

From the Commissioner

First, I extend my sincere sympathies to those who have been impacted by the Covid-19 pandemic.

Regarding the impact of the Covid-19 pandemic, the unpredictable situation has continued. For this reason, the National Tax Agency (NTA) will listen to voices of the taxpayers regarding their situation and strive to take swift and careful actions going forward, such as introducing deferral programs for tax payments to those who find it difficult to settle their taxes due to the impact of the Covid-19.

The NTA's mission is "to help taxpayers properly and smoothly fulfill their tax duties," and we would like to take measures to enhance taxpayer services and prepare an environment for settlement of taxes, which enables even more swift and smooth filing and payment of taxes. In addition, since our country employs the self-assessment system, understanding and faith of taxpayers towards the tax system and tax administration is of utmost importance.

From this perspective, the NTA recognizes the importance of making an effort to highlight the future state and released the "Future Vision of Tax Administration" in June 2017, and we have promoted various initiatives, aiming for "Achieving a Smart Tax System" with two main pillars, "Improvement of taxpayer convenience" and "More efficient and sophisticated taxation and collection," through the use of ICT.

Further, this June, we released the "Digital Transformation of Tax Administration—Future Vision of Tax Administration 2.0—," which is the updated version of the future vision based on changes in the economic society and the rapid progress in digital technologies, and have decided to undertake drastic reviews on the national tax procedures and operations through utilization of digital technologies. We also indicated a policy that we aim for a "society where all tax procedures can be completed without visiting a tax office" in the "Future Vision 2.0."

As a specific initiative for increasing the convenience for taxpayers, we are striving to enhance services for tax procedures including filing, payment using ICT such as e-Tax.

For instance, in the filing procedure of individual income tax returns, Mynaportal with My Number Card has enabled collective acquisition of required document data such as deduction certificates issued by life insurance companies as well as automatic entry of the data into tax return forms since this January. Going forward, we plan to increase document types of deduction certificates available in Mynaportal accordingly. We are also striving to enhance the tax filing and payment procedures through smartphones, and we hope that taxpayers will take advantage of them through these enhancements for making e-Tax filling and payment more convenient.

Furthermore, we recognize the importance of providing necessary information in a timely manner so that taxpayers understand the tax system.

Regarding the invoice system that will be introduced in October 2023, the applications for invoice issuer registration will be accepted from this October.

For the smooth introduction of the invoice system, upon ensuring that business operators fully understand the system, we are working for public announcements and

public relations so that they deal with and prepare for the system in accordance with each business operation.

To this end, we have opened a special site of the invoice system on the NTA website where the system's explanatory movies, various pamphlets and Q&A are published, and at the same time, we hold online explanatory sessions that can be attended from anywhere and dispatch instructors to explanatory sessions for business operators.

In terms of initiatives to realize proper and fair taxation and collection, the NTA takes systematic and strict action against malicious taxpayers while attempting to protect the rights and interests of taxpayers so that taxpayers who have properly filed and paid their taxes do not feel a sense of unfairness.

Amid economic transactions being globalized and digitalized further, taxation and collection are becoming more complex and difficult, and we are striving to proactively collect and use materials and information and moving forward to make taxation and collection more efficient and sophisticated through the use of ICT, etc.

For international transactions, we are also attempting to enhance exchange information with foreign tax authorities based on tax treaties and to establish and expand the system for implementation areas. We proactively conduct examinations and collections on tax avoidance etc., in which taxation and collection problems are found.

While the environment surrounding the national tax organization is considerably changing as such, the NTA established the new "Organizational Philosophy of the NTA" this April, as about 20 years have passed since the "Organizational Philosophy of the NTA (the Mission of the NTA)" was established in 2001.

To fulfill the NTA's mission and duties, the NTA officials are going to accomplish daily duties all together as "tax professionals who take on a difficult challenge holding the mission to heart," aiming to realize an "organization that supports the nation's finance with trust" under the new organizational philosophy.

The mission expected of the NTA is critical, but in order to continue fulfilling this responsibility in a certain manner, we will continue to promote business process reengineering and tackle various challenges to evolve the organization while paying attention to the to-be state of future economic society. I would appreciate if this "National Tax Agency Report 2021" would help you to better understand tax administration.

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