



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

# Experiences of Tax Administration Digitalisation

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# Embracing the Digital Era: Tax Digitalisation in Hong Kong

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- 02 / Hong Kong's Experience in Tax Digitalisation
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# Part 01

## **Overview of Tax Digitalisation in Hong Kong**



## Overview of Tax Digitalisation in Hong Kong



From 1993 to 2018, two Information Systems Strategy Plans and one Departmental Information Technology Plan



Since 2020-21, major projects to modernise system platform and further digitalise the tax administration in Hong Kong, including the implementation of new Tax Portals to strengthen electronic filing and other taxpayer services, leveraging of cloud services, etc.



# Part 02

## **Hong Kong's Experience in Tax Digitalisation**



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## Hong Kong's Experience in Tax Digitalisation



1

eTAX

Auto-filling of tax returns

2

3

Digital payment options



# Part 03

## **Success Stories and Impact**





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### Success Stories and Impact



**01**

**Efficient Processing**

**02**

**Enhanced Compliance**

**03**

**User-friendly  
Experience**

**04**

**Cost Savings**



# Part 04

## **Lessons Learned and Best Practices**



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## Lessons Learned and Best Practices

Collaboration

ONE

User-centric  
Design

TWO

Continuous  
Improvement

THREE

Education and  
Support

FOUR



# Part 05

# Future Outlook and Opportunities



## BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

### Future Outlook and Opportunities



01

Data Analytics

02

Mobile Solutions

03

Smart Automation



# Part 06

## Conclusion



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# Conclusion



Hong Kong's experience in tax digitalisation has demonstrated the numerous benefits and positive impact it brings. By embracing digital solutions, we have achieved greater efficiency, accuracy, transparency, and compliance.



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**THANKS**