

GROWING STRONGER

The increasingly rapid pace of change in society and the economy demands that we think far ahead. At IRAS, we make it a practice to shape policies and strategies that are sustainable even into a future filled with unknowns.

We are planning new strategic thrusts to enhance the tax collection process. We are not merely thinking ahead. We arm ourselves with a mindset that does not resist change, but instead embrace it. We are ready for the challenges that would be imposed by changes in society, economy or technology, and equipped to turn those challenges into opportunities for progress.



Even as a better and brighter future beckons, we are doing all we can to ensure that the process of tax revenue collection will work flawlessly for the greater good of all. From broad brushed strategies down to the details of our daily routine work, we will spare no effort in the pursuit of service and excellence.



Taxpayer Service Initiatives

To make it easier and more convenient for taxpayers to file returns, we will extend the Auto-Inclusion Scheme for Employment Income (AIS) to more employers with at least 5 employees for YA2008. The auto-inclusion scheme was introduced in 1999 for employers to transmit the employment income via electronic means. Information such as salary details and tax-deductible donations are auto-included in the individuals' assessment without the employees having to declare or claim when filing their tax returns. Currently, we have about 3,800 employers on the AIS, accounting for 1.01 million employees' records.

Besides direct communication with employers, we will also work closely with external intermediaries such as payroll software vendors, HR service providers as well as trade associations/professional bodies to increase awareness of the scheme and boost take-up rate.

This year, about 10,000 taxpayers who have a straightforward tax position – where their salaries are already transmitted by their employers to IRAS under the auto-inclusion scheme for employment income and where their claims for personal relief have remained unchanged for the past two years, did not have to submit a tax return. Under this pilot project, no return was sent to this group of taxpayers and no filing was required of them as well. However, they could still take a look at their information pre-filled in the e-Filing system, if they wish to. IRAS will collate feedback from the taxpayers involved in the pilot run and consider extending this “No-Return-No-Filing” system to more taxpayers next year.

IRAS is also working on a new service initiative that promises taxpayers that IRAS will pay interest if there is a service lapse on our part and we fail to refund within 30 days. This new initiative further demonstrates our commitment to provide excellent service by improving our processes and raising our service level.

Enterprise Risk Management

IRAS is working on introducing Enterprise Risk Management, a management tool to heighten the awareness of key risks faced by the organisation, and allow for more effective management and coordination of risk mitigating activities.

Space Rationalisation Strategy

IRAS has completed a study to see how we can better utilise office space. The organisation believes that this initiative is important in creating an efficient work environment and possibly free up office space for leasing.

IRAS will continue to actively monitor the external economic and tax environment, and engage stakeholders to better understand business trends, practices and concerns. We are confident that our pipeline of programs and initiatives will lead us towards achieving our Vision of partnering taxpayers in nation-building and economic development.

