



## OUR VISION

To be recognised as a trusted and modern tax and customs administration serving with excellence.

# CUSTOMER CHARTER

This Charter lays the groundwork for mutual trust between taxpayers and the Ministry of Revenue and Customs by clearly defining taxpayer rights, responsibilities, and the values of the Kingdom of Tonga. It aligns with the Public Service Standards Charter, which outlines principles for delivering services impartially, professionally, and with accountability. The Charter pledges to treat taxpayers with respect, integrity, and transparency while striving for efficient and effective service delivery. It also highlights the responsible use of government resources to address taxpayer needs. By adhering to these principles, the Charter seeks to enhance collaboration, maintain high standards, and build trust between taxpayers and the Ministry.

## Rights

*What you can expect from us:*

### Service Quality [reference to Service Delivery Standards No. 1,3,4,7,8,10, 12]

- **Always** provide friendly, timely and professional service.
- Provide **quality advice**.
- Provide information and guidance to **make it easy** for you to comply.
- **Be available** when you contact or visit us.
- **Do what we say we'll do**.

### Compliance with the law [reference to Service Delivery Standards No. 2,5,6,9,12]

- Apply the law **fairly** to all.
- Keep your information **confidential** at all times.
- Always be **open, transparent** and **accountable**.
- **Protect** your legal right of review.
- Provide an avenue to **make complaints**.
- **Never** accept bribes or inducements.

### Improving service [reference to Service Delivery Standards No. 11]

- **Give you access** to your information when you request it.
- **Value your feedback**
- Actively **improve** our services - to **modernize** our Ministry

## Obligations

*What we expect from you:*

### Transparency

- **Always be honest and open** in your dealings with us.
- **Be responsible**

### Compliance Accuracy

- Provide **full and accurate information** so we can assess your customs and revenue obligations.
- Make sure you **pay** your taxes and duties **on time (and in full)**, or let us know before the due date if you can't.
- **Keep complete and accurate records** for a minimum of **five (5years)**.

### Responsiveness

- **Respond** to our requests for information in a timely manner.

### Cooperation

- Treat our staff with **respect and follow rules**
- It's crucial we spend the time needed to uphold the law