Information Technology

The Department has been making extensive use of information technology to enhance efficiency and provide quality service to the public.

IT Environment

The Department has set up a comprehensive and integrated IT infrastructure, including different types of computer application systems and platforms. Assessment processes are automated by the "Assess-First-Audit-Later" system. Tax audit and investigation works are facilitated by the use of data mining and advanced analytical tools. With extensive utilization of the Document Management System and Workflow Management System, the management, control and monitoring of documents, files and workflows are strengthened. A wide range of information is stored in the Department's Intranet and General Enquiry Knowledge Database for convenient access by our staff. It greatly facilitates their work.

The Department's network, which connects various computer systems, enables officers working on different floors to have concurrent access to electronic documents through their workstations. The computerized workflow enhances the efficiency in performing various types of work. Moreover, e-mail and Internet facilities provide a seamless communication platform for our staff and greatly reduce paper consumption.
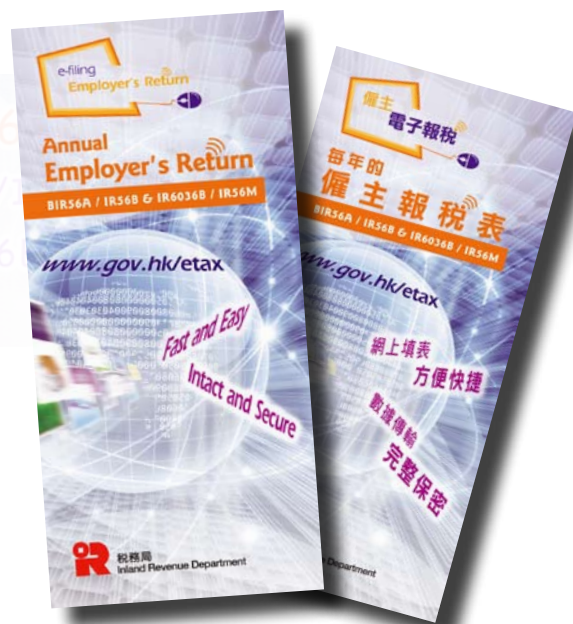
We are now updating and upgrading the IT infrastructure. The System Infrastructure Enhancement Project involves three stages: Stage I - upgrade of the file server and workstation infrastructure, Stage II - upgrade of the Document Management System and Stage III - migration of mainframe applications to midrange platform. In 2011-12, the system upgrade activities for Stage I and procurement activities for Stages II and III were in active progress.

Electronic Services

eTAX

eTAX provides a wide range of online tax services to the public . It includes internet filing of tax returns, stamping of property documents, business registration enquiries, electronic notices, payments and applications etc. As at 31 March 2012, there were some 404,000 registered eTAX users.

In 2011-12, e-filing of tax returns increased by 16% to over 334,000 cases. There were about 285,000 e-stamping transactions. A total of 2,727,000 online enquiries for Business Registration Number were received. There were 107,000 requests related to around 246,000 business registrations for supply of information on the Business Register. Starting from 23 August 2011, employers can file online various notifications of employee in connection with commencement of employment, cessation of employment and leaving Hong Kong cases.

Other Electronic Services

Electronic submission of annual returns in respect of employee's emoluments by diskettes or CD-ROMs is one of the Department's popular e-services. During 2011-12, some 47,400 employers furnished electronic annual returns for 2,681,000 employees. About 73% of these employers used the free software provided by the Department.

On 20 February 2012, the Companies Registry and the Department jointly introduced a new one-stop online service to allow a company to file notification of change of registered office address and business address in one go.