

7 Information Technology

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 2017-18, we successfully completed the System Infrastructure Enhancement project to migrate all the mainframe tax applications to the midrange platform and enhance the interoperability and overall efficiency of the computer systems.

Electronic Services

eTAX

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

eTAX services are widely used by the public. As at 31 March 2018, there were some 807,000 registered eTAX users. The take-up rate increased year after year (**Figure 34**).

Figure 34 eTAX Usage Statistics

	2016-17 Number	2017-18 Number	Increase
Internet filing of tax returns			
- Tax Return-Individuals, Property Tax Return and Profits Tax Return	567,583	610,378	+7.5%
- Employer's Return of Remuneration and Pensions			
BIR56A	13,517	14,278	+5.6%
IR56B	107,580	114,067	+6.0%
- Employer's Notifications of Commencement of Employment, Cessation of Employment and Employee's Departure from Hong Kong	19,145	23,506	+22.8%
Stamping of Property Document	292,224	310,141	+6.1%
Business Registration Number Enquiry	2,049,465	2,215,110	+8.1%
Application for Supply of Information on the Business Register			
- Requisition	141,998	166,555	+17.3%
- Business registrations involved	440,471	469,681	+6.6%

Other Electronic Services

During 2017-18, some 43,800 employers furnished annual returns for 2,879,700 employees in total by diskettes, DVDs or USB storage devices. About 68% of these employers used the free software provided by the Department.