

~ Enhancing taxpayer services through using data, digital tech, etc. ~

Japan adopts a self-assessment system for most of its national taxes. Under this system, taxpayers themselves calculate their income and tax amount, based on which they file and make a payment. In order for the self-assessment system to function properly, taxpayers are required to have a high level of awareness regarding tax payment and proactively and properly fulfill the obligation of tax responsibilities as provided by the law.

To this end, we are working on various convenience improvement measures and information provision to enable taxpayers to submit tax returns and pay taxes in an easy and convenient manner, by using data and digital tech. This way, we are striving to strengthen our services for taxpayers.

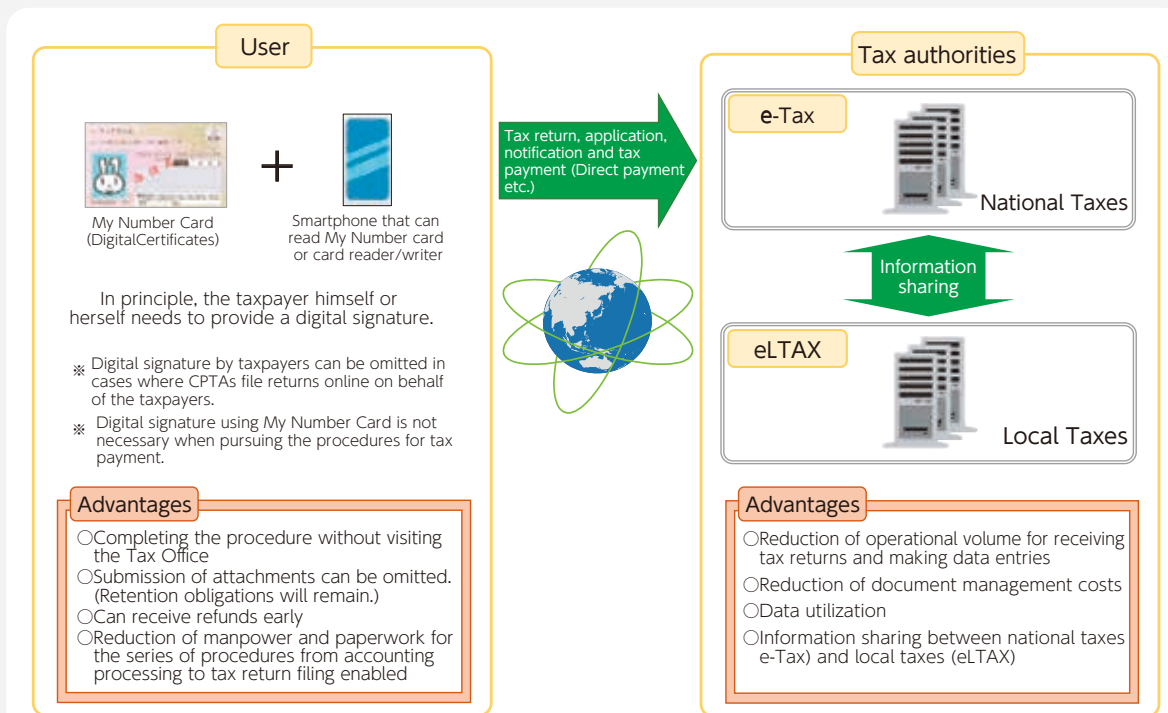
1 e-Tax (Online national tax return filing and tax payment system)

~ Strongly promote various measures in order to expand the uses of e-Tax ~

By using e-Tax, each taxpayer can pursue various procedures for national taxes online such as tax return filing, submission of applications / notifications, and tax payment.

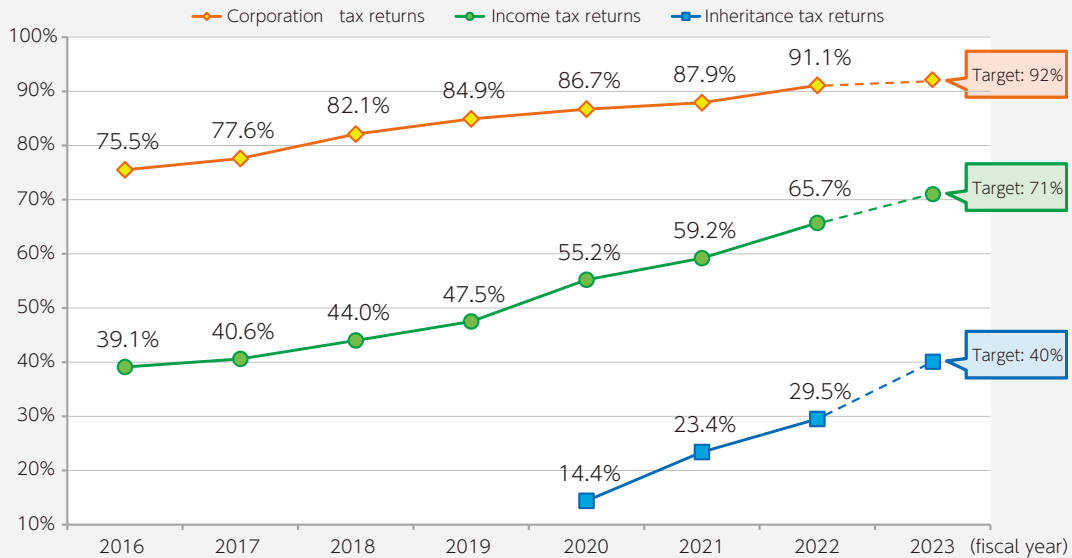
We are strongly promoting various measures to enhance the convenience of e-Tax for expanding usage of e-Tax (see Column 1), and online usage rate has been steadily increasing.

Outline of e-Tax



Rates of online filing

We will aim to further raise the rates of online filing through setting the target.



※1 Data for FY2022 are preliminary.

※2 For income tax, the data include tax returns prepared at the consultation sites and submitted via e-Tax.

※3 The graph shows rates for major tax procedures. Please refer to the e-Tax website (<https://www.e-tax.nta.go.jp/mypage/index.htm> [in Japanese]) for other procedures.



Website of e-Tax
“The NTA measures to raise the usage rate for online procedures”

Column 1

Measures for improving the convenience of e-Tax

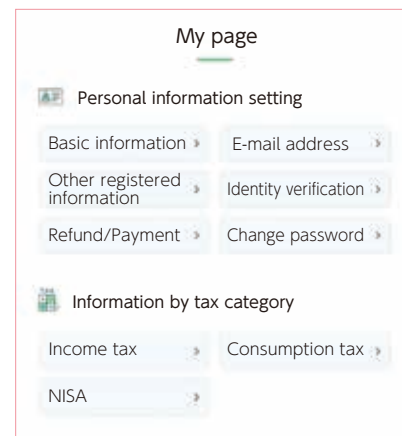
1 Provision of “My page” where each taxpayer can browse his or her own information registered with e-Tax [It became available in January 2023]

On “My page” of e-Tax, each taxpayer can confirm the following: his or her own personal information (“name,” “place to pay taxes,” etc.); information on the registered financial institutions; information related to tax payment or refund (processing status of refund, etc.); information related to each tax item (“approval of blue return submission for income tax,” etc.).

※ For details, see the e-Tax website https://www.e-tax.nta.go.jp/topics/topics_20230104_identify.htm [in Japanese]



Website of e-Tax
“My page”



Envisioned screen of “My page”

2 Number of times to read My Number Card became only once [It took effect in January 2023]

We introduced a new function to implement personal identity confirmation targeting the taxpayers who use e-Tax by My Number Card.

If this process is used, digital signature using My Number Card (which has been required each time data of a tax return, etc. are sent to e-Tax to date) becomes unnecessary.

Along with this, the number of times to read the My Number Card of any taxpayer who submits a tax return using My Number Card became only once from three times previously allowed.

※1 Those who did tax filing using My Number Card in the past are targeted.

※2 See the website of e-Tax for details.



Website of e-Tax
“e-Tax will be more convenient, if you use your My Number Card”

2 Filing for tax return

~ Number of taxpayers who filed tax return for income tax was 22.95 million. More than half of them filed for refund. ~

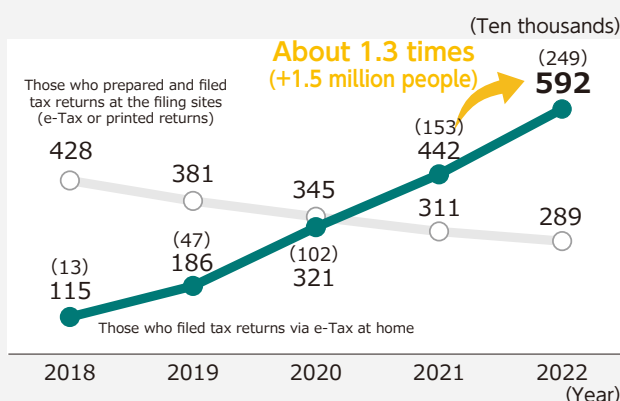
Tax filing is a procedure, in which the taxpayer calculates income and tax amount for a one-year period, files and pays taxes. Not only persons obligated to file, but also those who obtain tax refunds file tax returns, for example, because they paid a certain amount of medical expenses. 22.95 million people filed their income tax for 2022; thus, one out of five residents filed tax returns. Of these, over 13.33 million people filed for refunds, comprising over half of the people filing tax returns.

(1) Promotion of filing by e-Tax at home

The NTA promotes that taxpayers themselves file at home by e-Tax (including the filing assistance on the NTA website), so that they can file returns without visiting the filing sites.

Among the tax returns filed for 2022, those who filed from home using e-Tax accounted for 5.92 million people. This figure was about 1.3 times the number of people who had done so for 2021.

■ Trend in the number of taxpayers who filed tax returns via e-Tax at home



The number of people who filed 2022 tax returns	ten thousands
Via e-Tax at home	1,076
Transmissions by taxpayers themselves	592
Via smartphone, etc.	249
Proxy transmissions by CPTAs	484
At the filing sites	289
Via e-Tax at the designated sites by local governments	154

※ Figures in parentheses represent the number of taxpayers who used smartphones, etc. for filing. (Using a smartphone, etc. became allowable for the first time for 2018 tax return.)

~ The filing assistance is available on the NTA website ~

With the filing assistance on the NTA website (<https://www.keisan.nta.go.jp/kyoutu/ky/sm/top#bsctrl> [in Japanese]), if a taxpayer enters the amounts and other necessary information according to the guidance on the screen, income amounts and tax amounts are automatically calculated, and it allows taxpayers to complete their tax returns accurately for income tax, consumption tax for sole proprietors, gift tax, etc. as well as financial statements for blue returns; and the filing data thus produced can be transmitted as is via e-Tax.

Note that, by linking with Mynportal, information on deduction certificates such as for medical expenses, life insurance premiums, and tax reduction through contributions to local governments can be collectively obtained, and amounts, etc. thereof are automatically entered in corresponding fields.

Regarding the filing assistance on the NTA website, we make efforts for better design to enable easy use so that much more taxpayers are going to file at home; for instance, we have provided dedicated pages for smartphone users.

About tax filing for income tax using smartphone

We introduced a site designed and optimized for smartphone (the dedicated site for smartphones) and are gradually expanding its target scope. It can be used not only by those who earned employment income (who received salaries from the workplace) or miscellaneous income (who received pension income or income from side business) but also by those who prepare a financial statement for blue return and statement of earnings and expenses.

Regarding a “tax withholding slip for salary income,” if it is captured by a smartphone camera, it can be automatically entered to the filing assistance on the NTA website.

Target scope for tax filing by smartphone
(**NEW** will be applicable starting with the tax filing for 2022 [Early January 2023 ~].)

【Target types of income】	【Various deductions, etc.】
➢ Business income* NEW	➢ Income deductions of all types
➢ Real estate income* NEW	➢ Special credit for contributions to political parties, etc.
➢ Employment income	➢ Reduction or exemption of income tax due to disasters
➢ Miscellaneous income	➢ Foreign tax credit
➢ Occasional income	➢ Amount of estimated income tax prepayment that has been already paid
➢ Annual transaction statement for specified account (Transfer income, dividend income, etc. from listed stocks, etc.)	➢ Losses carried forward to be deducted this year
➢ Amount of losses on transfer of listed shares, etc. carried forward from the previous year	

※ Business income and real estate income can be handled on the dedicated site for smartphones, only when financial statement for blue return and statement of earnings and expenses were prepared using the filing assistance on the NTA website.



※1 The dedicated site for smartphones can be used only for the tax filing for 2022.

※2 In the case of income other than the above, income deductions or tax credit, taxpayers can prepare tax returns on the same screen as PC's

~ The number of people that submit a tax return with e-Tax using the “filing assistance on the NTA website” is increasing each year ~

In the filing period for 2022, the number of people who filed tax returns for income tax from home with e-Tax using the “filing assistance on the NTA website” was 5.61 million including proxy transmissions by CPTAs. The number of users has been increasing year after year. The figure exceeded the number of people who submitted paper tax returns using the “filing assistance on the website” (3.51 million people) for the first time. This shows a further accelerated pace of the shift from paper to e-Tax filing. Of 5.61 million people, about 2.49 million people created a tax return using smartphone, etc.

(2) Response to diverse taxpayer needs

~ Easing congestion at the filing sites by using numbered tickets ~

To ease congestion at the filing sites during the tax filing period, numbered tickets, denoting when to enter the sites, are distributed to the taxpayers wishing to visit the sites.

The tickets are distributed at each site on the day; additionally, they can be issued in advance online.

~ Opening Tax Office on Sundays during the filing period ~

We heard voices from taxpayers that they want filing consultations on the days other than weekdays as well. In response to that, we receive tax returns and provides filing consultations on two Sundays during the tax return filing period at some Tax Offices.

Cooperation with local governments

In an effort to simplify taxpayer filing procedures and improve administrative efficiency, the NTA is working on achieving close cooperation with local governments: for instance, mutual provision of data on tax returns of income tax.

3 Promotion of cashless payment

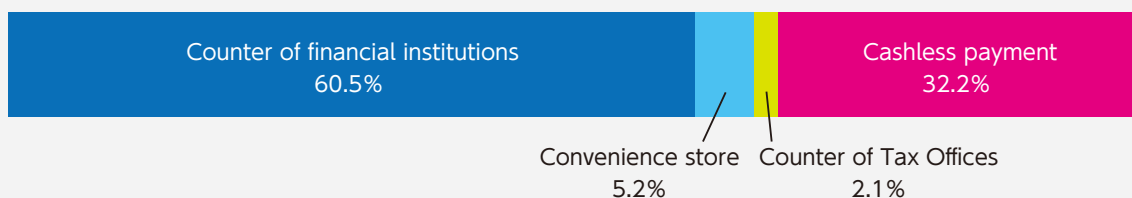
~ Building an environment that enables cashless payment in an easy and convenient manner ~

At present, about 70 percent of total national tax payments are made at financial institutions, convenience stores or counters of Tax Offices.

We are striving to expand usage of cashless payments with a goal to achieve 40% in cashless payment share by FY2025, aiming to perform the following three: improve the convenience for taxpayers; improve the operational efficiency; and realize non-contact tax procedures.

In addition, for carrying out dissemination and PR for the trend toward cashless payments and soliciting its usage, we are collaborating with the BOJ and other relevant entities such as local tax authorities and financial institutions.

■ Proportions of national tax payments by payment method: FY2021 results (based on the number of cases)



~ Enhanced taxpayer services by offering various payment methods ~

Given the diversification of payment methods and the progress in using cashless, we enhance taxpayer convenience for national taxes as well, through introducing diverse payment methods as below:

(1) Cashless payment methods



General guidance about tax payment on the NTA website

Transfer tax payment

***Available for self-assessment income tax and consumption tax of sole proprietors only**

Transfer tax payment is a tax payment procedure by debiting tax amounts from a deposit account or a savings account designated by each taxpayer by using a request form for payment by transfer in advance.

By submitting a transfer request to a Tax Office or financial institution, or via e-Tax, transfer tax payment will automatically be carried out from the next time onwards.

This is a convenient procedure for the individuals who submit tax returns of income tax and consumption tax.

Direct payment (account transfer using e-Tax)

***Available for all tax categories**

Direct payment is a procedure that enables taxpayers to pay tax immediately or on a designated payment date, based on an application for use submitted in advance, by simple operation (by way of transfer from a deposit account or a savings account) after filing tax returns digitally by e-Tax.

Any user (limited to individuals) can use this by submitting the usage application to the relevant tax office or to your financial institution or by submitting the usage application via e-Tax.

This is a convenient procedure for those who file a tax return with e-Tax, or particularly for those who frequently pursue payment procedures (monthly payment of withheld income tax, etc.).

Online tax payment using Internet banking etc.***Available for all tax categories**

This is a procedure for payment using the Internet banking or ATM of financial institutions that accept Pay-easy payment, which is enabled by submitting an application to start using e-Tax in advance.

Payment with credit card***Available for all tax categories**

This is a payment procedure which is used by inputting credit card information on the dedicated website (credit card payment site for national taxes).

- ※1 When paying taxes this way, settlement charges dependent on the tax amount need to be paid separately. (Such settlement charges are not the funds to be counted as part of the revenues for the government.)
- ※2 Please note that the tax amount that can be paid with a credit card is less than 10 million yen and within the payment limit of the credit card to be used.

Payment by smartphone app

This is a payment procedure where a usable payment method is chosen on a dedicated website (smartphone-dedicated payment site for national taxes).

- ※1 Amount that can be paid at a time is 300,000 yen or less.
- ※2 Certain balance needs to be charged in advance for the payment method chosen.

(2) Payment methods other than cashless**Payment at convenience stores*****Available for all tax categories except for the spontaneous payment portion of withheld income tax**

This is a payment procedure at convenience stores where either one of the methods shown below is used.

- ① A QR code is created on smartphone or PC at home, it will be read by a kiosk terminal at a convenience stores, and the payment slip rendered there will be used to pay at the cashier.
- ② Taxpayers may also complete the payment at convenience stores using the barcoded payment slips issued by the jurisdictional Regional Taxation Bureau or Tax Office which are used to inform the taxpayer of scheduled income tax payments and finalized tax payment amounts prior to the payment deadline such as estimated tax prepayment.

- ※1 Amount that can be paid at a time is 300,000 yen or less.
- ※2 "QR code" is a registered trademark of DENSO WAVE INCORPORATED.

Cash payment***usable for all tax categories**

This is a payment procedure where payment is made by cash together with the payment slip at a financial institution (a designated agent for receiving payments on behalf of the BOJ) or the relevant tax office.

4 Efforts towards My Number System

(1) Outline of My Number System

My Number System is the social infrastructure to improve administrative efficiency, enhance public convenience, and realize a fairer and more just society.

Upon the introduction of My Number System, the NTA acts as an entity assigning Corporate Numbers and as well as utilizing My Numbers (Individual Numbers) and Corporate Numbers.

For the overview of My Number system, please refer to the Digital Agency website (<https://www.digital.go.jp/> [in Japanese]).



The Digital Agency website

Myna chan



a. My Number (Individual Number)

My Number is a 12-digit number which has been designated to anyone holding residential registration.

Currently, the usage of My Number is limited to the procedures prescribed by acts or municipal ordinances in the fields of social security, taxation, and disaster response.

b. Corporate Number

Corporate Number is a 13-digit number given to each corporation, such as stock companies. Corporate Number is usable by anyone without any restrictions in usage scope, unlike My Number.

(2) Actions as the entity utilizing My Numbers and Corporate Numbers

~ Utilization and publicity in the national tax field ~

An individual or a corporation needs to fill in the Number (My Number or Corporate Number) on the tax return or the legal payment record every a submission to the Tax Office. When My Number is provided, strict identity verification of the individual is required to prevent identity theft.

For popularizing the My Number system, we created a special corner for the My Number system on the NTA website (<https://www.nta.go.jp/taxes/tetsuzuki/mynumberinfo/index.htm> [in Japanese]) which contains FAQ, etc. Additionally, the NTA is actively promoting various publicity and public relations activities.



The special corner for the My Number system on the NTA website

~ Improving convenience for taxpayers ~

Taking the opportunity of the introduction of the My Number system, attaching a copy of a certificate of residence became unnecessary in a filing procedure such as for housing loan tax credit. In addition, when having transmitted a tax return of income tax, consumption tax, gift tax or inheritance tax via e-Tax, such a taxpayer can access information on income tax return, processing status of filing for refund, etc., saved in the e-Tax's message box via the "Notice" function of Mynportal.¹

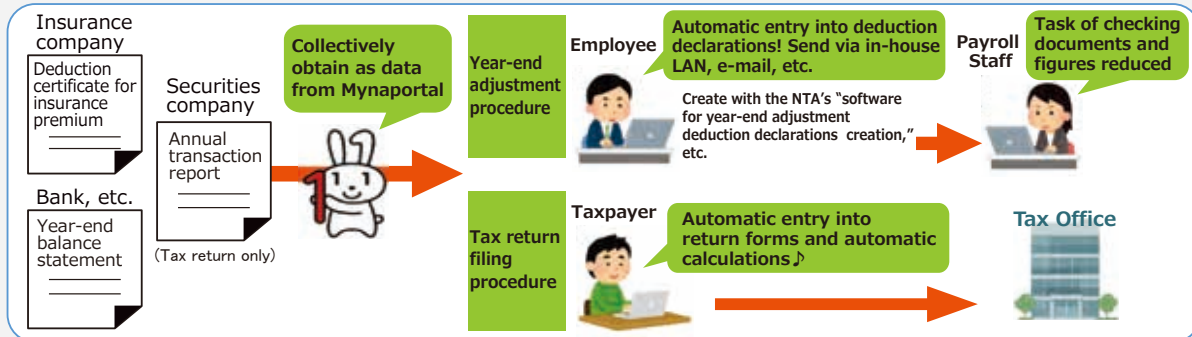
In addition, to further simplify the procedures for year-end adjustment and tax return filing starting with the applications for 2020, the NTA realized a new function (linkage with Mynportal) whereby the data on deduction certificates for life insurance premiums, etc. can be obtained as a batch from the

¹ Mynportal refers to an online site operated by the government which enables users to complete various administrative procedures in one stop and check notifications from government organizations.

Efforts for Enhancement of Services for Taxpayers and Efficiency of Tax Administration

Mynaportal for automated entries to various application forms. We plan to increase document types such as deduction certificates available in Mynaportal going forward.

Image of linkage with Mynaportal



Data obtainable through Mynaportal for each year of tax return filing

Year	List of data that can be obtained through Mynaportal			
2020	Deduction certificate issued by a life insurance company	Special credit certificate for housing loan, etc.	Certificate of year-end balance of the borrowing for home purchase	Annual transaction statement for specified accounts
2021	Deduction certificate for earthquake insurance premiums	Receipt certificate for donation, etc. (Tax deduction through donation to local municipalities)	Notice on medical expenses (from September to December for 2021)	
2022	Slip of withholding tax on public pension annuities	Certificate for deduction of social insurance premiums (national pension insurance premiums)	Notice on medical expenses (for one full year)	

(3) Promotion of popularization of My Number Card

We are promoting relevant measures to improve the convenience for taxpayers using My Number Card as well as proactively engaging in dissemination and PR activities towards wide acceptance of My Number Card, leveraging various opportunities (period for tax filing, Think About Tax week, etc.).

(4) Actions as the entity assigning Corporate Numbers

We designate Corporate Number to each corporation and notify it of the number whenever a newly incorporated stock company, etc. is registered.

Also, information on the three basic items (that is, trade name [or corporate name], head office location [or location of the main office], and Corporate Number) is publicized on the "NTA Corporate Number Publication Site."

As part of the social infrastructure, Corporate Number data are expected to be used effectively in a wide scope of areas whether public or private. At the above site, information on the three basic items can be searched, and also, data download function and web-API¹ function are provided.

In addition, English representations of the trade name and head office location of each corporation are publicized, given the registration by respective corporation.

¹ A mechanism of inter-system collaboration that enables acquisition of information that match certain conditions, through transmittal of a request from each user's system designating the conditions.

5 Promoting digitalization of administrative services

~ Towards the realization of a Digital Government¹ ~

In accordance with the “Priority Policy Program for Realizing Digital Society” (approved in a Cabinet meeting held in June 2023), we are endeavoring to promote digitalization for the national tax-related procedures (improvement in convenience through improved UI/UX, improvement in efficiency and rationalization of relevant operations and systems, etc.), for the purpose of smoothly and properly realizing spontaneous fulfillment of tax-payment obligations by taxpayers.

More specifically, the following improvement measures are being implemented targeting the individuals who use e-Tax with My Number Card: running “My page” where own personal information can be confirmed; reducing the number of times to read the information on My Number Car at the time of application, etc.

Additionally, we will keep promoting digitalization of the whole procedures and improvements of UI/UX (expanding the target scope of automated entries in a tax return through linkage with the Mynaportal, etc.) from now on.

Ensuring stable and reliable ICT system and information security

Since the national tax-related operations are closely connected to public rights and obligations and responsible for managing taxpayer information of a large volume, failure in its ICT system is likely to have a large impact on citizens and impair the credibility of tax administration. Therefore, the NTA is working to maintain stable operation of ICT systems by regularly updating ICT equipment.

We take great care for the prevention of improper use and leakage of information. For instance, we allow our officials to use only the necessary information for their works, and we also conduct security audits regularly.

For the core systems (e-Tax system and KSK system that keep the key data), the NTA obtained the certifications based on the ISMS² compliance evaluation system (certifications based on ISO/IEC27001 and JISQ27001³) which are in conformity with international standards, in 2007. They have been regularly updated since then.

Furthermore, in 2020, the system that designates the Corporate Number also acquired the same certification.

Kokuzei Sogo Kanri (KSK) System (Comprehensive management system for national taxes)

The KSK System, which links all Regional Taxation Bureaus and Tax Offices, is a computer system to facilitate sophisticated and efficient administration by centrally managing information across the area and the type of tax.

Systems upgrade (Development of new system)

The NTA has decided to aim for “improvement of taxpayer convenience” and “more efficient and sophisticated taxation and collection” through utilization of ICT, and as the infrastructure to realize them, we are promoting the development of next-generation system towards its full-scale introduction in FY2026.

We are promoting the development of next-generation system with the following concepts:

1. A system to realize operational processing mainly with data (from paper to data),
2. Integration of database applications, which are currently divided by tax category (elimination of vertical division systems)
3. Renewal from so-called large “main frame” computers using the original OS to so-called an “open system” using store-bought general-purpose OS (departure from main frame).

1 “Digital Government” refers to the initiative of the entire government to review the state of the administration on the premise of digitization, while placing priority on enhancing convenience for citizens and businesses.

2 ISMS (an abbreviated code for Information Security Management System) is an organizational initiative to implement the planning, operation, review and improvement which are required in order to maintain a situation of appropriate management for confidentiality, completeness and usability of information assets which should be protected.

3 ISO/IEC27001: 2005 is one of the standards created by the International Organization for Standardization. This became a global standard for information security management systems in October 2005. JISQ 27001:2006 is a Japanese domestic standard published in May 2006, corresponding to ISO/IEC27001.

Strict Management of Information

The NTA retains various information, such as income data of individuals, and strict management of information is required, since should these information leak out, cooperation from taxpayers cannot be expected, disrupting smooth execution of examinations and collection of taxes, etc.

For this reason, should a tax official leak confidential information obtained through a tax examination, etc., criminal punishment based on tax laws (up to two years in prison or a fine of up to 1 million yen) that is more serious than penalty defined by the National Public Servant Law (up to a year in prison or a fine of up to 500,000 yen) will be sentenced.

In terms of tax officials, in addition to the regularly scheduled training on information security which they are required to attend, they are also informed that certain locations, such as storefronts and entrances, be avoided for questionings during an examination in consideration of the taxpayer's privacy.

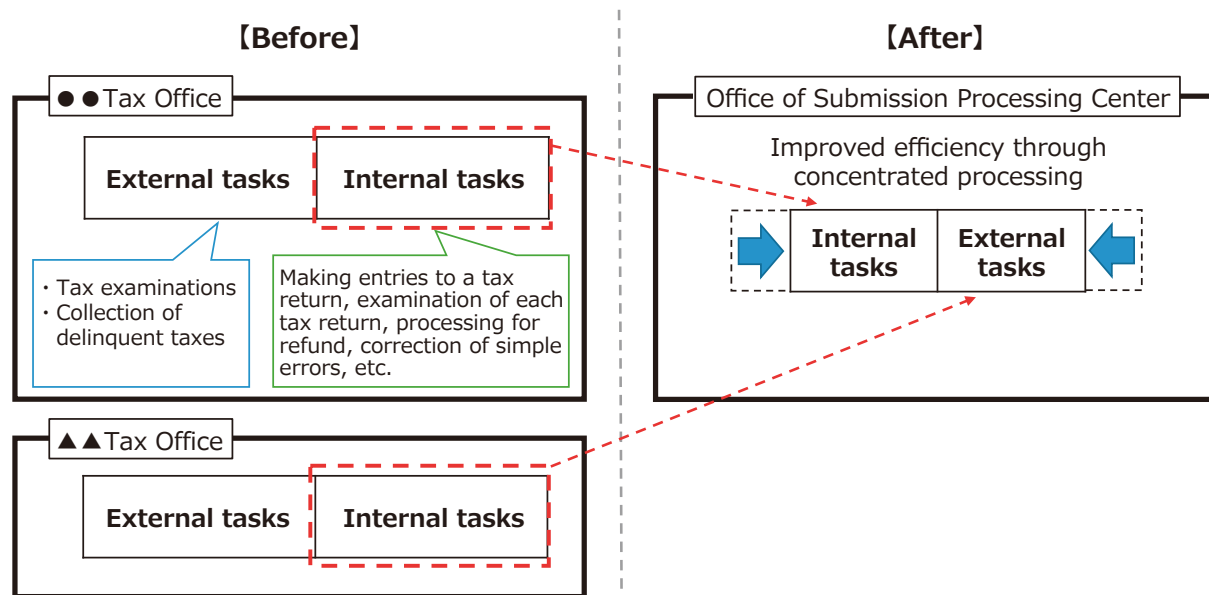
Since the NTA handles specific Personal Information (personal information which contains My Number), with respect to the aim of related laws and regulations, such as the My Number Law, we strive to exercise control of taxpayer information held by the NTA in a strict manner, such as through regular inspection of the condition in which administrative documents are archived and managed.

Column 2

Center-based system for internal administrative tasks

Realization of a “center-based system for internal administrative tasks” is an initiative to seek higher efficiency in operations and ensure operational accuracy through concentrating the operations to a dedicated processing organization (operation center) concerning internal administrative tasks of multiple tax offices.

We will gradually expand the scope of targeted tax offices, and it is planned to target all tax offices to concentrate their internal administrative tasks to a center by 2026.



Creation of a new category for exam (National tax expert B [Science, engineering, and digital course])

To further promote digital transformation for tax administration, we have created a new category of national tax expert B (Science, engineering, and digital course) for the people of science, engineering, and digital course, starting with the national tax expert exam of FY2023, in addition to the conventional category of national tax expert A for the people of law and literature course.

See the NTA website for details.

**2023(令和5)年度から
理工・デジタル系の方向けの、
国税専門官採用試験(B区分)
が始まります!**

国税庁では、税務行政のデジタル・トランスフォーメーションに取り組み、ICT分野での活躍が期待される理工・デジタル系の人材を求めています。

理工・デジタル系の方向けの新たな試験区分では、基礎数学、情報数学、情報工学、物理、化学等といった理工・デジタル系の分野の知識が多く設定されており、幅広く、理工・デジタル系の方が受験しやすい試験となっています。

○国税専門官とは・・・

国税庁は、国の財政基盤を支える内閣府の組織・徴収を行う官庁です。国税専門官は、全国の国税局や税務署で税のスペシャリストとして、次のような業務を行います。

- 国税調査官** 納税者から提出された確定申告書等について、適正な申告が行われたかどうかの確認や検査を行うとともに、申告に関する指導などを行います。
- 国税徴収官** 定められた納期限までに納付されない税金の督促や滞納処分を行って、税金を徴収するとともに、納税に関する指導などを行います。
- 国税査察官** 納税者から申告所得と、実際の課税額に対して課税や滞納などの強制徴収を行い、刑事罰を求めための捜査官に充当します。



6 Providing information, etc.

~ Various public relations activities ~

The NTA provides various information that could help taxpayers perform tax return filing, tax payment, etc. mainly through the NTA website (<https://www.nta.go.jp/> [in Japanese]), as well as through mass media (TV and newspapers), various public relations mediums and explanatory meetings.

In addition, regarding general interpretation and treatment of tax laws, the NTA provides relevant information on the NTA website as well as through pamphlets available at Tax Offices and municipality offices, etc.; regarding general questions and consultation requests related to taxes, we answer them by telephone, etc., and; when there are questions on tax applications related to an actual transaction, we make it a rule to respond to an advance inquiry.

Think About Tax Week

The NTA has been regularly taking various efforts for the improvement in the awareness regarding tax payment to assist citizens to deeply understand the significance and roles of taxes and the current state of tax administration, and to proactively and properly fulfill the obligation of tax responsibilities.

The week from November 11 to 17 is annually set in particular as the “Think About Tax Week”. The NTA conducts various PR activities mainly during this period and also considers this period as an opportunity to receive opinions and requests for tax administration.

The NTA recognizes that understanding the relationship between daily life and taxes through this effort is essential to maintain and develop self-assessment system.

(1) The NTA website

~ Provide easy-to-understand information on the NTA website ~

To enable anyone to easily use the NTA website, we are making efforts to deliver information in an easy-to-understand format, such as simplified layout of the website with menu selection put into one place.

We are also striving to provide contents with text enlargement and voice reading functions so that all people including the elderly and handicapped can use information and functions provided on the NTA website without difficulties.

Overview of NTA Website (top page)

※The following diagram is as of June 2023.



- 1 **Search function within the website**
Function to search through information on the entire NTA website by referencing a keyword
- 2 **Text enlargement / voice reading**
Support functions for the elderly and those who have visual disorders
- 3 **Global navigation**
Information guide that serves as an entrance to various information sites
- 4 **Urgent notice**
Displays highly urgent information, such as disaster-related messages
- 5 **Banner**
Gathers and displays the banners created by the NTA
- 6 **Featured topics**
Displays terms related to information that deserves special attention on the NTA website
- 7 **New arrivals**
Displays new arrival information in a table by content
- 8 **Search for tax office**
Enables the user to search for its jurisdictional tax office by postal code or address
- 9 **Menu by area of interest**
Displays page with the most access by area of interest
- 10 **SNS etc.**
Collects and displays information from all tools used by the NTA to release information
- 11 **Site map**
Displays the composition of the entire NTA website in a table

About the NTA
Efforts for Enhancement of Services for Taxpayers and Efficiency of Tax Administration
Proper and Fair Taxation and Collection
Remedy for Taxpayer Rights
Liquor Administration
Ensuring Proper Administration of Services by CPFAs
Results Evaluation (Evaluation of Policies)
Statistics

※ The NTA submits information including new information regarding the NTA and a press release through the official NTA Twitter account (@NTA_Japan) other than the NTA website. The free video sharing site "YouTube" also delivers videos with information on the NTA activities (including the publicity activities of each Regional Taxation Bureau and Tax Office) and support for self-assessment procedures.

(2) Tax education

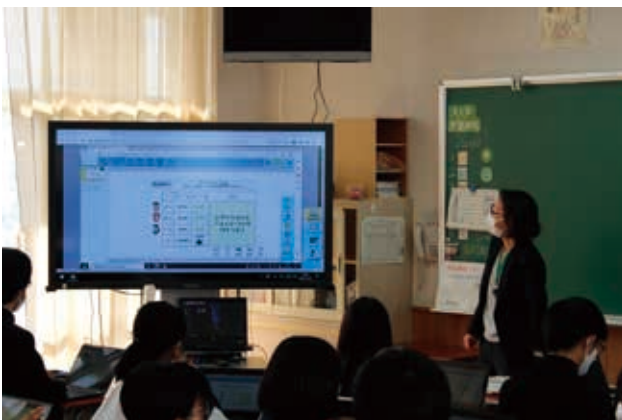
～ Developing the environment for, and providing support for enhanced tax education ～

The NTA works on developing the environment for and providing support for a solid tax education in school education, so that the significance and roles of taxation that forms the country's foundations will be correctly understood.

Specifically, the Council for Promoting Tax Education among related ministries which was installed at the national level (consisting of the NTA, Ministry of Internal Affairs and Communications, Ministry of Education, Culture, Sports, Science and Technology, etc.) meets to discuss effective support measures. Furthermore, we dispatch our staff as teachers to tax education classes on the request of schools, organize tax essay contests, conduct various tax-related events, etc., in cooperation with the Certified Public Tax Accountants' Associations and the relevant private organizations, centered on the councils for promoting tax education established in each prefecture (members: Regional Taxation Bureaus, Tax Offices, local governments, educational leaders, etc.).

Moreover, taking into account changes in the environment surrounding tax education, such as revision of the education guideline and the GIGA School Program, the NTA is making efforts to develop courses and teaching materials that deliver a profound learning experience by accurately ascertaining the needs of the educators and collaborating with related agencies, enabling children and students to make observations in a subjective and interactive manner.

Certain contents are uploaded to the "Tax learning corner" of the NTA website(<https://www.nta.go.jp/taxes/kids/> in Japanese)], for enabling pupils and students to learn about taxes themselves. Also, by using the "Tax☆Space UENO" (facility for tax education, located in the Tokyo Ueno Tax Office), we make such programs as "Tax Office Tour" and "Experiential Learning" available.



Tax education class

■ Number of lectures dispatched to Tax education Class, etc.

Fiscal year	FY2021	FY2022
Officials	7,193	9,126
Non-officials	25,534	31,965
Total	32,727	41,091

■ Number of essays entered for Tax Essay Contest

Fiscal year	FY2021	FY2022
Received from high school students	178,807	148,050
Received from junior high-school students	450,142	460,918

※ Includes the number of lecturers dispatched to universities and vocational schools.

Providing tax knowledge through the Tax Museum

The Tax Museum in the National Tax College has valuable collections of historical documents and materials regarding national taxes. The Museum displays its large number of collections throughout the year and is open to a wide variety of visitors such as primary school children and other people as well as specialists on tax history.

In addition, a “Special Exhibition” is held on a certain theme for each year.

This year’s theme is titled “Cities and taxes of the modern times” and the exhibition is being held from November 1, 2022 until October 31, 2023.

For further information, please visit the National Tax College section within the NTA website (<https://www.nta.go.jp/about/organization/ntc/english/>).



Tax Museum
Special exhibition corner

(3) Lectures

~ Tax Enlightenment Activities to Improve Awareness Towards Tax Payment ~

If a taxpayer can correctly understand the roles of taxes, significance of the tax return filing system, and the rights and obligations of taxpayers as well as can think about them proactively, it could cultivate deep sense of acceptance towards tax payment. Thus, the NTA holds lectures, supported by the Regional Taxation Bureaus and Tax Offices, for college students and adults with the objective to improve awareness of tax payment.

■ Frequency of lectures provided to adults

Fiscal year	FY2021	FY2022
Frequency held	758 times	1,148 times

(4) Briefings for taxpayers

~ Organizing various educational sessions to provide information ~

To help taxpayers better understand the tax procedures and tax system revisions, the NTA holds a variety of briefings, including: (1) various briefings on tax returns, (2) briefings on revisions to the tax laws and (3) briefings for newly established corporations.

■ Frequency of briefings and number of participants

Operation year	FY2021	FY2022
Frequency held	7,990 times	19,537 times
Number of participants	224 thousand people	441 thousand people

(5) Tax consultation

~ Tax consultations are handled through the NTA website ~

To enable each taxpayer to solve his or her own questions about national taxes, the NTA website conducts consultation through “Chatbot” and provides information through “Tax answer.”

Also, tax consultation requests over the phone are covered by the phone consultation center installed in each Regional Taxation Bureau.

~ Scope has been expanded for tax consultations covered by chatbot ~

“Chatbot for tax consultation,” (<https://www.nta.go.jp/taxes/shiraberu/chatbot/index.htm> [in Japanese]) that enables consultation 24 hours a day, 365 days a year, is available on the NTA website.

Through the introduction of the chatbot, users can ask questions on taxes easier and reach the related information posted on the NTA website quicker. In addition to the consultation subjects of “tax declaration for income tax” and “year-end adjustment” covered previously, “invoice system” was added to the list of subjects that can be covered in tax consultation via the chatbot in May 2022 and “tax declaration for consumption tax” was added to it in January 2023.

In addition, general answers are posted to the FAQs concerning national taxes in the corner of “Tax answer” (<https://www.nta.go.jp/taxes/shiraberu/taxanswer/index2.htm> [in Japanese]) where you can conduct a search about your personal status, life events, etc.

■ Number of questions received by the chatbot

(ten thousand cases)

	2021	2022	2023
Final tax return for income tax	434	634	578
Final tax return for consumption tax	—	—	8
Year-end adjustment	49	56	—
Invoice system	—	19	20

※1 For each year, data for “Year-end adjustment” represent the numbers of consultation requests covered between October and January of the following year. (Data for the items other than “Year-end adjustment” represent the numbers between January and December.)

※2 Regarding 2023, data shown are as of May 31, 2023.

■ Number of accesses to “Tax answer”

(ten thousand cases)

	FY2020	FY2021	FY2022
Number of accesses	7,875	8,908	8,079

You are cordially suggested to use the chatbot and the tax answer, for your questions or consultation requests concerning national taxes.



Chatbot character
Tax staff FUTABA



Chatbot



Tax answer

■ Number of consultations to phone consultation centers

(ten thousand cases)

	FY2020	FY2021	FY2022
Number of consultation requests	582	557	489

※ Including the numbers of consultation requests via email dedicated to the aurally challenged as well as via FAX

~ Tax Offices provide tax consultation services on a prior appointment basis ~

We encourage taxpayers to use the chatbot, “Tax answer” or phone consultation centers, if there is any question or a consultation request concerning national taxes.

When consultation over the telephone is difficult, for example if it is necessary to check specific documents or facts, interviews can be made at the Tax Office with jurisdiction.

In the case of an interview consultation, since it is necessary to set aside ample time for the interview and we need to notify the documents to be brought with, we request that an appointment for the interview is made in advance over the phone.

(6) Advance inquiries

~ Enhanced predictability for taxpayers ~

In case a taxpayer has questions regarding the tax treatment of any transaction conducted or to be conducted, Tax Offices receive advance inquiries before transactions or tax filing deadlines and provide answers.

If requested, a written answer may be provided to the advance inquiries mentioned above under certain conditions and the disclosed as Q&As on the NTA website (https://www.nta.go.jp/law/bunsho_kaito/01.htm [in Japanese]) (Response examples in writing).

Among the answers to advance inquiries, answers that can serve as reference for other taxpayers are also posted on the NTA website (<https://www.nta.go.jp/law/shitsugi/01.htm> [in Japanese]) (Q&A examples).

■ Number of Advance inquiries received by written reply procedure

Fiscal year	FY2021	FY2022
Number of Advance Inquiries Received	117	125

■ Number of Q&A examples posted on website

As of the end of fiscal year	FY2021	FY2022
Number of Q&A posted	1,991	2,005

Column 4

NTA's response to the Covid-19 pandemic (as of May 8, 2023)

Since the first infected person of Covid-19 in Japan was confirmed in January 2020, various infection control measures and economic measures have been undertaken by the government in accordance with the degree of expansion of the pandemic.

When responding to consultation requests about tax filing or conducting tax examinations, etc., we strive to be consistent with the situation of each taxpayer, etc. and ensure that any step taken by us be based on understanding cooperation by taxpayers.

Concerning the NTA's response and efforts addressing the COVID-19 pandemic, we have managed to do wide and fast information provision using not only our own website (<https://www.nta.go.jp/taxes/shiraberu/kansensho/index.htm> [in Japanese]) but also various media such as press and SNS as well as the channels of related private organizations and local governments. Also, regarding tax treatment, we have managed to provide easy-to-understand information: for instance, posting answers to FAQ on our website; and information provision in the form of video.

We ask citizens of Japan for continuous understanding and cooperation in preventing further spread of the pandemic.

1 Measures for final income tax return filing

Since a significant number of people visit the final income tax return sites at the tax offices, etc. for filing consultations, we encouraged e-Tax be used for 2022 filing period for income tax returns so that taxpayers could file their tax returns from home, etc. At the same time, we started to accept filing consultations before the tax return filing period. In these ways, we managed to reduce and disperse the number of visitors during the filing period for income tax returns.

In addition, to mitigate congestion at the sites, we adopted the sorting ticket system (prior issuance online is also possible) for admitting entry on the nationwide basis, just like the returns for 2021.

2 Measures for those experiencing difficulties in paying their taxes

Regarding those who were difficult to pay taxes due to deteriorated cash flow resulting from the impact of the Covid-19 pandemic, we have endeavored to apply grace system for national tax payment to them promptly and flexibly considering the situation and mental conditions of such taxpayers.

Regarding the grace system, we have made efforts to make it applicable to those who need it early, by approaching taxpayers through various channels as follows: system briefing provided at the designed corner; and provision of information and PR through the website of the NTA, associations of CPTAs, related private organizations, and industrial associations, etc.

In addition, Tax Offices accept questions and inquiries about the grace system, and for each application for extension, it is recommended to use digital application via e-Tax or postal mail.

3 Measures for liquor business operators

To support the liquor industry which has faced deteriorated consumption due to the Covid-19 pandemic, we have deployed public-private promotional events to recover and expand the domestic demand for liquor products (events for consumers in the relevant regions). Also, it is our current mission to help the liquor business operators pursue managerial reforms and help the industry promote the structural transformation, to realize the conversion of economic structure as well as the virtuous cycle in the post-pandemic. Regarding such initiatives and the specific support measures of the government for the operators, we are striving to provide necessary information. For further details, please refer to information available on the NTA website (<https://www.nta.go.jp/taxes/sake/kansensho/index.htm> [in Japanese]).

7 Proper withholding tax system operation

~ Providing information and publicity to withholding agents ~

In the withholding tax system, withholding agents finalize the taxation process by doing year-end adjustments, which eliminate the procedures for tax returns for a large portion of the over 50 million wage earners. The withholding tax system is as important in tax administration as the self-assessment system.

To have withholding agents properly process withholding tax procedures and pay taxes, the NTA provides information and pursues publicity activities about the withholding tax system through creating a page for withholding agents on the NTA website and posting thereon various guidebooks, pamphlets, explanatory videos, etc.

8 Actions for the amended Consumption Tax Act

(1) Invoice system for consumption tax (Retention of eligible invoices, etc.)

Starting in October 2023, the requirement of retaining eligible invoices will take effect (Invoice system). Under the invoice system, tax credit on purchases requires the retention of accounting books and invoices, etc. such as the “eligible invoices” that are issued by taxable business operators who applied to the head of relevant tax office and got registered as “eligible invoice issuing business operators.”

We are working to provide information and consultation, while maintaining close communication and cooperation with relevant ministries and private organizations, so that business operators are able to fully understand the invoice system, and respond to it or prepare for it.

(2) Measures for smooth and appropriate shifting of consumption taxes

Consumption tax is a tax which is supposed to be eventually incurred by consumers through pass-through onto the price of a product. Therefore, it is important that business operators are able to pass the consumption taxes onto the product prices in a smooth and appropriate manner.

The NTA is ensuring response to the inquiries, etc. on the pass-through of consumption tax at a corner of each Tax Office (consultation corner about the revised regulations on consumption tax) in collaboration with related ministries and agencies.

9 Cooperation with private organizations

~ Provide necessary tax information to taxpayers in cooperation with relevant private organizations ~

The NTA is making public announcement and public relation actively, through various explanatory meetings etc., cooperating with relevant private organizations.

Relevant private organizations are instrumental in promoting measures for the wider uses of e-Tax, popularizing the My Number system, and holding various joint events in the “Think About Tax Week”. As such, they play significant roles for realizing an adequate self-assessment system, spreading the tax knowledge, etc. through the strengthened collaboration and cooperation between the organizations.

Blue Return Taxpayers’ Associations

Blue Return Taxpayers’ Associations are organized for the purpose of “contributing to establishment of self-assessment system and promoting of small enterprises,” mainly by sole proprietors who use the blue return system. They perform a wide range of activities: for instance, guidance on bookkeeping for sole proprietors; consultation on account settlement and tax return filing; holding various briefing sessions; provision of management support; and encouraging filling of blue return.



The website of the National General Federation of Blue Return Taxpayers’ Associations

Corporations Associations

Corporations Associations are organized for the purpose of “contributing to spreading the tax knowledge, maintaining and developing a proper and fair self-assessment system, as well as achieving smooth tax administration.” They pursue various activities such as tax education, tax awareness campaign, conducting seminars on tax and corporate management. With the NTA’s support, they promote “enhancement of corporations tax compliance with a self-check list” and hold “contests for the best picture postcards related to taxes.”



The website of the National General Federation of Corporations Associations

Indirect Tax Associations

Indirect Tax Associations are organized for the purpose of “cooperating in achieving smooth tax administration through acquiring knowledge about indirect taxes and establishing a voluntary self-assessment system.” They pursue various activities such as spreading the tax knowledge on consumption tax, promotion of the program to ensure complete payment of consumption taxes, recruitment of “tax slogans” (supported by the NTA), and making recommendations for improving the tax system and execution.



The website of the National Federation of Indirect Tax Associations

Savings-for-Tax Associations

Savings-for-Tax Associations are organized for the purpose of “ensuring smooth payment of various taxes by means of saving funds for tax payment.” They pursue various activities such as promotion of the program to ensure complete payment by due date, recruitment of “essays on tax” from junior high school students (supported by the NTA), etc.



The website of the National Federation of Savings-for-Tax Associations

Tax Partner Associations

Tax Partner Associations are organized under the jurisdiction of the Tax Offices of the Osaka Regional Taxation Bureau, for the purpose of “spreading the tax knowledge, promoting proper filing of returns, uplifting tax payment morality, and thereby contributing to the development of enterprises and regional societies.” They pursue various highly public activities such as provision of various briefing sessions, promotion of PR activities, and provision of educational opportunities on tax.



The website of the Tax Partner Associations