

資訊系統策略計劃

過去一年，本局穩步地展開有關推行第2個資訊系統策略計劃的工作。在該計劃下的12個項目中，有6個項目的系統開發工作已在積極進行中，包括：－

1. 系統基礎建設改善計劃：改良電腦系統的基礎設施，以配合本局的未來發展；
2. 數據管理改善計劃：改良本局所收集的數據管理；
3. 先評後核系統計劃：把審閱報稅表及評稅的過程自動化，加強實地審核的效能及促進納稅人自願遵行稅務法例；
4. 互動式稅務查詢服務計劃：提供24小時電話服務，讓納稅人士查詢其個人稅務資料；
5. 電子遞交服務計劃：提供電話報稅服務；以及
6. 商業登記處理：以電子方式提供一些商業登記服務。

另外，本局在2001年3月完成了文件管理系統第1期計劃的可行性研究。推行該系統的目的是要把紙本文件轉換為數碼圖像，讓局內人員可聯機同時查閱所有文件的電子文檔。還有另一個項目，應用系統改善計劃，亦已在2000年10月完成。

Information Systems Strategy Plan

Steady progress was made towards the implementation of the Department's second Information Systems Strategy (ISS) plan, which consists of 12 projects. During the review period, development work for the following 6 projects were in active progress: –

1. System Infrastructure Enhancement Project, to enhance the computer system's infrastructure components in order to cope with the new business initiatives and commitments;
2. Data Management Enhancement Project, to enhance the management of the data collected by the Department;
3. Assess First Audit Later System Project, to automate return screening and assessment processes, improve the effectiveness of field audits and promote voluntary tax compliance;
4. Interactive Taxpayer Enquiry Service Project, to provide automated round-the-clock telephone enquiry service in respect of personal tax information;
5. Electronic Lodgement Service Project, to provide for telefiling of tax returns; and
6. Business Registration Processing, to provide electronic access to certain business registration services.

Feasibility study for the Document Management System Phase I Project, which aims to convert paper documents into digitised images and provide on-line and concurrent access to all documents in electronic form, was completed in March 2001. Another ISS project, namely Application System Enhancement, was fully implemented in October 2000.

辦公室自動化

在系統基礎建設改善計劃下，本局在2001年初完成對電腦工作站網絡的提升工作，大幅改善部門的電腦運作。截至2001年3月31日止，網絡內的電腦工作站增至約2,000台。過去一年，聯機查詢和更新事項的數目分別為2,760萬宗和600萬宗，而經以整批方式處理的事項也達1,620萬宗。



提交僱主報稅表

僱主可以電子方式(磁帶或磁碟)提交僱員薪酬資料。過去一年，共有29,000名僱主使用這種方式提交約156萬名僱員資料，較上一年度增加超過10%。當中有23,000名僱主使用本局編製的電腦軟件提交超過73萬名僱員的資料。

商業登記系統

有關提升商業登記申請書圖像和文件管理系統的工作已於2000年8月完成。推行新系統後，申請商業登記冊摘錄的處理時間由原來的4個工作天縮減為2個工作天。

Office Automation

Under the System Infrastructure Enhancement Project, the enhancement of the Department's workstation network was completed in early 2001. The upgraded network has greatly improved the efficiency of the Department's computer operations. The total number of workstations rose to about 2,000 as at 31 March 2001. During the year, on-line enquiries and updating transactions totalled 27.6 million and 6.0 million respectively, while 16.2 million transactions were processed in the batch mode.

Submission of Employer's Return

Employers are able to use electronic means (magnetic tapes or disks) to furnish returns containing details of their employees' emoluments. During the year, some 29,000 employers furnished returns in this way in respect of some 1,560,000 employees. This represented an increase of more than 10% over the previous year. Of the total, some 23,000 employers used software developed by the Department to furnish returns in respect of some 730,000 employees.

Application System for Business Registration

Development work to upgrade the imaging and document management system for Business Registration applications was completed in August 2000. With the implementation of the upgraded system, the Department was able to shorten the response time for issuing extracts of business registration information from 4 working days to 2 working days.