

From the Commissioner



Our hearts go out to all the victims of the Great East Japan Earthquake.

Since the earthquake, the government has been working on various recovery and reconstruction activities. The Earthquake Special Measures Act (enforced on April 27) aims to extend filing and payment deadlines for taxpayer disaster victims, provide disaster related tax treatment, reduce tax burdens of victims, etc. Since immediately after the earthquake, the

National Tax Agency (NTA) has also actively provided information including about this Act, using pamphlets, the NTA website, etc.

The NTA also provides explanation meetings and consultation visits etc., corresponding to the actual situations of taxpayers. We will continue putting ourselves in the shoes of taxpayer disaster victims, and provide kind and courteous handling.

The NTA's mission is to "Help taxpayers properly and smoothly fulfill their tax duties." To fulfill this mission, we think it is important to gain the people's understanding of and trust in the NTA. To do this, in performing its tax administration, the NTA is working on various initiatives, with these basic concepts:

- ① Provide excellent services, so taxpayers can do "simple, convenient and smooth" filing and payments
- ② Do proper examinations and collections, while protecting taxpayer rights and interests
- ③ Provide easily understood information on the NTA's various initiatives, and improve tax administration based on evaluation and verification of the results of implementing various measures

Specifically, the NTA is enhancing provision of information on tax practice, laws, etc., which taxpayers need to correctly file and pay taxes themselves, providing e-Tax (online national tax return filing and tax payment system) and other highly convenient means of filing and tax payment using IT, and centralizing the contact points of Tax Offices.

The NTA is also working for proper examinations and collections, such as taking a strict stance against malicious taxpayers, while protecting taxpayer rights. For international transactions, it actively exchanges information with foreign tax authorities, based on tax treaties. For large companies, the NTA is also promoting initiatives for enhancing corporate governance over taxation.

The NTA publishes information on its creation and implementation of effective plans for issues, policies and various measures the NTA should work on. We also publish evaluations and verifications of implementation results, and are working to improve tax administration based on those evaluations and verifications.

Based on this thinking, the “National Tax Agency Report 2011” was created to provide easily understood explanations of the issues we face, and initiatives and results. We hope it helps deepen understanding of our activities.

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Chikara Kawakita

Commissioner

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