

# LET US BE RESILIENT IN OUR VOYAGE FOR A PERPETUAL TONGA



## The Ministry of Revenue and Customs

Newsletter | March ,2021

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*"Thank you for your time"*

## INTERNAL EVENTS

### Bumper Sticker - Launching



Mr. Maamaloa Fotofili (Officer in Charge)  
and Taniela Sila (Acting Deputy CEO)

-Revenue Division

The Officer-In-Charge of the Ministry of Revenue and Customs Mr. Maamaloa Fotofili, has officially launched this morning at our Head Office, Nuku'alofa a part of our Public awareness for the Ministry which is the introduction of Bumper Stickers.

The purpose of this bumper sticker is to create awareness and inform the public of one of our core functions.

These stickers are available at our main office at Rail Way Road, Queen Salote Ex-Students Building, Nuku'alofa.

GET YOURS NOW 😊



Officers from the Customs Division



Happy Customer with his Bumper Sticker



Mr. Sau Niulala (Deputy CEO) and 'Esafe Tokai (Senior Assistance Deputy CEO)

Customs Division.



Mr. Michael Cokanasiga - Deputy CEO

Customs Division.

## TAX AND DIGITAL TRANSFORMATION TRAINING

25th -26th of March, 2021.

A two-day virtual workshop was conducted by the Asian Development Bank for senior tax officers involved in or interested in digital transformation or new technologies for tax administration at the Ministry of Revenue and Customs office. (Revenue Division)

This virtual workshop was expected to provide a platform for participants to share high priority issues, visions, challenges, and lessons learned as well as participating in discussions on digital transformation in tax administration. This workshop aimed to provide a setting for developing countries to access technical support and increase their capacity to implement and accelerate their digital transformation in tax administration.

There were 25 participants per day.



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**SUCCESS !!**



# Succession Planning Training

As of March 22<sup>nd</sup>, HR Team successfully conducted a succession planning training to all senior officers from each division in the Revenue Office. The purpose of this training is to make aware to Senior Management the newly formulated Succession Planning Template, in which was

developed to standardize various HR cases for times when a competent officer plans to exit from the Ministry,

whether due to retirement, resignation or internal

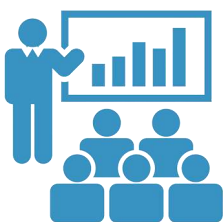
promotions. The idea is to limit disruptions and stabilize our daily operation, retaining the talents of employees at critical posts, to be able to delegate tasks accordingly to potential candidates at times of unscheduled absences and unforeseen circumstances.

Moreover, the introduction of this Succession Plan is driven by HR's new initiative for our Performance Management System (PMS) review desired by PSC. This includes the team having the forethought to launching a Coaching & Mentoring Training Program, aimed to invest in the competencies (talents) of our current employees, to reach full potential of capacity in the near future. Further to this initiative, we anticipate to benefit the following;

- \* **Promote staff engagement and retention**
- \* **Increase productivity for an efficient service delivery**
- \* **Provides opportunity and foster career growth for all staff at all levels, and**
- \* **Improve employee relations for a more diversified work environment.**

The ultimate goals are to;

- \* **Establish and promote highest standard of professionalism and good working relationship with all key stakeholders (Ministry's Mission).**
- \* **Be recognized as the best Ministry amongst all Government Ministries (Ministry's Vision)**



**Establish and promote highest standard of professionalism and good working relationship with all key stakeholders**



**Be recognized as the best Ministry amongst all Government Ministries**



**Facilitator - Miss. Lucinda Luani.**



**Above –Bottom Picture: Participants of this training.**









# TO E TALATALANOA PROGRAM

## PARTNERSHIP

Na'e lava lelei 'a e takai hono ua 'o e To e Talatalanoa makehe 'a e Potungaue mo e Pule Fakavahe mo e kau 'Ofisakolo 'o e Vahenga Kolofo'ou 'i he 'ofisi 'o e Potungaue Tanaki Pa'anga Hu Mai mo e Tute 'i he 'aho 30 'o Ma'asi, 2021.

'Oku taumu'a 'a e polokalama ni ke fakalahi ange 'a e taimi 'oku ma'u 'e he Potungaue ke fai ai 'a e Toe Talatalanoa ko eni mo e kau taki mei he ngaahi kolo koe'uhi ke malava 'o lalanga ha va fengaue'aki lelei 'i he kaha'u. 'I he fakataha ni, ne vahevahe atu ai 'a e ngaahi kaveinga mo ha ngaahi palopalema mei he Potungaue 'o kau ai 'a e matu'aki kolea 'a e fengaue'aki ki he Faito'o Konatapu. Na'e 'i ai pe mo e ngaahi me'a na'e fokotu'u mei he Vahe Kolofo'ou ke fakalelei'i'aki mo tokoni ki he fua fatongia 'a e Potungaue. Na'e kau ki heni 'a e Pule lahi 'o e Potungaue Kelemete Vahe mo e konga 'o kau taki ngaue. 'E kei hokohoko atu pe 'a e polokalama ni kae 'oua kuo kakato 'a e ngaahi Vahenga faka Pule Fakavahe 'i Tongatapu.



**District Officer of Kolofo'ou** –Mr. 'Alotaisi Takau with the **CEO of the Ministry of Revenue and Customs** Mr. Kelemete Vahe.



**Town Officer of Kolofo'ou** –Mr. 'Vailoa Kavaliku with the **DCEO of the Ministry of Revenue and Customs** Mr. Sau Niulala



**Participants** - Senior Officers of the Ministry together with the CEO and the Town & District Officers.

The second round of the To e Talatalanoa initiative of the Ministry of Revenue and Customs has been completed and was a success as it focused solely on town officers and district officers of the Kolofo'ou area on the 30th of March, 2021. The program was to enable more time for the MORC to engage with the town and district officers in order to build and enhance our working relationships for the better of the future. Various issues and problems were raised in this meeting from the Ministry and sought the help of these officers especially in the fight against drugs. Suggestions and helpful advice were also received from the Town and District Officers in ways to improve the work of the Ministry. This meeting was attended by the CEO of the Ministry, Kelemete Vahe, and some of the Supervisors. This program will continue until all areas of Tongatapu are covered.

## Importer's Meeting

The Ministry of Revenue and Customs (Customs Division) held a meeting with importers on imported goods on the 30th March 2021 at the Fe'aomoengalu Building.

The purpose of this meeting was to encourage importers in the level of compliance, which can enable them to build a close relationship with the Ministry. Also including in the meeting were different issues in with regards to import goods.

The Risk Management Division led by Deputy Executive Officer, Mr. Sau Niulala, conducted the meeting.

Participants of Importer Meeting during the meeting.



**Chairperson of this meeting** –Mr. Sau Niulala (DCEO Customs Division)



Participants of Importer Meeting



CUSTOMS BROKER

## Customs Broker Meeting

A Customs Broker monthly meeting was held on Friday, 26th of March, 2021 at Fe'aomoengalu Building (Customs and Trade Division, Head Office).

The meeting was held 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.



**Customs Broker Meeting with the Officers of the Ministry.**



## Ngaahi Polokalama Felafoaki mo e Televisone 'a e Potungaue Tanaki Pa'anga Hu Mai mo e Tute ki he mahina ko 'Epeli, 2021.

Hou'eiki mo hotau kainga 'oku fakaafe'i aipe kimoutolu ki he ngaahi polokalama Felafoaki mo e Televisone 'a e Potungaue Tanaki Pa'anga Hu Mai mo e Tute ki he ngaahi ongoongo fakamuimui taha mei he Potungaue.

Ko e taimi totonu 'eni ke 'ohake ai ha'o ngaahi fehu'i.

Station	Date	Time	Place
Letio Tonga		10:00am	Tonga Broadcasting
87.5FM	09&23/04/21.	1:00pm	Vikilani House
Kele'a Voice	16&30/04/2021	2:00pm	Hala'ovave
T.V	13/04/2021	8:00pm	Tonga Broadcasting



**Co-host-CEO of the Ministry Mr. Kelemete Vahe and Taniela Sila(Acting DCEO) at 87.5FM.**



**Co-host-Mr.Sau Niulala at 87.5FM**



**Left Photo:** Mr. Pita Tu'ivai and Sau Niulala at the Kele'a Voice.



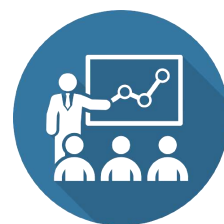
**Right Photo:** Mr. Pita Tu'ivai and Sau Niulala at Tonga broadcasting Commission.







## Government Finance Managers and Payroll Officer Forum



Na'e fakahoko 'a e Polokalama ako hono 2 maa'e kau Pule Tauhitohi mo e kau kalake fai-vahe kotoa pe 'a e ngaahi Potungaue 'a e pule'anga 'i he 'aho 18 'o Ma'asi 'I

Fe'aomoengalu ('ofisi 'o e Kasitomu).

Ko e konga pe eni á e polokamala ngaue á e Potungaue óku ui ko e To e Talatalanoa pea óku fakataumuá pe ke fakaivia á e fekauáki mo e va ngaue mo e ngaahi potungaue kotoa á e Pule'anga ke to e leleiange í he taliui ki he lao 'o e Tukahau. Ko e polokalama ako ni ne takiki ia 'e he Potungaue Tanaki Pa'anga Hu mai mo e Tute mo e Potungaue Pa'anga, ke fakapa-pauí óku takimu'a 'a e ngaahi Potungaue pule'anga kotoa pe 'i he faipau ki he lao mo e tuútuúni ngaue fakatukahau mo ma'u 'a e mahino tataui ki he founa ngaue.



18<sup>th</sup> March, 2021

The Ministry of Revenue and Customs conducted it's 2nd GFM forum for all Government line ministries directed only to Government finance managers and payroll officer at

Fe'aomoengalu Building  
(Customs Head Office).

This is part of our To e Talatalanoa program and the purpose of this forum is to strengthen our partnership with all Government line ministries in relation to Tax matters. This forum was co-hosted by the Ministry and Ministry of Finance to ensure that all Government ministries lead the tax compliance level.





## STAFF OF THE MONTH

*"Would you like me to give you a formula for success? It's quite simple, really: Double your rate of failure. You are thinking of failure as the enemy of success. But it isn't at all. You can be discouraged by failure or you can learn from it, so go ahead and make mistakes. Make all you can. Because remember that's where you will find success."*

—Thomas J. Watson

**Thank you all for your hard work.**



**Miss. Teuila Polutele**

**Commercial Services Division**



**Mr. Christopher Lomu**

**Corporate Services Division**



**Mr. Sione Tu'ivai**

**Border Management Division**



**Miss 'Apikale Vete**

**Tax Operation Division**



**Mrs. 'Unaloto Kolomalu**

**Tax Compliance Division**



**Ms. Lucinda Luani**

**Corporate Services Division**

## NEW RECRUITMENTMENT



**Miss. Tupou Kaho**

**Corporate Services Division**

**WELCOME TO YOUR NEW FAMILY  
AND WISH YOU ALL THE BEST FOR  
YOUR JOURNEY AS A REVENUE  
OFFICER.**



**Miss. Kalo Teutau**

**Customs Division**



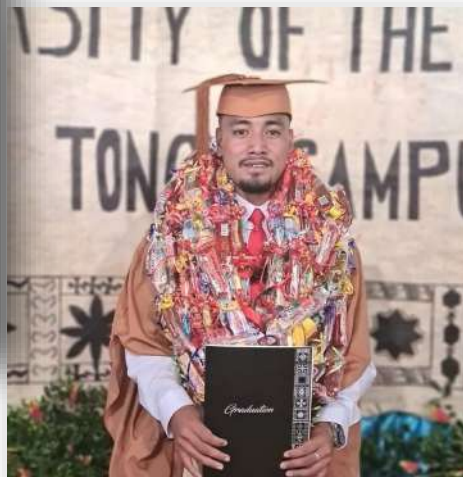
## STAFF ACHIEVEMENTS

# Congratulations



**Miss. Lavinia Lavemaau**

*Graduated with Master's Degree  
from Nagoya University ,Japan*



**Mr. Penisimani Ngahe**

*Graduated with Bachelor of Commerce  
from the University of the South Pacific.*



**Mr. Taniela Sila**

*Postgraduate Diploma  
The University of the South Pacific*

**Congratulations to you all on your well-deserved success .May the Lord guard you all in your future adventure and his blessings shower over you all .  
The Ministry has been blessed with the best.**

**'OFA LAHI ATU.**

## Outbound Calls

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!!***



**Above Photo:** Mrs. Lapulou 'Eukaliti.



# SPECIAL NOTICE FROM CUSTOMS

## FANONGONONGO

## PUBLIC NOTICE



### FAKALAHİ NGAHI TU'UTU'UNI KE TAU' - COVID 19

KUO PAU KE NGATA E NGAUE'AKI 'O E TU'UTU'UNI KOENI KI HE 'AHO 31<sup>o</sup> SUNE 2021



EXTENSION OF COVID 19 RELIEF  
EXTEND from 31<sup>st</sup> March 2021 to 30<sup>th</sup> June 2021



1. Kuo pau ke faka'atā mei he tukuhau ngaue'aki 'a e hū mai 'o e kotoa 'o e ngaahi koloa me'atokoni mo e ngaahi koloa konisiuma fakatautaha, 'oku 'ikai ki he taumu 'a fakakomēsiāle.
2. Kuo pau ke faka'atā mei he tukuhau ngaue'aki hono hū mai 'o e kotoa 'o e ngaahi naunau langa ki hono langa 'o e ngaahi nofo'anga fakatautaha, ngaahi fale poloseki fakakolo mo e ngaahi fale poloseki 'a e ako;



1. All imports of food items and personal consumer goods not for commercial purposes.
2. All import of all building materials for the constructions of private dwellings, community project buildings and education project Buildings.



**CUSTOMS**  
Ministry of Revenue And Customs  
KINGDOM OF TONGA



**CUSTOMS**  
Ministry of Revenue And Customs  
KINGDOM OF TONGA

## REMINDER

RESPONSIBILITY	SERVICE	EMAIL
Heilala Tax System	Lodgment, Payment, Information	heilala@revenue.gov.to
Tax Payments	Payments	payments@revenue.gov.to
Tax Lodgments	Returns	lodgement@revenue.gov.to
TIN Registration & Application	Tin Application, Online Lodgment	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 debts	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
ESAD Private		privateesad@customs.gov.to
Commercial Unit		commercialesad@customs.gov.to
Warehouse		warehouseesad@customs.gov.to

## DUE DATES REMINDER!

### Monthly Due Dates.

28<sup>th</sup> – Consumption Tax Return & Payment.

28<sup>th</sup> PAYE Return & Payment

28<sup>th</sup> WHT Resident/Non-Resident & Payment

28<sup>th</sup> Aircraft Income Tax & Payment

28<sup>th</sup> Ship Income Tax & Payment

### Quarterly Due Date.

28<sup>th</sup> October – Tax Return & Payment.

28<sup>th</sup> January - Tax Return & Payment.

28<sup>th</sup> April - Tax Return & Payment.

### Annual Due Dates.

31<sup>st</sup> October- Personal Income Tax Return & Payment.

31<sup>st</sup> October – Company Tax Return & Payment.

31<sup>st</sup> October – PAYE Annual Return

### 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](mailto:registration@revenue.gov.to)



**REGISTER NOW !**

[www.revenue.gov.to/etax](http://www.revenue.gov.to/etax)