enable proper and fair taxation and tax collection.

To that end, it is important for us to maintain public confidence in the impartiality of the tax administration by ensuring that each of the tax officials maintain high morals; implement proper taxation under laws and regulations; and take resolute action against tax evasion or delinquency. Meanwhile, it is necessary for all of us to prevent waste, and streamline administrative jobs by introducing the use of IT under the limited headcount and budget, while improving public convenience.

While tax examinations are becoming increasingly difficult due to globalization and the introduction of IT for transactions, in order to materialize proper and fair taxation we are working to collect a variety of information to establish an examination structure that will meet the real status of transactions and to carry out effective tax examinations and criminal investigations. At the same time, when levying taxes, we properly determine fact finding and application of the laws and regulations to assure transparency and uniformity in taxation.

In order to assure the proper and fair collection of taxes, we endeavor to implement a variety of measures aimed at ensuring tax payment within the due date.

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We are working to reduce outstanding delinquencies by focusing on large-scale, malicious and consumption tax delinquencies in the context of the actual situation of each taxpayer concerned.

Under the self-assessment system, having taxpayers fulfill the tax obligations voluntarily and appropriately is critically important.

In order to improve convenience for taxpayers, we are enhancing taxpayer services by utilizing IT such as e-Tax (online tax return filing and tax payment system) and making available tax information through the NTA website. We have installed call centers for counseling service at each of the Taxation Bureaus and centralized telephone counseling at all the Tax Offices effective on November 2008. In addition, we had been moving forward with the integration of back office work, which has been implemented at all Tax Offices since July 2009.

We believe that these will lead to further enhance of administrative work.

The National Tax Agency Report 2009 was drafted for the purpose of achieving accountability under the editorial policy of easy-to-understand explanations of the issues we face, the way to address such issues, and the results produced.

We sincerely hope that the National Tax Agency Report 2009 will be of any means for taxpayers to deepen their understanding of our activities.

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