

Overview of Action Plan for Expanding On-Line Use

Basic Policy Directed to Expanding On-Line Use

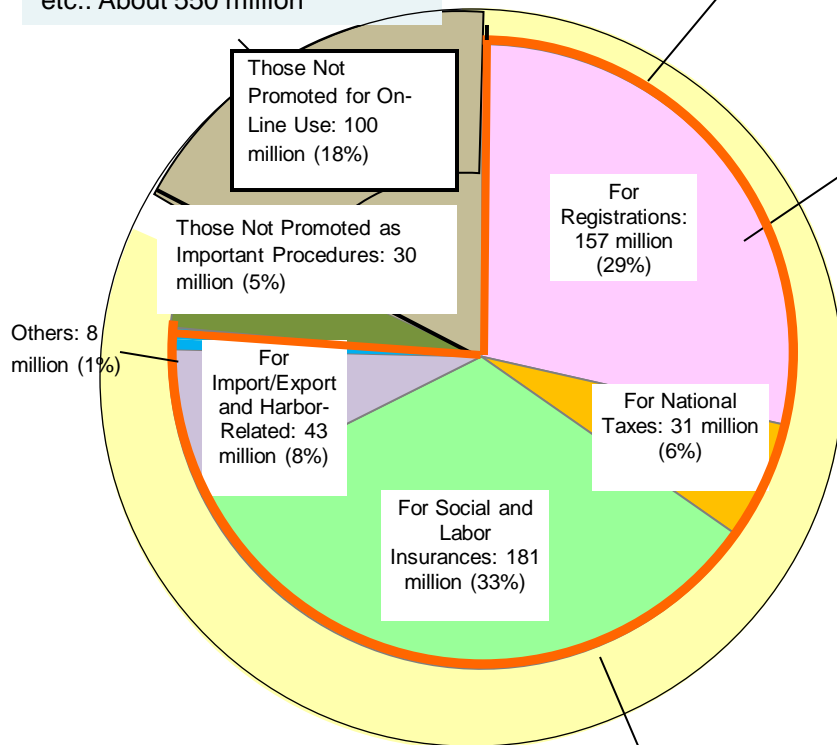
1. Formulation, by the Government as a whole, of the action plan to intensively tackle the expansion for three years from the fiscal 2009.
2. Selection of the important procedures.
 - ◆ 165 Procedures → 71 Procedures (These can cover 76.5% of all the applications.)
 - ◆ The policy on tackling and a numerical goal are set for each of the important procedure fields.

Procedures such as All Applications, Notifications, etc. (about 14,000 procedures)
Annual Number of Applications, etc.: About 550 million

Procedures Promoted for On-Line Use: (165 procedures)
Annual Number of Applications, etc.: About 450 million

<Approach of Selecting the Important Procedures>

- ◆ Each of the procedures which is frequently used by national citizens and companies and whose annual number of applications, etc., is one million or more.
- ◆ Each of the procedures, etc., which is repeatedly or continuously used by mainly companies, though whose annual number of applications, etc., is less than one million.



Annual Number of Applications, etc., through Important Procedures (71 Procedures): About 420 million

Number of Procedures by Important Procedure Field

Registrations	National Taxes	Social Insurances and Labor Insurances	Import/Export and Labor-Related	Industrial Property Right Application-Related	Car Registration	Others
5	15	21	20	1	1	8

Numerical Goal of Important Procedures

- ◆ Because some procedures each need a certain time period for the effect of the use rate improvement to be obtained, a new numerical goal to be achieved in five years is set for each of the important procedure fields.
- ◆ A numerical goal to be achieved in three years is set for each field as to the procedures for which the effect of the tackling will be obtained relatively quickly (54 procedures) such as the procedures mainly used by companies and qualified practitioners.

Numerical Goal Generally for Important Procedures (71 Procedures)		End of Fiscal 2007 (Actual Result)	End of fiscal 2011*	End of Fiscal 2013	
			43%	(62%)	72%
Of the above procedures, the procedures for which the effect of the tackling is expected to be obtained relatively quickly (the preceding 54 procedures)		48%	66%		
Numerical Goal for Each Procedure Field	Registrations (about 157 million)	<5 procedures>	34%	(56%)	71%
		Of which, the preceding 3 procedures	36%	57%	
	National Taxes (about 31 million)	<15 procedures>	23%	(55%)	65%
		Of which, the preceding 11 procedures	38%	70%	
	Social Insurances and Labor Insurances (about 181 million)	<21 procedures>	42%	(60%)	70%
		Of which, the preceding 11 procedures	47%	65%	
	Other than the Above (about 51 million)	<30 procedures>	88%	(90%)	91%
		Of which, the preceding 29 procedures	91%	92%	

* As to the Column, "End of Fiscal 2011"

Upper Row: The "planned values" at the end of the fiscal 2011 in the course of the tackling directed to the numerical goals to be obtained at the end of the fiscal 2013 which are set for the 71 important procedures in general and for each important procedure.

Lower Row: The "numerical goals" at the end of the fiscal 2011 which are set for the 54 preceding procedures in general and for each important procedure field, for which the effect of the tackling is expected to be obtained relatively quickly, of the important procedures.

Intensive Tackling for Achieving Goals

1. **Drastic Dissemination and Expansion of Basis for Authentication**

- (1) Facilitating the improvement of the security of the scheme using IDs and passwords, and consideration of items such as the introduction of a new mechanism for applications that utilizes the ID and the password of a person and the electronic governmental seal combining together, separately from the existing electronic signing scheme.
- (2) Improvement of the Public Individual Authentication Service
 - (i) Realization of the shift to dismiss the automatic setting of the driver for the IC card reader writer and Java (JRE) in November this year as a deadline.
 - (ii) Consideration of the future measures for drastic improvements (such as extension of the effective term).

2. **Formulation of Guidelines Concerning On-Line Use**

A discussing committee including the knowledgeable persons with the Cabinet Secretariat as the leader will be founded and this committee will conclude a specific direction within the year, for the formulation of unified guidelines concerning the measures for securing the security according to the procedure of the electronic government, and measures for improving the usability.

3. **Improvement of Economic Incentives, etc.**

- (1) For those which need charges to be collected, consideration and coordination will be conducted being directed to reviewing the charging systems such that each charge basically shall uniformly be set at a half of the charge for applying through paper work.
- (2) Cancellation of the adverse incentives (that means more expensive charges than those for the paper work) given for official claims.
- (3) Continuation of the taxation that is recommended by the electronic government will be considered.

4. **Reduction of Documents to Be Attached**

- (1) The scope of omitting the documents to be attached will be expanded by obligating to retain the document by the applicant him/herself.
- (2) Promotion of partnership among the back offices to omit the submission of the certificating documents issued by the administrative institutions.

Intensive Tackling for Achieving Goals, etc.

5. Enrichment of the Services at Counters

Services for assisting or acting as a substitute for on-line inputting at counters (visiting-counter-type services), for those who are not familiar with personal computers such as old people and owners of small- or middle-sized and minute businesses.

6. Improvement of Usability

- (1) Simplification of the initial settings and simplification of the application screens of the on-line application system.
- (2) Enhancement of the consultation and support system for the applicants.

7. Expansion of Use of On-Line System by National and Local Governments

- (1) The national government will take the lead in conducting the on-line application as to the submission of withholding exemption certificates, procedures of social insurances, etc.
- (2) Enhancement of the partnership of e-Tax and eLTAX, etc.

8. Expansion of Use of On-Line System by Companies

Expansion of use of the on-line system and improvement of the industrial practices will be demanded to the various economic groups, etc.

9. Completion of Efficient Operation and Paperless Operation



- In order to secure the steady progress of the action plan, the Ministry of Public Management, Home Affairs, Post and Telecommunications will strictly check the current state of the implementation of the plan. The Electronic Government Evaluation Committee will evaluate the progress and establish the PDCA cycle.
- The expansion of the use of the on-line system is facilitated based on the action plan while the procedures whose use rates are very low will be reviewed including stopping their systems as the result (quick and decisive responses).