



DECENTRALISED E-FILING SERVICE CENTRES

Like all public sector agencies, we serve the community and the nation. This is the second year that IRAS' tax officers were stationed at some centres in the heartlands to help taxpayers fulfil their tax obligations. Last year, we received very positive feedback from taxpayers on this service initiative. Heartened by the feedback, this year, we expanded this service by providing more locations and extended hours. The number of centres was increased from three to five, and the opening hours were extended to 8:00 p.m. on weekdays and 4:00 p.m. on Saturdays.

These centres proved very popular with taxpayers who needed help but could not make time during office hours to visit IRAS. Our officers stationed at the five centres saw about 13,900 taxpayers walking in to file their taxes, of whom about 98% e-Filed.

VOLUNTEER E-FILING SERVICE

IRAS promotes volunteerism by the community, for the community. Our belief does not limit us to IRAS serving the community by itself. IRAS continued to team up with the Infocomm Development Authority, People's Association and the National Volunteer & Philanthropy Centre to jointly organise the Volunteer e-Filing Service (VES) at CitizenConnect Centres over

five weekends during the peak filing period. Non-profit organisations and Voluntary Welfare Organisations, such as the Society for the Physically Disabled, Retired & Senior Volunteer Programme and Sikh Centre, also took part in the VES.

The VES is a good public education programme as it is a meaningful platform that allows us to engage the members of the public on tax matters. This year, more than 5,300 e-Filers visited the 22 VES centres (21 CitizenConnect centres, and the Society for the Physically Disabled). More than a hundred adult volunteers were on-site to provide the e-Filing service at VES centres. Another 200 student volunteers from polytechnics and ITE College were enlisted to the five decentralised e-Filing Service Centres. Last year, we had about 6,700 e-Filers with more than 700 volunteers at 42 VES centres. Although the scale of VES is reduced this year, each centre helped about 240 taxpayers on average compared to about 160 taxpayers in last year's VES.

Without the committed volunteers and partners, providing assistance for tax filing would not be such a breeze. An appreciation ceremony was held to recognise our partners and volunteers who contributed their time and effort in Volunteer e-Filing Service 2008.



STAFF VOLUNTEERISM & FUND-RAISING

As a conscientious corporate citizen, IRAS inculcates a strong sense of social responsibility among staff. Our staff give back to the community whom we serve.

Our inaugural Community Involvement (CI) Day was launched on 2 July 2007. The objective of the CI Day is to increase awareness amongst our staff on volunteerism activities and the various charities that IRAS will be supporting for the year. Children's Aid Society, Waterways Watch Society, Habitat For Humanity and the Singapore Red Cross participated in the CI Day, which saw a turnout of 800 staff.

As part of the activities on CI day, the Singapore Red Cross held a blood donation drive where 74 officers responded to the call for donors. Staff who brought in items for recycling were rewarded with a shopping bag as part of our efforts to support the "Bring Your Own Bag Day" movement. Around 500 people participated in our quizzes and recycling efforts. In that few hours, we recycled more than 2,000 cans and bottles.

Waterways Watch Society (WWS) is a volunteer society, formed since 1997. As an NGO, WWS is a key partner of government agencies such as PUB,

NEA and NParks in the engagement and education of people on the need to keep our waterways clean and litter-free. IRAS embarked on our very first boat and bike patrol with WWS on 26 May 2007. A second trip was organised on 8 September 2007. In total, 50 volunteers participated in WWS's Boat and Bicycle Patrols along the Marina Reservoir. The volunteers were given a briefing on how to keep our waterways clean and then organised into groups for Boat and Bicycle Patrols around the Marina. Our volunteers found these events refreshing and were willing to do their bit to keep our waterways clean. To support the long-term work of WWS, IRAS has signed up as a Friend of the Marina.

This year IRAS also represented our nation by taking part in the Batam Build project, organised by Habitat for Humanity Singapore to provide simple, decent and affordable shelter for low-income families on Batam Island. During the three-day project, our volunteers rolled up their sleeves and built homes, come rain or shine. They found the work very meaningful and rewarding as they have not only provided homes for the needy, but also had the chance to bond with fellow volunteers. IRAS raised over S\$7,000 and organised 23 volunteers in two teams for this Batam Build Project.

Some other charitable causes supported by IRAS during the year included the Handicapped Welfare Association's "All Cash Donation Draw 2007" and Community Chest's "Share A Hope" project. While celebrating Singapore's 42nd year of independence, IRAS staff also remembered the less fortunate by raising S\$17,959.28 for the Children's Aid Society and Habitat for Humanity.

On top of our volunteering efforts, we also support the green movement with our recycling efforts, where three pulping exercises were organised during the year. A total of 115,380kg of paper was recycled. The recycling efforts not only helped keep our environment clean and green, but also generated revenue of S\$19,000.

