

Contents

Chapter 1	Commissioner's Foreword
Chapter 2	Revenue
Chapter 3	Assessing Functions <ul style="list-style-type: none">Profits TaxSalaries TaxProperty TaxPersonal AssessmentTax Treaty NetworkAdvance RulingsAdvance Pricing ArrangementObjectionsAppeals to the Board of ReviewAppeals to the CourtsBusiness RegistrationStamp DutyEstate DutyBetting DutyTax Reserve Certificates
Chapter 4	Collection <ul style="list-style-type: none">Collection of TaxRefund of TaxRecovery of Tax in Default
Chapter 5	Field Audit and Investigation <ul style="list-style-type: none">Field AuditInvestigationProperty Tax Compliance Check
Chapter 6	Taxpayer Services <ul style="list-style-type: none">IRD WebsiteElectronic Enquiry ServiceEnquiry Service CentreTax-help Services for Completion of Tax ReturnsComplaints and ComplimentsPerformance Pledge

Chapter 7	Information Technology <ul style="list-style-type: none">IT EnvironmentElectronic Services
Chapter 8	Human Resources <ul style="list-style-type: none">Organisation ChartEstablishmentStaff Promotions and TurnoverTraining and DevelopmentStaff Relations and WelfareThe IRD Sports Association
Chapter 9	Legislative Amendments
Chapter 10	Environmental Report <ul style="list-style-type: none">Green Management PolicyGreen Management and Promotion of Green AwarenessEnvironmental Protection Performance in 2017-18New Initiatives and Targets
Chapter 11	Miscellaneous <ul style="list-style-type: none">Charitable InstitutionsGeneral InspectionInternal AuditApproval for Tax Return Forms and the Manner of Furnishing Tax Returns

Schedules