

**CONTROLLING OFFICER'S REPLY**

**FSTB(Tsy)033**

**(Question Serial No. 2806)**

Head: (76) Inland Revenue Department  
Subhead (No. & title): (000) Operational expenses  
Programme: (1) Assessing Functions  
Controlling Officer: Commissioner of Inland Revenue (TAM Tai Pang)  
Director of Bureau: Secretary for Financial Services and the Treasury

Question:

It is stated in the Matters Requiring Special Attention in 2024-25 that the Inland Revenue Department (IRD) will strengthen the effort in promoting the use of electronic services and encourage taxpayers to make greater use of eTAX services, e.g. setting up service desk or booth to promote eTAX and electronic filing of tax returns. In this connection, please inform this Committee of:

1. the respective numbers of tax returns filed by individual taxpayers in electronic form via eTAX and in traditional paper form in each of the past 3 years;
2. the expenditures on promoting the use of eTAX and electronic filing of tax returns in the past 3 years, and the ways to assess their effectiveness;
3. whether the IRD will step up its publicity efforts in encouraging more taxpayers to switch to using eTAX services as soon as possible. If yes, what are the details? If no, what are the reasons?

Asked by: Hon WONG Chun-sek, Edmund (LegCo internal reference no.: 19)

Reply:

1. In the past 3 financial years, the respective numbers of Tax Return – Individuals filed by taxpayers via eTAX and in traditional paper form are set out in the table below:

Financial Year	Total number of tax return - Individuals (Note 1)		
	Electronic returns	Paper returns	Total number of returns filed
2021-22	835 200	1 834 600	2 669 800
2022-23	866 600	1 675 800	2 542 400
2023-24 (as at 29 February 2024)	932 900	1 584 400	2 517 300

Note 1: Rounded to the nearest hundred.

2. In the past 3 financial years, the expenditures for promoting electronic services, use of eTAX and electronic filing of tax returns are set out in the table below:

<b>Financial year</b>	<b>Expenditure for promoting electronic services, use of eTAX and electronic filing of tax returns (Note 2)</b>
<b>2021-22</b>	\$700,000
<b>2022-23</b>	\$1,150,000
<b>2023-24 (as at 29 February 2024)</b>	\$1,490,000

Note 2: Rounded to the nearest ten thousand.

The key performance indicator (KPI) which the Inland Revenue Department (IRD) has committed to achieve is to increase the number of taxpayers adopting electronic filing of Tax Return – Individuals by an average annual growth rate of at least 5% for the financial years from 2022-23 to 2026-2027. With the concerted effort of the IRD's staff, the KPI has been accomplished for the two financial years from 2022-23 to 2023-24 (up to 29 February 2024), with the overall average annual growth rate for that two financial years at 5.85%.

3. With a view to promoting the use of eTAX service by taxpayers, inter alia, adopting electronic filing of Tax Return – Individuals, the IRD will continue to launch a series of promotional activities in the financial year 2024-25, including displaying posters, handing out publicity leaflets, advertising in newspapers and electronic media, issuing "GovHK Notifications" messages through smartphones, generating publicity through the internet, sending e-mails to civil servants and other organisations as well as advertising through TV monitors of about 530 commercial buildings in Hong Kong. Besides, the IRD will step up its publicity effort to promote electronic filing of Tax Return – Individuals by placing advertisements on public transport.

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