

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

IT Environment

The Department has a comprehensive and integrated IT infrastructure, including different types of computer application systems and platforms. The Department's network connects the computer system and staff workstations 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. With extensive utilization of the Document Management System and Workflow Management System, the management, control and monitoring of documents, files and workflows are strengthened. Apart from adopting computerized workflow to enhance efficiency, 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.

In 2013-14, we continued to develop the system infrastructure enhancement project. Stage I and II of the project have already been completed. Regarding Stage III of the project for migration of mainframe applications, system analysis and design work remains in progress.

Electronic Services

eTAX

eTAX provides a wide range of online tax services to the public. It includes internet filing of tax returns, stamping of property documents, business registration enquiries, electronic notices, payments and lodgement of applications, etc.

In April 2013, the Department further enhanced the e-filing services to provide a convenient means for employers to submit employer's returns of remuneration and pensions. Employers can now upload through eTAX employees' remuneration

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Online Demo 🔸	82	ini:	and Revenue Department 🌪
FAQs 🔶	R	The Operator De D	ione Fortie Gonard Addressifiation Property 🔜 🔍
Tips and Tools Tax Rate Tax Computation	Welcome East	e to eTAX sy, secure and environment-friend!	
Exchange Rate	e	TAX provides you with	Top eTAX Services
Related Information Budget Proposal Extension Granted to e-Filers Tax Return & Guide	1 - Partie	A personal tax account with IRD A wide range of online services Personalised services	Filing of Tax Return - Individuals
			Completion of Employer's Return
	Secure services Know more about eTAX >>	Completion and/or Submission of Employer's Return	
eTAX Terms & the documents here during this period		n. You may not be able to view some of	Business Registration No. Enquiry & Supply of Information
Conditions eTAX Security	inconvenience caused. This site is optimised for viewing in 1024 × 768 resolution.		Stamping of Property Document
Statement			Filing of Property Tax Return
Contact Us 🛛 🔶			Completion of Profits Tax Return

records that were prepared with software approved or provided by the Department.

The Department's online services are widely used. As at 31 March 2014, there were some 530,000 registered eTAX users. The take-up rate increased year after year (**Figure 35**).



Figure 35 eTAX Usage Statistics

	2012-13 Number	2013-14 Number	Increase/Decrease
Internet filing of tax returns			
 Tax Return-Individuals, Property Tax Return and Profits Tax Return 	386,411	423,555	+9.6%
• Employer's Return of Remuneration and Pensions			
BIR56A	4,684	7,468	+59.4%
IR56B	28,367	57,174	+101.6%
• Employer's Notifications of Commencement of Employment, Cessation of Employment and Employee's Departure from Hong Kong	10,168	14,890	+46.4%
Stamping of Property Document	302,239	223,656	-26%
Business Registration Number Enquiry	2,944,391	2,710,228	-8%
Application for Supply of Information on the Business Register			
Requisition	117,094	124,242	+6.1%
Business registrations involved	278,693	292,532	+5%

Other Electronic Services

During 2013-14, some 45,100 employers furnished annual returns for 2,763,000 employees by diskettes or CD-ROMs. About 71% of these employers used the free software provided by the Department.