



languages other than Chinese and English, namely, Bahasa Indonesia, Hindi, Nepali, Punjabi, Tagalog, Thai, Urdu and Vietnamese, can be arranged free of charge with the assistance of a third party service provider.

### Telephone Enquiry Service

The Centre operates an Interactive Telephone Enquiry System (ITES) with 144 telephone lines. Callers can have access on a 24-hour basis to a wide range of tax information by listening to recorded messages. Besides, callers can obtain facsimile copies of information sheets and forms through the system. A “Leave-and-call-back” facility, for recording information requests, and a “Fax-in enquiry” service are also available. The telephones are manned during office hours by staff who would readily serve the callers. The Centre also provides an eTAX help desk hotline to handle enquiries on eTAX services and provide technical support.

The statistics of services provided through ITES during 2021-22 are shown in **Figure 31**.

**Figure 31 Statistics of services provided through ITES**

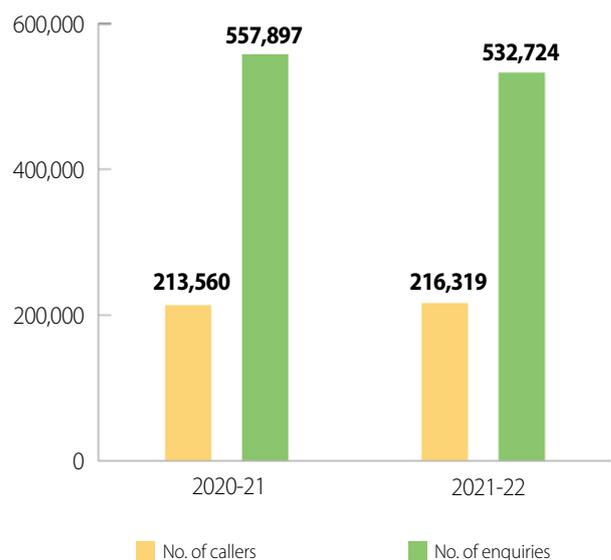
	2020-21 Number	2021-22 Number	Increase/ Decrease
Calls answered by staff	504,620	<b>560,945</b>	+11.2%
Calls answered by system	1,398,102	<b>886,884</b>	-36.6%
Leave-and-call-back messages	74,544	<b>67,424</b>	-9.6%
Documents supplied by fax	8,434	<b>2,669</b>	-68.4%

### Counter Enquiry Service

Generally, the counter staff of the Centre is able to handle enquiries, collect mail items and issue forms on the spot without the need to refer callers to other sections in the Department for attention. The number of counter enquiries handled and forms issued during 2021-22 was about 0.53 million (**Figure 32**).

Information leaflets on topics of general interest are available for collection at the form stand located on the first floor of Revenue Tower. The public may also obtain general tax information and download forms from the IRD website and GovHK <[www.gov.hk](http://www.gov.hk)>.

**Figure 32 Counter enquiries**



## Tax-help Services for Completion of Tax Returns

On the IRD website, e-Seminars are provided for employers, property owners and individual taxpayers. Information on how to complete tax returns, fulfil tax obligations and overcome difficulties in compliance is uploaded to the website. After reading the information, taxpayers can raise enquiries electronically at the “Q&A Corner”. The Department will reply to the questions on a regular basis.

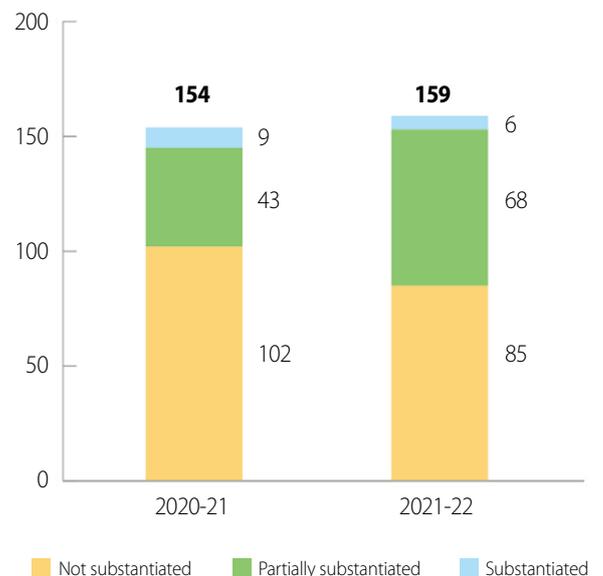
The Department issued 2.62 million Tax Returns - Individuals for the year of assessment 2020-21 on 3 May 2021. To assist the taxpaying public in completing tax returns, the Department extended the service hours of telephone enquiry services in May 2021. Service hours from Monday to Friday were extended by one and a half hours till 7:00 pm and additional service was also provided on Saturday from 9:00 am till 1:00 pm. During peak periods, the Department also redeployed manpower resources and employed part-time staff to strengthen daytime telephone enquiry services.

## Complaints and Compliments

If taxpayers are dissatisfied with the services provided by the Department or their problems cannot be solved satisfactorily through normal channels, the Complaints Officer may be approached for assistance. The complaint channel provides taxpayers with the means of having individual grievances dealt with independently at a senior level. This ensures that such cases are properly handled in a fair and impartial manner. During 2021-22, 159 complaints cases were received (**Figure 33**).

If taxpayers are dissatisfied with any administrative action taken by the Department, they may refer the matter to the Ombudsman. During 2021-22, the Ombudsman sought written comments from the Department in respect of 15 cases. In the light of these cases, the Department has reviewed relevant operations with a view to improving them.

**Figure 33 Complaint cases**



Taxpayers may compliment the service of the Department. During the year, 238 Letters of Compliments were received.

## Performance Pledge

The service standards a taxpayer can expect from the Department are set out in the performance pledges. The Department has achieved virtually all targets of performance pledges and excelled in some of the targeted performance with remarkable results during 2021-22.

