

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



The Ministry of Revenue and Customs

Newsletter | October ,2020

Volume 4

"Revenue from the Community for the Community"

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TOE TALATALANOA



Pacific Trade Link- Toe Talatalanoa



PSC—Toe Talatalanoa



Assisting Tax Payers with Tax Matter



Toe talatalanoa with Haniseni 'Osika

Ministry of Revenue and Customs hereby advises the public that we have introduced a new initiative known as the **“TOE TALATALANOA”** or **“Let’s keep talking”**.

This initiative focuses only on awareness and ways we can assist you regarding tax matters. Our revenue officers will be able to visit your ministry, your business, your home or anywhere you may be to allow us to be able to get to know you, share your problems and identify ways in which we can solve them. Our Ministry will also be able to provide ways to make your tax obligations easier for you.

We started the **“TOE TALATALANOA”** with Haniseni 'Osika of Ma'ufanga and Pacific Trade Link of Nuku'alofa as they had taxation problems and required our assistance.

Therefore, if you have any problems or concerns, we would be more than happy to talk with you and resolve and identify ways where we can together build and enhance our economy and our country.

The more we talk, the clearer it will be.

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TOE TALATALANOA



Harmony Enterprises



'Ana Gift Shop & Anna's Building Supplies



Friendly Visits held by LTO officers to Tonga Gas



Luna'eva & Sons Company Ltd.



Matalupe Co.Ltd Visits

Nishi Trading Visits



Puloka Construction Group



Office Equipment Limited



Tonga Power Ltd.



Officers of the LTO (Large Taxpayers Office) Department conducted friendly visits to various businesses who are part of this department to assist with their taxation matters. The aim of these visits was to discuss the goal and reason why this new department was established. One of the responsibilities of this department is to prepare and work closely with the above businesses to encourage and stabilize tax compliance. We also advertised a new service we offer to make submitting tax returns easier. This service is called the E-Tax service which is through the internet which is also one of the requirements to be included as part of the LTO. The visits included these businesses:

Nishi Trading | Tonga Power | Tanoa Hotels | Matalupe Co. Ltd | 'Ana Gift Shop | Puloka Construction | Luna'eva & Sons | Cost Low | Harmony Enterprises | Office Equipment | Hua Long Enterprise

There are 38 businesses altogether that have been selected to be a part of the department of Large Taxpayers Office.

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TOE TALATALANOA



'Esafe in Pacer Plus awareness



Customs Officers PACER PLUS Awareness



DCEO in Pacer Plus awareness

PACER PLUS
More than Just a Trade Agreement



The Pacific Agreement on Closer Economic Relations (PACER) Plus Agreement will come into force on 13 December after the Cook Islands became the eighth signatory state to ratify it to be able to come into effect. The Cook Islands on 14 October, joined Australia, Kiribati, New Zealand, Niue, Samoa, Solomon Islands and Tonga, who have already ratified the agreement.

"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."

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TOE TALATALANOA



PRO.Pita Tu'ivai with Haniseni



Help desk Support



Selected Businesses to Pilot the implementation of Sales Register along with Revenue Officers



Sales Register Training



PAYE Training

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 October, the Ministry hosted Employment Income trainings to the staff of the Ministry of Health and Ministry of Police. We also conducted Consumption Tax, Income Tax and Small Business Tax Trainings with the aim of enhancing their knowledge and skills in all these tax types. 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 re-request.

Should you have any queries or require assistance with any training arrangements or for Client Services assistance, please

contact our office 26432 or email cst@revenue.gov.to

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.

FIVE DAYS Before each due dates your Good Ministry conducts this program;
calling & emailing to remind Taxpayers to file the Tax Returns on Time

THREE DAYS After the due dates;
a post call to all taxpayers that hadn't filed their Tax Returns on Time with no Extension Request.

Together we can make things better!!

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INTER-AGENCIES TASKFORCE



Customs Officer



ROG. 'Amoni Taumoe'anga along with other Ministries Officers



Revenue Officer



The Ministry of Revenue and Customs continuously supports the Inter-Agencies Taskforce in combatting illegal activities within local businesses and also trying to improve the compliance level of Tax Payers. The taskforce operations are mostly conducted in the Wholesale and Retail businesses. During the month of October, the Risk Management Team (RMT) were able to identify common risks within visiting these businesses. These risks include poor record keeping, employees not registered for TIN and CT certificate not properly displayed for customer visibility. However, the RMT officers have issued taxation reminders and have properly advised these non-complying taxpayers of the best way forward to minimize these risks and improve their level of compliance in the near future. All the identified risks are reported to management on a monthly basis for possible further actions by the relevant teams within Ministry.

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Customs Division



CEO and HOD in OCO



Virtual Attendees



OCO Conference



Customs Officers



Customs Officers

The **OCO Annual Conference** was scheduled to take place in Cook Islands in July but was cancelled due to COVID-19. The Heads meeting, chaired by Mr. Xavier Mitchell, Comptroller of the Cook Island Customs Service is expected to be attended by the 23 heads of Customs administrations in the Pacific. During the virtual meeting, members discussed issues relating to the OCO areas of work, key of which is the OCO Secretariat's annual work program and budget to enable the continual delivery of technical assistance and capacity building for members. Members also discussed COVID-19 and the challenges the pandemic has posed on their respective countries and how they can work collaboratively with each other and regional and international partners to respond to these challenges.

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



- (1) This Order may be cited as the Customs and Excise Management Act (Amendment) Order 2020.
- (2) The Customs and Excise Management Act Order 2007, as amended, listing prohibited and restricted imports and exports published in the Government Gazette Supplement Extraordinary on 21 January 2008 and effective from 1 February 2008, shall be referred to as the "Principal Order".
- (3) This Order shall come into force on 1 July 2020.
- (4) Schedule 1 of the Principal Order is amended by inserting the following new paragraphs after paragraph 8 of the "List of Prohibited Imports" –
 - "9 All meat of mutton and lamb breast.
Made at Nuku'alofa this 30th day of June 2020.



Prohibited and Restricted
Importing of Breast Lamb

Notice: Ensure the declaration forms you filled is abiding the Customs Laws and Regulation to **AVOID** decomposing of your goods.

Prohibited Good

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REMINDERS



RESPONSIBILITY	SERVICE	EMAIL
Heilala Tax System	Lodgment, Payment, Information	heilala@revenue.gov.to
Tax Payments	Payments	payments@revenue.gov.to
Tax Lodgements	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

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 , 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 & Halaevu 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



The threat of trade in 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>

PUBLIC NOTICE

PACER PLUS PUBLIC AWARENESS TIMETABLE

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

#	Date	Location	Time
1	10/10/2020	LAPEL	10am-5pm
2	10/10/2020	LAPEL	10am-5pm
3	10/10/2020	LAPEL	10am-5pm
4	10/10/2020	LAPEL	10am-5pm
5	10/10/2020	LAPEL	10am-5pm
6	10/10/2020	LAPEL	10am-5pm
7	10/10/2020	LAPEL	10am-5pm
8	10/10/2020	LAPEL	10am-5pm
9	10/10/2020	LAPEL	10am-5pm
10	10/10/2020	LAPEL	10am-5pm
11	10/10/2020	LAPEL	10am-5pm
12	10/10/2020	LAPEL	10am-5pm

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

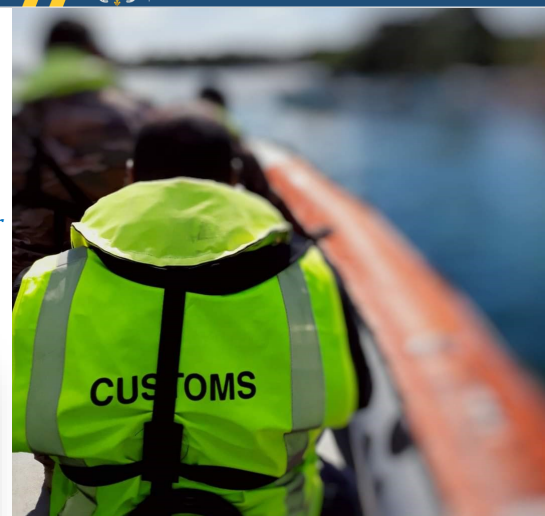
Come directly to our OFFICE @Oneway Road, Queen Salote Ex-Student Building Centre or visit our WEBSITE www.revenue.gov.to

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



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