

Existing and planned measures on the promotion of racial equality

Inland Revenue Department

The Inland Revenue Department (IRD) is responsible for administering a number of tax-related ordinances. In discharging its statutory duties, the IRD strives to promote voluntary compliance by taxpayers and provide quality taxpayer service.

All the services provided by the IRD are race neutral. The IRD attaches great importance to providing equal access to its services by the public regardless of their ethnic background.

Services Concerned

- The public can obtain information and services of the IRD through the IRD's website, counter service and telephone enquiries, viz. the Enquiry Service Office, electronic services, tax-help services for completion of tax returns, as well as direct telephone contact or meeting with the Unit/Section concerned and the subject officer.
- Free enquiry service on tax matters is provided to the public.
- Job opportunities of the IRD are open to all applicants who meet the basic entry requirements without reference to their race or ethnic origins.

Existing Measures

- Replies to enquiries raised by the public, either orally or in writing, are provided in Chinese or English according to the language used by the enquirer. The Department will arrange translation and interpretation services as appropriate for enquirers who do not speak Chinese or English.
- All tax returns, information leaflets, pamphlets and forms have both Chinese and English versions. Demand notes for the collection of tax are either

bilingual or Chinese/English selected by the taxpayers. Where appropriate and practicable, the Department will arrange interpretation/translation service.

- Leaflet of interpretation service in eight languages other than Chinese and English (i.e. Bahasa Indonesia, Hindi, Nepali, Tagalog, Thai, Urdu, Punjabi and Vietnamese) has been displayed in prominent locations of the public service counters.
- Information on the IRD's website is shown in both Chinese and English. A leaflet outlining the service of IRD in Chinese, English and eight other languages (i.e. Bahasa Indonesia, Hindi, Nepali, Tagalog, Thai, Urdu, Punjabi and Vietnamese) has been provided on IRD's webpage to facilitate access by people of diverse race.
- A shortcut icon on "Information for People of Diverse Race" is available on IRD's Homepage to facilitate easy access to relevant service information in different languages for people of different races.
- The language needs of the service users would be recorded for future reference.
- The current measures are reviewed regularly to ensure that services provided by the IRD are race neutral.

Assessment of
Future Work

- The IRD will continue to implement the existing measures and review them regularly taking into consideration feedback and suggestions from the public and staff for further enhancement where appropriate.

Additional
Measures
Taken/To Be
Taken

- Training sessions on promoting race equality will be provided to IRD colleagues who have to handle non-Chinese/English speaking service users to enhance their understanding and awareness of the issue where necessary.

- Outstanding Customer Service Awards and Staff Suggestions Scheme have been in place in the IRD for years with a view to encouraging the continued provision of quality service to the community, including user-friendliness to the public without regard to their race and ethnic origins.
- IRD has added a language option “4 – Other Languages” in the dedicated interactive enquiry service for selection by members of the public speaking neither Chinese nor English. During the business hours of our office, by pressing “4”, they can opt to redirect their calls to the TELIS hotline of CHEER directly for free interpretation services.

Public Enquiries

- The IRD has a 24-hour dedicated interactive enquiry service (Telephone number for general matters: 187 8088), designated fax lines as well as specified email addresses separately assigned for handling general enquiries and different specific tax subject matters.
- Contact information (in 10 languages, including Chinese and English) is available on the IRD’s website (<https://www.ird.gov.hk>) for easy reference by members of the public.

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact Mr Adrian LAM, Deputy Departmental Secretary (Accommodation) of IRD via the following channels –

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 Kowloon, Hong Kong