

Chapter 9

Improvement of the Administrative System

Section 1. Correspondence to the Pension Record and Other Issues

1. Correspondence to the Pension Record

With regard to the so-called pension record issues where 50 million records were not integrated into the Basic Pension Numbers recorded on computers, responding efforts are being made steadily according to the “Restoring Trust in Pension Records and Establishment of New Pension Record Management System” compiled by the government and ruling parties at a meeting regarding pension business reformation held on July 5, 2007, the “Future Course of Response to Pension Record Problems” approved at the said meeting on June 27, 2008.

More concretely, measures are being taken mainly with the following.

- 1) In order to correct pension records it is important that people verify their own individual records to check if there are any “omissions” or “mistakes”, and as the most important core measure in responding to the pension record issue, “Special Pension Mail” has been sent from December 2007 to October 2008 to all pension recipients and subscribers, which are about 109 million people. Those who have answered the “Special Pension Mail” were about 71% of the total or 77.54 million as of the end of May 2009, and pension records were verified on about 92% of them or 71.41 million people.

Careful follow-ups have been provided to those who have not answered the “Special Name Matching Mails”¹ or answered as “No Correction” through mail, telephone calls, or visiting and efforts have been made to receive answers from many pension recipients who have not answered the “Special Pension Mails”.

In order to cope with the expected increase in number of consultations as a result of sending the “Special Pension Mails”, systems for consultations over the telephone and through visits will be improved. In addition, dissemination/publicity on the “Special Pension Mails” is being made through

newspapers, television, the radio, and websites. These measures are being promoted at the national level in cooperation with municipalities, enterprises, labour unions, and public social and labor insurance consultants.

Verification of pension records will be progressed and those who have answered as “Correction” by March 2009 will be implemented within the year. With regard to those who have not answered, efforts are made by attaching requests to answer in the “Special Pension Mails”, in order to receive answers from many pension recipients.

- 2) In parallel with verifying pension records in response to “Special Pension Mails” , efforts have been made to solve/integrate un-integrated records through various method utilizing the Basic Resident Register Network System and maiden names reported in cases where the names did not match because their former names were on the records.

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

- (1) about 10.1 million records had been integrated into the Basic Pension Numbers;
- (2) 16.16 million records had been solved to a certain extent, including those belonging to people who have already died/received withdrawal allowance;
- (3) Special Pension Mails had been sent after name matching 7.74 million records
- (4) 5.33 million records are being solved, including the Basic Resident Register Network survey
- (5) 11.62 million records remain to be solved and will discuss announcing at the end (published in May 2009)

With regard to other records that had not been integrated, efforts will be made to solve/integrate un-integrated records, such as expanding the mailing list of “News of Confirmation of a Pension Record” to those people clarified as “Survivors” based on surveys using the Basic Resident Register Network System.

- 3) With regard to the correction of amount of pension (reconfirmation) in accordance with correction of pension records, Security Insurance Offices send reconfirmation applications from recipients to the Social Insurance Operation Center where implementations are made.

With regard to the reconfirmation process, the number of staff has been extended to about 500 people and efforts to streamline the process such as strengthening system functions are being made.

The Social Insurance Operation Center is expected to streamline the process with these efforts and is aiming to speed up the process of 6 month in total as of the end of March 2009 to about 3 month by around the summer of 2009.

- 4) With regard to the issue that the retrospective correction was processed inappropriately including base wage for pension calculation, verification and survey were conducted on about 20 thousand Employees' Pension Insurance system recipients by visiting door to door. Records of those people are likely to have been inappropriately corrected and most of the task had been completed by March 2009.

In addition, in order to enable subscribers and recipients to verify their own pension records, "Special Pension Mails" (send on every birthday months since FY 2009) have been sent and news of standard rewards (start within 2009) will be sent respectively.

Further more, from the viewpoint of correcting pension records promptly, if the actual conditions of pay slips were verified to a certain extent, correction of pension records will be made at the stage of the Social Insurance Office without submitting to a Third-Party Committee to Check Pension Records. In addition, if surveys by business owners or Social Insurance Offices turned out that processes were contrary to the facts, correction of the records will be proactively conducted at the stage of the Social Insurance Office which has started since May 2009.

If officials turned out to be involved through a series of researches, researches will be held to cope appropriately to this issue.

- 5) Name matching of 800 million pension records on paper copies with those on computers are being implemented from FY 2008.

In addition to these, regarding the list of people covered by the National Pension system and the Employees' Pension Insurance system establishment of a system to manage and match pension information name (retrieval system)² will be conducted in FY 2009 and name matching of all pension recipients and subscribers will be implemented systematically starting from FY 2010.

With regards to the pension record issue, intensive and systematic efforts will be made in order to resolve at certain degree by January 1, 2010 when the Japan Pension Service will be established. The number of officials engaged in the pension record issue are planned to exceed 10 thousand, based on "Efforts Made on Pension Record Issues and its Path" approved at the Cabinet Meeting on pension records on March 31, 2009. Operations related to coping pension record issues which will be handed over to the Japan Pension Service after its establishment will be implemented by the organization.

In order to restore the people's trust, it is important to make efforts towards solving the pension record issues and continuous efforts will be made in every possible way.

About "Nenkin Teiki-Bin" (Pension Coverage Regular Notice) ~Orange Color Envelope is for special notification~

Since April 2009, we have been sending Nenkin Teiki Bin (PCRN) to all National Pension and Employees' Pension Insurance system subscribers' on every birthday months, and have requested to verify their own records.

PCRN sent in FY 2009 will inform all subscribers following information; 1) One's pension coverage periods (number of months subscribed/number of months already paid), 2) One's benefit estimates, 3) One's contribution payments, 4) One's pension coverage history (subscription system, corporation name, acquisition of qualification/terminated date), 5)One's standard monthly remuneration and contribution payment by month (Employees' Pension Insurance system), 6) notification of one's contribution payments (National Insurance system).

We will send you updated statements of 1), 2) and 3) mentioned above starting

from FY 2010, and will send you statements of 5) and 6) in addition, exclusively covering latest 1 year. However, in the fiscal year you reach the age of 35, 45 or 58 we will send you updated status of 1) through 6) as mentioned above.

We are drawing attention to people who need to be cautious on their pension records by sending orange colored envelope and attaching notification.

For inquiries on your PCRN, please call the “Telephone Service for the Nenkin -Teiki Bin (PCRN)” (0570-058-888) or (03-6700-1144 from some IP phones and PHS) or telephone service at Social Insurance Offices.

2. Efforts towards establishing the Japan Pension Service

The “Japan Pension Organization Act” was approved in June 2007 and the Social Insurance Agency was abolished based on the law to establish the Japan Pension Service which is a non-public officer type corporation in January 2010.

According to this law, the government is responsible for the finance and financial management of public pensions while the business management will be executed in the Japan Pension Service under the authority/commission by the Minister of Health Labour and Welfare. Efforts to be made in the organization include 1) consciousness reformation of staff through introducing human resource management based on abilities and achievements, 2) further improvement of services through proper business management according to people’s needs, and 3) aggregation of administration, appropriate and efficient business execution including entrustments.

Based on the final adjustment compiled through hearing opinions “Conference on Reform of Pension Business/Organization” held under the Cabinet Office in July 2008, the “Basic Plans for the Present Business Management of the Japan Pension Service” which indicates the basic concept of its organization control and employment was approved by the Cabinet. In addition, an organizing committee in December 2008 appointed by the Minister of Health, Labour and Welfare made a decision on working conditions and employment standards for its staff based on the basic plans so that the organization will be constructed by staff with eagerness and capability. In order to organize the organization that will be trusted by citizens,

preparation towards its establishment is being executed wholeheartedly.

In order to raise the Social Insurance Agency's operation and awareness to the highest level which will lead to the establishment of the Japan Pension Service in 2010, the "Business Reform Program" (formulated in September 2005) clarifying all the measures taken by the Social Insurance Agency and business reform goals to be achieved were formulated, and were revised in January 2009 and items to be adjusted/focused have been decided towards the establishment of the organization. At present, business reform measures center around 5 points: 1) responding to pension record issues, 2) improving services, 3) improving premium collection, 4) efficiently conducting business affairs and eliminating wasteful spending of the budget, and 5) establishing systems for internal control and promoting consciousness reformation of human resources and each points are being implemented.

Section 2. Promotion of Unifying 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 Social Insurance Offices nationwide. 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 premiums and delinquency management, including repeatedly against workplaces whose premiums for both insurances are overdue, are being executed together.

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

The “Act to Amend the National Pension Act to improve the management of the National Pension Business” was approved in June 2007 and preparation such as unifying the submission deadline for the annual Labour Insurance renewal report (May 20) and that of the calculation basis notifications for Social Insurance (July 10) to July 10 is underway since FY 2009, toward revising the law to improve convenience for business owners.

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. In addition, operations being unified currently will be continuously implemented even after the work of the Social Insurance Agency are handed to the Japan Pension Service.

Section 3. Efforts for Independent Administrative Institutions and Public Interest Organizations

1. Efforts for Independent Administrative Institutions

An independent administrative institution system was introduced to provide better administrative services. The number of independent administrative institutions within the jurisdiction of the Ministry of Health, Labour and Welfare totaled 16 (including 2 with joint jurisdictions) as of April 1, 2008.

(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). However regarding institutions including the Japan Labour Health and Welfare Organization, National Hospital Organization, and Pharmaceuticals and Medical Devices Agency, front-loaded evaluations were conducted for those whose period of mid-term goals ends in FY 2008 under the “Basic Policies for Fiscal and Economic Reform 2007”. Therefore evaluations were conducted in FY 2007 and mid-term goals for the next term were decided based on the evaluations in FY2007.

(2) Formulation of an “Independent Administrative Institution Consolidation and Rationalization Plan”

All independent administrative institutions were subjected to evaluation based on the “Independent Administrative Institution Consolidation and Rationalization Plan” (decided upon by Cabinet on December 24, 2007) on how their organization should be.

With regard to the Employment and Human Resources Development Organization of Japan, based on the decision “To Review the Existence of the Organization in a Year” the Cabinet decided to “Abolish the Employment and Human Resources Development Organization of Japan” on December 24, 2008 after reviews in experts studying measures to reduce administrative work /improve its efficiency and how the Employment and Human Resources Development Organization of Japan should be were made in their meetings. The decision is to abolish the Employment and Human Resources Development Organization of Japan and to transfer to the Japan Operation for Employment of the Elderly and Persons with Dissabilities. In order to

fulfill the role/responsibility as an organization to shoulder Japan's vocational training operation, appropriate divisions of roles with a viewpoint of handing operations to municipals and private sectors as possible, strengthening of collaboration with Japan's industrial policies/small and medium enterprise policy are underway to reflect the needs of users including local small and medium enterprises by establishing a system to conduct efficient and effective vocational trainings.

(3) Transfer of National Center for Advanced and Specialized Medical Care to become Independent Administrative Institution

The National Center for Advanced and Specialized Medical Care (National Center) provides advanced leading medical care in specialized medical fields and conducts research and training on innovative treatment methods at a total of 6 centers currently as a national medical center. However it was decided to transfer into independent administrative institutions from April 1, 2010 according to the "Act on Independent Administrative Institutions Conducting Researches Related to Advanced Special Medical Treatment" which was enacted in December 2008. Further enhancement of National Center functions will be made so that each national center can continue to fully fulfill its functions as a driving force of Japan's medical policies.

2. Efforts on Public Interest Organizations

The number of juridical persons under the jurisdiction of the Ministry of Health, Labour and Welfare was 1,061 as of December 2008. (After enforcement of the new act on December 1, 2008, existing public interest organizations will become juridical persons under the law.) 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 98.1% during the period of 2005 to 2007). The Ministry of Health, Labour and Welfare has been and will continue to make efforts to ensure appropriate management of juridical persons within its jurisdiction by further strengthening/thoroughgoing guidance to juridical persons that do not conform to the standards and have not make corrections within the 5-year interim period.

Section 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.

The “Special Theme Evaluation Exploratory Committee” established under the “New IT Reform Strategy Expert Evaluation Committee” in July 2008 focused “Marriage/Childbirth/Pregnancy/Child-Rearing” as the theme for FY 2008 and has been implementing reviews to simplify administrative procedures in these administrative areas.

Furthermore, the government established the “New Strategy for the New Digital Age~3 year emergency plan~” in April 2009 to escape from the unprecedented economical crises since the autumn of 2008 and also established the “i-Japan

Strategy 2015~Towards Digital inclusion and innovation” in July 2009 to achieve Japan's future vision of 2015.

2. Major Efforts for Promoting 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/nursing 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/nursing 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, Nursing Care, and Welfare Sectors” was decided upon and published on March 27, 2007. This design gives a future view of medical care/health care/nursing 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/health care

In the areas of medical care/health care, 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. Efforts are being made steadily to have all the receipts in principle, be provided online with respect paid to protecting personal information.

“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 nursing care and welfare

In the areas of nursing 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 nursing care services as well as to prevent the need for nursing care.

4) Introduction of social security cards (tentative name)

(Background)

Decided in the “Restoring Trust in Pension Records and Establishing New Pension Record Management System” , compiled by the government and ruling parties on July 5, 2007, Social Security Cards (tentative name) which can 1) serve as pension handbooks, health insurance certificates, and long-term care insurance certificates and 2) enable verification of pension records, etc. safely and promptly at home will be introduced in FY 2011.

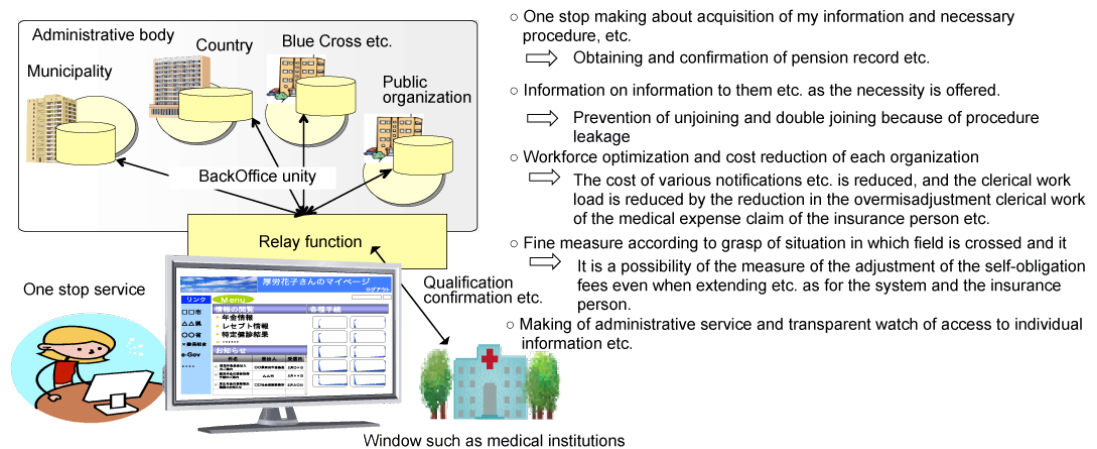
In response, “Study Group on Social Security Cards (tentative name)” consisting of experts has been held by the Ministry of Health, Labour and Welfare since September 2007 to discuss a basic system design for Social Security Cards (tentative name). Even after a “Report on Basic Design of Social Security Cards

(tentative name)” was compiled in January 2008, the study group has continued reviewing to realize the effect of introducing Social Security Cards (tentative name). The group announced the “Study Group on Social Security Cards (tentative name) Preceding Organized Discussion” in October 2008 and compiled a “Report on Basic Design of Social Security Cards (tentative name)” in April 2009.

Efforts towards realizing Social Security Cards (tentative name) is positioned in one stop services and back office collaboration in order to realize it which the government is conducting in various scenes and will progress reviews in collaboration with “Electronic Post Office Box Scheme (tentative name)” (Figure9-4-1).

Figure9-4-1 Image of target of plan such as social insurance cards (tentative name)

- ◆ As an image of the future at which the government should aim. ①The convenient service (one stop service) that can be concluded is achieved in one place the execution of obtaining of my information etc. across two or more organizations and a necessary procedure.
- ②The construction of the mechanism for information on a related organization (for BackOffice) canceling the uneasiness to invasion of privacy etc. as much as possible as the base is important.
- ◆ In the examination of the security card (tentative name), the mechanism that the role such as health insurance cards is played staring at such an image of the future, and assuming the confirmation of the pension record etc. to be a possibility is examined.



5) Information utilization in 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 a year. In the “New IT Reform Strategy” the goal was set if increasing the percentage of online use for applications/notifications to the government and local governments to 50% or more 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. “Emergency Promotion Measures for Online Use/Electronic Applications in Health, Labour and Welfare Administration” were formulated in January 2008 and the acceptance point for online applications transferred to the main entrance of electronic government (e-Gov).

Furthermore, preceding efforts were drastically reviewed and the “Action Plans for Expanding On-Line Use” (decided by the IT Strategy Headquarters on September 12, 2008) was formulated in September 2008 to intensively improve various procedures under the new target and various efforts are being made.

More concretely, as a whole government 1) formulation of important procedures to intensively tackle during the 3 years from FY 2009 was decided and 2) selection of important procedures which is frequently used was made and a numerical goal were set for each of the important procedure fields as a pillar.

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. With regard to the importance procedure of electronic application usage ratio the Ministry is aiming to achieve 70% by FY 2013 and 65% on the preceding procedures by FY 2011 and is taking further efforts.

In order to improve accessibility and realize simplified efficient administrative operations through utilization of IT, the “Plans for Optimizing Work/System” 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.

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. In response to this, the Ministry of Health, Labour and Welfare reviewed the "Guidelines for Proper Handling of Personal Information by Medical Care/Nursing Care Service Providers" in April 2006 (refer to Figure 9-4-2).

Figure 9-4-2 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)

Section 5. Promotion of Information Disclosure and Protection of Personal Information

1. Enforcement of the Administrative Information Disclosure Law

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 2007 to the end of March 2008 was 6,007 which quantity was much higher than that with most other 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 4,873 (1,068 requests being withdrawn) and of approved requests, 741 resulted in full disclosure of the requested administrative documents, 3,839 were partially disclosed, and 293 ended in no disclosure.

2. Enforcement of the Administrative Institution Personal Information Protection Act

The "Act on the Protection of Personal Information Held by Administrative 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 2007 to the end of March 2008 was 2,369, for correction 15, and for discontinuation of use 1. This quantity was much higher than that with most other 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 2,311 (34 requests

being withdrawn) and of the approved requests 1,191 resulted in full disclosure of the requested personal information, 1,062 were partially disclosed, and 58 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.

Section 6. Efforts for Policy Evaluation

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 2008 is as follows.

- (1) Preliminary evaluations have been conducted on a) 29 new programs (of policies (programs) requesting the FY 2009 budget, those of high priority requiring 100 million yen or more or those requiring 1 billion yen or more), b) 28 individual public works (at the time of adoption), c) 32 individual research

projects, and d) 23 policies regarding addition/abolition of regulations using the program evaluation method, respectively.

- (2) Post-evaluations have been conducted on a) 41 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) 3 measures on important fields presented in November 2007 based on the “Basic Policies for Fiscal and Economic Reform 2007” using the comprehensive evaluation method, c) 78 individual public works (those still being continued 5 years after adoption), ④ 515 individual research projects, d) 12 programs, in which preliminary evaluations of new programs have been conducted, for which 3 years or more have passed since starting, and e) 7 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 2008. Reviews were made in formulation of implementation plan in March 2009 to use outcome indicators which evaluate the changes of citizen’ s life and social economy as much as possible on evaluating achievement of each measure target.

2. Efforts for Evaluation of Independent Administrative Institutions

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 Independent Administrative institutions since July 2003. Evaluations of business achievements for each business year are conducted through assigning each independent administrative institution to one of the subcommittees.

Of the independent administrative institutions within the jurisdiction of the Ministry of Health, Labour and Welfare, the results of evaluation of business achievements of 14 institutions, excluding 2 that have joint jurisdictions, were compiled and published in FY 2008. In addition, the results of evaluation of business achievements during the period of mid-term goals were compiled and published for the Welfare and

Medical Agency, the National Center for Persons with Severe Intellectual Disabilities of Nozominosono, the Organization for Workers' Retirement Allowance Mutual Aid, and the Japan Organization for Employment of the Elderly and Persons with Disabilities whose period of mid-term goals was completed in FY 2007.

In addition, deliberations were also made on goals for the next term of those institutions, whose period of mid-term goals was completed in FY 2008.

Section 7. About the Promotion of Reform on the Ministry of Health Labour and Welfare

1. Efforts of Reform in the Ministry of Health Labour and Welfare

The Ministry of Health, Labour and Welfare has positioned 2008 as the “First Year to Reform the Ministry of Health, Labour and Welfare” and is taking various efforts. Concretely,

- 1) Establishment of the “Reform Hotline” which the Minister directly receive comments on reforming the Ministry from officials.
- 2) Establishment of the “Reform Promotion Office” under the direct control of the Minister promoting reform based on suggestions from officials to the “Reform Hotline” in order to rebirth the Ministry as an organization from the citizen’s viewpoint.
- 3) Provide broad information on the administrative of Health, Labour and Welfare and appoint a public relation commissioner in each bureau from the viewpoint that sharing necessary information with the public is essential to strengthen public relations system and develop a system to provide prompt information to media and citizens.
- 4) Establishment of a Conference to review how personnel policies should be such as changes/training/personnel exchange beyond the sort of job should be, while conducting opinion hearing from experts.
- 5) Reviews on various vision policies including the establishment of life as 85 years, securing medical with relief and hope.

These efforts are being made.

2. About the “Meeting of the Panel on How the Administrative of Health, Labour and Welfare should be”

In such a situation the “Meeting of the Panel on How the Administrative of Health, Labour and Welfare should be” has been held since August 2008 under the Cabinet Secretariat in order to discuss the way it should be and to reconstruct the entire administrative of Health, Labour and Welfare from the citizen’s viewpoint.

Discussions were held in the meeting on reflecting issue examples and reviewing administrative management from the viewpoint of strengthening functions towards the future and a proposal was made as the “Interim Reports” in December 2008.

3. Draft of a Reform Process Chart and Promotion of Systematic Reform

Based on the proposal of the “Meeting of the Panel on How the Administrative of Health Labour and Welfare should be” , the Ministry established the “Project Team to Promote the Ministry’s Reform” chaired by the administrative vice-minister of the Ministry of Health, Labour and Welfare in December 2008 to specify and review enforcement of the reform. In addition to establish a system to make efforts within the entire Ministry, the Ministry drafted and published a “Reform Process Chart of the Ministry of Health, Labour and Welfare” in February 2009 to tackle various issues systematically which reforms are necessary.

With regard to this reform process chart, revision was made in April 2009 and prompt/appropriate reform is being conducted such as a) incorporating new efforts to specify the proposal of organization/system and b) making reviews based on inspection of progress.

(Countermeasures for Declining Birthrate, General Headquarters)

With regard to the Countermeasures for Declining Birthrate of the Ministry of Health, Labour and Welfare, unified and cross-sectional reviews are conducted as well as deploying all measures from the aspect of promoting Countermeasures for Declining Birthrate and the “Countermeasures for Declining Birthrate, General

Headquarters” was established under a councilor of the Ministry as a director general (July 2009). In addition “Countermeasures for Declining Birthrate, Office” which is a review team directly under the director general will be established in the bureau. While employing personnel from private sector, collaboration with relevant bureau and promotion of countermeasures for declining birthrate will be held.

(Establishment of Minister Office for Policy Planning/Director for Policy Planning)

With cross-ministry issues increasing, necessity for utilizing advanced technologies/businesses into administration proactively is increasing. In order to respond promptly and appropriately to wide range of issues related to citizen’ s life, the Reform Promotion Office was reorganized and the “Minister Office for Policy Planning/Director for Policy Planning” was established (July 2009). Minister Office for Policy Planning/Director for Policy Planning will support the Minister of Health, Labour and Welfare when the Minister needs a timely/appropriate decision on conducting important policy tasks.

(Collaboration of Medical Care/Nursing Care)

“Medical Care/Nursing Care Reform Adjustment Meeting” chaired by the administrative vice-minister of the Ministry of Health, Labour and Welfare was established in July 2008 to conduct unified and coherent reviews on Medical Care/Nursing Care systems and compensations towards strengthening collaboration of Medical Care/Nursing Care. In order to adjust policy measure tasks which collaboration are especially required, a “Project Team to Strengthen Functions and Collaboration on Medical Care/Nursing Care” was established. Furthermore, an Advisory Group which consists of external experts including Medical Care/Nursing Care users will be established under the Adjustment Meeting.