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.

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 2020, there were some 981,000 registered eTAX users. The take-up rate increased year after year (**Figure 34**).

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Figure 34   eTAX Usage Statistics

	2018-19 Number	2019-20 Number	Increase/ Decrease
Internet filing of tax returns			
- Tax Return-Individuals, Property Tax Return and Profits Tax Return	661,587	**725,375**	+9.6%
- Employer's Return of Remuneration and Pensions			
BIR56A	15,335	**23,219**	+51.4%
IR56B	145,696	**299,009**	+105.2%
- Employer's Notifications of Commencement of Employment, Cessation of Employment and Employee's Departure from Hong Kong	24,727	**32,505**	+31.5%
Stamping of Property Document	307,792	**294,932**	-4.2%
Business Registration Number Enquiry	2,940,302	**5,559,018**	+89.1%
Application for Supply of Information on the Business Register			
- Requisition	181,781	**166,101**	-8.6%
- Business registrations involved	503,938	**487,255**	-3.3%

Other Electronic Services

During 2019-20, some 36,200 employers furnished annual returns for 2,757,200 employees in total by diskettes, DVDs or USB storage devices. About 62% of these employers used the free software provided by the Department.