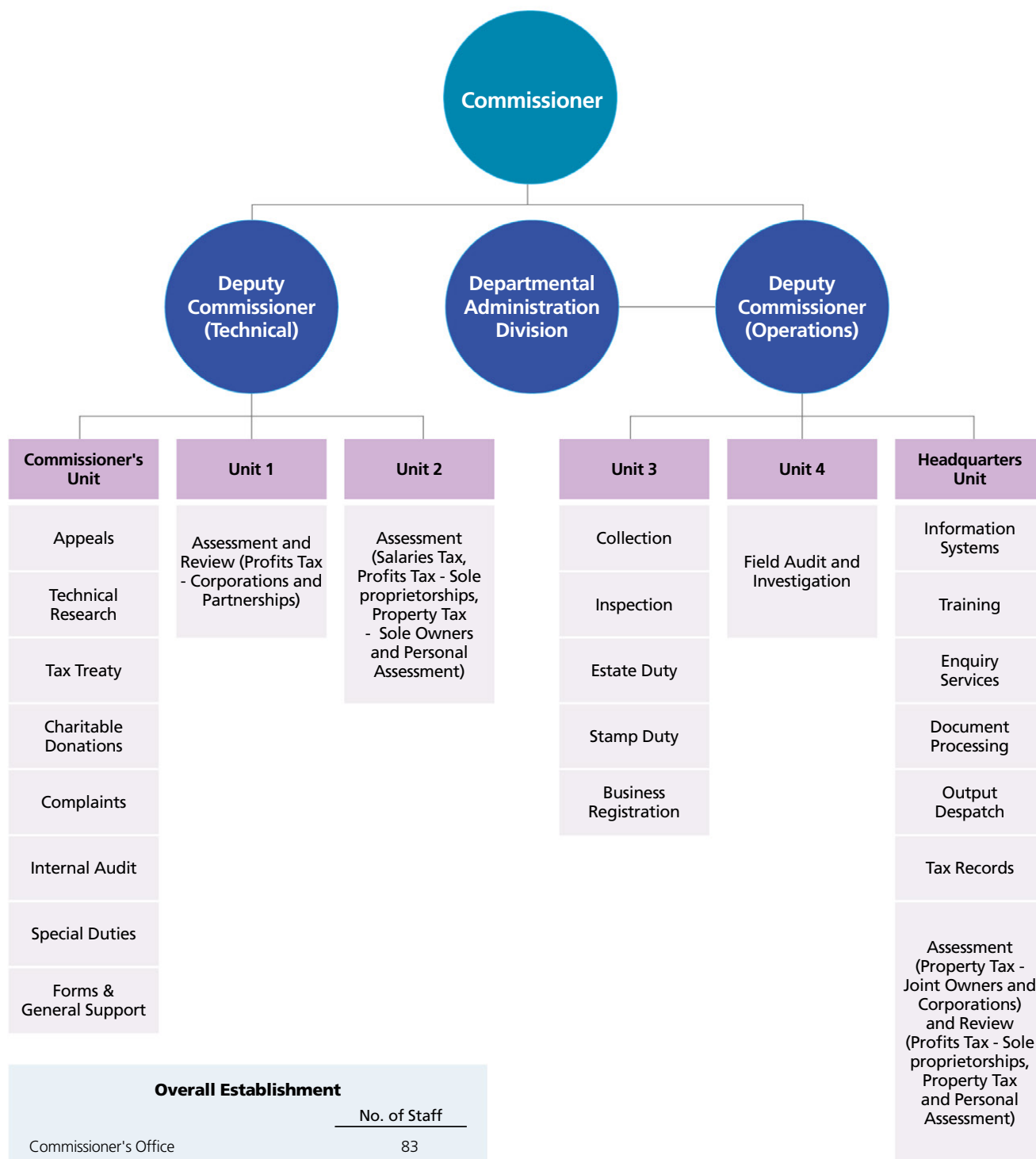


Organisation Chart of the Inland Revenue Department as at 31.3.2020



Overall Establishment

	No. of Staff
Commissioner's Office	83
Commissioner's Unit	120
Headquarters Unit	703
Unit 1	382
Unit 2	774
Unit 3	624
Unit 4	239
Total	2,925

Establishment

The Commissioner, the two Deputy Commissioners and the five Assistant Commissioners, together with the Departmental Secretary, form the top management of the Inland Revenue Department.

Members of the Top Management of the Inland Revenue Department (as at 31.3.2020)

Mr WONG Kuen-fai, Commissioner

Mr TAM Tai-pang, Deputy Commissioner (Operations)

Mr CHIU Kwok-kit, Deputy Commissioner (Technical)

Mr WONG Kai-cheong, Tony, Assistant Commissioner (Acting) (Headquarters Unit)

Ms LEUNG Wing-chi, Assistant Commissioner (Unit 1)

Ms WONG Ki-fong, Jenny, Assistant Commissioner (Acting) (Unit 2)

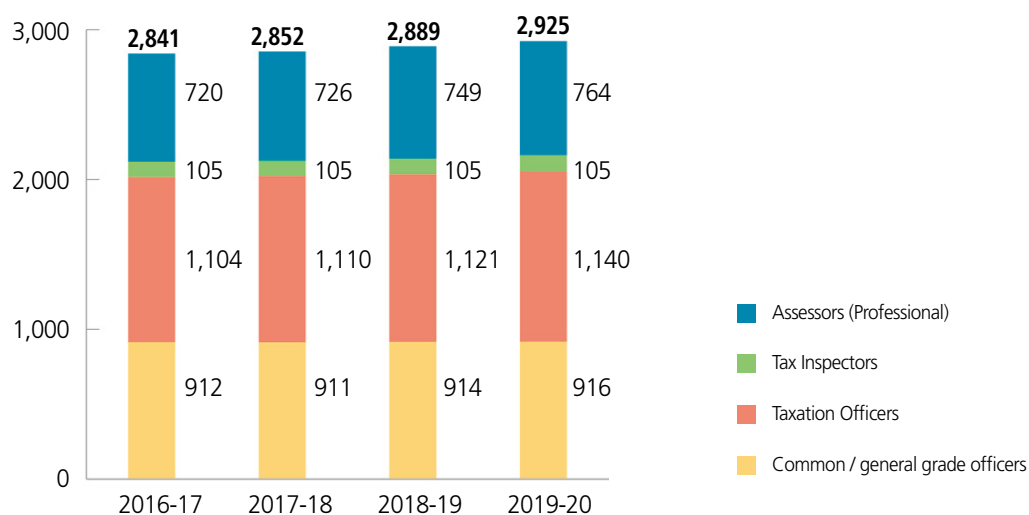
Ms TSE Yuk-yip, Assistant Commissioner (Unit 3)

Mr LEUNG Kin-wa, Assistant Commissioner (Unit 4)

Miss MAN Wai-ming, Departmental Secretary (Acting)

As at 31 March 2020, the Department had an establishment of 2,925 permanent posts (including 28 directorate posts) in the Commissioner's Office and the 6 Units of the Department. Of the total, 2,009 posts were in departmental grades (namely Assessor, Tax Inspector and Taxation Officer grades), performing duties directly concerned with taxation. The remaining 916 posts were in common / general grades, providing administrative, information technology and clerical support services (**Figure 35**).

Figure 35 Staff establishment



Most of the professional officers serving in the Department were below the age of 45 (**Figure 36**). The ratio of male to female professional officers was 1:1.7.

Figure 36 Age and gender profiles of professional staff (on strength basis)

Age Group	Male		Female		Total	
Below 25	15	(5%)	29	(6%)	44	(6%)
25 to below 35	98	(35%)	166	(35%)	264	(35%)
35 to below 45	35	(12%)	100	(21%)	135	(18%)
45 to below 55	99	(35%)	137	(29%)	236	(31%)
55 and over	36	(13%)	40	(9%)	76	(10%)
Total	283	(100%)	472	(100%)	755	(100%)

Staff Promotions and Turnover

In 2019-20, a total of 73 departmental grade officers and 18 common / general grade officers were promoted. Among them, 5 were directorate rank. 233 officers joined the Department, of which 198 were new appointees and 35 were officers transferred from other grades / departments. A total of 203 officers (including 56 transferred to other departments) left the Department.

Training and Development

Staff are the Department's valuable assets. We recognise the importance of providing opportunities of continuous learning to our staff to keep them abreast of the changing environment and to acquire the necessary knowledge to perform their duties. A variety of training courses in taxation, accounting, interpersonal skills, management, languages, computer, etc. are offered to staff members. In 2019-20, our staff received training for a total of 9,892 man-days, which was equivalent to about 3.38 man-days per officer.

The major training activities conducted for our staff during 2019-20 were as below:

Training Courses

- Induction courses for all grades of staff upon joining the Department
- Two-year taxation law and practice course for newly appointed Assistant Assessors
- Briefing sessions on legislative amendments and new services
- Refresher courses on professional knowledge
- Course on International Taxation
- Course on Mainland Taxation
- Updates on Hong Kong Accounting Standards

- Written and spoken English courses
- Computer software courses

Workshops

- Leadership and teamwork workshop
- Performance appraisal workshops on English writing and interviewing skills
- Updates on legal and regulatory requirements for foreign enterprises in the Mainland
- Workshop on bringing out the best in people
- Workshop on building resilience
- Workshop on customer service skills on the telephone
- Workshop on effective communication in the workplace
- Workshop on emotional wellness
- Workshop on how to handle taxpayers with special needs
- Workshop on interviewing and negotiation skills
- Workshop on leading innovation and change
- Workshop on problem solving and decision making

Continuing Professional Education

5 seminars were held by the Training Committee under the in-house Continuing Professional Education (CPE) Programme on the following subjects for professional officers:

- Anti-Money Laundering – Court Cases Sharing
- PRC Individual Income Tax Reform
- Know More About Bitcoin, Cryptocurrencies and Token Economy
- New Concessionary Deductions: Health Insurance Premiums; Annuity Premiums and MPF Voluntary Contributions
- Sharing of Customer Service Culture in Towngas

Speakers for 1 of the seminars were staff members and others were experts from various fields. A total of 753 staff members attended these seminars. The video files of the CPE seminars were uploaded onto the Department's Intranet and a total of 504 staff members had viewed these video files.

Courses in the Mainland and Overseas

In order that our professional officers may broaden their horizons and acquire the necessary knowledge to cope with new and complex global issues, they are sent to participate in overseas training programmes. In 2019-20, 31 officers went to the Mainland, Korea, Malaysia, Thailand and United Kingdom to attend training courses on different issues and 15 to the Mainland for national studies courses.

Continuous Learning

Besides the conventional classroom training, the Department employs various means to promote continuous self-learning. These include encouraging staff to take the web courses provided by the CLC Plus of CSTD and providing financial support to officers to attend seminars and courses organised by academic and professional institutes. In 2019-20, 2 officers were sponsored by the Department to attend the relevant courses. Training materials and information are uploaded onto our Intranet for officers to study in their own time and at their own pace. This provides an effective way for the staff to acquire new knowledge and refresh what they have learnt.

Mentorship Scheme

A Mentorship Scheme for Assistant Assessors has been set up since 2008. Under this scheme, experienced officers (the mentors) will guide newly recruited Assistant Assessors (the mentees) to broaden their perception about the Department such as the organisation structure, work, connection and culture, and help them integrate into the civil service.

Staff Relations and Welfare

The Department attaches great importance to staff relations and welfare. We strive to maintain effective communication, and promote co-operation and mutual trust between the management and staff at all levels that help enhance the Department's operational efficiency and productivity.

The Departmental Consultative Committee

The Departmental Consultative Committee provides a formal and effective platform for the management and staff to exchange views on matters of mutual concern such as recruitment, promotion, career posting, training, working environment, staff welfare, office security and safety. The Committee is chaired by the Deputy Commissioner (Operations) and composed of representatives from all staff unions / associations and staff groups in the Department.

The General Grades Consultative Committee

The General Grades Consultative Committee, chaired by the Departmental Secretary and composed of representatives from the clerical and secretarial grades, allows the general grades staff members to discuss with the management issues of specific interest to their grades.

The “Meet-the-Staff Programme”

First launched in 1996-97, the “Meet-the-Staff Programme” enables the senior management of each Unit and staff of different sections / groups to exchange ideas face to face on departmental and service-wide issues in an open and relaxed manner. It serves to supplement the formal consultative channel and effectively enhances communication between staff and the management.

The IRD Staff Suggestions Scheme

In 2019-20, 5 out of 16 suggestions made through the IRD Staff Suggestions Scheme were granted cash awards and certificates of commendation in recognition of their contributions on enhancing operational efficiency and quality of services of the Department.

The Inland Revenue Department Newsletter

The Departmental Newsletter, published every 4 months, serves as another channel of communication between staff and the management promoting a sense of belonging in the Department. Articles are contributed by unit management for disseminating service-related issues, staff movement, staff welfare, information technology, environmental and green issues, occupational health and safety matters, etc., and by staff who are keen to share their leisure activities and hobbies. The Newsletter also provides a regular roundup on the recreational activities organised by the IRD Sports Association as well as volunteer activities arranged by the IRD Volunteer Team.



The Inland Revenue General Staff Welfare Fund

Established in 1972, the Inland Revenue General Staff Welfare Fund operates on funds donated by staff on a voluntary basis. It aims to provide within a short time small amount of interest free loan, as an additional and quick emergency relief, to help staff in unexpected financial hardship. The Fund is managed by a Governing Committee, chaired by the Departmental Secretary and composed of staff representatives from the Departmental Consultative Committee, the General Grades Consultative Committee and the IRD Sports Association. The Claims Sub-committee, formed under the Governing Committee, considers and approves applications for financial assistance submitted by staff.

Commissioner's Commendation Letter Scheme

In 2019-20, 52 officers who had provided outstanding service for a long period of time were awarded the Commissioner's Commendation Letter.



Secretary for the Civil Service's Commendation Award 2019

In 2019, a Senior Taxation Officer was awarded the Secretary for the Civil Service's Commendation in recognition of her exceptionally meritorious and consistently outstanding performance. The presentation ceremony was held in November 2019.

38

The Long and Meritorious Service Travel Award Scheme

In 2019-20, 30 officers with long and meritorious service were granted awards of overseas travel under the Long and Meritorious Service Travel Award Scheme.

The IRD Sports Association

The objects of the Sports Association are to promote intellectual, social and athletic interests of its members. To achieve these objects, the Association held a wide variety of social, recreational and sports events to foster a healthy and balanced lifestyle, as well as to enhance the friendship and solidarity among colleagues. The social and recreational activities included luncheon talks, interest classes, workshops, visit to fire station and outings. All the activities were well received and supported by colleagues, their family members and friends.





The Association organized various kind of sports competitions throughout the year to encourage members to have regular exercise and demonstrate their talents in sports. In June 2019, the Association participated in the “Five-point Invitational Competition” held by the Hong Kong Institute of Certified Public Accountants and had remarkable performance in the badminton and table tennis competitions.

The IRD Volunteer Team showed their on-going commitment and concern for the community, taking part in various voluntary services. During the year, 248 volunteers participated in a number of voluntary works and provided over 1,100 community service hours in total. In the outbreak of the COVID-19 epidemic, the IRD Volunteer Team visited the elders in the community and distributed prevention materials and food to them as support. To recognize the Department’s continuous dedication to care for the community, the Hong Kong Council of Social Service awarded the “15 Years Plus Caring Organisation Logo” to the Department. This marked the 15th consecutive year in which the Department was granted the award as caring organisation.



The Association also devoted in fund-raising activities including “Medecins Sans Frontieres Day”, “ORBIS World Sight Day Pin Campaign” and “World Vision – Skip-A-Meal”. With colleagues’ generosity and enthusiasm, more than \$280,000 donation was received during the year. The Association was also awarded the “Organisation with the Most Participants” in both “ORBIS World Sight Day Pin Campaign” and “World Vision – Skip-A-Meal” and the 1st runner-up in “The Largest Amount of Total Donation” in “World Vision – Skip-A-Meal” again this year.