

LET US BE RESILIENT IN OUR VOYAGE FOR A PERPETUAL TONGA



The Ministry of Revenue and Customs

Newsletter | February ,2021

Inside this issue

- In remembrance of Fe'ao Fonua
- To e talatalanoa Program
- Customs Division
- PFTAC and PITAA
- Promotions
- Reminders

In remembrance of Officer **Tu'u-He-Fonua Fe'ao**



We lost a member of the MoRC family with the passing of our Officer Tu'u-he-Fonua Fe'ao on Friday 12th February, 2021. This has marked 2 years, 2 months and 11 days of his service for the Ministry of Revenue and Customs.

Officer Tu'u-He-Fonua Fe'ao is Ha'apai's first permanent Customs Officer since 1st October, 2018. He was tasked with all Customs related work in Ha'apai as well as monitoring all

incoming and outgoing vessels. Ensuring the

safety of the border at Ha'apai from illegal drugs and prohibited goods was an integral part of his work.

He was indeed a loyal and hardworking Officer. His character personified the life of a true civil servant who placed duty above all else and was loyal to the Government he served and to his country. He was a humble man; loving, respectful, industrious and always followed orders. He led by example and for that he was well loved and respected by his colleagues.

DCEO Sau Niulala, SADCEO 'Esafe Tokai, PRO 'Amelia Tu'ungafasi and SRO Sioeli Tu'ivai departed to Ha'apai and represent the Hon. Minister Tevita Lavemaau, CEO Kelemete Vahe and all staff to pay our respects to Fonua Fe'ao on Tuesday

16th February, 2021.

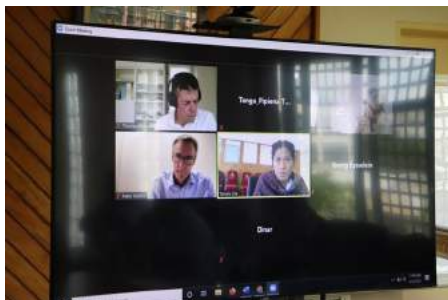
His service for the Ministry and Country is greatly appreciated and will never be forgotten! He is sadly missed by the Ministry.



Photo above: Sioeli Tu'ivai, 'Amelia Tu'ungafasi, 'Esafe Tokai, Fe'ao's wife and Daughter, 'Ofa Kiole, Sau Niulala.

Pacific Financial Technical Centre (PFTAC)

Review of Tax Reform in Pacific Island Countries.



The Pacific Financial Technical Assistance Centre (PFTAC), conducted a virtual meeting on the 23rd-25th of February. The purpose of this meeting was to Review of Tax Reform in Pacific Island Countries on the following topics :

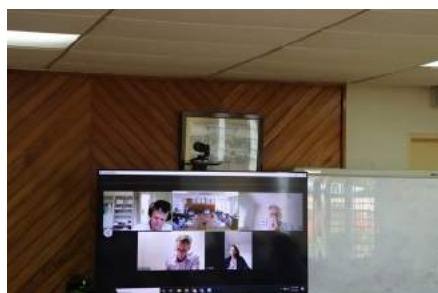
- Background to the 2021 PFTAC Review of Policy and Administration Reforms. Results from the previous (2017) review.
- Revenue Performance over the past four years in Tonga and impact of the Pandemic on revenues; tax administration responses to the pandemic.
- Ministry approach to business and strategic planning. Overview of Tax Administration Reforms and Modernization in Tonga for 2017 to 2020. Administrative priorities for 2021 to 2024. Obstacles to reform progress.
- Internal Governance and Performance Indicators for tax administration.
- Tax policy reforms since last PFTAC regional review (2017-2020), including any COVID tax measures.
- Future policy responses to international tax initiatives – OECD BEPS, Global Forum; E commerce responses and taxes on digital services
- Discuss performance data for 2019 and 2020 on the core functions. Impacts of the Pandemic on taxpayer registrations, filing and payment performance for income taxes, Consumption tax (VAT) and employers PAYE withholding, changes to tax arrears.
- Tax audit results in 2019 and 2020. Compliance Risk Management. Overview of approaches to taxpayer segmentation – large and SME enterprises; shadow economy measures. Options for compliance strategies for large and medium taxpayers; access to third party Information sources.
- Numbers of tax administration staff by function; headquarters versus operational roles. HR matters affecting tax administration. Costs of tax collection; Budgetary issues and Ministry costs. Information Technology Management and status of computer systems in tax administration.
- Options for improving filing and payment compliance and tax arrears.
- Feedback on PFTAC support and future capacity development priorities in tax policy and administration.



Improving Compliance in Large Taxpayer Segment Regional Workshop

Pacific Financial Technical Assistance Centre (PFTAC), Pacific Islands Tax Administration Association (PITAA) and International Monetary Fund (IMF) hosted a virtual meeting to discuss the improvement of Compliance level in the Large Taxpayers Segment on the 23rd of February to the 3rd of March, 2021.

The participants in this virtual meeting were Senior Officers from the Pacific Islands Tax Administration Association (PITAA) members.



TO E TALATALANOA PROGRAM

PARTNERSHIP



PAYE Training - M.O.I Constructions



"TOE TALATALANOA" or "Let's Keep Talking" is one of the Ministry's ongoing priority, which centers on increasing awareness and providing taxpayers with the required assistance regarding their tax matters.

This month, our revenue officers were able to visit these government Ministries for the purpose of promoting the assuage of ETAX, which will enable flexibility in the submission of tax payments and tax returns. These Government Ministries are;

- LDS Construction
- MOI Constructions

With that said, we are here to assist you with your tax related issues or concerns (if any), and work collaboratively towards building our economy for a prosperous Tonga.

The more we talk, the clearer it will be. We are also pleased to inform the public that the Ministry is willing and able to conduct trainings for anyone regarding any tax related issues upon request.

Should you have any queries or require assistance with any training arrangements or for Client Services assistance, please contact our office @ ph: 26432 or email us at: cst@revenue.gov.to

Employment Income definition as per Income Tax Act

Salary / Wages



Other Benefits
and Allowance
(Value of any kind of benefit)



Total Employment Income

CUSTOMS BROKER MONTHLY MEETING



A Customs Broker monthly meeting was held on Friday, 12/02/2021 at Fe'aomoengalu Building (Customs and Trade Division, Head Office). The meeting was held on the premises to enable custom brokers and private stakeholders to voice their concerns on customs brokers issues and for the Ministry to ensure that the Customs Brokers comply with the laws and regulations that governs the Customs and Trade Division of the Ministry.



TAX AGENT MEETING

Quarterly forum with Tax Agents at Fe'aomoengalu Building held on the 11th of February, 2021. This allows both parties to raise tax issues to the awareness of the other and to assist help in every possible way.



Taxation Forum- Ministry of Trades and Economic Development



Photo Above: Representatives from the MTED amongst Revenue Officers



Photo Above: Representatives from the MTED amongst Revenue Officers



“Let us be resilient in our voyage for a perpetual Tonga”

PSC TRAINING

The PSC Talatalanoa Program was conducted today at the Revenue Division of the Ministry of Revenue and Custom. A presentation was given on the Code of Ethics and Conduct for the Public Service 2010, Social Media Guideline for Tonga's Public Service, new policies & instructions on staff rotation and short-term training. The staff from PSC were able to capture and clarify concerns and issues raised and recommendations from the employees of Revenue regarding the PSC's services, policies and instructions.



CUSTOMS DIVISION: Border Division



**Prohibited
Goods**



TOBACCO



The Ministry of Revenue and Customs (Customs Division) has seized tobacco, Ice cream and prohibited gas at Queen Salote Wharf at the month of February. These good are still under MEIDECC's authority.

"Let us be resilient in our voyage for a perpetual Tonga"



**WRONG DECLARATION
OF IMPORTATION**



The threat of trade of illegal goods such as illicit drugs through our Tongan waters is real! Have you noticed something unusual on or around the coastline in Tonga? As a member of the community it's our role using our local knowledge to identify anything that is unusual or suspicious in our coastline. Please do report us any suspicious activity to our 24-hour hotline 0800123 at any time regardless how minor it is.

<http://www.revenue.gov.to/Article.aspx?ID=1902>



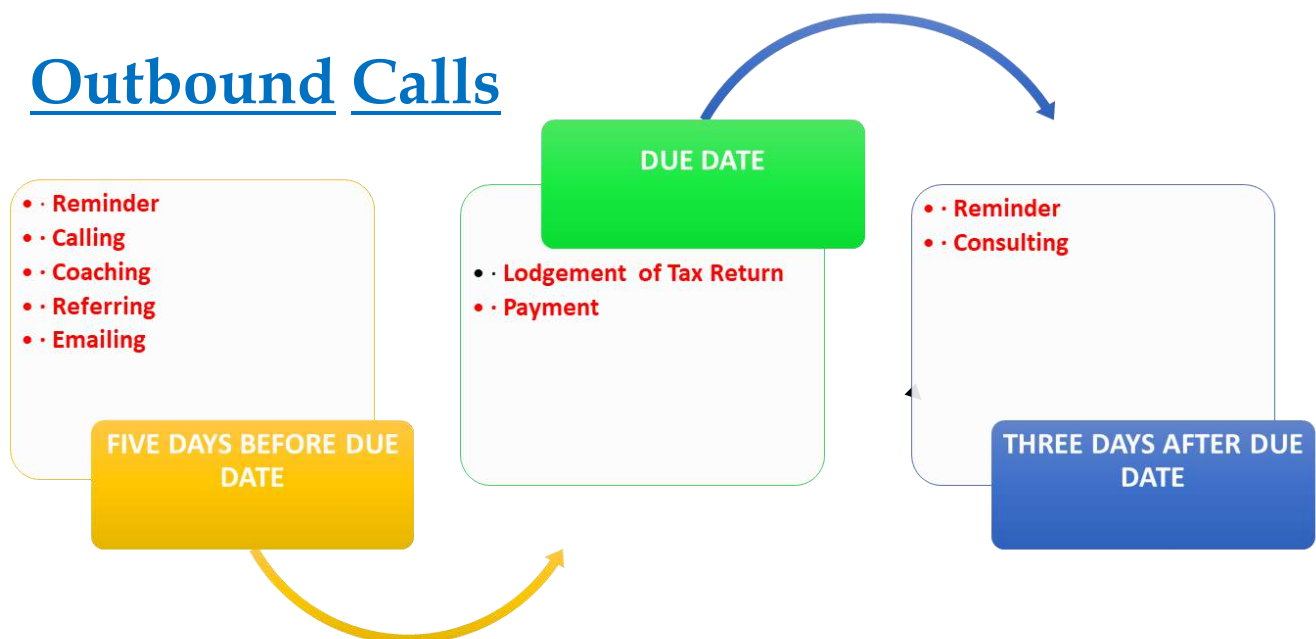


The Ministry of Revenue & Customs is ongoing trying ways to establish good working relationships with All Taxpayers by improving ways of communicating. We have noticed much improvement in this area.

Thank you all for your commitment and honesty.

Together we can make things better!!

Outbound Calls



Above Photo : Supervisor and Revenue Officers responsible for TIN registration

TIN Registration

Inland Revenue wishes to encourage the public that earns money without a Taxpayer Identification Number to visit us at our counter to register for TIN.

An individual must be registered into the system, acquiring a Taxpayer Identification Number (TIN) to help identify and differentiate individuals with similar identity. With that being stated, we are grateful for your continual support to the Ministry. Your

compliance with the Ministry's demands does not go unnoticed as we have

witnessed a big improvement from previous years.

**FOR MORE INFORMATIONS ,PLEASE
CONTACT 7400550 or EMAIL registration@revenue.gov.to**

New Recruitment



Mr. Penisimani Ngahe

Risk Management
Section



Ms. Kathryn 'Atonio

HR & Support Services
Section



Mrs. Kalisi Veatupu

Processing
Section



Ms. Mele Faka'osiula

HR & Support
Services Section



Ms. Talamasina Fa'ukafa

Processing Section

**WELCOME TO MINISTRY OF REVENUE AND CUSTOMS'S
FAMILY**

"Let us be resilient in our voyage for a perpetual Tonga"



Above Photo: Kilifi Heimuli and Moana Katoa.

The Ministry is sad to know that you left us. Continue on with your dreams and may God blessed you with the best... 'Ofa lahi atu and see you later.



Above Photo: Moana Katoa and RADCS Family

**ALL THE VERY BEST FOR YOUR FAMILY'S FUTURE
ENDEAVOUR**



REMINDERS

RESPONSIBILITY	SERVICE	EMAIL
Heilala Tax	Lodgment, Payment,	heilala@revenue.gov.to
Tax Payments	Payments	payments@revenue.gov.to
Tax Lodgements	Returns	lodgement@revenue.gov.to
TIN Registration	Tin Application, Online	registration@revenue.gov.to
Objections	Tax Objection	objections@revenue.gov.to
GST Refunds	CT, PAYE etc	refunds@revenue.gov.to
Returns & Debts	Outstanding Returns and	radct@revenue.gov.to
Ha'apai Office	Returns, Payment etc	haapai@revenue.gov.to
Vava'u Office	Returns, Payment etc	vavau@revenue.gov.to
'Eua Office	Returns, Payment etc	eua@revenue.gov.to
Tax Queries	Any other enquiries	cst@revenue.gov.to

CUSTOMS DIVISION CONTACT DETAILS

ESAD Private		privateesad@customs.gov.to
Commercial Unit		commercialesad@customs.gov.to
Warehouse		warehouseesad@customs.gov.to

The Ministry of Revenue and Customs wishes to inform all stakeholders, during this State of

Emergency period, and all taxpayers and tax agents to make electronic payments and correspond with us using email and telephone to avoid interactions, although our counters will still be open for business.

You can find here specific emails of any unit for assistance.

PUBLIC NOTICE

3 Days (72 Hours) Quarantine of International Cargo unloaded at Queen Salote International Wharf & Halaevatu International Wharf

Pursuant to directions of the Minister of Infrastructure, All international cargo unloaded at QUEEN SALOTE INTERNATIONAL WHARF (Nuku'alofa, Tongatapu) AND HALAEVALU INTERNATIONAL WHARF (Neiafu, Vava'u) must be quarantined for 3 Days (72Hours) before releasing from Customs Port of Entry

CUSTOMS
Ministry of Revenue And Customs
KINGDOM OF TONGA

PUBLIC NOTICE

PACER PLUS PUBLIC AWARENESS TIMETABLE

#	DATE	VILLAGE	PLACE	TIME
1	19/02/2020	LAKAPHA	HALL SHAW VETERUANG	10:00-12:00
2	19/02/2020	FUNAFUTI	COMMERCIAL UNIT	10:00-12:00
3	19/02/2020	VALE	HALL SHAW TONGA VOTU	10:00-12:00
4	19/02/2020	TONGAREVA	HALL SHAW VETERUANG	10:00-12:00
5	19/02/2020	HOLOKONA	HALL SHAW VETERUANG	10:00-12:00
6	19/02/2020	HOLOKONA	HALL SHAW VETERUANG	10:00-12:00
7	19/02/2020	HOLOKONA	HALL SHAW VETERUANG	10:00-12:00
8	19/02/2020	HOLOKONA	HALL SHAW VETERUANG	10:00-12:00
9	19/02/2020	HOLOKONA	HALL SHAW VETERUANG	10:00-12:00
10	19/02/2020	HOLOKONA	HALL SHAW VETERUANG	10:00-12:00
11	19/02/2020	HOLOKONA	HALL SHAW VETERUANG	10:00-12:00
12	19/02/2020	HOLOKONA	HALL SHAW VETERUANG	10:00-12:00
13	19/02/2020	HOLOKONA	HALL SHAW VETERUANG	10:00-12:00
14	19/02/2020	HOLOKONA	HALL SHAW VETERUANG	10:00-12:00
15	19/02/2020	HOLOKONA	HALL SHAW VETERUANG	10:00-12:00
16	19/02/2020	HOLOKONA	HALL SHAW VETERUANG	10:00-12:00
17	19/02/2020	HOLOKONA	HALL SHAW VETERUANG	10:00-12:00
18	19/02/2020	HOLOKONA	HALL SHAW VETERUANG	10:00-12:00
19	19/02/2020	HOLOKONA	HALL SHAW VETERUANG	10:00-12:00
20	19/02/2020	HOLOKONA	HALL SHAW VETERUANG	10:00-12:00
21	19/02/2020	HOLOKONA	HALL SHAW VETERUANG	10:00-12:00
22	19/02/2020	HOLOKONA	HALL SHAW VETERUANG	10:00-12:00
23	19/02/2020	HOLOKONA	HALL SHAW VETERUANG	10:00-12:00
24	19/02/2020	HOLOKONA	HALL SHAW VETERUANG	10:00-12:00
25	19/02/2020	HOLOKONA	HALL SHAW VETERUANG	10:00-12:00
26	19/02/2020	HOLOKONA	HALL SHAW VETERUANG	10:00-12:00
27	19/02/2020	HOLOKONA	HALL SHAW VETERUANG	10:00-12:00
28	19/02/2020	HOLOKONA	HALL SHAW VETERUANG	10:00-12:00
29	19/02/2020	HOLOKONA	HALL SHAW VETERUANG	10:00-12:00
30	19/02/2020	HOLOKONA	HALL SHAW VETERUANG	10:00-12:00

For any information about PACER PLUS agreement please join us with our public awareness at any of these locations

CUSTOMS
Ministry of Revenue And Customs
KINGDOM OF TONGA



THANK YOU !

