

# Information Technology

During the year, the Department continued to enhance efficiency, productivity and quality of services through the application of advanced information technology (IT) and the promotion of electronic services.

## Information Systems

The Department carried out and completed the Phase II project for the Document Management System to extend the scope of document management to cover other types of documents in addition to tax returns. The Workflow Management System Project has also commenced and will be completed in mid 2006. The project aims to automate the distribution of tasks relating to tax assessment objections, tax holdover claims etc, and to control and monitor the flow of work. It will enable the Department to effectively track and monitor case actions to ensure that performance pledge targets are met and improve the overall responsiveness to requests from the public.



## IT Enabled Workplace

Making use of its well-developed network of over 2,300 workstations, the Department has improved the efficiency of the day-to-day operations and the handling of general enquiries. Staff can perform on-line enquiries and updating transactions efficiently. They can also have convenient access to the Document Management System to view the images of tax returns and other documents or to the General Enquiry Knowledge Database for easy and quick access to information and answers for enquiries.

To enhance operational efficiency and further reduce paper consumption, e-mail facilities are provided to more than 2,930 officers with over 840 of them having access to the Internet. The plan to extend Internet access to all officers is under way.

## Electronic Services

Continuous efforts are made to identify and develop more convenient and user-friendly features for our e-services.

**稅務局**  
Inland Revenue Department

**「稅務易」通行密碼**  
e-Tax Password

有「稅務易」通行密碼在手，你可以隨時隨地透過互聯網或經會講電話，享用稅務局的電子服務。  
With an e-Tax Password, you can enjoy IRD's electronic services anytime and anywhere through the Internet or a touch-tone phone.

如何申請「稅務易」通行密碼  
How to apply for an e-Tax Password

- 1) 經互聯網登記 — www.ird.gov.hk  
Through the Internet — www.ird.gov.hk
- 2) 撥電24小時電話自動登記熱線 183 2033  
Via the 24-hour Automated Telephone Registration Hotline — 183 2033

To facilitate taxpayers to use our e-services, in addition to the 24-hour Automated Telephone Registration Hotline service, a new online function for taxpayer to apply e-Tax Password via the Internet was introduced in April 2005 to allow online registration and application for e-Tax password. Besides, a new function has also been introduced in April 2006 to allow re-application for a new e-Tax Password via the Internet or telephone so as to help those taxpayers who have forgotten their passwords to regain access to our e-services conveniently.

The electronic tax return filing service was further enhanced to streamline the filing process. The introduction of the "Pre-filing of data" function makes the filing process easier and simpler, while the "Estimation of salaries tax payable" function facilitates early planning for tax payment by computing the taxpayer's estimated Salaries Tax payable immediately upon the return submission. The improvements have increased the popularity of e-filing. The number of e-filers in the year has increased twofold to about 67,000.

The provision of free software developed by the Department to employers for preparation and submission of annual returns in respect of employee's emoluments continued to attract more employers to use electronic means for filing returns. During the year, some 44,200 employers furnished electronic returns for about 2,310,000 employees. 32,900 of these employers used the free software provided by the Department.



## Taxpayer Portal

With a view to assisting taxpayers in complying with their tax obligations easily, the Department commissioned a consultant to conduct a feasibility study on the setting up of a Taxpayer Portal through which taxpayers will be able to have easy access to a complete range of personalised e-services via a single entry point on the Internet.

The study recommends the implementation of the Taxpayer Portal by stages. The first stage will focus on the migration of current e-services provided under Electronic Services Delivery Scheme to the Taxpayer Portal and the introduction of new or improved e-services targeting at individuals, such as the issue of electronic tax returns and assessment notices, electronic lodgement of objections and applications, and value-added services like e-alert messages and e-updates on tax law.

It is planned to launch the first stage of the Taxpayer Portal in early 2008 and to roll out the enhanced and new e-services by phases from 2008 to early 2009.