# Information Technology

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

## IT Environment

The Department has built up a comprehensive and integrated IT infrastructure with different types of computer application systems and platforms. The Department's network connects the computer system and workstations of staff on different floors. Assessment process is automated by the "Assess-First-Audit-Later" system. Tax audit and investigation work is facilitated by the use of data mining and advanced analytical tools. The Document Management System and Workflow Management System enhance the control and monitoring of documents, files and workflow, facilitate the tracking of case progress, and thus enable the Department to improve overall service quality. A wide range of information is stored in the Department's Intranet and General Enquiry Knowledge Database for convenient access by our staff at work. Moreover, e-mail and internet facilities provide an efficient and environment-friendly communication platform for our staff.

The Department will implement the following system development and modifications by phases from 2020-21 to 2025-26 –

(1)  to leverage cloud services to accommodate all of the Department's computer application systems;

(2)  to replace the eTAX System with an Individual Tax Portal with enhanced functionalities for individual taxpayers;

(3)  to develop a Business Tax Portal to facilitate submission of tax returns by businesses together with accounting and financial data;

(4)  to develop a Tax Representative Portal to enable tax representatives conducting e-transactions on behalf of their clients, both individuals and businesses; and

(5)  to extend the application of workflow technology for improving the Department's internal communication and work efficiency.

## Electronic Services

### eTAX

The Department continues to provide a wide range of online tax services to the public, including Internet filing of tax returns, e-stamping of property documents, business registration e-services, electronic notices, electronic payments and lodgement of applications, etc.

From 30 December 2020 onwards, iAM Smart can be used as another means for taxpayers to log in to their eTAX accounts, file electronic tax returns and request revision of assessment electronically.  Since 14 August 2022, eTAX has adopted responsive web design to enable users to have quick and convenient access to their tax information with improved user experience.

eTAX services are widely used by the public.  As at 31 March 2023, there were some 1,335,000 registered eTAX users.  The take-up rate increased year after year (**Figure 34**).

**Figure 34      eTAX Usage Statistics**

|  | 2021-22<br>Number | 2022-23<br>**Number** | Increase/Decrease |
|---|---|---|---|
| Internet filing of tax returns |  |  |  |
| - Tax Return-Individuals, Property Tax Return and Profits Tax Return | 848,005 | **880,783** | +3.9% |
| - Employer's Return of Remuneration and Pensions |  |  |  |
| BIR56A | 37,290 | **44,065** | +18.2% |
| IR56B | 782,400 | **1,042,508** | +33.2% |
| - Employer's Notifications of Commencement of Employment, Cessation of Employment and Employee's Departure from Hong Kong | 135,001 | **233,783** | +73.2% |
| Stamping of Property Document | 383,009 | **369,487** | -3.5% |
| Business Registration Number Enquiry | 3,749,533 | **3,263,652** | -13.0% |
| Application for Supply of Information on the Business Register |  |  |  |
| - Requisition | 205,997 | **247,842** | +20.3% |
| - Business registrations involved | 590,428 | **693,091** | +17.4% |

*Other Electronic Services*

During 2022-23, some 13,200 employers furnished annual returns for 1,852,300 employees in total by using portable electronic storage devices.  About 53% of these employers used the free software provided by the Department.