Vision, Mission and Values

Vision
We aim to be an excellent tax administration that plays an important part in promoting Hong Kong’s prosperity and stability.

Mission
We are committed to -
- collecting revenue efficiently and cost-effectively;
- providing courteous and effective service to the taxpaying public;
- promoting compliance through rigorous enforcement of law, education and publicity programmes; and
- enabling staff to acquire the necessary knowledge, skills and attitude so that they can contribute their best to the achievement of our vision.

Values
Our core values are -
- Professionalism
- Efficiency
- Responsiveness
- Fairness
- Effectiveness
- Courtesy
- Teamwork
The Taxpayer’s Charter

A. Your Rights as a Taxpayer

1. Tax Liability
   You may have to pay the amount of tax due under
   the law.

2. Courteous Treatment
   You are entitled to courteous treatment in your dealings
   with us.

3. Professional Service
   You are entitled to receive our service in a timely
   manner in accordance with our published standards.
   You can expect assurance from us that we will
   help you understand and meet your tax obligations.
   We can expect you to act in an impartial professional
   and fair manner.

4. Privacy and Confidentiality
   You are entitled to expect that the information you
   provide will be used only for the purposes of the law
   allows; that it will not be disclosed to anyone,
   except as authorized by law.

5. Access to Information
   You are entitled to access to your own tax
   information held by us as permitted by the law.

6. Bilingual Service
   You are entitled to our service in Chinese or
   English, at your choice.

B. Your Obligations as a Taxpayer

1. Honesty
   You should be honest in your dealings with us.

2. Lodgement of Returns, Documents and Information
   You should file correct returns and documents
   and provide complete and accurate information
   within time limits specified.

3. Tax Payment
   You should pay your tax due on time.

4. Record Keeping
   You should keep sufficient records to enable your
   tax liability to be determined accurately.

5. Keeping I.R.D. Posted
   You should keep us informed of any change of
   business or correspondence address.