	Vision, Mission and Values	1
Chapter 1:	Commissioner's Overview	
Chapter 2:	Revenue	5
Chapter 3:	Assessing Functions	7
	Profits Tax Salaries Tax Property Tax Personal Assessment Advance Ruling Objections Appeals to the Board of Review Appeals to the Courts Business Registration Stamp Duty Estate Duty	
	Betting Duty Hotel Accommodation Tax Tax Reserve Certificates	
Chapter 4:	Collection	20
	Collection of Tax Refund of Tax Recovery of Tax in Default	
Chapter 5:	Field Audit and Investigation	23
0.12 pto: 0	Field Audit Investigation	
	Property Tax Compliance Checks	
Chapter 6:	Taxpayer Services	25
	IRD Homepage Electronic Enquiry Services Telephone and Counter Enquiry Services Tax-help Services for Completion of Tax Returns Complaints Performance Pledges	
Chapter 7:	Information Technology	29
	Information Systems IT Enabled Workplace Electronic Services Taxpayer Portal	
Chapter 8:	Human Resources Organisation Chart Establishment Staff Promotions and Turnover Training and Development Staff Relations and Welfare The IRD Sports Association	31
Chapter 9:	Legislative Amendments	38
Chapter 10:	Environmental Report	39
	Green Management Policy Green Management and Promotion of Green Awareness Environmental Protection Performance New Initiatives and Targets	
Chapter 11:	Miscellaneous	43
	Charitable Institutions General Inspection Internal Audit	
Schedules		44