

資訊系統策略

過去一年，本局在推行第2個資訊系統策略計劃的工作，有長足的進展。在該計劃下的12個項目中，有3個項目已在年內完成，包括：-

- 1) 數據管理改善計劃：改良本局所收集的數據管理；
- 2) 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；以及



- 3) 商業登記處理：以電子方式提供一些商業登記服務。

另外，下列3個項目系統開發工作仍在積極進行中：-

- 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) 先評後核系統計劃：加強實地審核的效能及促進納稅人自願遵行稅務法例；以及
- 3) 電子遞交服務計劃：提供電話報稅服務。



Information Systems Strategy

Implementation of the Department's second Information Systems Strategy (ISS) plan, which consists of 12 projects, was in steady progress. The following 3 projects were completed during the year:-

- 1) Data Management Enhancement Project, to enhance the management of the data collected by the Department;
- 2) Interactive Taxpayer Enquiry Service Project, to provide automated round-the-clock telephone enquiry service in respect of personal tax information; and
- 3) Business Registration Processing, to provide electronic access to certain business registration services.

Development work for the 3 projects below continued during the review period:-

- 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) Assess First Audit Later System Project, to improve the effectiveness of field audits and promote voluntary tax compliance; and
- 3) Electronic Lodgement Service Project, to provide for telefiling of tax returns.

Feasibility study for the ISS project, Strategic Planning Support System, which aims to provide analytical information, projections and what-if analyses for strategic planning, was completed in November 2001. Tender evaluation for another ISS project, the Document Management System Phase I

本局在2001年11月完成了策略計劃支援系統計劃的可行性研究。推行該系統的目的是提供分析資料、預測及推算分析以制訂策略計劃。另一個項目，文件管理系統第一期計劃的投標評估工作亦已在2002年3月完成。該計劃的目的是要把紙本文件轉換為數碼圖像。

辦公室自動化

本局的電腦工作站網絡在年內繼續擴展。截至2002年3月31日止，網絡內的電腦工作站增至約2,350台。為逐步推廣電郵通訊以取代紙本通訊，本局已為1,350多名員工提供電郵通訊設施。

本局亦已安裝軟件資產管理工具以確保妥善管理及正當使用電腦軟件。過去一年，聯機查詢和更新事項的數目分別為2,820萬宗和580萬宗，而經整批方式處理的事項也達1,680萬宗。

改善打印質素

本局裝設了一部新的主機打印機，其功能可處理平張、預設的電子表格和多頁文件打印。該打印機已於2001年11月正式投入服務。另外，本局亦在2002年初添置一個新的入信系統，能夠訂裝、摺疊和把多份大小不一的文件放入信封內。



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 2002.

Office Automation

The Department's workstation network continued to expand during the year. The total number of workstations rose to about 2,350 as at 31 March 2002. To gradually replace paper correspondence through greater use of e-mail communication, e-mail facilities were extended to some 1,350 officers.



Software asset management tools were also installed for ensuring the proper management and use of computer software in the Department. During the year, on-line enquiries and updating transactions totalled 28.2 million and 5.8 million respectively, while 16.8 million transactions were processed in batch mode.

Enhancement of Output Printing

A new mainframe printer capable of supporting cut-sheet, form overlay and multi-page document printing was put in production use in November 2001. In addition, a new Document Finishing System with collating, folding and multiple insertions of varying size capabilities was also installed in early 2002.

提交僱主報稅表

本局鼓勵僱主利用電子方式(磁碟或光碟)提交僱員薪酬資料。過去一年，共有33,000名僱主使用這種方式提交約179萬名僱員資料，較上一年度增加超過14%。當中有25,000名僱主使用本局編製的電腦軟件提交超過80萬名僱員的資料。本局亦改善本局編製的電腦軟件以供更多個人電腦操作系統版本使用。



電子報稅

自2001年1月，本局透過「公共服務電子化」計劃接受持有數碼證書的個別人士在網上遞交個別人士報稅表及物業稅報稅表。過去一年，網上報稅的使用率偏低。有鑑於此，本局已改進系統的功能及改良輸入報稅資料的流程，務求令更多納稅人能更簡便流暢地在網上報稅。

Submission of Employer's Return

Employers are encouraged to use electronic means (magnetic disks or CD-ROM) to furnish returns containing details of their employees' emoluments. During the year, some 33,000 employers furnished returns in this way in respect of some 1,790,000 employees. This represented an increase of more than 14% over the previous year. Of the total, some 25,000 employers used the software developed by the Department to furnish returns in respect of some 800,000 employees. The IRD Software running on PC platform was also enhanced to cater for more operating system versions.

Electronic Lodgement of Returns

With effect from January 2001, the Department accepts the electronic filing of Tax Returns - Individuals and Property Tax Returns through the Electronic Service Delivery (ESD) Scheme. During the year, the take-up rate remained low. In view of this, the Department has enhanced the system functions and streamlined the input processes to enable more users to file their tax returns electronically in a more user-friendly manner.



利得稅報稅表的電子表格

為方便市民利用電子方式提交利得稅報稅表，本局在政府推出的「電子表格」計劃下，已完成編製4款電子表格，以供市民在2002年4月1日開始使用。



其他改善

在過去一年，本局在「公共服務電子化」計劃下，為市民提供下列新/改善的服務：-

- 1) 通知更改業務資料;
- 2) 申請合夥業務或法團的商業或分行登記；
以及
- 3) 在互動稅務查詢服務下，可使用通行密碼確認身分。

Electronic Forms for Profits Tax Returns

To facilitate electronic submission of profits tax returns, four electronic forms were developed under the Government's "Electronic Submission of Forms" Project for public use on 1 April 2002.



Other Enhancements

The Department introduced the following new / enhanced services under the Electronic Service Delivery (ESD) Scheme in the year:-

- 1) Notification of Change of Business Particulars;
- 2) Application for Business or Branch Registration by partnerships and corporations; and
- 3) Use of password as an alternative means of authentication for Interactive Tax Enquiry.