

LET US BE RESILIENT IN OUR VOYAGE FOR A PERPETUAL TONGA



The Ministry of Revenue and Customs

Newsletter | November, 2020

Volume 5

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Christmas Greetings from the Minister & CEO– Ministry of Revenue and Customs



Minister of Revenue & Customs -
Hon. Tevita Lavemaau

Who is worthy to be called Great light?
Who is worthy to be called peace?
Who can be called Prince of peace or Wonder Counsel
or Mighty God? Who can be called the Word?

Today we have a response, a response that lies behind us, a response that is found before us, a response that is beyond us and a response that moves within us and a response that surpasses the fluctuations of this world. It is Jesus who will be born on the 25th of December.

He is God from God, light from light and true God from true God. He is Emmanuel who has come to live with us. He is asking us to create a space where his message can grow, develop and to unite our broken hearts. This is a story that began many years ago; a story that is written and told. A story that makes our stories, for it gives life to our life, intelligence to our intelligence, spirit to our spirit, strength to our strength, love to our love, justice to our justice, peace to our peace.

In the same spirit, on behalf of the Management and Staff of the Ministry of Revenue and Customs, I would like to wish a Merry Christmas to His Majesty and the Royal Family. May thy grace be upon your House.

As we all know, this year was filled with many burdens including the significant pandemic impact of COVID-19, which shadowed upon our nation as well as the mandate that we deliver as a Ministry. Effective and efficient revenue collection, legal trade facilitation and border control are what we held liable for, unfortunately the tasks involved were of great difficulty and many times I wondered how people nowadays move like people without direction. Revenue Collection was directly affected but through it all, we survived! Tough decisions had to be made but we stood by each other and with our partnership approach, we made it through till the end of this year. We have a great team and we still in business. We have a lot to be grateful for.

We would like to express our sincere gratitude to all valuable stakeholders, our loyal taxpayers, donor partners, and my faithful staff for your continued support and costly contribution thus far. I am certain that we would not made it if it hadn't been for the way everyone shouldered their area of responsibility. We did it and thank you to all. I am optimistically ready to walk on with you all to the year 2021 and may the abundant love and grace of the Christmas be upon you all. May we all be filled with a Merry Christmas and a happy prosperous new year.

'Ofa lahi atu .





Customs Department



Above Photo : Deputy CEO of the Ministry of Revenue and Customs Mr. Michael Cokanasiga, Brigadier Fielakepa, Police Commissioner Stephen Caldwell and the Secretary of Foreign Affairs Mr. Viliami Malolo



Above Photo : Representatives from the Security Leaders Virtual Meeting (Tonga)



Above Photo : Representatives from the Security Leaders virtual Meeting (Tonga)

HEADS OF PACIFIC SECURITY FORUM

The second Joint Heads of Pacific Security event was held virtually, bringing together the security leaders of 23 Pacific nations and territories, Timor-Leste, the United States of America and Japan.

Security leaders from Tonga was represented by the Chief of the Defence Staff, Brigadier Fielakepa, Police Commissioner Steve Caldwell, Secretary of Foreign Affairs, Mr. Viliami Malolo and Deputy CEO of the Ministry of Revenue and Customs, Mr. Michael Cokanasiga. Also present in the forum were the Australian Defence Advisor, Commander Jason McBain, Australian Federal Police Mission Commander, Superintendent Andrew Clark, New Zealand Defence Advisor, Lieutenant Colonel Nick Bowden and senior officers from various government agencies.

The forum facilitates discussion to collectively build resilience for future security challenges, like the pandemic issue we are currently facing. Areas of discussion included: Maritime Security; Human Assistance and Disaster Relief; and Border Control.



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



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

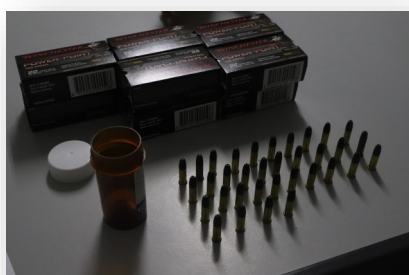
Seizer of Prohibited Goods in Tonga found at Queen Salote Wharf.

The Customs Department seized the following prohibited goods at Queen Salote Wharf. The Ministry urges the Public to keep in mind that these goods are restricted for importation to our Kingdom.

PROHIBITED Goods



SEIZED Goods





TONGA CUSTOMS HOTLINE

HELP US PROTECT THE KINGDOM OF TONGA!

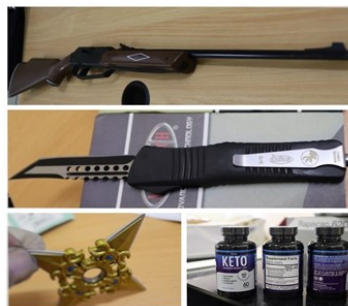
Have you noticed something unusual on or around the coastline, aircraft, vessel, container or a person WITHOUT Customs Knowledge in Tonga? As a member of the community it's our role using our local knowledge to identify anything that is unusual or suspicious. Please do report us any suspicious activity to our 24-hour hotline number free-of-charge at any time regardless how minor it is.

0800123

Your safety is in our hand, Your Identity will be protected

HOW DO I REPORT SUSPECTIOUS SMUGGLING ACTIVITIES TO CUSTOMS?

If you see, hear or know of any person, aircraft, vessel, containers or goods arriving or departing from the Kingdom of Tonga WITHOUT Customs knowledge, call our Hotline number free-of-charge.



Hey...! Before travelling to the Kingdom of Tonga or overseas please read this guide to avoid any inconvenience that may occur during the trip. This contains tips to double-check you are good to go. Better safe than sorry! For enquires please contact us for more details or check-out our websites in the link below

<http://www.revenue.gov.to/Article.aspx?ID=1907>

GIFTING OF SERVICE HUB



Representatives from the Australia High Commission and the staff of the Ministry of Revenue and Customs.



Head of Department from the Ministry of Revenue and Customs



Handover Remarks - HE Adrian Morrison the Australian High Commissioner to Tonga

The Ministry of Revenue and Customs was gifted a video conferencing equipment from the Australian High Commission on the 27th of November. The Ministry was one of four agencies that is charged with keeping Tonga safe hence why such a gift was given.

His Excellency, Adrian Morrison spoke highly of the need to secure the borders in comparison of the current level of threats to the past. The Pacific countries face common threats such as, illegal and unregulated fishing, illegal movement of people, transnational criminals dealing in drugs and weapons.

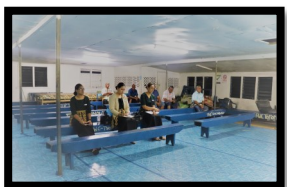
HE. Adrian Morrison emphasized that the most effective way to defeat these threats is by intensifying our cooperation on border and maritime security. They are also supporting the establishment of the joint operations center at Masefield Navy Base.

He is convinced without a doubt that the equipment will be of good use to the Ministry in assisting the efforts to keeping Tonga safe. He is looking forward to working side by side with the Ministry, His Majesty's Armed Forces, Tonga Police and Immigration authorities on a border security assessment.



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

PACER PLUS Awareness



The Pacific Agreement on Closer Economic Relations (PACER) Plus Agreement team have conducted various awareness at the Hihifo District area on PACER Plus. This is to inform the public on this Agreement. PACER Plus team have reached Ha'apai and Vava'u. "The PACER Plus Agreement will encourage and promote trade and investment that is essential for our region's recovery and growth during and after CoViD-19 and reinforces our commitment to our Blue Pacific and the strengthening of regionalism."





“TO E TALATALANOA”

The Ministry of Revenue and Customs have hosted Taxation Trainings for all taxpayers that needed assistance with tax returns and those with taxation issues. Some were new registries and they needed to know and learn of what they were required to do throughout the financial year in regards to taxation matters.

During the month of November, the Ministry hosted Employment Income trainings to the staff of the Tonga Power Limited. We also conducted Consumption Tax, Income Tax and Small Business Tax Trainings with the aim of enhancing their knowledge and skills across these tax types.



Tonga Power Limited - PAYE Training.



PAYE Training- Staff of TPL



ETax Training - Tonga Gas



PAYE Training - MLSNR

“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 usage of ETAX, which will enable flexibility in the submission of tax payments and tax returns. These Government Ministries are;

- **Tonga Ministry of Lands, Survey and Natural Resources**

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.



PAYE Training-Tonga Ministry of Lands, Survey and Natural Resources

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 which available upon request.

Should you have any queries or require assistance with any training arrangements or for Client Services assistance, please do not hesitate to contact our office 26432 or email cst@revenue.gov.to



LARGE TAXPAYERS OFFICE.



Tonga Power Limited

Officers of the Large Taxpayers Office (LTO) are continually conducting visits to various businesses incorporated only in the LTO, to assist with their tax related matters. This aims to build a mutual understanding regarding the establishment of this new section, and to figure out how they will work alongside each other to encourage and stabilize the level of compliance within the LTO.

Listed below are key accountabilities and areas of discussions with taxpayers during these visits;

- *Benefits and incentives TP may enter once in the LTO*
- *Provide eligibility to enter into the Heilala Group*
- *New initiative of taxation forums is due to commence on year 2021*
- *Ongoing capacity development in terms of tax related matters*
- *Contribute towards the nation's economy through effective and efficient revenue collection*
- *Flexible services via E-TAX*
- *Building a sustainable partnership approach*



Tevita Misa Fijita & Sons



Toyota Tshuso (Tonga)

Should you have any queries or require assistance with any training arrangements or for Client Services assistance, please do not hesitate to contact our office 7400550 Ext 134/132 or email lto@revenue.gov.to



REGISTRATION

An individual must register 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.



Taxpayers lodging application form for a Tax Identification Number (TIN)



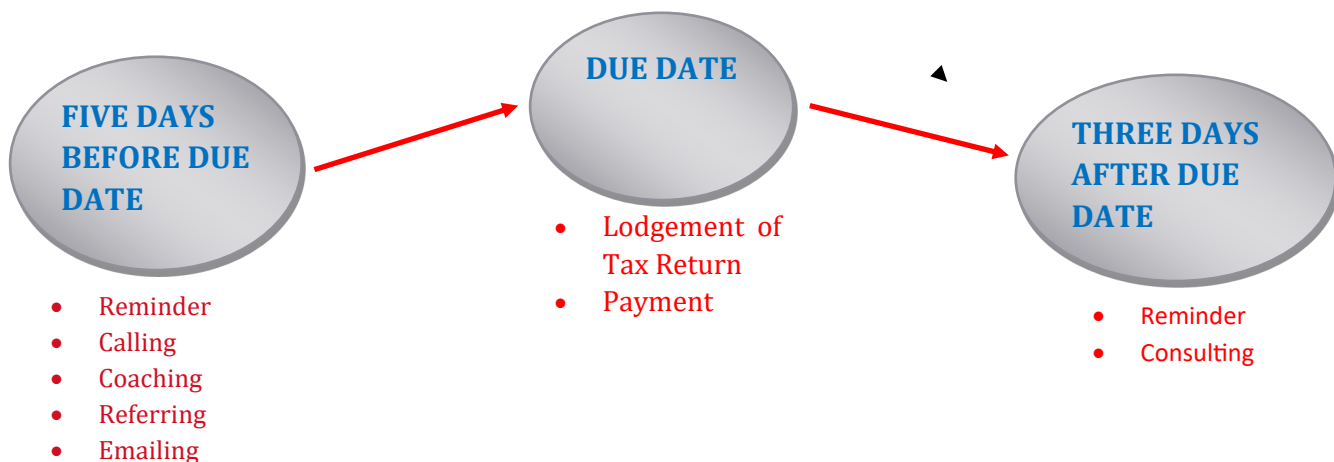
Fellow customer from Asian Pain being so happy



"If you're happy, we're happy!"

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

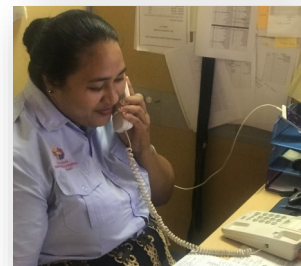
OUTBOUND CALL CENTRE



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!!





INTERNAL RULES OF PROCEDURES FOR AUDIT PAYOUTS



Back Row-*Mr.Vaka Seau, Mrs.'Unaloto Kolomalu , Mr.Tomu Lepa , Miss Lose Filikitonga*

Front Row-*Mrs.Taufa Lolomana'ia, Miss Cinda Polota,Mr Leslei Palavi , Mrs.'Aleva Fe'aomoeata, Miss Losaline Mahe.*

This document is set out to guide the internal standard operating procedures (SOP) of payout within the Audit Section. Application is limited to the Audit Section only when proceeding payouts. Reason being is to document as a SOP to provide consistency in this field, and for all staff to follow through when undertaking such responsibility. In addition, this document will limit time consumption in terms of training or when a valuable newbie is/are added to the team. Rather than demonstrating the process of payout, this document clearly defines the roles and activities to be undertaken by any audit member s independently.

Procedures of payouts are segmented at two sections namely Small Businesses and Large Business. Although the series of steps are similar, some fields requires different actions depending on the businesses'

- *History, Level of Compliance and Background*
- *Nature of the Business*
- *Other Sources of Income.*

Payouts are initiated from a risk profiling analysis, done by the Risk Section. After being carefully analyzed, audit officer will proceed to compiling and preparing assessments in which he/she will contact the taxpayer s or a representative to arrange and meet in person for further discussions. Areas of discussions will be based on confirmation of income declared and other sources of income (if any). It is vital that the audit officer maintains the confidentiality of information and data/information are not spilled-out during the discussion. Furthermore, the audit officer will then negotiate with TP or representative, on other submission methods, given the two options of:

- *Voluntary Disclosure or*
- *Default Assessment. Depending on TP's choice.*

The audit officer will then prepare a meeting report, including an Internal Memorandum with recommendations of how TPs will come about till final disclosure of information and payouts. It is also important that the responsible officer must follow through with these steps until closure to limit delays, sustain consistency in this field, which will reflect on the payout services we deliver as a Ministry.





REMINDERS

PUBLIC NOTICE

Working Hours Ministry of Revenue & Customs Christmas Holidays 2020

The Public is hereby advised that Ministry of Revenue & Customs will open for business during the following times in order to facilitate the public with clearing of goods for the Christmas and New Year festivities.

Tongatapu

Days	Dates	Hours
Saturday	19/12/2020	08:30am - 3:00pm
Monday	21/12/2020	08:30am - 5:00pm
Tuesday	22/12/2020	08:30am - 5:00pm
Wednesday	23/12/2020	08:30am - 5:00pm
Thursday	24/12/2020	08:30am - 2:00pm
Monday	28/12/2020	08:30am - 5:00pm
Tuesday	29/12/2020	08:30am - 5:00pm
Wednesday	30/12/2020	08:30am - 5:00pm
Thursday	31/12/2020	08:30am - 2:00pm
Saturday	02/01/2021	08:30am - 2:00pm

Vava'u

Days	Dates	Hours
Monday	21/12/2020	08:30am - 4:00pm
Wednesday	23/12/2020	08:30am - 4:00pm
Thursday	24/12/2020	08:30am - 2:00pm
Monday	28/12/2020	08:30am - 4:00pm
Tuesday	29/12/2020	08:30am - 4:00pm
Wednesday	30/12/2020	08:30am - 4:00pm

TOTAL PASSENGERS ARRIVED FOR THE MONTH OF NOVEMBER 2020

V/N	Flights and Passengers Movement	Nov-20
1	Total Flights arrived (commercial & special flights)	5
2	Total Passengers arrived	295
3	No. of Tongans Citizens	275
4	No. of Other Citizens	20
5	Total Passengers departed	56
6	Total Passengers on Green	0
7	Total Passengers on Yellow	0
8	Total Passengers on Red	295

The Ministry of Revenue and Customs wishes to inform all stakeholders , during this State of Emergency period , we however encourage 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.

Below , you can find here specifically email of any unit in your favour of 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



TIN

Tax Identification Number

New Employees and New Businesses must apply for TIN from the day you get your Business License and the first date of employment.

GET TIN APPLICATION

Come directly to our OFFICE @Oneway Road, Queen Salote Ex-Student Building Centre or visit our WEBSITE www.revenue.gov.to.

SUBMIT REQUIREMENTS

You must submit your valid ID's (Passport, Birth Certificate, Drive's License and National ID) and Businesses don't forget your Business License.

Get it for **FREE**

Contact: csf@revenue.gov.to or 7-400-550 / 26-432



PUBLIC NOTICE

#	DATE	VILLAGE	PLACE	TIME
1	16/11/2020	LAPAHA	HALL SIAI UESILIANA	6pm-8pm
2	17/11/2020	FUAKOTU	COMMUNITY HALL	6pm-8pm
3	18/11/2020	VAHU	HALL SIAI TONGA HOFU	6pm-8pm
4	19/11/2020	TOKOMOLOLO	HALL SIAI UESILIANA	6pm-8pm
5	20/11/2020	HOUNA	FALE KALAPU MAILO	6pm-8pm
6	23/11/2020	KOLOVAI	HALL SIAI UESILIANA	6pm-8pm
7	24/11/2020	NUKUNUKU	HALL TU'ITAKANG	6pm-8pm
8	25/11/2020	KOLOFO'OU	FALE KALAPU FOFO'ANGA	6pm-8pm
9	26/11/2020	TOFOA	HALL SIAI UESILIANA	6pm-8pm
10	27/11/2020	TONGATAPAPA	HALL SIAI UESILIANA	6pm-8pm
11	30/11/2020	CUSTOMS BROKER	FE'AKOMONGALU OFFICE	9am-12pm
12	30/11/2020	MA'UFANGA	HALL SIAI UESILIANA	6pm-8pm

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



MERRY CHRISTMAS



We wish to acknowledge all Government line ministries and to the people of Tonga for their contribution and support towards this edition of
The Ministry of Revenue & Customs newsletter
‘Let us be resilient in our Voyage for a Perpetual Tonga’

If you have any queries please do not hesitate to contact us

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