



Hon. Samiu Kuita Vaipulu

## OFFICE OF THE MINISTER

Ref: A/5/1

7 July, 2020

Lord Fakafanua  
Speaker of the House  
Legislative Assembly  
**NUKU`ALOFA**

**Your Lordship,**

I have the honour to submit herewith the Annual Report of the Ministry of Trade and Economic Development, formerly known as Ministry of Commerce, Consumer, Trade, Innovation and Labour (MCCTIL) for the Financial Year 2016/17, in accordance with clause 51 (5) of the Constitution of Tonga.

Respectfully,

A handwritten signature in blue ink, appearing to read 'Samiu Kuita Vaipulu', written over a dotted line.

**Hon. Samiu Kuita Vaipulu**  
**Minister for Trade and Economic Development**





**Ministry of Commerce, Consumer, Trade,  
Innovation & Labour**

***ANNUAL REPORT***  
*for*  
***FINANCIAL YEAR 2016/2017***



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## FOREWORD

It is with great pleasure that I submit the Financial Year Report of the Ministry of Trade & Economic Development which was formerly known as the Ministry of Commerce, Consumer, Trade, Innovation & Labour (MCCTIL) for the financial year that commenced in July 2016 – June 2017.

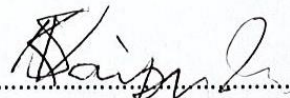
The Ministry has consistently designed its corporate plan and annual work plan to achieve its mandated organisational outcome of promoting a dynamic public and private sector partnership that can facilitate the development of the private sector and sustain an improved quality of life for all Tongan citizens. The Financial Year Report is the main reporting mechanisms adopted by the Ministry to stock take its performance against this organisational outcome. This report seeks to highlight the key achievements of the Ministry during the period of July 2016 – June 2017 and its performance against its mandated strategic objectives. This report provides the key achievements of the Ministry according to its budgeted programs and sub programs.

The Ministry continued to give priority to reducing the costs of doing business in Tonga and improving the ease of doing business in the country. During the reporting period, a growth in business registrations was recorded suggesting a level of recovery in business operations that results in growth of business activity. Growth in the number of new businesses registered was significant, with a total of 713 new business licenses, 82 new company registration, 48 new foreign investment and 514 new business names registered in July 2016-June 2017.

The Ministry has also continued with its regulatory reform program by undertaking reviews of the Consumer Protection Bill, Foreign Investment Bill, Price Control Bill and Receivership Bill. These legislations are aimed at providing a more leveled playing field for businesses in the attempt to promote fair trading and contribute to the protection of consumer rights and welfare.

The achievements of the Ministry are also undoubtedly due to the hard work and dedication of the Ministry's staff. I therefore thank all the Ministry's staff, particularly the ACEO and HOD's, for their commitment. I would like to acknowledge the support and assistance of Donor partners, which has contributed to the regulatory reform of the Ministry in support of technical and institutional strengthening of the Ministry. I look forward to another year of promoting this vision and achieving many more successes to support growth and prosperity in our country.

Respectfully,



**Hon. Samiu Kuita Vaipulu**

**Minister for Trade & Economic Development**



## LETTER TO MINISTER

Honourable Samiu Kuita Vaipulu  
Minister for Trade & Economic Development  
Latai House, Salote Road  
Fasi moe Afi  
Nuku`alofa

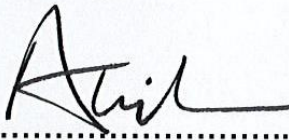
Dear Honourable Minister,

**Re: Annual Year Report for the 1<sup>st</sup> July 2016 – 30<sup>th</sup> June 2017**

I have the pleasure of submitting the Annual Year Report of the Ministry of Trade & Economic Development which was formerly known as the Ministry of Commerce, Consumer, Trade, Innovation and Labour (MCCTIL) for the financial year that commenced on the 1<sup>st</sup> July 2016 and ended on the 30<sup>th</sup> June 2017. This report incorporates all the activities undertaken and accomplished by the Ministry during this period.

On behalf of the staffs of the Ministry of Trade & Economic Development, I take this opportunity to thank the Government for its continuous support and contribution to achieving the Ministry`s objectives as provided in the National Strategic Development Framework II (TSDF II) 2015-2025 and the Ministry`s Corporate Plan 2016/17 – 2018/2019.

Sincerely,



.....  
**Distaquaine Tu'ihalamaka**  
**Chief Executive Officer**  
**Ministry of Trade & Economic Development**





## GLOSSARY

- a) **CSD** (Corporate Services Division) a division under the Ministry of Commerce and Labour responsible for support services to other divisions of the Ministry.
- b) **RIPO** (Registry and Intellectual Property Office) a division under the Ministry of Commerce and Labour responsible for all business registry and intellectual property rights registry.
- c) **WIPO** (World Intellectual Property Organization) is the global forum for intellectual property services, policy, information and cooperation.
- d) **PPP** (Public Private Partnership) is funded and operated through a partnership of government and one or more private sector companies.
- e) **LPG** (Liquefied Petroleum Gas) also referred to as simply propane or butane, are flammable mixtures of hydrocarbon gases used in Tonga cooking equipment.
- f) **ILO** (International Labour Organization) gives an equal voice to workers, employers and governments to ensure that the views of the social partners are closely reflected in labour standards and in shaping policies and programmes.
- g) **PMS** (Performance Measurement System) a system that was developed to review the performance of all civil servants in Tonga.
- h) **BTM** (Buy Tonga Made) a campaign that aims to promote and encourage buying local produced product.
- i) **PHAMA** (Pacific Horticultural and Agricultural Market Access) a project funded by Australian Aid with the aim to explore market access for agricultural and horticultural products from the Pacific Islands.
- j) **TNZTP** (Tonga New Zealand Tourism Partnership) New Zealand aid and supports program for Tonga to improve its energy infrastructure, grow tourism and strengthen the quality of its education and law and justice systems.
- k) **QSMH** (Queen Salote Memorial Hall) - Government of Tonga owned property and administered by the Ministry of Commerce, Tourism and Labour with the management of the Hall contracted out in 2009.
- l) **RSE** (Recognised Seasonal Employer) a scheme that allows for a set number of overseas workers to work for Recognized Seasonal Employers in New Zealand in the horticulture and viticulture industries.
- m) **SWP** (Seasonal Worker Program) a scheme that provides access to work opportunities in the Australian agriculture and accommodation industries. The Seasonal Worker Programme offers seasonal labour to employers in the agricultural industry.
- n) **PPSA** (Personal Property Security Act) allows registration of personal properties using as collateral to ensure first priorities.

## SECTION 1: INTRODUCTION

### 1.1 Tonga Strategic Development Framework Vision

The overall vision of the Tonga Strategic Development Framework is to **“To develop and promote a just, equitable and progressive society in which the people of Tonga enjoy good health, peace, harmony and prosperity, in meeting their aspirations in life”**. The Ministry’s corporate plan and annual work plans are directly aligned to organizational outcomes and strategic objectives that are guided by this vision.

### 1.2 Objective, Outcomes & Strategies

The Ministry contributed to the TSDF economic and social National outcomes of:

- (i) Closer public/private partnership for economic growth
- (ii) Strengthened business enabling environment
- (iii) Better access to, and use, of overseas trade, employment and foreign investment
- (iv) Improved collaboration with and support to civil society organizations and community groups

For clarity however, the Ministry redefines its national outcomes as:

- a) Facilitation of private sector growth and development through the development of a supportive and fair operating environment.
- b) Upholding consumer rights and welfare through private sector compliance with business and consumer regulations.
- c) Strengthening and creating opportunities in trade, employment and investment through improved market access and encouraging business innovation.
- d) Developing entrepreneurship, improve competition regime, Intellectual Property rights, business and sector development.

### 1.3 Outcomes of the Ministry

The Ministry’s vision of *“facilitation private sector development to sustain improved quality of life for all Tongan citizens”* is directly aligned to the achievement of the Tonga Strategic Development Framework II impact of *“A progressive Tonga supportive of a higher quality of life for all the people”*.

The Ministry’s mandated is to deliver the following organization outcomes:

- (i) Mitigation of barriers in the business environment and facilitation of business growth
- (ii) Provision of timely and appropriate business support including entrepreneurship Support
- (iii) Increasing international trade and investments and greater level of business innovation.
- (iv) Creation of a PPP framework and mechanism
- (v) Improving labour market condition and institutional strengthening for industry growth and job creation.
- (vi) Protecting and promoting the welfare of consumers restrict coordinated government effort to promote development in these sectors.

## 1.4 Governing Legislations

The Ministry operates in an environment guided by the Constitution of Tonga and the seventeen (17) legislations which establish its statutory roles. Key functions of the Ministry are stipulated under those 17 legislations. These legislations are listed in Annex 2.

## 1.5 Corporate Framework

The Ministry's operations are guided by its Corporate Plan 2016/17 – 2018/2019 which provides a tactical operational strategy to assist private sector businesses; industries and other key stakeholders (external clients) together with Government (internal clients) in achieving its mission. The Corporate Plan enables the Ministry to plan over a three-year time frame with emphasis on improving effectiveness of service delivery and developing the organizational capabilities of the Ministry.

In alignment to the Corporate Plan, the Ministry's activities are delineated in the Ministry's Annual Management Plan. As of 2016, the Annual Management Plan has formed the basis for the budget process to ensure that the Ministry's resources are aligned to the delivery of its Corporate Plan functions.

Each of the Ministry's sub program (outputs) are linked to detailed divisional activity plans which cascade the service delivery requirements through every level of service delivery, aligning decision making and behaviour at all levels. To ensure that these activities deliver the outputs and organisational outcomes of the Ministry, each activity and staff job description is linked to carefully designed performance indicators that are specific, measurable, achievable, realistic and time bound.

## 1.6 Values

We are committed to building a ministry that has an open, constructive and collaborative working culture that nurtures high productivity and output-oriented service delivery. Integrity, professionalism, humility and commitment are key values that the Ministry upholds.



## SECTION 2: MINISTRY'S BUDGETED PROGRAMS AND ORGANISATIONAL STRUCTURE

### 2.1 Ministry's Budgeted Programs

The Ministry's programs and sub programs are designed to deliver the strategic objectives of the Ministry by enabling the private sector to act as the engine of growth and protecting consumer rights. The organizational outcomes of the Ministry are delivered through six (6) external program streams, which are:

- Program 2: The Better Business Services Program
- Program 3: The Business and Investment Support
- Program 4: The Trade and Innovation Program
- Program 5: The Policy and Partnership Development Program
- Program 6: The Fair and Effective Labour Program
- Program 7: The Consumer Protection Program

Supporting the effective operations of these external programmes, is a stream of internal programmes comprised of the Corporate Services programme and the Senior Management Programme. Unlike the external stream of programmes, these internal programmes exist to ensure that appropriate support and leadership are provided to each external programme so as to facilitate the delivery of the Ministry's organisational outcomes.

### 2.2 Ministry's Organisational Structure

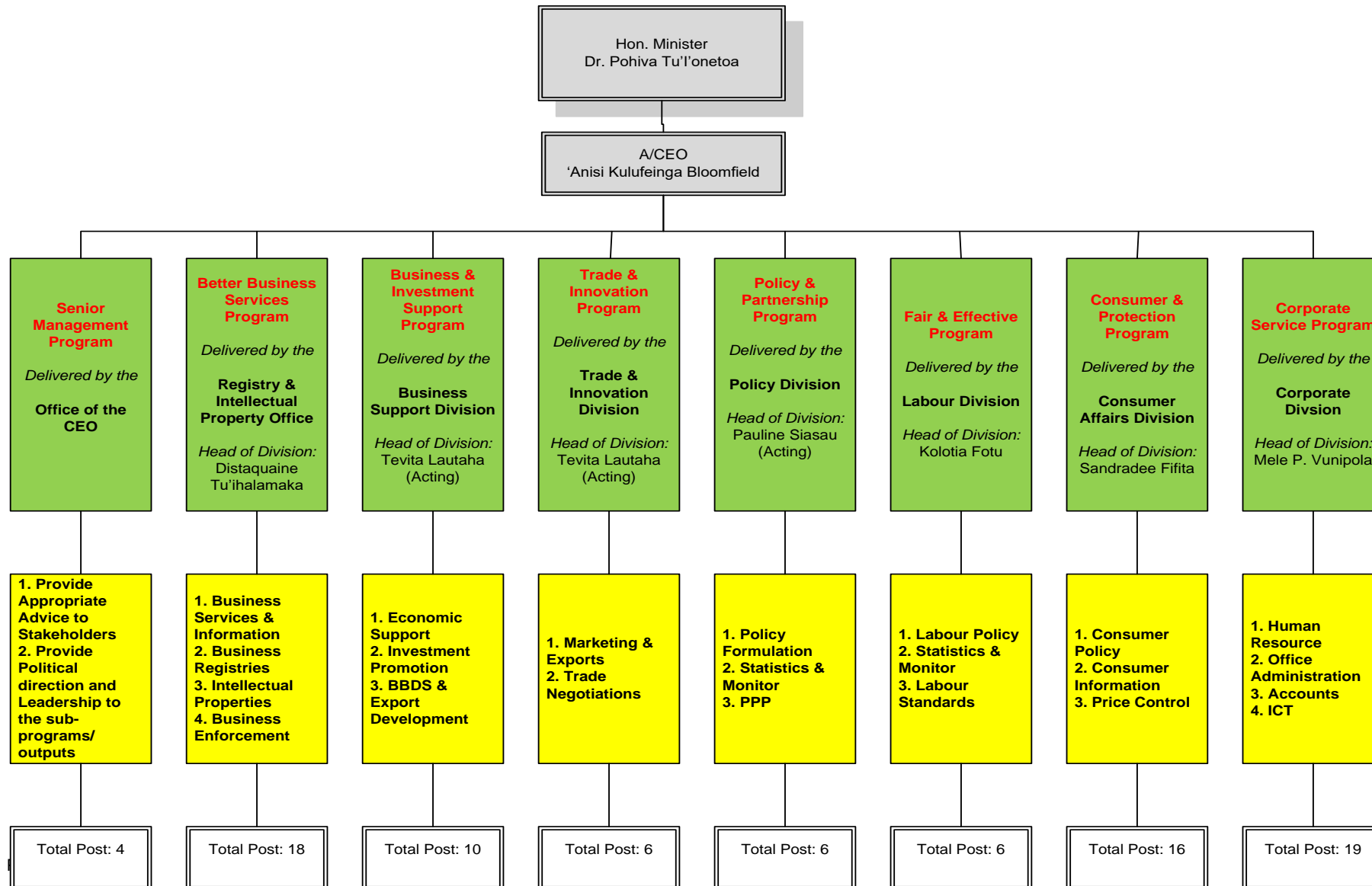
As outlined in Figure 1, the Ministry's programmes automatically form the divisions of the Ministry. Each of these divisions are led by a Head of Division who support the overall leadership of the Ministry by the CEO and Honourable Minister.

As of June 2017, the leadership of the Ministry was led by the Honourable Minister, Dr. Pohiva Tu'ionetoa and the Acting CEO, Mr. Kulufeinga `Anisi Bloomfield. The Heads of Divisions and Officers in Charge of Regional Offices are listed in Table 1.

***Table 1: Heads of Divisions and OICs of Regional Offices, as of 30 June 2016***

<b>DIVISION</b>	<b>OFFICER</b>
Corporate Services	Mrs. Mele Vunipola
Labour	Ms. Kolotia Fotu
Registry and Intellectual Property Office	Mrs. Distaquaine Tu`ihalamaka
Business Development Support & Investment	Mr. Tevita Lautaha (Acting)
Trade and Innovation	Mr. Tevita Lautaha (Acting)
Policy	Mrs. Pauline Siasau (Acting)
Consumer Affairs	Mrs. Sandra Fifita
<b>Regional Offices</b>	
Vava'u	Mrs. Lolina Tonga
Ha'apai	Mr. Sione Paletu`a
'Eua	Mrs. Silia Tuai
Niuatoputapu	Mrs. Malia Kolofo`ou

Figure 1: Organisational Structure as of 30<sup>th</sup> June 2017.



## SECTION 3: HUMAN RESOURCE MANAGEMENT

### 3.1 Number of Staff

As of 30 June 2017, the Ministry had a compliment of 87 established posts, 71 of which were occupied and 16 were vacant. The largest divisions were the Corporate Services Division and the Registry & Intellectual Property Office (RIPO Division), which employed 21 percent and 20 percent of the Ministry's staff respectively.

### 3.2 Staff Movements

During the financial year period, two (2) staff were transferred through promotion to another Government Ministry, one (1) staff was transferred to the Ministry from other Government Ministries through promotion, three (4) staff were newly recruited, one (1) staff was on study leave, one (1) resigned from the Ministry, two (2) staff were retired and three (3) staff members were promoted within the Ministry.

#### Transferred Staff to other Government Ministries:

- (i) Mr. Pita Tu'ivai, Senior Assistant Secretary was transferred and promoted to the position of Principal Revenue Officer, Ministry of Customs and Revenue.
- (ii) Mrs. Lucy Fa'anunu, Senior Assistant Secretary was transferred and promoted to the position of Principal Assistant Secretary, Ministry of Meteorology, Energy, Information, Disaster Management, Environment, Climate Change and Communication.

#### Transferred Staff to the Ministry from other Government Ministries:

- (i) Mrs. 'Ana A. Moala worked under contract at the Ministry of Tourism was transferred to the Ministry and appointed as Assistant Secretary.

#### New appointed Staff:

There were four (4) new appointed staff members to the Ministry and they are as follows:

**Table 2: New Appointees**

	Name	Post Title	Effective date
1.	'Ana 'Alamoti Moala	Assistant Secretary	24 <sup>th</sup> Oct. 2016
2.	'Ilaisaane Mila	Assistant Secretary	28 Nov 2016
3.	Uikilifi Taumoe'anga	Assistant Secretary (OIC Ha'apai)	31 <sup>st</sup> May 2017
4.	Mele Tovi Kava	Inspector of Weights and Measures	2 <sup>nd</sup> June 2017

#### Resigned Staff:

- (i) Mrs. Jeanette Tu'i'onetoa, Senior Assistant Secretary resigned effective on the 13<sup>th</sup> January 2017.

#### Study leave:

- (i) 'Alisi Kautoke Holani, Deputy CEO was still on Study leave for her PHD, (Australia)

**Retired Staff:**

- (i) Mrs. Katri Po'uliva'ati, Tourist Officer retired from Public Service with effect from the 30<sup>th</sup> August 2016.
- (ii) Mr. Tevita Faletau, Inspector of Weight and Measures, retired from the Public Service with effective from 28 November 2016

**Staff Promotions:**

There were three (3) staff members within the Ministry that were promoted to higher level positions as follows:

***Table 3: Staff Promotions***

	<b>Post Holder</b>	<b>Promoted from</b>	<b>Promoted to</b>	<b>Effective Date</b>
1.	Mrs. Poinisetia Paongo	Senior Promotion Officer (L7)	Principal Assistant Registrar (L5)	14 <sup>th</sup> Oct. 2016
2.	Mrs. Brenda 'Atoa	Senior Cooperative Assistant (L2)	Assistant Secretary (L9)	3 <sup>rd</sup> Dec 2016
3.	Mrs. Pauline Siasau	Principal Consumer Officer (L5)	Deputy Director Trade (L2)	26 <sup>th</sup> May 2017

**3.3 Training, Overseas Representation, Meetings**

Staff development is a priority to the Ministry and opportunities for capacity building are considered crucial for enabling staff to deliver against the Ministry's desired outputs. Opportunities for staff development were provided through overseas trainings, international meetings and scholarships. Details of these travels are outlined in Table 4.

***Table 4: Staff Training/Overseas Representation/Meetings & Scholarship***

<b>Name</b>	<b>Duration</b>	<b>Venue</b>	<b>Training/Meetings Details</b>
<b>JULY</b>			
Distaquaine Pele TU'IMALAMAKA	23 June - 1 July 2016	Marshall Islands	2nd Heads of IP Conference (HIPOC) Majuro
Tevita Kingdon LAUTAHA	11 - 22 July 2016	Solomon Islands	Fisheries Trade Policy & Investment Appraisal Training
<b>AUGUST</b>			
Tevita Kingdon LAUTAHA	22 - 27 August 2016	Christchurch, NZ	PACER Plus 16th International Meeting
Distaquaine Pele TU'IMALAMAKA			
Pauline Langi Palometa SIASAU			
<b>NOVEMBER</b>			
Faleola Emerald MAFI	1 - 2 November 2016	Vanuatu	Regional Workshop on WTO Post Nairobi Update

'Eva 'I Mahina Fekite Pele LIAVA'A	14 - 18 November 2016	Honolulu, Hawaii	Handicraft Market Mission
<b>DECEMBER</b>			
'Eva 'I Mahina Fekite Pele LIAVA'A	12 - 16 December 2016	Tanoa, Fiji	WTO Short Trade Policy Course for the Pacific
Esterlina Kautoke ALIPATE			
<b>JANUARY - MARCH</b>			
Edwina TANGITAU	18 Jan - 3 March 2017	Japan	Next Generation Global Leaders Program 2016 of "The Ship for World Youth Leaders"
Poinisetia Fifita PAONGO	20 Feb - 2 March 2017	Honiara, Solomon	Regional Training Course in Fisheries Trade, Policy and Investment Appraisal
Distaquaine Pele TU'IMALAMAKA	2 - 3 March 2017	Sydney, Aust	Pacific Business Registries Workshop
Tevita Kingdon LAUTAHA	9 - 10 March 2017	London	Commonwealth Trade Ministers Meeting
Sandradee Fonua FIFITA	20 - 24 March 2017	Auckland, NZ	Petroleum Industry Workshop
'Eva 'I Mahina Fekite Pele LIAVA'A	23 - 30 March 2017	Auckland, NZ	Pasifika Festival 2017
<b>APRIL</b>			
Tevita Kingdon LAUTAHA	12 - 22 April 2017	Auckland, NZ	Conduct scoping study for establishment of Tonga Market Centre
Salote HOPONOA	18 - 21 April 2017	Papua New Guinea	Regional Training for Trademark Examiners for Pacific Island Countries
Sikiniti UELENI			
Pauline Langi Palometa SIASAU	20-Apr-17	Brisbane, Aust	Trade Ministerial Meeting
Pauline Langi Palometa SIASAU	24 - 25 Apr 2017	Papua New Guinea	PIFS WTO Regional Workshop on Fisheries Subsidies
Distaquaine Pele TU'IMALAMAKA	24 - 27 Apr 2017	Rarotonga, Cook Islands	Regional Conference for the Pacific Island Countries on Creating an Enabling IP Environment to add value to local products through Brands & Designs
Ana Fatai Moala Tukipili 'ALAMOTI	24 - 29 Apr 2017	Fiji	Consumer Affairs Tonga attachment program with the Consumer Council Fiji
'Ana Kakala FETU'U'AHO			
Samiuela VELEIKA			
'Alo'isia LEMOTO			
<b>MAY</b>			

Faleola Emerald MAFI	16 - 18 May 2017	Singapore	World Trade Organization Third Country Training Programme; Regional Workshop on E-Commerce and the WTO
'Uluakimano PAU'U	23 - 25 May 2017	Suva, Fiji	High Level Tripartite Dialogue on Future of Work in the Pacific
<b>JUNE</b>			
Esterlina Kautoke ALIPATE	29 May - 2 June 2017	Geneva, Switzerland	34th Geneva Week Meeting
Sandradee Fonua FIFITA	12 - 17 June 2017	Suva, Fiji	Petroleum review consultation with Petroleum Advisor, Hale & Twoney Ltd

### 3.4 Other staffing issues:

Mrs. 'Aloisia Lemoto, Assistant Price Inspector (OIC Niuatoputapu) was transferred to the Head Office, Nuku'alofa on the 25<sup>th</sup> of August 2016 as a result of allegations against her for further mentoring and coaching.



## SECTION 4: OUTPUT VERSUS PERFORMANCE

### 4.1 Performance Outputs against Key Performance Indicators

The Ministry's Corporate Plan dictates the desired outputs of each of the Ministry's divisions. In 2016, the activities of each of the Ministry's seven divisions were designed to deliver a total of 24 outputs. These outputs are as follows:

- 1) Regulatory reforms to reduce cost of doing business and improve ease of doing business
- 2) Modernization of the business registry to improve ease of business registration
- 3) Promotion and protection of Intellectual Property Rights
- 4) Efficient and accurate information services to businesses
- 5) Targeted economic support for the private sector
- 6) Initiatives to increase and support FDI and Joint Ventures
- 7) Appropriate business development and knowledge based support schemes for the private sector
- 8) Development and implementation of Trade Policy Framework
- 9) Strengthen engagement on trade negotiations to improve market access
- 10) A strategy to promote innovative and creative ideas
- 11) Coherent policy advice to the Ministry and stakeholders
- 12) Statistical and policy research to accurately inform stakeholders
- 13) A strategy to promote Public Private Partnerships
- 14) Coherent and quality labour policy advice
- 15) Domestic labour market information publications
- 16) Regulatory reforms to protect consumer welfare
- 17) Empowerment of consumers through education and information programmes
- 18) Strategy for enforcement of consumer regulations
- 19) HRM programs to improve performance is developed and facilitated
- 20) Programmes to improve MCCTIL administration practice
- 21) Programmes to improve MCCTIL financial management
- 22) Programmes to improve MCCTIL ICT management
- 23) Appropriate advice to stakeholders
- 24) Political direction and leadership on the sub programs/outputs

To deliver these outputs, the Ministry undertook 111 activities, as outlined in Table 5. The ability of these activities however to effectively achieve the targeted outputs were constrained by a number of performance gaps, as discussed in Section 5.

## 4.2 Ministry's Output versus Ministry's Performance

**Table 5: Output versus Performance**

Budgeted Programs	Organization Outputs	Targeted Activities	Key Performance Indicators (KPI)	Timeframe	Budget Estimate	Actual	End of Financial Year 2016-2017 Achievements	Gap	Way Forward
<b>Leadership Program</b>	1. That a plan to provide appropriate advise to stakeholders is developed and implemented.	1) Provide advice to stakeholders on priority areas of the Ministry.	Number of advice	Ongoing	\$252,700	\$209,495			
	2. That a plan to provide political direction and leadership to the sub-programs/outputs is developed and implemented.	1) Provide ongoing political direction and overall leadership to the sub programs and outputs	Number of direction	Ongoing	\$153,100	\$111,205			
<b>Business Friendly Program</b>	1. That a plan to improve business services and information is developed and implemented.	Customer Service: 1) Provide ongoing services to potential and registered businesses and investors/artists and innovators.	Rate of customer satisfaction with services at counter.	Ongoing	\$134,500	\$109,009	i) High services standard maintained;  ii) No registered complaints or dissatisfaction.		
		2) Continuous improvement and management of payments and methods of payment for all fees prescribed, including credit card payment, mobile money and EFTPOS.		Ongoing			EFTPOS system is successfully operating while other online payment systems are to be considered with ADB and BSP.  50% of the work has been completed.		
		Technical Capacity Development: 3) Technical capacity building for customer		Quarterly.			2 training programs conducted in the 1st and 3rd quarters and a follow-up session in the 4th quarter.		

<p>2. That a strategy for regulatory reforms and modernization of business registries is developed and implemented.</p>	<p>service staff. Business Regulatory/Policy: 1) Finalization of the Foreign Investment Act and Regulation to address regulatory gaps in business legal framework. Awareness Programs: 2) Develop and implement awareness program for businesses and potential businesses. Administration of Registry Legislations: 3) Efficient administration of the Business Registries Act and Regulations, Business Licence, Business Names, Companies, Foreign Investment, Incorporated Societies, Charitable Trust, Cooperative Societies, Credit Unions, Personal Properties Securities.</p>	<p># of days to register a business under MCCTIL laws.</p>	<p>Annual Basis</p>	<p>\$227,100</p>	<p>\$209,693</p>	<p>Cabinet approved the Bill - pending submission to Parliament.</p>		
			<p>Ongoing.</p>			<p>All notices and information were published on Registry's social media page (FB);  Conducted community outreach program in Tongatapu, Vava' u and Ha'apai.</p>		
			<p>Ongoing.</p>			<p>Administrations resulted in the following registrations in FY 2016/17: 4,532 Business Licence (713 new, 40 cancelled); 1,788 Business Names (514 new, 18 cancelled); 1,278 Companies (82 new, 1 de-registered); 585 Foreign Investments (48 new); 680 Incorporated Societies (43 new); 175 Charitable Trusts (10 new); 19 Cooperative Societies; 6 Credit Unions; PPSA (796 total collaterals, 2,382 searches).</p>		
<p>3. That a plan to promote and increase innovation and creativity both locally and internationally is developed and implemented.</p>	<p>Policy: 1) Develop an Intellectual Property Reform Roadmap to include: Plant Variety Policy Framework; Traditional Knowledge and Expressions of Culture; Review of the Copyright Act; Enforcement of Intellectual Property Rights and</p>	<p>Number of registered IP assets.</p>	<p>Oct-16</p>	<p>\$181,600</p>	<p>\$126,129</p>	<p>90% of all ground work has been completed.</p>	<p>Lack of technical staff. Conflicting priorities pending approval of donor's support.</p>	<p>Recruiting staff with technical expertise. Provide targeted training for staff. Re-prioritize with Donor's.</p>

		Border Measures.										
		2) Review Copyright Act.		May-16						90% of all ground work has been completed.	Lack of technical staff	Provide targeted training for staff
		3) Develop and implement awareness programs on IP Asset and World Intellectual Property Day (IP Day) Activities.		Oct 2016 & Feb 2017						Awareness program and activities were implemented successfully.		
		4) Improve and maintain Devices Databases and Classification of Goods and Services Database.		Ongoing						Activity is properly maintained and ongoing.		
		Technical Capacity Building: 5) Capacity development for IP staff on Trademark examination; Collective Management Organization.		Sep-16						1 training held in April 2017.	Lack of financial support to fund training programs	Reconsider with WIPO.
		6) Administration of IP legislations, IP Properties, Industrial properties Copyright, Geographical Indications, Protection of Layout Designs (Topographies) of Integrated Circuits, Protection against unfair competitions.		Number of trademark classes registered.						Ongoing	Administration of IP legislations resulted in the following registrations in FY 2016/17: Patent (1 new, 2 abandoned), Industrial Design (none), Trademark (134 new, 5 abandoned).	Lack of technical staff for appraisal of applications Lack of expertise to facilitate institutional framework to assist Rights holders in designing applications and related requirements
4. That a plan for enforcement of business regulations is produced and implemented.	Enforcement Plan and Tool: 1) Develop and implement an improvement plan for Business Enforcement. 2) Develop a new tracking system in connection to the Business Registries online system. 3) Inspections of: Business Licence, Business Name, Companies, Foreign Investment, Charitable Trust, Incorporated Society, Cooperative Societies, viii) Credit Unions.	Percentage of businesses which comply with business regulations.	Jul-16	\$156,300	\$122,117	Plan was developed and successfully implemented.						
			Sep-16			Successful implementation for the Business Licence and Companies only.	Lack of financial resources	Re-consider under the new budget for the Enforcement Division for the FY2017/18.				
			Ongoing			Enforcement focused on Business Licence, with the following result - 2,007 businesses inspected, 1,881 complied with legislation.	Lack of technical staff	Recruit technical staff.				

<b>Business Development Support and Investment Program</b>	1. That targeted marketing and export development programs are developed and available for the private sector.	Market Development: 1) Strengthen existing market pathways for squash and melons in NZ.	% of beneficiaries which improved their business status.	Sept 2016, Nov 2017 & Mar 2017.	\$424,600	\$257,871	Facilitated sending of Halloween Squash from Hahake Council to MG Marketing; Facilitated market mission for watermelons from Lapaha Council to Samoa; Facilitated the market visit of Ha'amo Growers to promote watermelon to markets in NZ.		i) Follow up on the outcomes of the project.
		2) Strengthen existing market pathways for root crops to Australia and the U.S.		July 2016, Oct 2016 & June 2017.			i) Facilitated market follow up mission of Kaufa'a 'o Tokanga with Sasiyee Foods Market in Australia (fresh yams from Tonga to Australia); ii) Facilitated market discussions between Houma Farming & Exports and Highlander Foods in Australia; iii) Facilitated sending of sample container of yams, taro and cassava from Houma Farming to Green Groceries in Australia; iv) Facilitated marketing mission to the U.S.		i) Follow up on the project's performance
		3) Develop new export markets for papaya to NZ.		Feb-17			i) Facilitated dialogue for papaya products from Hahake Council to MG Marketing in NZ; ii) facilitated dialogue with suppliers in NZ for packaging materials for papaya samples from Tonga to MG Marketing.		i) Follow up on the project's performance
		4) Develop new export markets for squash to Japan.		Jan-17			Produced and provided stickers for labelling of squash for exports to 2 companies: New Millennium and		i) Follow up on the project's performance

		5) Develop new export markets for tuna and snappers to Hawaii.		May-17			Mark Shipping. i) Facilitated market mission to Hawaii and initiated market discussions with 4 key markets in Hawaii for Deep Water Fish.		i) Take stock of current stickers and order the productions of more stickers
		Export Promotion: 6) Promote handicrafts to general consumer shows in NZ, Australia and other markets.		Aug 2016, Mar 2017, June 2017.			i) Facilitated the participation of 1 handicraft operator (Siaola Tangifua) to Tonga Day Exhibition in Australia; ii) Facilitated the participation of 2 top artists and handicrafts operators (Viliani Moala & Atunaisa Kali) to Marketi Ples Show in Sydney, Australia; iii) Facilitated the preparations of handicraft samples for artist Uili Lousi for showcased in Tokyo Art Show.		i) Follow up on the project's performance
		Market Research: 7) Conduct marketing and exports development study.		Nov 2016.			Facilitated the Handicraft Market Study to Hawaii for the Ministry and 2 handicraft operators (Etilini Mohuanga & Taumosi Hemaloto).		
		Product Development and Training: 8) Develop and implement exports and product development trainings for local businesses.		Oct 2016 & Apr 2017			i) Facilitated and host "Path to Market" - Product Development Training for more than 10 exporter companies in Tonga; ii) Facilitated the participation of 5 Local Manufacturing and Exporting companies from Tonga to Path to Market - Stage 2 Training held in Auckland (in conjunction with PITI office).		i) Organize with PITI Office in NZ the possibility of conducting the next stage of the Path to market workshop to be held in Tonga.
		9) Provide and distribute Agro packaging materials to exporters.		Ongoing.			i) Provided ready-made 2kgs retail packaging materials and cartoon boxes to more than 5 export companies (Ha'amo Growers, Hihifo Cassava, Houma Farming and Exports, Lita Trading and	i) No proper storage facility at the MCCTIL for storage of the packaging materials (plastic bags and carbon boxes)	i) Develop a container storage facility at MCCTIL Office.



		Buy Tonga Made Project: 10) Implement BTM Media Campaign.		Ongoing.			Lotopoha Exports). i) 5 out of 10 manufacturing companies promoted via TV clips (50% completion of work).		i) Complete the production of TV clips
		11) Maintenance of BTM printed advertisements and promotional materials, including billboards, banners and catalogue.		Ongoing.			i) 60% completed: 4 billboard skins were renewed in Tongatapu.		i) Reviewing the billboard skins.
		12) BTM exhibitions and showcase.		July - Aug 2016 & Mar 2017.			i) Facilitated the participation and showcasing of more than 160 companies and individual operators to the Royal Agricultural, Fisheries & Tonga Made Show of 2016; ii) Facilitated the participation of local manufacturing companies and exporters, and showcased local made products at Pasifika Festival in Auckland, NZ (Kenani Oil, True Vava'u, Tonga Youth Congress, Ha'amo Growers, and South Pacific Mozuku).		i) Review and assess performance of the project.
	2. That clear and targeted strategy for FDI and JV's promotion are developed and implemented.	1) Provide pre and post investment care services for investors and FDIs	# of enquiries.	Ongoing	\$88,400	\$158,984	i) More than 80% of the investment enquiries received via email and telephone were addressed.	i) Currently no staff at the Division.	i) Recruitment of the vacant Level 9 and Level 7 for Investment Unit
	3. That appropriate business development, innovative and knowledge based support schemes for private sector is developed and implemented.	MSME and Business Development: 1) Implement business assessment project to identify number, nature and needs of MSMEs and local businesses.	% of beneficiaries which improved their business status.	June 2016.	\$248,200	\$135,223	i) Conducted and completed MSME survey for Vava'u (148 participants).		i) Assess results of the survey.
		2) Strengthen and implement Pearl Industry Development project.		Ongoing.			i) More than 90% of the work in renovating the Pearl Information Centre and Workshop in Neiafu, Vava'u were completed.		i) Implement business monitoring services for the identified champions.

							Approximately 90% of the work has been completed.		
		MSME Trainings: 3) Strengthen and implement targeted development trainings on business skills and business start-up for MSMEs at district level.		Oct 2016.			i) Conducted 6 sets of business start-up trainings for micro MSMEs in Vava'u.		
		4) Develop and implement targeted business trainings on services and product developments for targeted small business groups.		Aug - Sept, 2016.			i) Conducted 5 sets of handicrafts value addition trainings for handicraft MSME micro in Tongatapu; ii) Conducted 5 sets of agricultural products value additions to Agricultural micro MSMEs in Tongatapu.		
		MSME Information: 5) Develop and disseminate business development intelligence information guide books (including funding information) to MSMEs and local businesses.		Dec 2016, Mar 2017.			i) 1st draft of the MSME funding booklet is completed. Approximately 50% of the work has been completed.		
		6) Develop and implement targeted MSME development projects.		May 2017.			i) Product Development Projects were delivered to 10 MSME champion businesses in Tongatapu.		
		7) Provide ongoing business development advisory services.		Ongoing.			i) 90% of the business enquiries received was successfully addressed.		
<b>Trade and Investment Program</b>	1. That a plan for trade policy framework for Tonga is developed and implemented.	Tonga's Trade Policy Framework: 1) Develop a comprehensive Tonga Trade Policy Framework (TTPF) and Statement.	Completion of trade policy framework and implementation matrix.	Oct-16	\$67,500	\$11,852	i) Completed 90% of the work. Completed the first consultation on the draft Tonga Trade Policy Framework Compilation of stakeholders comments for incorporation into the final Trade Policy Framework.		i) Develop Implementation plan for TTPF.
		2) Consultation and validation of recommended Policy Paper/TPF implementation plan and matrix.		Dec-16			Completed the final validation workshop on the Trade Policy Framework Compilation of stakeholders comments for incorporation		i) Revise the TTPF taking into consideration the comments from validation workshop.

							into the final Trade Policy Framework. Incorporation of stakeholders comments into the final Trade Policy Framework.		
		Implementation of TTPF: 3) Cabinet endorsement, and implementation of the TTPF.	# of activities in the implementation matrix implemented.	Mar-17			i) Cabinet approved Tonga Trade Policy Framework for implementation.  ii) Develop appropriate implementation management structure for the Trade Policy Framework.	Lack of coordination amongst line Ministries.	Develop a clear implementation plan for the TTPF.
2. That a clear strategy for trade negotiations is developed and implemented.	Regional Negotiations: 1) Negotiations of PACER Plus and EPA, and revisit PICTA Negotiations.	Increase exports values and FDI.		Aug 2016 and ongoing.	\$82,100	\$127,012	i) Negotiations on PACER Plus Agreement have been concluded on the Special Trade Ministerial Meeting in Brisbane on the 20 <sup>th</sup> April 2017.  ii) Cabinet approved Tonga to host the signing ceremony on the 14 June 2017 at Tanoa International Dateline Hotel.  iii) Cabinet approved Tonga to sign the PACER Plus Agreement.  iv) 10 Pacific Island Countries signed the PACER Plus Agreement in Tonga on the 14 <sup>th</sup> June 2017.		i) Conduct comprehensive consultations of PACER Plus Agreement ii) Conduct impact assessment of the final PACER Plus Agreement iii) Readiness Assessment of Tonga to ratify PACER Plus Agreement. iv) Conduct Cost and Benefit Analysis.
				Oct-16			Develop first draft of consultative mechanism as a guideline to strengthen the implementation of national and regional trade consultations. for TNTNC.  Develop TOR for the national trade committees.		Finalize the framework and submit to Cabinet for endorsement.
				Multilateral Trade			Ongoing		i) Most WTO notifications

		Agreements: 1) Implement WTO multilateral requirements.					have been sent to the WTO; only a few items pending on confirmation from Customs and Quarantine.  ii) Completed 80% of the requirement.		position on TRIPS.
<b>Policy and Partnership Program</b>	1. That a plan to provide a coherent policy advice by MCCTIL is developed and implemented.	Regulatory Review: 1) Amend the Consumer Bill and Regulation [Stage 1: Complete final draft of the Consumer Bill & Regulation].	The number of commerce policy issues addressed.	Dec 2016.	\$211,800	\$172,696	i) Final Consumer Bill endorsed and submitted to the Law Committee;  ii) Minister endorsed final draft of the Consumer Protection Regulation.		Final consultation of the Consumer Protection Bill and resubmit to AG's Office for translation
		2) Amend the Price Control Act [Stage 1: Final Bill is approved by Cabinet to be submitted to Parliament].		March 2017.			i) Cabinet approved the Price Control Bill 2016 in March 2017 (CD No. 177 dated 23 March, 2017);	i) Conduct final review of the Price Control Bill to reflect internal restructure	
		3) Develop Price Control Regulation.		June 2017.			i) Cabinet approved policy paper in March, 2017;  ii) Consultation with relevant stakeholders completed;  iii) 1st draft of the Price Control Regulation completed in June, 2017.	i) Submit to Cabinet for endorsement.	
		Tonga Competent Authority: 4) Biennial review of regulated goods under the Competent Authority.		May 2017.			i) Cabinet approved policy paper in July 2016;  ii) Consultations with stakeholders completed;  iii) Tonga Competent Authority Committee approved the recommendations for implementation in July 2017.	i) Submission to Cabinet for endorsement and implementation.	
		5) Develop metrology standards and amend the Weight and Measures Act.		June 2017.			i) Completed proposal and CEDC approved proposal as priority project pending funding confirmation from Donors.	Resubmit proposal in the next FY ii) Ministry to fund the review from its recurrent budget FY2017/18	

	2. That a statistics and policy research is developed and implemented.	Business Information: 1) Biennial Business Survey.	Coverage and timeliness of statistical reports issued.	Dec 2016.	\$26,300	\$14,295	50% of the work completed with the actual completion of data outsourced to TTI Completed 2 days in house training for survey enumerators from TTI		
		2) MCCTIL Business Quarterly Update.		Sept 2016, Dec 2016, Mar 2017 & June 2017.			Completed 2 out of 4 Quarterly Business Updates	i) Lack of internal coordination.	i) Redesign the core dataset database at Policy Division.
		3) MCCTIL Monthly Biz News.		Monthly.			i) Completed 2 monthly biz news subject to availability of MCCTIL Divisional news	Lack of internal coordination in providing updated business information	i) Re-prioritize activities.
		4) Development of core dataset for commerce and consumer		Nov 2016			i) Core dataset successfully completed	i) Lack of internal coordination from other Division in providing updated business information.	i) Review and assess core dataset.
		MCCTIL Reports: 5) MCCTIL Annual Reports for FY 2015/16 and January - June, 2015.		Dec 2016 & June 2017.			i) Cabinet approved reports in June 2017.		
	3. That a strategy is developed and implemented to strengthen PPP and deliver results to the private sector.	Public-Private Partnership Program: 1) MCCTIL inclusive PPP Plan to address commerce, consumer, labour and trade issues.	# of commerce, consumer, trade and labour issues address.	Mar-17	\$49,700	\$20,506	Conducted and compiled internal one to one consultations with the HOD's on PPP issues.	Lack of technical staff Lack of coordination amongst Government and Private Sectors	i) Provide targeted staff training ii) Re-prioritize activities.
		2) Facilitate PPP meetings for policy issues raised by Sector Committees.		Ongoing.			Facilitate participation in the Agricultural and Manufacturing Sector Committee Meetings.	Lack of technical staff Lack of coordination amongst Government and Private Sectors.	i) Re-establish the national Sectorial Committee project administered under MOFNP
<b>Fair and Effective Labour Program</b>	1. That a conducive legal and institutional employment framework is developed and implemented.	Employment Relations Bill: 1) Develop and submit for approval a policy paper and roadmap to progress the ERB.	# of labor performance gaps addressed.	May-17	\$117,300	\$93,394	i) Cabinet approved policy paper and roadmap on the ERB in May 2017 (CD. No. 494 dated 12 May 2017).		
		National Tripartite Committee: 1) Establish the national tripartite constituents for labour reforms.		Dec-16			i) Cabinet approved the policy paper for establishment of the Tonga National Tripartite Consultation Committee (TNTCC) in May 2017 (CD. No. 457 dated 05 May 2017); ii) First meeting of the		

							TNTCC was held on 12 May 2017 and TOR adopted (subject to minor amendments).		
		Labour Policy Advice: 1) Policy advice to the Immigration Department on issuance of employment visa.		Ongoing			i) Assessment of applications and submission of recommendation to Immigration completed to standard with the following result - 115 applications received for process (69 supported, 36 not supported, 5 referrals for non-compliance, 4 withdrew cases, and 1 pending on incomplete documents).		
	2. That a labour research and information program is developed and implemented	Labour Information: 1) Develop up to date and accurate labour core dataset.	Coverage and timeliness of statistical reports issued.	Feb-17	\$85,000	\$68,242	i) Labour information survey of Tongatapu completed and report ready in June 2017;  ii) Successful negotiation for the national Labour Force Survey to be conducted in 2018 (led by the Tonga Statistics Department).		
	3. That a strategy for improving labour standards to promote decent work for all is developed and implemented.	1) Tripartite representation to the annual International Labour Conference.		Jun-17	\$100,000	\$71,500	i) TNTCC endorsed and Minister approved, tripartite representation to the ILC (Gov't, Employer and Employee representatives);  ii) Outcomes of representation included - established networks with ILO official for future collaborations, gov't official discussion with ILO-ILS Tonga's technical assistance needs, and successful negotiation of mission to Tonga.		
<b>Consumer Protection Program</b>	1. That a consumer regulatory and institutional	Regulatory Review: 1) Technical support for the Consumer Protection Consumer Bill and	The number of commerce policy issues addressed.	Dec 2016.	\$119,200	\$152,307	i) Final Consumer Bill endorsed and submitted to the Law Committee;		i) Final consultations on the Bill. ii) Revise final draft of the Consumer



reform plan is produced and implemented.	Regulation [Stage 1: Complete final draft of the Consumer Bill & Regulation].					ii) Minister endorsed final draft of the Consumer Protection Regulation.		Protection Bill taking into consideration current restructure within the Ministry.
	2) Technical support for the Price Control Act [Stage 1: Final Bill is approved by Cabinet to be submitted to Parliament].		March 2017.			i) Cabinet approved the Price Control Bill 2016 in March 2017 (CD No. 177 dated 23 March, 2017);		i) Submit to AG's Office for translation then to Law Committee for review and Parliament for approval.
	3) Develop Price Control Regulation.		June 2017.			i) Cabinet approved policy paper in March, 2017; ii) Consultation with relevant stakeholders completed; iii) 1st draft of the Price Control Regulation completed in June, 2017.		i) Submission to Cabinet for approval.
	Tonga Competent Authority: 4) Biennial review of regulated goods under the Competent Authority.		May 2017.			i) Cabinet approved policy paper in July 2016; ii) Consultations with stakeholders completed; iii) Tonga Competent Authority Committee approved the recommendations for implementation in July 2017.		i) Recommendation from the Biennial review is incorporated into the Price Control Bill for implementation.
2. That an awareness and education strategy to empower consumers is developed and implemented.	Consumer Awareness and Education Strategy Development: 1) Develop an Education and Awareness Strategy through a targeted and efficient awareness and education program covering: i) PR and media program, consumer publications, and community awareness programs.	# of consumers reactions.	Aug-16	\$65,500	\$54,929	i) Daily consumer awareness jingle with FM 87.5; ii) Monthly SMS text with TCC; iii) Monthly full page consumer awareness publication with Kele'a; iv) World Consumer Rights Day event on 13 March 2017; v) FB updates;	i) Lack of dedicated Officer to coordinate awareness program	i) Develop capacity building plan ii) Recruitment of staff with technical skills.

							vi) Monthly TV broadcasting program with TV Tonga;  vii) New flyers, brochures, tear drops for consumer awareness programs;  viii) Participation at the Ha'apai, Vava'u, 'Eua and Tongatapu Royal Agricultural and Tonga Made Show.		
	3. That a plan for enforcement of consumer, weight and measures and price control regulations is developed and implemented.	Administration of Consumer Welfare and Price Control Legislations: A Plan for enforcement of the i) Consumer Protection Act and Regulation; ii) Weight & Measures Act and Regulation; iii) Price and Wage Control Act is developed and implemented.	% of businesses which comply with consumer regulation.	Ongoing	\$285,100	\$286,194	Enforcement work program successfully implemented with the following results – 1,130 businesses inspected; 498 notifications issued; total revenue of \$40,219.95 collected; 236 consumer complaints registered; all complaints successfully resolved according to legislation.	Lack of coordination with line Ministries. Lack of legal expertise Prosecution procedures too long.	i) Develop proper guidelines for assessment of consignments arriving at the wharf. ii) Recruitment of a legal advisor to avoid delays in seeking Crown Law Advisor.
	4. That a strategy for consumer goods and price control is developed and implemented.	Price Control: 1) Provide Secretariat support to the Tonga Competent Authority.	# of submissions to the CA, # of consultations and surveys.	Ongoing from July 2016	\$235,100	\$267,431	Secretariat services provided on time and to standard to the work of the TCA. Implementation of the monthly petroleum pricing and quarterly LPG review. iii) Implementation of the Annual Review of LPG and petroleum.	Lack of dedicated officer	i) Request staff proposal for new staff. ii) Review of tax fares and bus fares. iii) Review existing mark up of regulated goods. iv) Coordination of LPG Review in November.
		2) Develop and implement an effective Work Plan and Process for TCA work including, i) monthly pricing review; ii) annual review; iii) triennial review; iv) ad hoc reviews etc.		Mar-17			i) Annual review for LPG and petroleum pricing completed in November and July respectively.		
<b>Corporate Service Program</b>	1. That HRM programs to improve staff performance is developed and	Human Resource Management: 1) Implement fair resolution system for grievances and disputes.	Percentage of grievances processed within 2 weeks.	Sept 2016.	\$168,800	\$266,672	No grievance case registered with the CSD.		

	facilitated.	2) Implement fair and robust recruitment process.	Percentage of vacancies processed and filled within 3 months.	Quarterly.			i) 7 out of 14 vacancies filled; ii) MCCTIL staff proposal (3 positions) approved by PSC for recruitment; iii) 5 from 14 vacancies to be re-advertised; iv) Innovative recruitment - advert on radio, papers and text messaging (Ucall & Digicel).	i) No suitable candidate for the re-advertised post	i) Exhausted other ways like Vava'u Radio and text messages through TCC and Digicel	
		3) Improve staff compliance with public service policy.	Percentage of HR non-compliance processed within 2 weeks.	Ongoing.			i) Improved staff compliance from 80 to 85% (especially leave policy).			
		4) Effective and efficient implementation of the PMS.	Number of status check completed (PMS).	Quarterly.			i) PMS deadlines both internal and submission to the PSC was met.			
	2. That the MCCTIL administration practices and processes are well developed.	Office Administration: 1) Efficient work flow system.		Level of staff satisfaction.	Ongoing.	\$782,500	\$722,386	i) Existing work flow system enhanced by improved division of work/labour to manage risks better;  ii) An improved system structure is being developed for implementation.		
		2) Efficient and effective file management system.			Ongoing.			i) Continuous improvement to the filing system, including training of staff, are ongoing.		i) Staff reallocation to maintain the accuracy of the filing system.
		3) Asset management.			Ongoing.			i) Asset count report submitted to MFNP;  ii) Managing and maintenance of assets are ongoing.		
		4) Transport management.			Ongoing.			i) New transport for CAD and BSID were approved and purchased to meet transport needs;  ii) Improved monitoring system in place for petrol usage and mileage;  iii) Weekly check of Log Books completed;	i) No vehicle in 'Eua	i) Recruit 2 new drivers for new vehicles.

							iv) No registered complaints with lack of / or unacceptable transport service.		
		5) Ensure conducive work environment for improved work productivity and staff welfare.		Ongoing.			i) Removal of the TV posts and antenna; ii) Reallocation of office space to meet increasing staff needs; iii) Renovation of offices to ensure sufficient ventilation and suitably customer-convenient access.	I) Asbestos ceiling affects health of the employees.	I) Request Donor fund to remove asbestos ceiling.
3. That improved financial management policies are established and facilitated.	Accounts:	Timeliness of financial processes.	Annual Basis	\$179,800	\$186,355	i) 10 procurement proposals were submitted to MFNP - 9 were approved and 1 pending decision.			
	1) Procurement of goods and services in compliance with standing policy.		Annual Basis			i) Forecasts completed on time and submitted to the MFNP.			
	2) Timely expenditure and revenue forecast.		Ongoing.			i) Salary payment process on time; ii) Divisional expenses processed on time.			
	3) Salary and operation expenses process.		Monthly.			i) Monthly expense and revenue reports submitted to MFNP on time; ii) Monthly expenditure reports to HODs, CEO and Minister completed on monthly basis.			
4) Budget management reporting.									
4. That ICT policies are established and facilitated.	Information & Communication Technology:	Timeliness of ICT service provided and improved productivity from use of ICT.	Ongoing.	\$83,400	\$92,633	i) Staff ICT needs are facilitated on a timely basis and to high standard; ii) Replacement of old MCCTIL server, configuration of new server and restoration of files in Tongatapu, Vava'u & Eua were completed.			
	1) ICT infrastructure.		Ongoing.			i) Website name changed; ii) Domain name of email			
	2) MCCTIL website and computer facilities management.								

							changed;		
		4) ICT software.		Ongoing.			iii) PRs uploaded to website on time;		
							iv) Monthly review of the price of diesel, petrol and LPG are uploaded on time.		
							i) Essential software programs installed and updated.		

### 4.3: Total Budget

The Ministry's programs and sub programs are designed to improve the quality of life for Tongan Citizen through enabling the private sector to act as the engine of growth and, simultaneously, protect consumer rights. There are six (6) external program streams driven by a clear identification of service delivered to customers.

- Program 2: The Better Business Services Program
- Program 3: The Business & Investment Support Program
- Program 4: The Trade and Innovation Program
- Program 5: The Policy & Partnership Program
- Program 6: The Fair & Effective Labour Program
- Program 7: The Consumer Protection Program

The above external programs are supported by two (2) management program streams to ensure delivery of required service level to stakeholders. These programs are:

- Program 1: The Senior Management Program
- Program 8: Corporate Service Program

### 4.4: Expenditure

The total appropriated Government funding for the Ministry in FY2016/2017 amounted to a total of TOP\$4,586,000. This marked a 50% decrease from the Ministry's appropriate budget in FY2015/16. The decrease in amount of the budget reflected the restructure in the Government of separation the Ministry of Tourism from this Ministry and became a new Ministry. The Ministry's salary budget accounted for 54% and 46% was for operation. Details of the Ministry's budget for FY 2016/17 as compared to the previous budget for FY2015/16 are provided in Table 6.

*Table 6: Expenditure Budget for FY2015/16 and FY2016/17*

	Revised Estimates 2015/16		Estimates 2016/17			Increase/Decrease 2015/16 – 2016/17	
	\$	%	Original	Revised	%	\$	%
<b>Established Staff</b>	2,505,100	21.78	2,459,500	2,145,543	46	-359,557	(17%)
<b>Unestablished Staff</b>	49,600	0.43	49,500	69800	2	20200	29%
<b>Travel and Communication</b>	544,300	4.73	490,900	619,960	14	75660	12%
<b>Maintenance and Operation</b>	211,800	1.84	326,000	351,060	8	139260	40%
<b>Purchase of Goods and Services</b>	5,974,000	51.95	847,600	993,623	21	-4,980,377	83%
<b>Grants and Transfers</b>	2,010,000	17.47	260,800	120,300	3	-1,889,700	(94%)
<b>Assets</b>	205,800	1.79	91,700	285,715	6	79915	28
	<b>11,500,600</b>	<b>100</b>	<b>4,526,000</b>	<b>4,586,000</b>	<b>100</b>	<b>-6,914,599</b>	<b>(60%)</b>



## 4.5: Revenue

The Ministry collected a total of \$742,306.37 in revenue from its administration of various business registrations in FY2016/17. As shown in Table 7, this total revenue is less than the target by 16% percent due to significant decreases in revenue collected from Price Control and Foreign Investment registrations. The Ministry however acknowledges that its mandate is to facilitate business development hence its focus is in reducing the cost of doing business including in business registration fees. The fees currently imposed on business registrations are effectively based only on the cost of service and not developed with the intent of maximising revenue collection.

***Table 7: Actual Revenue Collection against Target Revenue Collection from 1<sup>st</sup> July 2016 to 30<sup>th</sup> June 2017***

Description	Business License	Company Registration	Price Control	Rental	Intellectual Properties	Foreign Investment	Sundry	Total Grand
<b>Actual</b>	335,324.89	164,574.44	48,927.65	36,000	146,788.40	8,990.99	<b>1,700</b>	742,306.37
<b>Target</b>	367,600.00	172,600.00	142,000.00	36,000	147,600.00	16,700.00	<b>0</b>	882,500.00
<b>Variation</b>	32,275.11	8,025.56	93,072.35	0	811.60	7,709.01	1,700	141,893.63
<b>Variation %</b>	8%	4%	65%	0%	.5%	46%	100%	16%
<b>Comment</b>	Unfavorable	Unfavorable	Unfavorable	Favorable	Unfavorable	Unfavorable	Favorable	Unfavorable

## SECTION 5: CHALLENGES

As outlined in Table 5, the delivery of the Ministry's outputs in FY2016/17 was constrained by a total of 23 performance gaps. These gaps exist as impediments to the ability of the Ministry to effectively deliver on its core mandates thus affecting the quality of its services to its clients, particularly the private sector. The Ministry classifies these performance gaps into human resource shortages and issues relating to processes, both internally and across government.

### 5.1 Human Resource Gaps

Of the 23 performance gaps identified during the reporting period, 11 were related to human resources. The Ministry identified that these were gaps caused by the lack of technical skills to effectively achieve the Ministry's desired outputs. This raises the importance of staff development and capacity building for the Ministry. It is envisaged that appropriate and effective trainings are necessary not only develop required technical skills for the Ministry but to also increase the capacity of existing staff to undertake multiple tasks hence reducing pressure on the Ministry's salary budget.

### 5.2 Process Gaps

The most prominent challenge to the achievement of the Ministry's outputs were related to processes. These limitations include internal process issues as well as external process impediments due mainly to the lack of coordination within government on key issues relating to private sector development and consumer protection. These include the following:

- Lack of targeted support in marketing, export, and business development to help increase the number of export and investment ready ventures and to assist MSMEs to graduate from the informal sector.
- Lack of baseline data for labour market development.
- Lack of an MSME integrated framework to support MSME development in Tonga.
- Lack of a clear strategy to increase Foreign Direct Investment (FDI) and Joint Ventures.
- Absence of an integrated Business Development and Knowledge-Based support scheme to facilitate the development of investment-ready and export-ready businesses.
- Lack of a trade representative in the key market of NZ to assist the marketing of local Tongan exports.
- Lack of core datasets and research programs to inform tourism, commerce and labour policy development and advice.
- Delay in the process to review the existing Acts and Regulations of the Ministry.

Addressing these gaps require cooperation and commitment not only within the divisions of the Ministry but also across government.

### 5.3 External Factors

In addition to the performance gaps identified by the Ministry, the performance of the Ministry against its Corporate Plan is constrained by external factors particularly impediments relating to the political environment. The Ministry considers political will as the fundamental requirement for the effective delivery of each of its programmes. The lack of continuity in executive management and conflicting political leadership and priorities can affect the level of political will necessary to support the Ministry's service delivery.

## SECTION 6: CONCLUSION

The Ministry has utilised the limited resources allocated to strive towards the achievement of its expected outputs and organisational outcomes. While each division has to an extent, delivered against each of their expected outputs, it is clear that there is still more to be done. Improving the Ministry's performance however is contingent on the commitment of government to addressing the identified performance gaps which constrain the capacity of the Ministry to support the private sector as the engine of growth and to protect consumer rights and welfare. Addressing these performance gaps require political will and prioritisation of private sector development and consumer protection supported by an increase in the Ministry's appropriated budget, improvements in coordination and the institutionalization of private sector development, and capacity development to build the skills stock of the Ministry's staff.

The Ministry anticipates government consideration of these performance gaps in the next reporting period as it strives to support and encourage a conducive environment for private sector led economic growth in the country.

## SECTION 7: ANNEXES

Annex 1: Staff List as of 30<sup>th</sup> June 2017

MINISTRY'S STAFF LIST as of 30th June, 2017							
Post	Names	Current Salary	Band	Date of Appointment	Date of Promotion	Date of Birth	Station
Minister	<b>Hon. Dr. Pohiva TU'I'ONETOA</b> <i>Dr of Christian Ministry (Washington, USA); M.Bus(Acc), (Monash, Aust); Grad.Dip.Fin Mgt (Melbourne, Aust); Chartered Accountant (NZ); CMA (Aust); FCA (NZ).</i>	\$84,800.04					TBU
Chief Executive Officer	<i>Vacant</i>	\$53,760.00	D				TBU
Personal Assistant (Senior)	Kapelieli LANUMATA <i>Diploma - Management (NZ)</i>	\$20,674.94	L	18-Feb-15		29-Dec-79	TBU
Senior Executive Officer	Sesilia T Lavaka 'OTUVAI	\$17,059.12	M	14-Oct-86	6-Jul-15	8-Feb-65	TBU
Registry Clerk	Kato Kakala LANGI <i>Cert.Comp(TTI) Cert.To'urism (China)</i>	\$16,670.94	N	7-Apr-03	12-Sep-14	20-Jun-76	TBU
VIP Driver	'Alifeleti VEHIKITE	\$8,400.08	Q	12-May-15		15-Sep-83	TBU
Deputy CEO	<i>Vacant</i>	\$37,800.00	G				
Chief System Analyst	<i>Vacant</i>	\$33,600.00	H				
Principal Assistant Secretary	Mele Panuve VUNIPOLA <i>MBA (U.S.P. Tonga), BA (Mgmt. Pub.Admin&amp;Is), (U.S.P,Tonga); Dip.Comp. Bus.Mgmt. (UK)</i>	\$37,806.08	I	24-Feb-92	11-May-15	19-Nov-65	TBU
System Analyst	Makafalani TAULANGOVAKA <i>BA(Computer Science &amp;Information System),(U.S.P. Fiji),</i>	\$33,055.10	J	3-Jan-12	8-Sep-14	23-Dec-89	TBU

Senior Assistant Secretary	Fielea Pasikole Havili SCHAUMKEL <i>B.com (Mgmt &amp; IS) (USP, Fiji)</i>	\$28,880.02	K	7-Jan-13	1-Jul-15	27-Nov-89	TBU
Senior Accountant	Kingisiliti VUNIPOLA <i>B.com (USP, Fiji)</i>	\$27,992.12	K	1-Feb-14	16-May-16	26-May-68	TBU
Accountant	Losalio LAKALAKA <i>Dip. (Accounting), (TTI - Tonga)</i>	\$20,313.02	L	9-Jul-15		1-May-84	TBU
Computer Operator Grade 1	'Anaseini TAUTUIAKI <i>Dip. IT (Tonga)</i>	\$22,480.90	M	6-May-99	10-Jun-11	9-Sep-75	TBU
Accounting Officer	Paea Lotulelei Tafea SIALE <i>Cert. Hospitality (Aust)</i>	\$17,794.92	M	8-Dec-86	18-Sep-14	7-Jan-64	TBU
Computer Operator Grade 3	Lavinia KAUFONONGA	\$15,985.06	O	10-Feb-99	15-Apr-04	8-Oct-70	TBU
Assistant Security Officer	Kitiosi Lavulavu TUPOU	\$15,985.06	O	24-Nov-03	3-May-05	15-Sep-68	TBU
Computer Operator Grade 3	Fulila TANGATA'ILOA	\$15,985.06	O	26-Apr-89	1-Jul-00	17-Jun-66	TBU
Computer Operator Grade 3	Haitelenisia Lolomana'ia PONGI <i>Dip. Info.Tech (Tonga)</i>	\$15,985.06	O	26-Apr-89	1-Jul-00	25-Jul-69	TBU
VIP Driver	Maka HAVILI	\$11,717.94	Q	1-Oct-02	7-Oct-05	1-Feb-74	TBU
VIP Driver	Fe'iloakitau Tohi MOALA	\$9,624.94	Q	19-Jul-11	15-Jun-15	18-Apr-78	TBU
Principal Assistant Registrar	'Uluakimano PAU'U <i>MA. IP Law (Aust), Postgrad Dip.Int Bus (Aust), BA Sociology &amp; Ind. Relations), (U.S.P. Fiji)</i>	\$37,806.08	I	20-Feb-08	27-Jun-13	18-Dec-81	TBU
Principal Assistant Registrar	Poinisetia Fifita PAONGO <i>BA Tourism Studies (U.S.P, Fiji)</i>	\$32,654.96	I	23-Sep-02	14-Oct-16	6-Jan-73	TBU
<i>Senior Promotion Officer</i>	<i>Vacant</i>	<i>\$23,520.00</i>	<i>K</i>				<i>TBU</i>
Assistant Registrar	'Ilisapeti Ma'u 'OTUAFI	\$21,848.06	L	7-Mar-00	2-Mar-14	15-May-74	TBU
Computer Operator Grade 1	Losana To'ia TIMANI	\$19,678.88	N	1-Jul-02	1-Sep-14	11-Nov-75	TBU
	Lose Pongilau Pele TONGA	\$17,819.10	N	16-Apr-03	22-May-15	6-Aug-79	TBU

Business Registry Officer							
Computer Operator Grade 3	Va'epopua Fotofili TALIA'ULI <i>Cert. Info Tech (Aust)</i>	\$15,985.06	O	16-Feb-93	7-Jan-00	4-Oct-70	TBU
Principal Assistant Secretary	Tevita Kingdon LAUTAHA <i>BSc (U.S.P, Fiji)</i>	\$37,806.08	I	25-Aug-04	23-Mar-12	14-Jan-81	TBU
Senior Assistant Secretary	'Eva 'I Mahina Fekite Pele LIAVA'A <i>B.Com &amp; Admin (Victoria, NZ), Dep. Business (Whitireia, NZ)</i>	\$32,522.10	J	5-Aug-08	29-Feb-12	11-Mar-84	TBU
Senior Business Development Officer	'Ilaisaane TU'ITUPOU <i>BA. Applied Bus Studies (Management) - Whitireia Polytech, NZ</i>	\$28,614.04	J	29-Oct-15		22-Aug-88	TBU
Senior Co-operative Officer	'Isime'eli FINAU	\$21,396.96	M	4-Oct-91	25-Jun-99	1-Aug-68	TBU
Senior Credit Union Officer	'Amanaki TU'ITUPOU <i>Dip.Acc (TIHE, Tonga) Cert. Acc (TIHE, Tonga)</i>	\$19,678.88	M	27-May-02	3-Feb-14	1-Mar-81	TBU
Revenue Statistical Officer	Maile Tahafitu FA'ASE'E	\$18,579.08	M	8-Sep-83	2-Jul-00	13-Apr-63	TBU
Statistical Clerk Grade 2	Velonika MONIATI <i>Cert. Tourism (NZ)</i>	\$9,313.98	Q	13-Mar-02	13-Mar-02	17-Jul-79	TBU
<i>Investment Officer</i>	<i>Vacant</i>	<i>\$19,490.00</i>	<i>L</i>				<i>TBU</i>
Deputy Director	Pauline Langi Palometa SIASAU <i>MBA (USP, Tonga), BA Eco/Mgmt &amp; Pub. Admin (U.S.P, Fiji)</i>	\$41,586.70	G	31-Mar-04	26-May-17	10-Jul-76	TBU
Senior Assistant Secretary	Esterlina Kautoke ALIPATE <i>BCOM. HRM &amp; Industrial Relations &amp; Economics, USP</i>	\$28,435.94	J	27-Jan-12	11-Jan-16	3-Oct-83	TBU
Senior Policy Analyst	Faleola Emerald MAFI <i>B.com (Eco &amp; IS) (USP, Fiji)</i>	\$27,992.12	J	4-Jan-13	16-May-16	29-Mar-92	TBU

Senior Consumer Affairs Officer	Sunia Kailahi MASALU <i>BA (Applied Bus Studies) - Whitireia NZ</i>	\$29,058.12	J	6-Nov-09	10-Jun-15	21-Sep-86	TBU
<i>Principal Trade Officer</i>	<i>Vacant</i>	<i>\$30,240.00</i>	<i>I</i>				<i>TBU</i>
<i>Trade Officer</i>	<i>Vacant</i>	<i>\$19,490.00</i>	<i>L</i>				<i>TBU</i>
Deputy Secretary	'Alisi Wenonalita Kautoke HOLANI <i>MA Public Policy (NZ); BA Int. Economic (Japan)</i>	\$42,760.90	G	26-Jul-04	6-May-11	6-Feb-80	TBU
<i>Principal Consumer Affair Officer</i>	<i>Vacant</i>	<i>\$30,240.00</i>	<i>I</i>				<i>TBU</i>
Policy Analyst	Felemi IKA <i>BA (Geo &amp; Toursim) USP, Fiji</i>	\$23,520.12	K	26-May-15		3-Dec-91	TBU
Clerk Class 1	Setefano FIFITA	\$12,328.94	O	20-Aug-90	25-Jun-10	14-Aug-70	TBU
<i>Senior Assistant Secretary</i>	<i>Vacant</i>	<i>\$23,520.00</i>	<i>K</i>				<i>TBU</i>
<i>Assistant Secretary</i>	<i>Vacant</i>	<i>\$19,490.00</i>	<i>L</i>				<i>TBU</i>
Deputy Secretary	Kalolaine Kolotia FOTU <i>BA.Eco./Mgmt. Publ.Admin.(Fiji)</i>	\$42,760.90	G	31-Mar-04	10-Jun-11	4-Oct-79	TBU
Senior Assistant Secretary	Tanginitopa Seleti TU'IFUA <i>Bachelor of Applied Business Studies (NZ)</i>	\$32,522.10	K	26-May-08	29-Feb-12	4-Jun-82	TBU
Assistant Secretary	Brenda Angelika To'ofuhe ATOA <i>BCom (Eco &amp; IS) (USP, Fiji)</i>	\$19,490.12	L	31-Mar-04	3-Dec-17	26-Nov-84	TBU
Senior Research Officer	'Ofa PULOKA <i>Dip (IT) - TTI Tonga</i>	\$17,065.10	M	22-May-15	15-Jun-15	31-Jul-91	TBU
Labour Information Officer	Lesieli Sekona Fonua VALEVALE	\$9,239.88	P	4-Jan-16	4-Jan-16	1-Sep-90	TBU
<i>Principal Labour Officer</i>	<i>Vacant</i>	<i>\$30,240.00</i>	<i>I</i>				<i>TBU</i>
Director for Consumer Affairs	Sandradee Fonua FIFITA <i>MBA (U.S.P. Fiji), BA Tourism and Public Sector Management, (NZ)</i>	\$42,760.90	G	19-May-93	4-Sep-14	7-Sep-70	TBU
Economist	Edwina TANGITAU	\$21,307.00	L	15-Oct-14	28-Jul-14	12-Dec-92	TBU

	<i>B.Com (Eco) (University of Otago)</i>						
Tourist Officer	'Ilaisaane MILA <i>BCOM (Acc / Eco, USP Fiji)</i>	\$19,490.12	L	22-Nov-16		16-Dec-94	TBU
Inspector of Weights, Measures & Price	'Aisake FIFITA	\$20,041.06	M	1-Jul-93	18-Sep-14	22-Apr-68	TBU
Principal Assistant Registrar	Anthony COCKER <i>BA Tourism &amp; Geography (U.S.P, Fiji)</i>	\$37,806.08	I	7-Feb-01	20-Mar-15	3-Apr-79	TBU
Senior Inspectorate Officer	Siaosi HAKEAI <i>Dip. Acc (Tonga), Cert. Co-op. (Fiji)</i>	\$34,298.94	K	19-Jun-86	27-Jun-13	27-May-63	TBU
Assistant Secretary	Fanguna 'Apeatau VUNIPOLA <i>Dip.Lab.&amp; Co-op.,Serv.of.Dev. (Israel)</i>	\$28,986.88	L	5-Dec-79	1-Jul-99	26-Sep-58	TBU
Inspector of Weights, Measures & Price	Tomasi PO'UHILA <i>Dip.Acc (TIHE, Tonga)</i>	\$25,732.98	L	24-Mar-93	27-Jun-13	27-Oct-74	TBU
Assistant Secretary	Ana Fatai Moala 'ALAMOTI <i>BA (International business Accounting) AIS St. Helens, Auck, NZ</i>	\$19,490.12	L	24-Oct-16			TBU
Inspector of Weights, Measures & Price	Mele TOVI <i>Postgrade Dip. In Business Admin. USP</i>	\$19,490.00	L	2-Jun-17		1-Jul-86	TBU
Plumber/Carpenter	'Aminiasi Tonga HOA	\$22,480.90	M	24-Aug-88	24-Aug-88	17-Aug-61	TBU
Assistant Tourist Officer	Samiuela VELEIKA	\$21,004.10	M	7-Apr-03		23-Oct-79	TBU
Research & Statistical Assistant	'Ana Kakala FETU'U' AHO	\$18,579.08	M	11-Dec-91	11-Nov-98	11-Jul-69	TBU
Statistical Assistant	'Anometa 'UNGO'UNGA	\$13,546.00	P	13-Jul-15	13-Jul-15	2-Feb-82	TBU
Assistant Price Inspector	'Alo'isia LEMOTO	\$8,400.08	Q	22-May-96	22-May-96	21-Jun-74	TBU



Deputy Registrar	Distaquaine Pele TU'IMALAMAKA <i>MA. IP Law (Aust) BA Econ./Mgmt. Public Admin (Fiji)</i>	\$42,760.90	G	1-Jul-99	16-Jun-11	17-Feb-75	TBU
Assistant Registrar	Sikiniti UELENI <i>Dip.Info.Tech (Tonga)</i>	\$26,999.96	L	22-Dec-03	27-Apr-12	22-Feb-77	TBU
Assistant Secretary	Salote HOPONOA <i>BA Tourism Mngmt (Beijing, China)</i>	\$20,313.02	L	6-Jul-15		31-Mar-89	TBU
<i>Snr. Asst. Secretary</i>	<i>Vacant</i>	<i>\$26,880.00</i>	<i>J</i>				<i>TBU</i>
<i>Asst. Secretary</i>	<i>Vacant</i>	<i>\$19,490.00</i>	<i>L</i>				<i>TBU</i>
Revenue Statistical Officer	Lolina Kaufusi TONGA	\$18,579.08	M	24-Feb-88	5-Aug-99	16-Dec-68	VVU
Computer Operator Grade 3	Tofa Faletau FINAU	\$15,985.06	O	27-Jul-88	25-Jun-99	12-Mar-66	VVU
Sub Inspector of Weights, Measures & Price	Titili KOLOMALU	\$13,495.04	O	30-May-05	1-Jul-15	13-Jan-86	VVU
Computer Assistant	Meleane Manu TONGA	\$9,654.06	Q	30-Jul-04	17-Sep-07	16-Jun-83	VVU
Industrial Assistant	Kevin LAVEMAAU	\$9,239.88	P	7-Aug-08	27-Jun-13	13-Sep-80	VVU
<i>Senior Investment Officer</i>	<i>Vacant</i>	<i>\$23,520.00</i>	<i>K</i>				<i>VVU</i>
<i>Driver</i>	<i>Vacant</i>	<i>\$8,400.00</i>	<i>Q</i>				
Assistant Price Inspector	Sisilia L. Taufu'I TUAI	\$8,400.08	Q	19-Jan-94	24-Jan-94	20-Mar-72	EUA
Computer Operator Grade 1	Malia Koleti KOLOFO'OU	\$19,678.88	N	23-Nov-98	3-Feb-14	2-Nov-78	TBU
<i>Senior Co-operative Assistant</i>	<i>Vacant</i>	<i>\$9,240.00</i>	<i>P</i>				<i>VVU</i>
Driver	Moala Siakumi TONGA	\$10,160.02	R	2-Jun-03		5-May-77	HP
Assistant Secretary	Uikilifi TEUMOHENGA <i>BA (Pacific Policing /HR Mgmt &amp; ER), USP</i>	\$19,490.00	L	31-May-17		2-Dec-88	HP
Price Control Officer	Sione PALETU'A <i>Dip. Agriculture (Hango, Tonga)</i>	\$15,934.10	N	23-Jun-08	27-Jun-13	29-Jan-75	HP

## Annex 2: Ministry's Legislations

	Legislations	Main Purpose
1.	Business License Act 2002 Business Licence (Amendment) Act 2007 Business Licence (Amendment) Act 2010 Business Licence (Amendment) Act 2012	To provide for the licensing of all business activities in the country.
	Business Licence Regulations 2007 Business Licence (Amendment) Regulations 2010 Business Licence Regulations 2012	For the administration and enforcement of the Business License Act and amendments.
2.	Registration of Business Name Act 2002 Registration of Business Name (Amendment) Act 2012	To provide for the registration of all registered businesses business names.
	Registration of Business Name Regulation 2008 Registration of Business Name Regulations 2014	For the administration of Business Names registration.
3.	Companies Act 1995 Companies (Amendment No.1) Act 1999 Companies (Amendment) Act 2001 Companies (Amendment) Act 2009	For the incorporation of companies.
	Companies Regulations 1999 Companies (Liquidation) Regulations 1999 Companies (Amended) Regulations 2003 Companies (Amended) Regulations 2009 Companies (Amended) Regulations 2010	For the administration of the Companies Act.
4.	Foreign Investment Act 2002 Foreign Investment (Amendment) Act	Investment promotion and attraction and to protect local investors/Tongans businesses in activities that are reserved for Tongans.
	Foreign Investment Regulation 2006 Foreign Investment Regulation	For the administration of the Foreign Investment Act.
5.	Consumer Protection Act 2000	To protect consumer interests and to establish measures to enable consumers to obtain redress.
6.	Prices & Wages Control Act 1988	To establish the Competent Authority and to ensure measures to regulate prices and wages.
7.	Weights & Measures Act 1988 Weights & Measures (Amendment) Act 1997 Weights & Measures (Amendment) Act 1998	To provide an uniform standard and units of measurement to be used in the country.
8.	Incorporated Societies Act 1988	For incorporation of non-profit organization.
	Incorporated Societies Regulations Incorporated Societies (Amendment) Regulations 2010	For the administration of the Incorporated Societies Act.
9.	Charitable Trust Act 1993	For registration of a trust board for charitable purposes.
	Charitable Trust Regulations 2010	For the administration of the Charitable Trust Act.
10.	Industrial Property Act 1994 Industrial Property (Amendment) Act 1999 Industrial Property (Amendment) Act 2002 Industrial Property (Amendment) Act 2009	For the protection of industrial properties, namely- patent, integrated circuit, industrial design and trademarks.

	Industrial Property Regulations 2000 Industrial Property (Amendment) Regulations 2010	For the administration of the industrial property Act-patent, integrated circuit, industrial design and trademarks.
11.	Copyrights Act	For the protection of literary and artistic works.
12.	Geographical Indications Act	For the protection of particular products which are of such qualities that corresponds to a specific place of origin.
	Geographical Indications Regulations 2008	For the administration of the Geographical Indication Act.
13.	Protection of Lay-out Designs (Topographies) of Integrated Circuits Act 2002	For the protection of plans which show the three dimensional location of the electronic components of an integrated circuit.
	Protection of Layout Designs (Topographies) of Integrated Circuits Regulations 2009	To regulate the Protection of Lay-out Designs Act.
14.	Protection against Unfair Competitions Act	For the protection against Unfair Competitions between businesses.
15.	Personal Property Securities Act 2010	For the registration of personal properties using as collateral to ensure first priorities
	Personal Property Securities Regulations 2009	For the administration of Personal Property Securities Act.
16.	Cooperative Societies Act	To regulate the operations of Cooperative Societies in Tonga.
17.	Credit Unions Act	To regulate the operations of Credit Unions in Tonga.