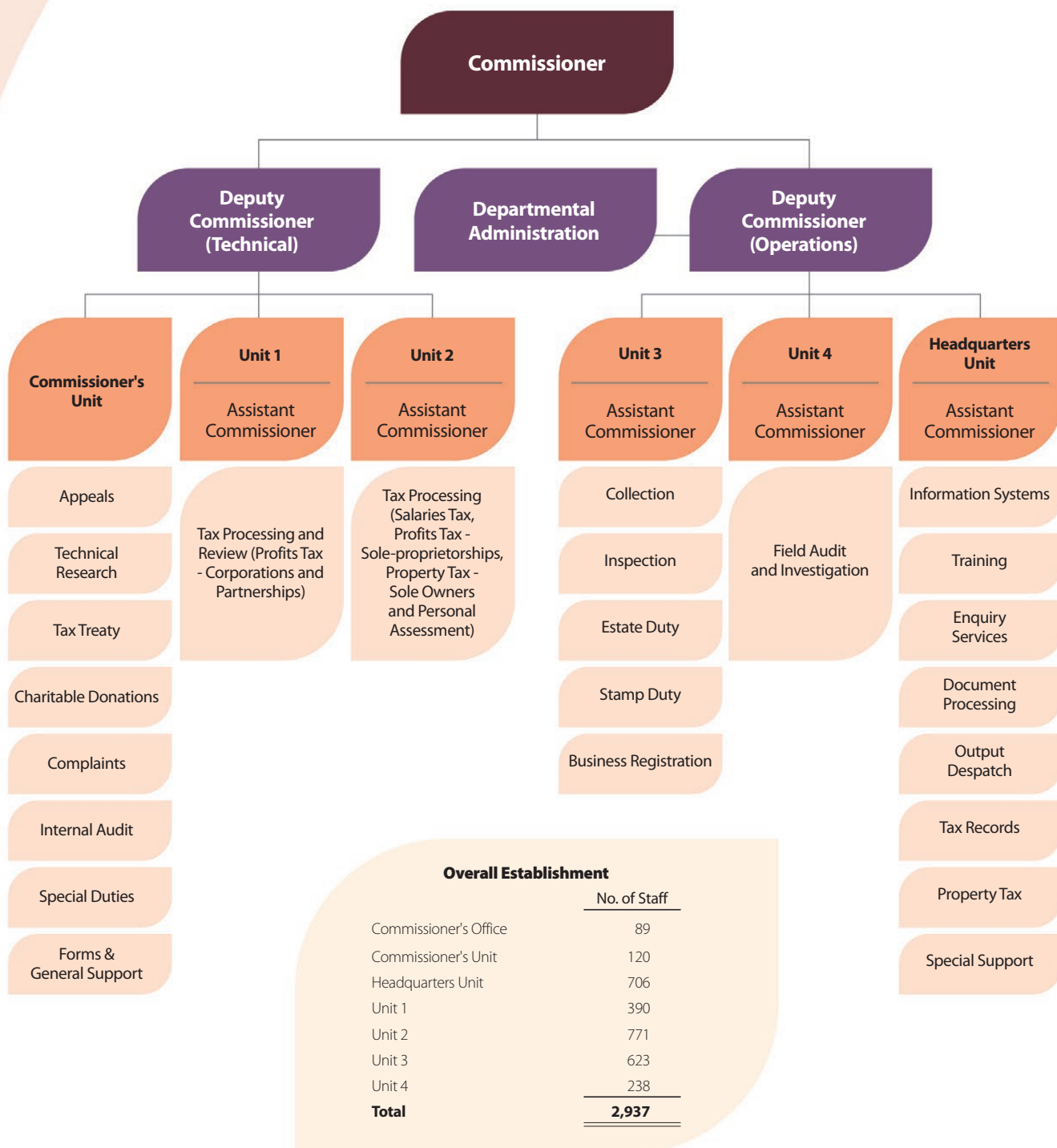


Human Resources

Organisation Chart of the Inland Revenue Department as at 31.3.2023



Establishment

The Commissioner, the two Deputy Commissioners and the five Assistant Commissioners, together with the Departmental Secretary, form the top management of the Inland Revenue Department.

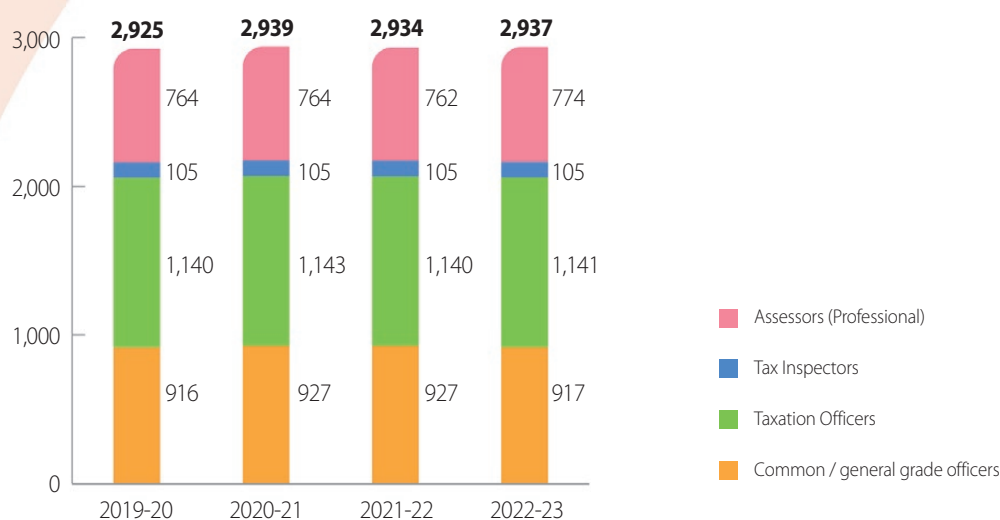
Members of the Top Management of the Inland Revenue Department (as at 31.3.2023)



- 1 Mr TAM Tai-pang**
Commissioner
- 2 Mr LEUNG Kin-wa**
Deputy Commissioner
(Operations)
- 3 Mr CHAN Sze-wai, Benjamin**
Deputy Commissioner
(Technical)
- 4 Miss CHAN Shun-mei**
Assistant Commissioner
(Unit 1)
- 5 Ms TANG Hing-kwan**
Assistant Commissioner
(Unit 2)
- 6 Ms LEUNG Wing-chi**
Assistant Commissioner
(Unit 3)
- 7 Mr NG Man-kwan**
Assistant Commissioner
(Unit 4)
- 8 Mr WONG Kai-cheong, Tony**
Assistant Commissioner
(Headquarters Unit)
- 9 Miss MAN Wai-ming**
Departmental Secretary

As at 31 March 2023, the Department had an establishment of 2,937 permanent posts (including 28 directorate posts) in the Commissioner's Office and the six Units of the Department. Of the total, 2,020 posts were in departmental grades (namely Assessor, Tax Inspector and Taxation Officer grades), performing duties directly concerned with taxation. The remaining 917 posts were in common / general grades, providing administrative, information technology and clerical support services (**Figure 35**).

Figure 35 Staff establishment



Most of the professional officers serving in the Department were below the age of 45 (**Figure 36**). The ratio of male to female professional officers was 1:1.8.

Figure 36 Age and gender profiles of professional staff (on strength basis)

Age Group	Male		Female		Total	
Below 25	6	(2.3%)	14	(2.9%)	20	(2.7%)
25 to below 35	99	(37.2%)	181	(38.1%)	280	(37.8%)
35 to below 45	36	(13.5%)	107	(22.5%)	143	(19.3%)
45 to below 55	71	(26.7%)	120	(25.3%)	191	(25.8%)
55 and over	54	(20.3%)	53	(11.2%)	107	(14.4%)
Total	266	(100%)	475	(100%)	741	(100%)

Staff Promotions and Turnover

In 2022-23, a total of 71 departmental grade officers and 6 common / general grade officers were promoted. Among them, 2 were in directorate rank. 293 officers joined the Department, of which 233 were new appointees and 60 were officers transferred from other grades / departments. A total of 273 officers (including 58 transferred to other departments) left the Department.

Training and Development

Staff are the Department's valuable assets. We recognise the importance of offering continuous learning to our staff to keep them abreast of the changing environment and to acquire the necessary knowledge to perform their duties. A variety of training courses in taxation, accounting, interpersonal skills, management, languages, information technology, etc. are offered to staff members. In 2022-23, our staff received training for a total of 6,503 man-days, which was equivalent to about 2.21 man-days per officer.

The major training activities conducted for our staff during 2022-23 were as below:

Training Courses

- Induction courses for all grades of staff upon joining the Department
- Two-year taxation law and practice course for newly appointed Assistant Assessors
- Briefing sessions on legislative amendments and new services
- Refresher courses on professional knowledge
- Courses on the International Taxation
- Written and spoken English courses
- Chinese official writing course
- Investigation skills training programme
- Information security training programme

Workshops

- Mentorship workshop
- Performance appraisal workshops on English writing skills
- Performance management workshop
- Workshop on customer service skills on the telephone
- Workshop on effective Putonghua for quality services
- Workshop on emotional wellness
- Workshop on fundamental management skills
- Workshop on how to handle taxpayers with special needs
- Workshop on negotiation skills
- Workshop on blockchain essentials
- Workshop on replying to complaints

Continuing Professional Education

Eight seminars were held by the Training Committee under the in-house Continuing Professional Education (CPE) Programme on the following subjects for professional officers:

- Annual Update of Appeal Cases
- Taxation of Ship Leasing Activities
- Computing Assessable Profits, Revenue Recognition and Measurement of Inventories or Stock
- Digital Assets
- Updates on Profits Tax issues
- 2022 Hot Topics on China and Hong Kong Cross-Border Personal Tax
- Digital Economy, Electronic Commerce and Digital Assets
- Updates on Salaries Tax Issues

Speakers for two of the seminars were outside experts and others were staff members. Six of the CPE seminars were e-seminars and uploaded onto the Department's Intranet. A total of 131 staff members attended the face-to-face seminar and 1,921 staff members had viewed the e-seminars.

Overseas Courses

By participating in overseas training programmes, our professional officers can broaden their horizons and acquire the necessary knowledge to cope with new and complex global issues. In 2022-23, the Department continued to deploy information and communication technology to facilitate officers to participate in distance learning. In the past year, 92 officers attended virtual training and e-learning courses on different issues.

Continuous Learning

Besides the conventional classroom training, the Department employs various means to promote continuous self-learning. These include encouraging staff to take the web courses provided by the web-based learning portal "CLC Plus" of the Civil Service College and providing financial support to officers to attend seminars and courses organised by academic and professional institutes. Training materials and information are uploaded onto the Department's Intranet for officers to study in their own time and at their own pace. This provides an effective way for the staff to acquire new knowledge and refresh what they have learnt.

Mentorship Scheme

A Mentorship Scheme for Assistant Assessors has been in place since 2008. Under this scheme, experienced officers (the mentors) will guide newly recruited Assistant Assessors (the mentees) to broaden their perception about the Department such as the organisation structure, work, connection and culture, and help them integrate into the civil service.

Staff Relations and Welfare

The Department attaches great importance to staff relations and welfare. We strive to maintain effective communication, and promote co-operation and mutual trust between the management and staff at all levels that help enhance the Department's operational efficiency and productivity.

The Departmental Consultative Committee

The Departmental Consultative Committee provides a formal and effective platform for the management and staff to exchange views on matters of mutual concern such as recruitment, promotion, career posting, training, working environment, staff welfare, office security and safety. The Committee is chaired by the Deputy Commissioner (Operations) and composed of representatives from all staff unions / associations and staff groups in the Department.

The General Grades Consultative Committee

The General Grades Consultative Committee, chaired by the Departmental Secretary and composed of representatives from the clerical and secretarial grades, allows the general grades staff members to discuss with the management issues of specific interest to their grades.

The "Meet-the-Staff Programme"

First launched in 1996-97, the "Meet-the-Staff Programme" enables the senior management of each Unit and staff of different sections / groups to exchange ideas face to face on departmental and service-wide issues in an open and relaxed manner. It serves to supplement the formal consultative channel and effectively enhances communication between staff and the management.

The IRD Staff Suggestions Scheme

In 2022-23, 3 out of 13 suggestions made through the IRD Staff Suggestions Scheme were granted cash awards and certificates of commendation in recognition of the relevant staff's contributions on enhancing operational efficiency and quality of services of the Department.

The Inland Revenue Department Newsletter

The Departmental Newsletter, published every 4 months, serves as another channel of communication between staff and the management promoting a sense of belonging in the Department. Articles are contributed by unit management for disseminating service-related issues, staff movement, staff welfare, information technology, environmental and green issues, occupational health and safety matters, etc., and by staff who are keen to share their leisure activities and hobbies. The Newsletter also provides a regular roundup on the recreational activities organised by the IRD Sports Association as well as volunteer activities arranged by the IRD Volunteer Team.



The Inland Revenue General Staff Welfare Fund

Established in 1972, the Inland Revenue General Staff Welfare Fund operates on funds donated by staff on a voluntary basis. It aims to provide within a short time small amount of interest free loan, as an additional and quick emergency relief, to help staff in unexpected financial hardship. The Fund is managed by a Governing Committee, chaired by the Departmental Secretary and composed of staff representatives from the Departmental Consultative Committee, the General Grades Consultative Committee and the IRD Sports Association. The Claims Subcommittee, formed under the Governing Committee, considers and approves applications for financial assistance submitted by staff.

Commissioner's Commendation Letter Scheme



In 2022-23, 57 officers who had provided outstanding service for a long period of time were awarded the Commissioner's Commendation Letter.

The Long and Meritorious Service Travel Award Scheme

In 2022-23, 23 officers with long and meritorious service were granted awards under the Long and Meritorious Service Travel Award Scheme.

The IRD Sports Association

The objects of the IRD Sports Association are to promote the intellectual, social and athletic interests of its members. It aims at providing colleagues with a platform to mingle and enhance the friendship between colleagues and their sense of belonging to the Department. To achieve these objects, the Association held a wide variety of recreational and sports activities to encourage colleagues to establish a healthy lifestyle and maintain a balance between work and life.

In 2022-23, the Association organised a number of diverse activities, including luncheon talks, various sports competitions, photography competition, online games and e-sports competition, etc. With the relaxing of the social distancing measures, the Association recommenced to organise tours to various locations including Ma On Shan Water Treatment Works, Ex-Shum Shui Po Service Reservoir, office of the Hong Kong Monetary Authority



as well as an outing to Sai Kung. Colleagues were able to relax themselves and expand knowledge through participating in the activities. All activities were well received and supported by colleagues.



The IRD Volunteer Team under the auspices of the Association continued to participate actively in numerous charitable events and community works. The target groups of IRD Volunteer Team are wide, which included the elderly, disabled people, teenagers, children and abandoned dogs. To recognise the Department's continuous dedication to care for the community, the Hong Kong Council of Social Service awarded the "15 Years Plus Caring Organisation Logo" to the Department. This marked the 18th consecutive year in which the Department was granted the award as a caring organisation.



On the charity front, the Association also actively participated in charitable fund-raising activities including "Medecins Sans Frontieres Day", "ORBIS World Sight Day" and "World Vision – Skip-A-Meal". With the generous support of our colleagues, a total of approximately \$170,000 was raised during the year. The Association was awarded the "Organisation with the Most Participants" in "ORBIS World Sight Day" and the 1st runner up in "The Largest Amount of Total Donation" and 2nd runner-up with the Most Participants in "World Vision – Skip-A-Meal" this year.

