CONTENTS

From the Commissioner...

I About the NTA

| 1 | Assignment and missions of the NTA | 5 |
|---|------------------------------------|---|
| | (1) Assignment of the NTA | 5 |
| | (2) Missions of the NTA | 5 |

- 2 Concepts for management of tax administration7
 - (1) Enhancement of services for taxpayers7
 - (2) Proper tax examination and collection $\cdots 7$
 - (3) Proper management of liquor administration $\cdots 8$

(4) Promotion of administrative work efficiency and enhancement of organizational foundations8

3 Overview of the national tax organization ... **9**

- (2) NTA budget and number of personnel9
- (3) Organizational structure of the NTA10

II Promotion of Tax Filing and Payment by Proper Self-Assessment 13

| 1 | Enhancement of services for taxpayers 1 | 3 |
|---|--|---|
| | (1) Information provided on the NTA website \cdots 13 | 3 |
| | (2) Tax education15 | 5 |
| | (3) Briefings for taxpayers | 5 |
| | (4) Tax consultation16 | 3 |
| | (5) Advance inquiries16 | 3 |
| 2 | Filing for tax return1 | 7 |
| | (1) Promotion of filing using IT1 | 7 |
| | (2) Response to diverse taxpayer needs18 | 3 |
| 3 | Promotion of proper and fair tax administration19 | 9 |
| | (1) Priority matters addressed in the tax examinations $\cdots 2^{-1}$ | С |
| | (2) Proper withholding tax system operation…2 | 1 |
| | (3) Information collection | 1 |
| | (4) Criminal investigation 22 | 2 |
| | | |
| | | |

| 4 | Rel | iable tax payment25 |
|---|--------------------------|---|
| | (1) | Establishment of voluntary tax payment $\!$ |
| | (2) | Reduction of tax delinquency |
| | (3) | Office of Tax Collections Call Center |
| | (4) | Auction by Internet |
| | (5) | Accurate and efficient management of |
| | | claims and liabilities |
| | | |
| 5 | Cer | tified Public Tax Accountants (CPTAs) |
| 5 | | |
| 5 | sys | rtified Public Tax Accountants (CPTAs) |
| 5 | sys (1) | rtified Public Tax Accountants (CPTAs) tem ·····29 |
| 5 | sys (1) | tified Public Tax Accountants (CPTAs)tem29Guidance and supervision of CPTAs29 |
| 5 | sys (1) (2) | tified Public Tax Accountants (CPTAs)tem29Guidance and supervision of CPTAsPromotion of document attached by |

6 Cooperation with private organizations ... 30

III Improvement of Taxpayer Convenience and Administrative Efficiency 32

- - (2) Filing assistance on the NTA website34
- 2 Optimization of operations and systems ... 35
- 3 Centralization of taxpayer contact points...37

IV Tax Administration Under Increasing Globalization 38

1 Addressing international transactions38

- (1) Organization and officials for international taxation $\cdots 38$
- (2) International tax avoidance40
- (3) Transfer pricing issues41
- (4) Exchange of information under tax treaty and tax information exchange agreement…42
- 2 Mutual Agreement Procedure (MAP) ------42

3 Cooperation and coordination with foreign

- tax authorities -----44
- (1) Cooperation for developing countries44

| | | - | |
|---|---|---|---|
| | 1 | 1 | 1 |
| I | 2 | , | 4 |
| | - | 1 | |

51

Administration of the Liquor Industry

Statistics

Remedy for Infringement of Taxpayer Rights 46

- (1) Request for reinvestigation46
- (3) Litigation 46

Administration of the Liquor Industry

- (1) Initiatives to ensure safety of liquor and enhance quality levels49 (3) Initiatives to develop a fair trading
- (4) Information provided to liquor business

II Statistics

| 0 | Tax revenues and budget51 | |
|------------|---------------------------|---|
| \bigcirc | Tax returns and taxation | 2 |
| 0 | Tax examinations | 3 |
| \bigcirc | International taxation | 3 |
| \bigcirc | Delinquency 53 | 3 |

○ Criminal investigation ······54

References

| ○ Tax examination ······23 | 5 |
|--|---|
| \bigcirc Strict control of information | ŀ |
| \bigcirc Treatment and exemption from additional | |

tax and delinquent tax24

| ○ KSK System |
|--|
| \bigcirc Response to complaints from taxpayers $\cdots \cdot 48$ |

*1 The fiscal year ranges from April 1 through March 31 of the following year (i.e. fiscal year 2010: April 1, 2010 to March 31, 2011), while the operation year is from July 1 through June 30 of the following year (i.e. operation year 2010: July 1, 2010 to June 30, 2011).

※2 The content of this report was created based on laws and regulations as of June 1, 2011.

* Explanation of cover photos

- 1 The top photo is of a filing consultation site during the tax filing period, where people can use the online national tax return filing and tax payment system (e-Tax).
- 2 The bottom photos are of one scene (work of a tax investigator) on Web-TAX-TV, which provides information about taxation on the NTA website, and the "International Seminar on Taxation" for developing country tax officers.

49

(4) Trend in remedies for infringement of