

Section 12

Improvement of the Administrative System

1 Measures against pension records problem, etc. and foundation of Japan Pension Service *1

(1) Measures against pension records problem

Measures against the pension records problem have been taken as the most priority issue to restore nation's trust in the public pension system.

- a) "Pension Coverage Special Notice" was sent from December 2007 to October 2008 to all pension recipients and subscribers, which were about 109 million people. Those who have replied to the "Pension Coverage Special Notice" were about 74% of the total or 80.84 million as of March 26, 2010, and pension records of 78.59 million people, about 97% of respondents, were confirmed.
- b) Along with the measures through "Pension Coverage Special Notice", confirmation work was carried out for the pension records that had not been matched with the records based on basic pension numbers through investigation utilizing the Basic Resident Register Network System and information on maiden names. "Notice for Pension Coverage Confirmation" was sent to the people who were assumed to be the holders of un-integrated pension records to ask them to confirm their pension coverage.

As a result of these efforts, the status of 50.95 million records that had not been integrated into the Basic Pension Numbers as of June 2006 is as follows.

- (i) about 14.6 million records had been integrated into the Basic Pension Numbers;
 - (ii) 15.72 million records had been solved to a certain extent, including those belonging to people who have already died/received withdrawal allowance;
 - (iii) Pension Coverage Special Notice had been sent after name matching 5.89 million records
 - (iv) 4.86 million records are being solved, including the Basic Resident Register Network survey; and
 - (v) 9.88 million records remain to be solved and will discuss announcing at the end (published in June 2010)
- c) Confirmation work has been implemented targeting the people whose records are likely to be integrated among those who have not answered or replied as "No Correction" to the "Special Name Matching Mails"*2 through telephone calls or visiting them.

Regarding the records that could not be confirmed at a branch office of the Japan Pension

Service due to unidentified phone number, request was made to municipalities to confirm these records by checking contacts or other records of insured persons, utilizing the information on the National Health Insurance and the Long-Term Care Insurance.

As of April 30, 2010, 1,439 municipalities replied that they would cooperate in record confirmation. Among them, 1,369 municipalities have inquired insured persons of their records and provided information such as telephone number.

As a result, floating records of 6,986 people were confirmed, and among them, the records of 3,853 people were recovered.

- d) Efforts have been made to shorten the processing time from application of re-arbitration after integration of pension records to the payment of pension benefit. The average processing time from acceptance of application to the payment for the past 5 years was shortened to 2.7 months at the end of May 2010 from 7.2 months at the end of March 2009.

*1 For the development/history of the pension records problem, etc., please refer to Section 1, Chapter 1 in Part 1, and for foundation of the Japan Pension Service and the measures against the pension records problem, please refer to Section 1, Chapter 2 in Part 1.)

* 2 The "Pension Coverage Special Notice", which was sent to the people (1.03 million) whose records were likely to be integrated after matching three conditions, i.e. names, birthday, and gender, in the "un-integrated records of 50 million people" with those in the "records of all 100 million pension recipients and current subscribers" by the end of March 2008

- e) The "Pension Records Recovery Council" was held in October 2009 as a third party council established directly under the Minister of Health, Labour and Welfare to discuss the concrete measures to recover pension records as soon as possible. As a result of the discussion, new standard to recover pension records at the level of pension office, which were likely to be incorrect, was established in December 2009 as the first step to facilitate record recovery. In May 2010, recovery standard for withdrawal allowances was established as the second step.
- f) Since FY 2008, matching work of records on the special ledger *3 of the National Pension Plan with online records has been implemented. At the end of May 2010, matching of the records of 30.89 million people, which are equivalent to 99% of the

stored records for 30.96 million people, has been completed. Notice was sent to 69,000 recipients whose amount of pension benefits would be increased. Among them, pension records of 52,000 people were revised and preceded to rearbitration.

The Ministry of Health, Labour and Welfare are united together to address the pension records problem, which has been positioned as the “National Project”, intensively for two years in FY 2010 and FY 2011, and will take measures as much as possible for four years through FY 2013.

Followings are the measures to be taken:

- a) Matching of all records on paper ledger, etc. with online records will be completed for four years from FY 2010 to FY 2013. To this end, those whose pension records are likely to be recovered will be categorized and prioritized for efficient implementation aiming at solving the pension records problem as soon as possible.
- b) In order to establish a system that allows pensioners and insured person to check their own pension records whenever they want, the current online confirmation service, which enables to confirm pension records at home via the Internet, will be improved. Since FY 2010, those who do not have a personal computer at home can check their pension records at municipal offices and post offices via the Internet with the assistance from supporter.

Furthermore, in FY 2011, the contribution amount, which has been already paid, and the estimated amount of pension benefits will be added to the items of pension records that can be confirmed.

In addition, a national survey will be conducted on the contents of Pension Book including: a) a range of information included in the Handbook; b) place to offer information; and c) content and indication method of estimated amount of pension benefit to confirm the contents, and then to issue Pension Handbook.

- c) Discussion will be made on the records recovery method through conducting sampling survey on withdrawal allowances to understand the actual situation, making analysis in cooperation with the third-party commission for pension records confirmation and receiving advice from the Pension Records Recovery Committee.

(2) Foundation of the Japan Pension Service

On January 1, 2010, the Japan Pension Service (JPS), a public corporation of non-government employee type, was established to bear responsibility for the government-run public pension scheme.

The mission of JPS is to secure the trust among the nation, who are the clients of JPS in

the public pension scheme and systems and contribute to the nation's stable life through operating the public pension scheme under the supervision of the Minister of Health, Labour and Welfare.

*3 Special ledger is a ledger for the insured persons of National Pension Plan to keep records of the persons who did not pay or were exempted from premium for a certain period within the fiscal year, and is kept on microfilm at pension offices.

To accomplish the mission, every possible effort will be made to address the pension records problem as the most priority issue in consideration of the public's mistrust caused by the former Social Insurance Agency, a predecessor of JPS.

Based on the principle stipulated in the Japan Pension Organization Act and "Basic Plan for Immediate Service Operation of the Japan Pension Service", JPS strives to provide accurate and considerate operations and enhance the service quality, to continuously improve operation reflecting customers' opinions and to actively publicize the outcomes.

Concretely, following measures are taken aiming at becoming an organization truly trusted by customers:

- a) as the measures to offer customer-oriented services:
 - i) to formulate "Ten Promises to Our Customers" and make efforts to accomplish them;
 - ii) to introduce a system to improve services, for example by holding a customer monitoring meeting at a branch office of the Japan Pension Service and collecting customers' opinions through installing "Opinion Box";
 - iii) to improve customer service by carrying out a mystery survey for objective evaluation of the implementation status of "Ten Promises to Our Customers"; and
 - iv) to publish annual report and provide easy-to-understand information;
- b) as the measures to enhance fair and transparent operations, to secure compliance by holding seminars, etc., to establish structure of risk management and to publicize errors in clerical processing; and
- c) as the measures for strategic personnel matters and human resource development, to implement transparent, fair and satisfactory personnel evaluation system by hiring personnel based on the ability and performance and ensuring evaluation feedback.

2 Unification of Social Insurance/Labour Insurance Contribution Levy Work

(1) Establishment of Social Insurance/Labour Insurance Contribution Levy Centers

The Ministry of Health, Labour and Welfare has been unifying the contribution levy work of the Social Insurance and Labour Insurance where it is possible to improve accessibility for business operators and the efficiency of that work.

More concretely, “Social Insurance/Labour Insurance Contribution Levy Centers” were established at the branch offices of the Japan Pension Service (Social Insurance Offices at the time of establishment) nationwide in FY 2003. At present, the following work is being unified.

1) Acceptance of applications/notifications

Applications/notifications that are common in both insurances are accepted together, including notification of wages (calculation base notification for Social Insurance) that is the basis for calculating the Social Insurance premiums, notification of insurance premiums (annual Labour Insurance renewal report), and applications for enrolment submitted when new workers are employed.

2) Holding Explanatory Meetings

Explanatory meetings at workplaces where Social Insurance and Labour Insurances are applicable to are being held to explain how to fill out the application/notification forms for both types of insurance and to provide information on the system reform.

3) Workplace Investigations and Collecting Unpaid Premiums

Investigation at workplaces on wages and insurance relating to social insurance and labour insurance, and encouragement for the employers who are in arrears on their premiums are being executed together.

(2) Unifying the submission deadline for the annual Labour Insurance renewal report and that of the calculation basis notifications

Since FY 2009, the submission deadline for the annual Labour Insurance renewal report (May 20) has been changed to “July 10”, which is also the due day for the calculation basis notifications for Social Insurance in order to enhance the employers’ convenience.

Unification of work will also be continuously reviewed from the operational side. For example, application/notification forms for Labour Insurance and Social Insurance will have their description reviewed to be integrated into a common format.

3 Efforts for incorporated administrative agencies and public interest corporations

(1) Measures for incorporated administrative agency

The National Centers for Advanced and Specialized Medical Care became an incorporated administrative agency in April 1, 2010 (see Section 5-1-(3)). As a result, the number of incorporated administrative agencies under the jurisdiction of the Ministry of Health, Labour and Welfare has become 22 (including 2 agencies under the co-jurisdiction) as of April 1, 2010.

1) Review at the end of the period of mid-term goals

With the independent administrative institution system, institutions are evaluated on their organizational structure and business as a whole at the end of a certain period of between 3 years to 5 years (period for mid-term goals). Review of the two corporations, which completed the period for mid-term goal in FY 2009, was conducted as follows.

- A review on the National Institute of Biomedical Innovation (an agency to conduct research and development concerning technology of pharmaceuticals and technology for medical devices to promote research and development in these fields) will be conducted so that the Institute can focus on the control measures against emerging and reemerging infectious diseases, swift development of new drugs and research and development to help solution of the national policy issues, including measures for intractable diseases.
- An review on the Government Fund Investment Fund (an agency to manage and invest reserve funds of Employees' Pension Insurance and National Pension schemes) will be conducted so that the agency can continuously make efforts to make safe and efficient management and investment from a long perspective based on the Employees' Pension Insurance Act

2) Promotion of administrative reform

Administration and operations of independent administrative agencies were reviewed in the "Drastic Review of Independent Administrative Agencies", which was adopted by the Cabinet on December 25, 2009, and drastic reforms will be implemented such as through abolishment, privatization, transfer and streamlining of management.

(2) Measures for public interest corporations

The number of special case juridical persons under the jurisdiction of the Ministry of Health,

Labour and Welfare was 1,029 corporations as of December 1, 2009.

With regard to public interest organizations reformation, the “General Incorporated Associations/Foundations Act” and the “Act on Authorization of Public Interest Incorporated Associations and Public Interest Incorporated Foundation” were promulgated in June 2008 and was enforced on December 1, 2008. After enforcement of these acts, juridical persons may apply for transfer to become public interest incorporated associations/foundations or general incorporated associations/foundations within the 5-year transfer period (those that do not transfer will be regarded as dissolved). The Ministry of Health, Labour and Welfare is making the effort to ensure that juridical persons under the jurisdiction of the Ministry will make the decision on transfer within the given period.

The government completely reviewed the guidance and supervision of juridical persons in February 2001. The Ministry of Health, Labour and Welfare has been making the efforts to further tighten the guidance and supervision through establishing a responsibility system of guidance/supervision and conducting on-site investigations at least once every 3 years (the rate of conducting on-site investigations was 97.6% during the period of 2006 to 2008).

Regarding the public interest corporations with officers or staff who used to be government officials, the “Through Review on Government-related Public Interest Corporations” was adopted by the Cabinet to thoroughly review administrative works and the projects funded or empowered by the government such as through abolishment, downsizing and changes in the organizations in charge of carrying out the projects (see Section 3-2-(4), Chapter 2 in Part 1).

4 Promotion of information-oriented society

(1) Promotion of information-oriented society

Based on the “New IT Reform Strategy” formulated in January 2006 the government formulated the “IT Policy Roadmap” in June 2008 and “Priority Policy Program - 2008” in August and has been implementing various measures to achieve this goal. The Ministry of Health, Labour and Welfare has also been making efforts for IT-based reformation in the areas of medical care, employment/labour, and administrative services using these strategies.

In addition, the government formulated the “New Strategy for Information and Telecommunications” in May 2010 and the timetable for this strategy in June in the same year. Three pillars of the strategy are: a) realization of the nation-oriented digital administration; b) revitalization of regional ties; and c) creation and global development of

new markets. Based on the timetable, specific measures will be taken in each field of medical care, healthcare, long-term care, welfare and labour.

(2) Major efforts to promote information utilization

1) Promotion of IT utilization in the areas of health, labour and welfare

① Cross-sectional information utilization in medical care/health care/long-term care/welfare

The “New IT Reform Strategy” provided a grand design for information utilization by indicating plans for cross-sectional information utilization in the areas of medical care/health care/long-term care/welfare, with concrete action plans to have been formulated by the end of FY 2006. In response to this the “Grand Design for Information Utilization in Medical Care, Health Care, Long-term Care, and Welfare Sectors *4” was decided upon and published on March 27, 2007. This design gives a future view of medical care/health care/long-term care/welfare utilizing IT. It also provides action plans for measures/business that the Ministry of Health, Labour and Welfare should implement in approximately 5 years, from FY 2006, and taking the future view into consideration.

Measures are currently being implemented by stages steadily in accordance with the action plans.

② Information utilization in medical care/healthcare

In the areas of medical care/healthcare, IT can be utilized in providing more efficient health care/medical care, securing safety, and improving quality. Hence efforts are being made to utilize IT in promoting cooperation between medical institutions, establishing an online receipt system, and providing health information. With the online receipt system in particular, in order to make the office work involved in health care insurance more efficient, receipts submitted by medical institutions to examination and payment organizations and those submitted by examination and payment organizations to insurers have been provided online since FY 2006. In November 2009, online or digital receipt request have become compulsory in principle, and exceptional measures were taken for the institutions that face difficulty in exercising online receipt request on their own due to handwritten receipts issued at the institutions and their older staff.

*4 “Grand Design for Information Utilization in Medical Care, Health Care, Long-term Care,

and Welfare Sectors”

Ministry of Health, Labour and Welfare

<http://www.mhlw.go.jp/houdou/2007/03/h0327-3.html>

“Meeting of the Panel on Telemedicine Promotion Measures” was held by both Ministers of Internal Affairs and Communications and of Health, Labour and Welfare since March 2008 and compiled the “Interim Reports” in July 2008.

The Ministry of Health, Labour and Welfare has been implementing “Demonstration Projects to Build a Foundation for Health Information Utilization” in collaboration with the Ministry of Internal Affairs and Communications and the Ministry of Economy, Trade and Industry since FY 2008 so that individuals can manage their health information and to form a foundation to utilize the information to manage health through their 3 year plan.

③ Information utilization in long-term care and welfare

In the areas of long-term care and welfare, efforts are being made to develop life support devices and support working at home, utilizing IT, to improve the quality of welfare services and self-sufficiency support of the elderly and people with disabilities. Discussions will commence on the introduction of IT/information education in training courses for related national certification. In addition, utilization of long-term care insurance receipt data will be effectively promoted in providing more advanced and high quality long-term care services as well as to prevent the need for nursing care.

④ Discussion on the “Numbering System concerning Social Security and Taxation”

Discussion has been made across the ministries on the “numbering system concerning social security and taxation in the General Policy of Tax Reform in FY 2010 (approved by the Cabinet on December 22), and conclusion is to be made within one year. The “Study Group on the Numbering System concerning Social Security and Taxation”, which has been carried out in response to the General Policy, compiled an interim report at the end of June. Further discussion will be made while listening to the nations’ opinions to this interim report collected through the public comment procedure. The Ministry of Health, Labour and Welfare will actively participate in the discussion.

Discussion on social insurance card (tentative name) has been conducted in response to the discussions regarding the utilization of information technology in the field of social security, including developing health insurance card embedded on IC card. Social security card (tentative name) aims to improve efficiency of social security related procedure and

visualization and transparency of information and to enhance trust in the social security system. Demonstration project has been implemented in the last and this fiscal years for the purpose of identifying the operation-related issues and studying the measures for them. Paying attention to the relationship with the “numbering system concerning social security and taxation”, further discussion will be made on the establishment of information technology infrastructure in the field of social security taking into account the results of the demonstration project.

⑤ Information utilization in the areas of employment/labour

In the areas of employment/labour efforts will continue to be made to improve user services such as improving my page/mail distribution services on “job-net”, an employment information system provided in cooperation with the government and the private sector in which people can obtain job opening information easily through the internet on PCs or cellular phones.

2) Promotion of IT utilization in administrative services

In the area of administrative services nearly all procedures, except for those that require interviews, are accepted online for 24 hours 365 days on the website of the “Portal for Electronic Government (e-Gov)” (Chart 2-12-1).

Chart2-12 -1 Advantageous image of digital application

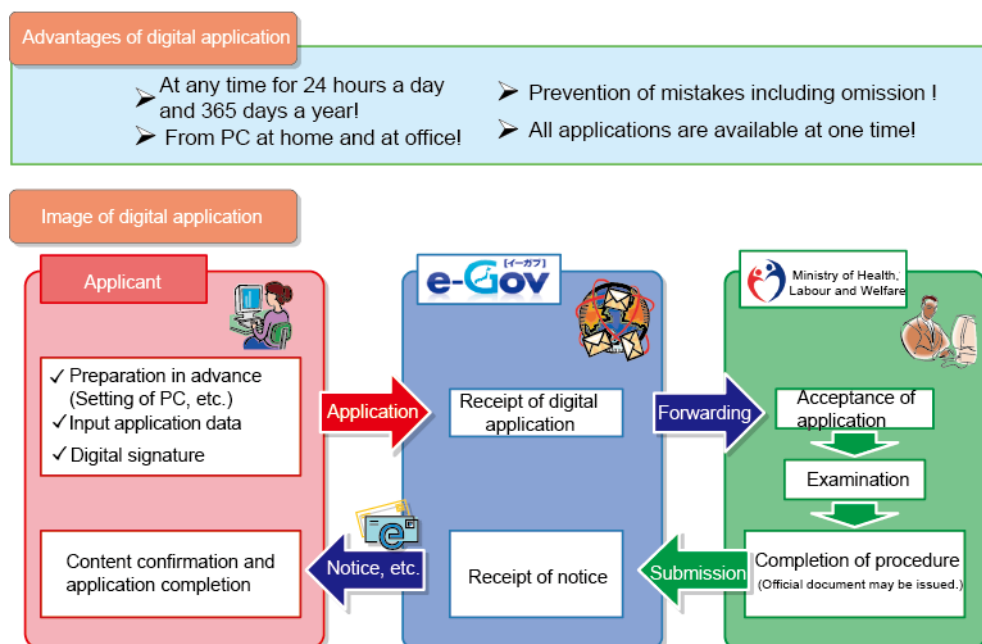


Chart 2-12-2 Basic Policy for the "Action Plans for Expanding On-line Use"

Basic Policy for the "Action Plans for Expanding On-line Use"

- Formulating important procedures to be intensively taken for three years from FY 2009
- Selecting important procedures, in particularly frequently-made application or registration, as the important procedures, and setting numerical goals for each field of important procedures

Target use rate and actual rate at the MHLW

Future target use rate for important procedures (21 procedures)

	2007	2008	2009	2010	2011	2012	2013
Target rate		43%	47%	51%	60%	65%	70%
Actual rate	42%	46%	—	—	—	—	—

Future target rate for preceding procedures (11 procedures)

	2007	2008	2009	2010	2011
Target rate		48%	52%	56%	65%
Actual rate	47%	52%	—	—	—

* Target use rate includes the one submitted in magnetic medium at the counter, etc.

The goal for the entire government was set to increase the percentage of online use for applications/notifications to the government and local governments to over 50% by FY 2010. In order to achieve this goal, measures are being taken in accordance with the "Action Plans for Promoting Online Use" formulated on March 2006. Furthermore, preceding efforts were drastically reviewed and the "Action Plans for Expanding On-Line Use *5" was formulated in September 2008 to intensively improve various procedures under the new target and various efforts are being made.

The Ministry of Health, Labour and Welfare selected 21 Labour Insurances/Social Insurances procedures as the main important procedures which are frequently used by national citizens and companies. The Ministry designated procedures for which the effect of the tackling is expected to be obtained relatively quickly, as the preceding procedures, and set the target for each fiscal year. Further efforts will be made more actively than ever (Chart 2-12-2).

*5 The website to introduce the "Action Plans for Expanding On-Line Use" formulated by the Ministry of Health, Labour and Welfare:

<http://www.mhlw.go.jp/sinsei/torikumi/09/index.html>

In order to improve accessibility and realize simplified efficient administrative operations through utilization of IT, the “Plans for Optimizing Work/System *6” were formulated for works in areas of social security/labour insurance in FY 2005. At present efforts are being made to optimize both the work and the systems in 12 works based on the plans.

Regarding information on National Pension and Employees’ Pension participation, a system utilizing the ID/password authentication that is widely used in internet banking has been used to provide services to inquire policyholder’s records via the Internet since March 2006. The services were expanded to pension recipients since March 2009 and the Ministry is developing an environment to verify one’s pension record by oneself anytime by utilizing IT (see Section 1-2-(5), Chapter 2 in Part 1).

(3) Protection of personal information

In response to enforcement of the “Act on the Protection of Personal Information” (fully enforced on April 1, 2005), guidelines in the areas of health, labour and welfare administration were formulated according to the actual situation in those areas. After full enforcement of the act public awareness on personal information has developed, although there have been some “excessive reactions” due to misinterpretations of the law where preparation of various name lists was discontinued or business operators handling personal information refused to make the information available to families in the case of emergencies, including large-scale disasters and accidents.

In consideration of above, the government decided to clarify the interpretation of the law and operation standards, review the guidelines as required, and make them well known among public business operators in coping with the “excessive reactions” in February 2006(the “Liaison conference of concerned ministries and agencies for protection of personal information” on February 28 2006). In response to this, the Ministry of Health, Labour and Welfare reviewed the “Guidelines for Proper Handling of Personal Information by Medical Care/Long-term Care Service Providers” in April 2006 (Chart 2-12-3).

Chart 2-12-3 Guidelines for Protection of Personal Information

Areas	Descriptions
Medical research	Ethical guidelines for human genome/genetic analysis research (announced on Dec. 28, 2004)
	Ethical guidelines for epidemiologic studies (announced on Dec. 28, 2004)
	Guidelines for clinical research on gene therapy (announced on Dec. 28, 2004)
	Ethical guidelines for clinical research (announced on Dec. 28, 2004)
	Guidelines for clinical research using human stem cells (announced on July 3, 2006)
Medical care	Guidelines for proper handling of personal information in medical care/nursing care service providers (notified on Dec. 24, 2004, reviewed on April 21, 2006)
	Guidelines for proper handling of personal information by the Health Insurance Society (notified on Dec. 27, 2004)
	Guidelines for proper handling of personal information by the National Health Insurance Society (notified on April 1, 2005)
	Guidelines for safety management of medical information systems (notified on March 31, 2004, reviewed on March 30, 2007)
Employment management	Guidelines for measures to be taken by relevant service providers in appropriately handling the personal information of employment management (announced on July 1, 2004)
	Requirements for handling the personal health information from among employment management information (notified on Oct. 29, 2004)
Welfare	Guidelines for proper handling of personal information by welfare service providers (notified on Nov. 30, 2004)
Job placement/ worker dispatching	Guidelines for job placement agencies, recruiters, contracted recruiters, and worker dispatching service providers to comply with the conditions for equal treatment, clarification of working conditions, proper handling of the personal information of job applicants, the responsibilities of job placement agencies, and adequate notification of recruitment conditions (announced on Nov. 4, 2004)
	Guidelines for the measures to be taken by worker dispatching business operators (announced on Nov. 4, 2004)
Labour unions	Guidelines for the measures to be taken by labour unions into securing their proper handling of personal information (announced on March 25, 2005)
Corporate pensions	Guidelines for proper handling of the personal information in corporate pensions (notified on Oct. 1, 2004)

*6 The website to introduce the “Plans for Optimizing Work/System” formulated by the Ministry of Health, Labour and Welfare:

<http://www.mhlw.go.jp/sinsei/torikumi/03/index.html>

*7 The websites for the “Guidelines concerning Protection of Personal Information”

The Ministry of Health, Labour and Welfare:

<http://www.mhlw.go.jp/topics/bukyoku/seisaku/kojin/index.html>

5 Promotion of information disclosure and protection of personal information

(1) Enforcement of the Administrative Organs Information Disclosure Act

Based on government accountability for its activities, the “Act on Access to Information Held by Administrative Organizations” (Administrative Information Disclosure Act, enforced on April 1, 2001) gives the right to anyone who wishes to access documents retained by governmental organizations. Along with existing efforts to provide a variety of information over the internet, enforcement of the law shall enable access to any administrative

documents retained by the Ministry of Health, Labour and Welfare, except information classified as confidential pursuant to the law including 1) personal information, 2) information on juridical persons, 3) national security information, 4) public security information, 5) information on deliberations and examinations, and 6) information on administrative work and other services.

The number of requests for disclosure submitted to the Ministry of Health, Labour and Welfare from April 2008 to the end of March 2009 was 11,719, which is the second largest among the all ministries and agencies, and the requests for information disclosure covered extensive areas. This shows the high level of people's interest in the Minister's administrations that are closely related to citizen's daily lives.

During the same period, the number of approved requests was 9,687 (1,870 requests being withdrawn) and of approved requests, 3,105 resulted in full disclosure of the requested administrative documents, 5,953 were partially disclosed, and 535 ended in no disclosure.

(2) Enforcement of the Administrative Institution Personal Information Protection Act

Organizations" (the Administrative Institution Personal Information Protection Act, enforced on April 1, 2005) aims at protecting individual's rights and interests while maintaining appropriate and smooth administrations through providing basic matters regarding the handling of personal information by administrative institutions. The Ministry of Health, Labour and Welfare discloses personal information retained by the Ministry upon request, except for information classified as confidential pursuant to the law including 1) information that is likely to cause harm to people's lives, health, or property 2) personal information other than that of the disclosure requester, 3) information on juridical persons, 4) national security information, 5) public security information, 6) information on deliberations and examinations, and 7) information on administrative work and other services.

The number of requests for disclosure submitted to the Ministry of Health, Labour and Welfare from April 2008 to the end of March 2009 was 3,463, for correction 21, and for discontinuation of use 1. The number of requests is the second largest among all ministries and agencies, thus revealing the characteristic of the administrative work of the Ministry, which retains a large amount of personal information.

During the same period the number of approved requests was 3,259 (32 requests being withdrawn) and of the approved requests 1,509 resulted in full disclosure of the requested personal information, 1,619 were partially disclosed, and 131 ended in no disclosure.

(3) Enforcement of the Whistleblower Protection Act

The “Whistleblower Protection Act” was enforced on April 1, 2006 with the aim of protecting whistleblowers through invalidating their dismissal due to their whistle blowing acts and to provide measures to be taken by business operators and administrative institutions with whistle blowing and facilitate legislative compliance for protecting people’s lives, promoting compliance with the laws and regulations for protecting people’s lives, bodies, property, and other interests, and thereby contributing to the stabilization of people’s lives and the sound development of the socio-economy. The Ministry of Health, Labour and Welfare has established whistle blowing desks to listen to whistle blowing using both internal staff and external workers. The accepted whistle blowing information will be made confidential and the required investigations then conducted. And if the reported cases are verified to be true, dispositions or recommendations will then be made in accordance with the law.

The number of whistleblowing from outside the Ministry concerning the laws under the jurisdiction of the Ministry of Health, Labour and Welfare from April 2008 to May 2009 was 5,011, which holds 97.7% of the total number of whistleblowing received by all administrative organs. This reflects the characteristic of the health, labour and welfare administration, which are closely related to the nation’s daily life.

(4) Report on collected results of the “Ideas and Opinions from the Nation”

The “Ideas and Opinions from the Nation” received at the Ministry of Health, Labour and Welfare offers an opportunity to improve policies relating to the administration of health, labour and welfare. Accordingly, since November 2, 2009, the collected results and the measures have been compiled and announced every week.

Since March 29, 2010 the announcement includes the results for the local branch offices (Regional Bureau of Health and Welfare, Prefectural Labor Bureaus).

Many opinions and suggestions are collected as the “Ideas and Opinions from the Nation”, which are shared within the Ministry to make efforts to improve operations.

(see Section 3-4-(1), Chapter 2 in Part 1)

(5) The monitoring program for the health, labour and welfare administration

The monitoring program for the health, labour and welfare administration has been carried out since FY 2001 for the purpose of extensively listening to the opinions, requests and suggestions from the public concerning the important measures of the health, labour and welfare administration, which is closely related to the nation’s daily life, and using them as a reference for planning, drafting and implementation of the future policies concerning the health, labour and welfare administration. The program also aims to improve the nation’s

understanding about the health, labour and welfare administration.

The Ministry of Health, Labour and Welfare is extensively in charge of the policies in the fields of welfare, medical care, pension, creation of working environment and stable employment, which are closely related to the nation's daily life. In order to improve and enrich these measures, it is important to understand about the nation, who uses the measures and systems in their daily lives, for example, what sort of problems they face in their daily lives, what they consider to solve the problems, and what they observe and experience.

Accordingly, the Ministry of Health, Labour and Welfare is asking the nation to inform in writing of what they notice, consider and experience in their daily lives. In addition, the monitoring meeting is held from time to time to ask the nation's opinions.

In FY 2009, the monitoring meeting was held on January 17, 2010 with the participants of the monitors living in the Kanto and Koshinetsu block to ask their opinions about the website of the Ministry of Health, Labour and Welfare. Taking into account the opinions, the Ministry's website will be updated.

Furthermore, the summary of major reports and measures is posted on the website of the Ministry of Health, Labour and Welfare (see Section 3-4-(1), Chapter 2 in Part 1).

6 Efforts for policy evaluation, etc.

(1) Efforts for policy evaluation

Policy evaluations of the Ministry of Health, Labour and Welfare are being conducted in accordance with the "Basic Plan for Policy Evaluation of the Ministry of Health, Labour and Welfare (2nd Term)" (2nd Term Basic Plan) for the period of FY 2007 to FY 2011.

The concrete situation with evaluations made in FY 2009 is as follows.

1) Preliminary evaluations have been conducted on a) 5 new programs (of policies (programs) requesting the FY 2010 budget, those of high priority requiring 100 million yen or more or those requiring 1 billion yen or more), b) 75 individual public works (at the time of adoption), c) 28 individual research projects, and d) 11 policies regarding addition/abolition of regulations using the program evaluation method, respectively.

2) Post-evaluations have been conducted on a) 38 measures using the achievement evaluation method among measures of health, labour and welfare administration as a whole (policy system consisting of 12 basic goals and 69 goals for measures), b) 1 important policy presented at the "Committee for Policy Evaluation and Evaluation of Incorporated Administrative Agencies" in November 2008 using the comprehensive evaluation method, c) 73 individual public works (those still being continued 5 years after

adoption), d) 408 individual research projects, e) 19 programs, in which preliminary evaluations of new programs have been conducted, for which 3 years or more have passed since starting, and f) 5 programs that are focused on achievements using the program evaluation method, respectively.

The results of these evaluations were being published one by one from April 2009. *8

As from the FY 2010, the following measures have been taken to improve policy evaluation: a) thorough understanding of the current situation; b) start-up of a new office with private sector veterans to provide the follow-up services (identify the causes of problems in policies through field studies etc. and suggest viable improvements) and to establish a PDCA system to solicit improvements from the viewpoints of the public; c) enhancement of the policy evaluation check that were given by experts in policy; d) development of the public announcement methods that are easy for citizens to pick up and understand. (see Section 3-3-(2), Chapter 2 in Part 1)

(2) Efforts for evaluation of incorporated administrative agencies

In order to improve the evaluation system for the 16 independent administrative institutions within the jurisdiction of the Ministry of Health, Labour and Welfare (including 2 institutions under co-jurisdiction), 6 subcommittees have been established within the Evaluation Committee for Incorporated Administrative Agencies. Evaluations of business achievements for each fiscal year are conducted through assigning each incorporated administrative agency to one of the subcommittees.

Of the incorporated administrative agencies under the jurisdiction of the Ministry of Health, Labour and Welfare, the results of evaluation of business achievements for FY 2008 of 14 institutions, excluding 2 under the co-jurisdiction, were compiled and published in FY 2009. In addition, the results of evaluation of business achievements during the period of mid-term goals were compiled and announced for the following organizations, which completed the period of mid-term goals in FY 2008, including the Japan Labour Health and Welfare Organization, the National Hospital Organization and the Pharmaceuticals and Medical Devices Agency.

The committee to be responsible for six corporations consisting of the National Centers for Advanced and Specialized Medical Care, which was established in April 2010, (Committee for Advanced and Specialized Medical Care) was founded, and discussion was made on the mid-term goals, etc. Discussion was also made on the plans for mid-term goal for the National Institute of Biomedical Innovation and the Government Pension Investment Fund, both of which completed the period of mid-term goals in FY 2008 (see Section 12-3-(1)-1)). Evaluation will be conducted on implementation status of the measures for reform of

incorporated administrative agencies covered in the Part One, and a request necessary for the evaluation was made in January 2010 to the director general of each incorporated administrative agencies.

*8 The website for “Plans/Results concerning of Policy Evaluation”

The Ministry of Health, Labour and Welfare:

<http://www.mhlw.go.jp/wp/seisaku/hyouka/keikaku-kekka.html>