

CONTROLLING OFFICER'S REPLY

S-FSTB(Tsy)05

(Question Serial No. SV009)

Head: (76) Inland Revenue Department

Subhead (No. & title): ()

Programme: ()

Controlling Officer: Commissioner of Inland Revenue (Benjamin CHAN)

Director of Bureau: Secretary for Financial Services and the Treasury

Question:

By what means will the Inland Revenue Department (IRD) ensure the quality of service by its Chatbot “Iris”? Will the IRD conduct reviews on the system and implement system enhancement?

Asked by: Hon KONG Yuk-foon, Doreen (LegCo internal reference no.: xx)

Reply:

The IRD rolled out a Chatbot named “Iris” on its website in 2021 to answer general enquiries from the public relating to individual tax matters in a real-time interactive manner. The Chatbot mainly provides enquirers with the relevant tax information by identifying keywords in their questions. The IRD will continue to train the Chatbot and explore the adoption of new artificial intelligence technology to further optimise its functions and service quality.

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