Contents

Chapter 1	Commissioner's Foreword	Chapter 7	Information Technology
			IT Environment
Chapter 2	Revenue		Electronic Services
Chapter 3	Assessing Functions	Chapter 8	Human Resources
	Profits Tax		Organisation Chart
	Salaries Tax		Establishment
	Property Tax		Staff Promotions and Turnover
	Personal Assessment		Training and Development
	Tax Treaty Network		Staff Relations and Welfare
	Advance Pricing Arrangement		The IRD Sports Association
	Automatic Exchange of Financial Account Information	Chapter 9	Legislative Amendments
	Automatic Exchange of		
	Country-by-Country Reports	Chapter 10	Environmental Report
	Advance Rulings		Green Management Policy
	Objections		Green Management and
	Appeals to the Board of Review		Promotion of Green Awareness
	Appeals to the Courts		Environmental Protection
	Business Registration		Performance in 2019-20
	Stamp Duty		New Initiatives and Targets
	Estate Duty	Chapter 11	Miscellaneous
	Betting Duty	onupter i i	Charitable Institutions
	Tax Reserve Certificates		General Inspection
Chapter 4	Collection		Internal Audit
onapter 4	Collection of Tax		Approval for Tax Return Forms and
	Refund of Tax		the Manner of Furnishing Tax
			Returns
	Recovery of Tax in Default	Schedules	
Chapter 5	Field Audit and Investigation	Schedules	
	Field Audit		
	Investigation		
	Property Tax Compliance Check		
Chapter 6	Taxpayer Services		
	IRD Website		
	Electronic Enquiry Service		
	Enquiry Service Centre		
	Tax-help Services for Completion of		
	Tax Returns		
	Complaints and Compliments		
	Performance Pledge		

1