

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.

In 2015-16, we continued to implement the system infrastructure enhancement project. System development and user acceptance testing for migration of mainframe tax applications to the midrange platform are in active progress.

Electronic Services

eTAX

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

eTAX services are widely used by the public. As at 31 March 2016, there were some 670,000 registered eTAX users. The take-up rate increased year after year (**Figure 34**).

Figure 34 eTAX Usage Statistics

	2014-15 Number	2015-16 Number	Increase/Decrease
Internet filing of tax returns			
- Tax Return-Individuals, Property Tax Return and Profits Tax Return	472,350	525,670	+11.3%
- Employer's Return of Remuneration and Pensions			
BIR56A	10,292	12,162	+18.2%
IR56B	78,009	86,828	+11.3%
- Employer's Notifications of Commencement of Employment, Cessation of Employment and Employee's Departure from Hong Kong	15,468	17,486	+13.1%
Stamping of Property Document	290,104	262,705	-9.4%
Business Registration Number Enquiry	2,148,597	2,007,895	-6.6%
Application for Supply of Information on the Business Register			
- Requisition	130,075	135,548	+4.2%
- Business registrations involved	317,072	329,239	+3.8%

Other Electronic Services

During 2015-16, some 43,800 employers furnished annual returns for 2,826,800 employees in total by diskettes, DVDs or USB storage devices. About 69% of these employers used the free software provided by the Department.