

八十年代 — 邁進電腦化 開展納稅人服務 The 80's — Developing computerisation and taxpayer services

邁進電腦化

隨着電腦系統的開發，稅務局於1981年在當時位於銅鑼灣皇室大廈的辦公室正式成立部門的電腦中心，而綜合稅務數據處理系統亦在同年完成及投入服務，支援管理利得稅、薪俸稅、物業稅、個人入息課稅及僱主報稅表等的相關工作，以提高工作效率。

那時納稅人的資料如報稅表和評稅紀錄都是用紙張存放。當納稅人來電或到訪，如職員找不到他們的檔案便要稍後才能回覆。為了提高生產效率和服務質素，稅務局於80年代後期定出一個長遠的改革方向，就是善用資訊科技把「資料數據化」、「工序電腦化」和「辦公室無紙化」。而當中首先重寫薪俸稅系統，擴充相關的數據庫，令更多工序自動化。

Computerisation

Alongside the development of its computer systems, IRD set up its own Computer Centre in the office at Windsor House in Causeway Bay in 1981. The Integrated Database System was also fully implemented in the same year to support the work in relation to Profits Tax, Salaries Tax, Property Tax, Personal Assessment and Employer's Return and enhance operational efficiency.

At that time, taxpayers' information such as tax returns and assessment records was stored in paper form. If the taxpayers' files were not available, officers could not give immediate replies to taxpayers' enquiries made over the telephone or in person. To improve services and enhance efficiency, in the late 80's the IRD formulated a long-term strategic direction of digitization, automation and going paperless through the use of information technology. The Salaries Tax computer system was then redeveloped and the related database expanded to enable more automation of work processes.



稅務局在1981年正式成立部門的電腦中心
IRD set up its own Computer Centre in 1981



當時電腦主要是以成批工件處理方式來處理評稅及相關的工作，資料經磁帶輸入電腦。

Tax assessments and other related work were mainly processed in batch mode. Data were captured into computer through magnetic tapes.

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開展納稅人服務

隨着時代的進步，服務文化有所轉變，市民對公共服務的要求亦逐漸提高。稅務局亦緊隨時代脈搏，逐漸培育以客為本的服務文化。早於1978年1月成立了投訴組，以積極的態度處理市民的投訴，亦藉著處理投訴改善工序和服務。

Developing taxpayer services

With the passage of time, service culture changed. Citizens' demand and expectation for public services also increased. Following the changes closely, IRD started to cultivate a customer-centric culture. Back in January 1978, it had already set up a Complaints Section to handle complaints in a positive manner. Through the handling of complaints proactively, work processes and services were continually improved.



主動正面處理納稅人的投訴
 Handling complaints in a positive manner

稅務局相信幫助納稅人明白他們的稅務責任，可促進他們遵守稅務規定，而妥善處理查詢就成為稅務服務重要的一環。從經驗所知，很多納稅人的查詢都屬簡單問題，可以集中處理。於是便在1988年4月於皇室大廈大堂成立稅務諮詢處，集中處理一般查詢，並提供簡單的文件收發服務，省卻市民要到訪多個組別的不便。這個諮詢處成為日後提供「一站式」櫃位查詢服務的試點。



1988年成立的稅務局諮詢處及專責解答一般查詢的同事
 The Enquiry Counter established in 1988 and the colleagues responsible for handling general enquiries

IRD believes that helping taxpayers understand their tax duties can improve their compliance. Proper handling of enquiries becomes an important aspect of taxpayer services. Our experience showed that the majority of the enquiries were of a simple nature that could be processed centrally. Therefore, in April 1988, a Central Enquiry Counter was set up on the first floor of Windsor House to answer simple enquiries and provide receipt and dispatch service for general documents, obviating the need for visitors to go to different groups. This enquiry counter was the prototype of the Enquiry Service Centre in the following decade.