

邁進21世紀 — 提升效率 多元電子服務

Into the 21st Century — Enhance efficiency with comprehensive e-Services

踏進21世紀，稅務局進行了第2個資訊系統策略5年計劃，運用數據庫內的資料及不同的電腦程式，令大部分稅單通過一個名為「先評後核」的系統便可自動發出，加快評稅工作，精簡人手和提升效率。同時亦利用龐大數據庫及先進的分析工具，輔助稅務調查工作。

Entering the 21st Century, the Department implemented a second 5-year Information Systems Strategy Plan. By making use of the information in the database and implementing different computer applications, most of the assessment notices can be automatically processed and issued through a system known as "Assess-First-Audit-Later", thus speeding up the assessment work, reducing manpower and improving efficiency. Investigation works are also facilitated through the use of the large database and advanced analysis tools.



緊貼互聯網及電子政府的發展，稅務局亦推行多元化電子服務，務求以更快捷、有效、優質的服務，迎接數碼新紀元。

Following closely the development of Internet and e-Government, IRD also implemented a wide range of electronic services to meet the challenges of the new digital era with improved efficiency, effectiveness and service quality.



網上報稅 (2001年推出)
 e-Filing of Tax Returns (Introduced in 2001)

21st Century

二十一世紀

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互動稅務查詢 (2001年推出)
 Interactive Tax Enquiry Service (Introduced in 2001)



商業登記申請 (2001年推出)
 Application for Business Registration (Introduced in 2001)



物業電子印花 (2004年推出)
 Property e-stamping (Introduced in 2004)



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計劃內的另一項重要項目是採用文件管理系統，處理傳統報稅表和文件，把紙張文件轉化成數碼圖像，方便在不同崗位上的員工可以分別透過電腦屏幕同時查閱，令評稅和解答查詢工作能夠同步進行，這不但促進效率，更可進一步令辦公室無紙化。同時亦開發了工作流程系統，把有關反對評稅和緩繳暫繳稅的申請等工作分配自動化，並記錄工作流程，從而加強監控，以確保能達致服務承諾的目標，以及提高回應市民要求的整體效率。



文件管理系統在攝錄報稅表影像時，亦讀取表上所印有的條碼或資料，即時輸入電腦。

The Document Management System will capture image of the returns as well as the bar code and other data in one pass for update to the computer.

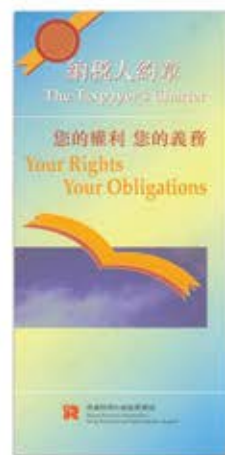
Another important project under the Information Systems Strategy Plan is the implementation of the Document Management System. Paper returns and documents are converted into digitized images so that staff of different posts can have online access to the documents through the computer terminals at their desks for assessment work and handling of enquiries concurrently. The system has not only enhanced the operational efficiency but also furthered the development of a 'paperless office' extensively. At the same time, a Workflow Management System has also been developed to automate the distribution of tasks relating to tax assessment objections and applications for holdover of provisional tax, and to control and monitor the flow of work so as to ensure that performance pledge targets are met and to improve the overall responsiveness to requests from the public.

納稅人約章

稅務局於2000年推出「納稅人約章」，讓納稅人明白他們的權利和義務，從而令他們更有信心地履行稅務責任，同時亦有助本局提高服務效率。

The Taxpayer's Charter

The Department launched The Taxpayer's Charter in 2000 to help taxpayers understand their rights and obligations. The Charter enables the taxpayers to fulfill their obligations more confidently and at the same time assists the Department to improve its service efficiency.



您的權利 您的義務
 Yours Rights, Your Obligations

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以客為本服務

為了優化顧客服務，諮詢中心在2003年初進行了翻新工程，引入電子輪候服務系統，增設座椅，安裝電感圈輔聽系統以方便弱聽人士，並設服務櫃檯向長者提供優先服務。此外，亦設立內聯網及一般查詢資料庫，協助職員快捷及準確地解答市民的查詢。

Customer-centric Services

To further enhance customer services, the Central Enquiry Counter was refurbished in 2003. Improvements include the introduction of an electronic queuing system, the addition of seats, the fitting of inductive loop hearing device for people with hearing impairment as well as the setting up of designated counters to provide priority service to the elderly. The launch of the Department's Intranet and General Enquiry Knowledge Database assists the staff to provide prompt and accurate answers to public enquiries.

中央詢問處提供一站式服務
 Central Enquiry Counter provides a one-stop service



訪客以取票代替站立排隊輪候服務
 Visitors get a number tag instead of having to line up in a queue



職員利用一般查詢資料庫和內聯網，能夠快而準地回答市民的查詢
 Staff obtain the required information through the General Enquiry Knowledge Database and the Intranet to answer enquiries promptly and accurately



稅務局憑提升效率及改善顧客服務所作的努力，為部門贏得2003至04年度公務員顧客服務獎勵計劃的櫃位服務「隊伍獎」冠軍及「部門獎」季軍，打破向納稅人收稅和追稅就不能令服務使用者滿意的「宿命」，帶給全體員工極大鼓舞。

The Department's efforts in improving customers' service were recognized and had won the awards of champion in the Counter Service Team Award and second runner-up in the Department Award in the 2003-04 Civil Service's Outstanding Customer Service Awards Competition. It broke the destiny that tax collection and payment enforcement activities could never generate satisfied customers and brought great encouragement to all staff of the Department.