

CONTROLLING OFFICER'S REPLY

FSTB(Tsy)036

(Question Serial No. 1925)

Head: (76) Inland Revenue Department

Subhead (No. & title): (000) Operational expenses

Programme: (4) Taxpayer Services

Controlling Officer: Commissioner of Inland Revenue (Benjamin CHAN)

Director of Bureau: Secretary for Financial Services and the Treasury

Question:

With regard to enquiry service to be provided to taxpayers in this financial year, will the Government inform this Committee of:

- 1) the number of part-time/temporary staff to be assigned and the estimated expenditure earmarked for meeting the target of “answering connected telephone calls within 3 minutes”; and
- 2) the budget, timetable and expected progress of the enhancement projects for relevant information technology systems, such as call routing, databases and internal computer systems?

Asked by: Hon CHAN Cho-kwong (LegCo internal reference no.: 17)

Reply:

- (1) To achieve the performance target of “answering connected telephone calls within 3 minutes”, the Inland Revenue Department (IRD) will redeploy additional manpower from various units to assist in answering telephone enquiries during peak periods and will employ part-time staff to strengthen the daytime telephone enquiry service. In the financial year 2026-27, the IRD will employ 13 part-time staff members and the estimated expenditure involved is about \$4.69m.
- (2) Although the IRD does not have any plan to undertake any enhancements relating to the Interactive Telephone Enquiry System in the financial year 2026-27, the IRD will continue to keep a close eye on taxpayers’ need for telephone enquiry service and technology development with a view to, where resources permit, exploring the feasibility of enhancing the relevant systems so as to provide more efficient and high-quality services for taxpayers.