



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 2017/18, in accordance with clause 51 (5) of the Constitution of Tonga.

Respectfully,

A handwritten signature in black 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 2017/2018



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FOREWORD

It is with great pleasure that I present to you the Annual Report of the Ministry of Trade and Economic Development which was formerly known as the Ministry of Commerce, Consumer, Trade, Innovation & Labour for the financial Year 2017/2018. The success and achievements of the Ministry during the past financial year is attributed to God, His Majesty's Government, Development Partners, stakeholders and the hard working employees of the Ministry.

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. This report seeks to highlight the key achievements of the Ministry during the period of July 2017 – June 2018 and its performance against its mandated strategic objectives.

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 549 new business licenses, 42 new company registration, 29 new foreign investment and 274 new business names registered in July 2017-June 2018.

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. I would like to acknowledge the support and assistance of Donor partners, which has contributed to the regulatory reform 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. May I conclude by seeking the Guidance and Blessings of the Almighty Lord upon all our future endeavours.

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: Financial Year Report for the 1st July 2017 – 30th June 2018.

I am deeply honoured to present the Financial Year Report of the Ministry of Trade & Economic Development that was formerly known as the Commerce, Consumer, Trade, Innovation & Labour for financial year 2017/2018. This report provides the mission and outputs of the Ministry and its key achievements which has directly contributed to achieving of the National Impact and National Organisational Outcomes as stipulated in the Tonga Strategic Development Framework II.

On behalf of the staffs of the Ministry, I take this opportunity to thank the Government for its continuing support and contribution to achieving the Ministry's objectives as provided in the National Strategic Development Framework (TSDF II) 2015-2025 and the Ministry's Corporate Plan 2017/18 – 2019/2020.

Yours sincerely,



.....
Distaquaine Tu'ihalama
Chief Executive Officer
Minister for 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 II's National Impact and Outcomes:

The overall national vision in the Tonga Strategic Development Framework II is to achieve '**A more progressive Tonga, supporting a higher quality of life for all**'. The Ministry contributes to the achievement of this vision by striving to create '**a more inclusive, sustainable and dynamic knowledge based economy**'. The Ministry has aligned its corporate plan and annual work plans to relevant organizational outcomes and strategic objectives that are guided by this vision.

1.2 Ministry's Organizational Outcomes:

MCCTIL contributes to the TSDF II's organizational outcomes below:

Organisational Outcome 1.2: *Closer, more effective public/private partnerships with business, consumers and other community groups across the Kingdom to help better identify and address constraints to more inclusive, sustainable and resilient economic growth.*

Organisational Outcome 1.3: *Strengthened enabling environment for business, encouraging broad-based investment and more sustainable and inclusive employment and profits, while protecting the rights of the consumer and being sensitive to the environment.*

Organisational Outcome 1.5: *Better access to economic opportunities overseas including trade, employment, (short and long term and in a wider range of skill areas) and foreign investment to expand the range of income-earning opportunities across the Kingdom and beyond.*

1.3 Ministry's Outputs:

The Ministry is mandated to deliver the following organizational outputs:

- (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 established its statutory roles. Key functions of the Ministry are stipulated under those 17 legislations listed in Annex 2.

1.5 Corporate Framework:

The Ministry's operations are guided by its Corporate Plan 2017/18– 2019/2020 which provides the operational strategy to assist private sector businesses, industries and other key

stakeholders. 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.

Each of the Ministry's sub programs (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: BUDGETED PROGRAMS AND ORGANISATIONAL STRUCTURE

2.1 Ministry's Budgeted Programs:

The Ministry's programs and sub programs were designed to deliver the strategic objectives of the Ministry. The organizational outputs of the Ministry are delivered through six (6) external program, which are:

- Program 2: The Better Business Services Program
- Program 3: The Business Support & Development Program
- Program 4: The Trade Program
- Program 6: The Fair and Effective Labour Program
- Program 7: The Consumer Protection Program
- Program 9: Intellectual Property & Innovation Program

Supporting the effective operations of these external programmes, is a stream of internal programmes comprised of the:

- Program 1: Corporate Services Program
- Program 5: The Policy & Partnership Program
- Program 8: Enforcement & Compliance Program

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:

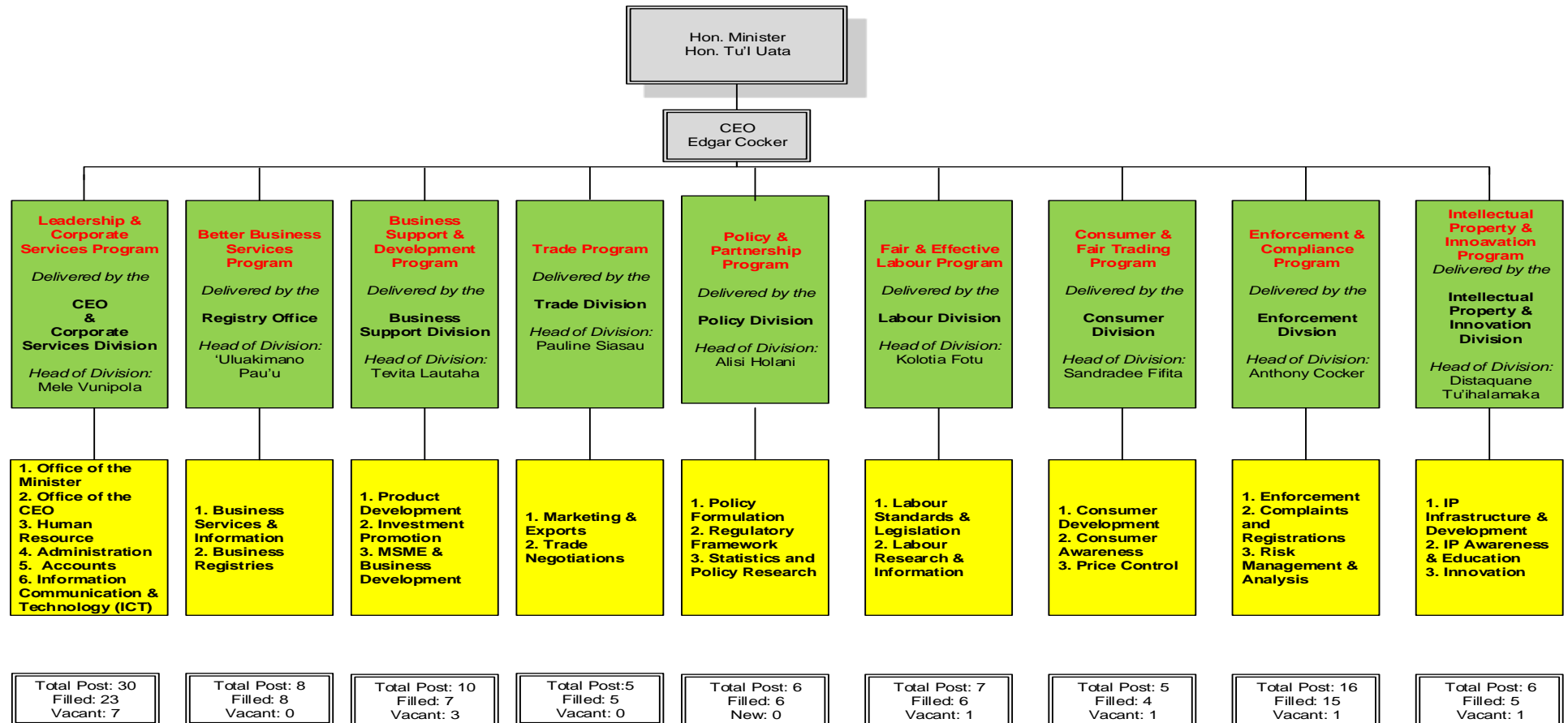
As outlined in Figure 1, the Ministry's programmes automatically form the divisions of the Ministry. Each of these divisions are led by a Head of Division who supports the overall leadership of the Ministry by the CEO and the Hon. Minister.

As of June 2018, the leadership of the Ministry was led by the Hon. Minister, Dr. Tevita Tu'i Uata and the CEO, Mr. Edgar Cocker. The Heads of Divisions and Officers in Charge of Regional Offices are listed in Table 1.

Table 1: Ministry's Heads of Divisions and OICs of Regional Offices, as of 30 June 2018.

DIVISION	OFFICER
Leadership & Corporate Services Program	Mrs. Mele Vunipola
Better Business Services Program	Mrs. Poinisetia Paongo (Acting)
Business Support & Development Program	Mr. Tevita Lautaha (Acting)
Trade Program	Mrs. Pauline Siasau
Policy Program	Dr. Alisi Holani
Fair & Effective Labour Program	Ms. Kolotia Fotu
Consumer & Fair Trading Program	Mrs. Sandra Fifita
Enforcement & Compliance Program	Mr. Anthony Cocker
Intellectual Property & Innovation Program	Mrs. Distaquaine Tu'ihalamaka
Regional Offices	
Vava'u	Mrs. Lolina Tonga
Ha'apai	Mr. Sione Paletu'a
'Eua	Mrs. Silia Tua'i

Figure 1: Ministry's Organisational Structure as of 30th June 2018.



SECTION 3: HUMAN RESOURCE MANAGEMENT

3.1 Number of Staffs:

As of 30 June 2018, the Ministry had a compliment of 94 established posts, 81 of which were occupied and 13 were vacant. The largest divisions were the Corporate Services Division and the Enforcement Division, which employed 28 percent and 17 percent of the Ministry's staff respectively as in Annex 1.

3.2 Staffs Movements:

During the financial year period, one (1) staff was transferred to the Ministry from another Government Ministry through promotion, one (1) staff was laterally transferred to the Ministry from another Government Ministry, eleven (11) staffs were newly recruited, one (1) staff was re-appointed, two (2) staffs were on study leave, two (2) resigned from the Ministry and three (3) staff members were promoted within the Ministry.

Transferred Staffs to the Ministry from other Government Ministries:

- (i) Mr. Dan Savia 'Atuekaho was an Agricultural Officer at the Ministry of Agriculture, Food & Forests and was transferred and promoted to the position of Principal Trade Officer in the Ministry on the 8th August 2017.
- (ii) Mrs. Fololenitina Kivalu Asau was a Principal Assistant Secretary at the Prime Ministers Officer and was laterally transferred to the position Principal Policy Analyst in the Ministry on the 9th March 2018.

New appointed Staffs:

There were eleven (11) new appointed staff members to the Ministry and they are as follows:

Table 2: New Appointees.

	Name	Post Title	Effective date
1.	Halatoa Tu'uholoaki	VIP Driver	4 th August 2017
2.	Seini Ma'ahepeau Tu'ivai	Assistant Secretary	7 th August 2017
3.	Sione Musika Lautaha	Senior Promotion Officer	30 th August 2017
4.	Sione Faleafā	Principal Labour Officer	31 st October 2017
5.	Penisimani Fa'oliu	Personal Assistant (Hon. Minister)	15 th January 2018
6.	Sela Tei	Cleaner	12 th February 2018
7.	'Ofa Lokotui	Gardener	12 th February 2018
8.	Tu'ifonualava 'One'one	Driver	12 th February 2018
9.	Patrick Vaka	Driver	22 nd February 2018
10.	Fofongaola 'Anisi	Trade Officer	22 nd February 2018
11.	Simote Manumanu Pepa	VIP Driver (Hon. Minister)	30 th April 2018

Re-Appointed Staff:

- (i) Mrs. Mateaki Loloa was re-appointed to the position Senior Assistant Secretary in the Ministry on the 3rd April 2018.

Resigned Staffs:

- (i) Mr. Sunia Masalu, Senior Consumer Affairs Officer resigned from the Ministry on the 29th August 2017.
- (ii) Mr. Uikilifi Taumoe'anga, Assistant Secretary resigned from the Ministry on the 8th May 2018.

Study leave:

- (i) Mr. 'Uluakimano Pau'u, Principal Assistant Registrar is still on Study leave for his PHD, (London)
- (ii) Ms. Faleola Mafi, Senior Assistant Secretary is still on Study leave for her Postgraduate Diploma (NZ)

Staff Promotions:

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

Table 3: Staff Promotions

	Post Holder	Promoted from	Promoted to	Effective Date
1.	Mrs. Mele Vunipola	Principal Assistant Secretary	Deputy CEO	28 th July 2017
2.	Sikiniti Ueleni	Assistant Registrar	Senior Assistant Registrar	20 th November 2017
3.	Fielea Havili Schaumkel	Senior Assistant Secretary	Principal Assistant Secretary	17 th April 2018

3.3 Training, Overseas Representation, Meetings and Scholarship:

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 developments were provided through overseas trainings, international meetings and scholarships. Details of these travels are outlined in Table 4.

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

	Name(s)	Title	Division	Duration	Venue	Details
1.	Sikiniti Ueleni	Assistant Registrar	Registry & Intellectual Property	31 July - 11 August 2017	Canberra, Aust.	Sub-Regional Training Workshop on IP Administration and online services for Pacific Island IP Offices
2.	Kalolaine Kolotia Fotu	Deputy Secretary	Effective Labour	31 July - 4 August 2017	Auckland, NZ	RSE Pre-departure Toolkit and SPP Labour Mobility Action Plan Workshop
3.	'Ofa Puloka	Senior Research Officer	Effective Labour	8 – 28 August 2017	China	Statistics and Information for Developing Countries
4.	Kapelieli Lanumata	Personal Assistant	Senior Management	18 – 21 September	Xiamen, China	Accompanying the Hon. Minister to the China International Fair for Investment & Trade
5.	Brenda 'Atoa	Assistant Secretary	Effective Labour	19 – 22 September 2017	Nadi, Fiji	Working out of Disaster: From Response to Recovery and Preparedness” Training
6.	Dan Savia 'Atuekaho	Principal Trade Officer	Trade	19 – 22 September 2017	Sydney & Canberra, Aust.	Market Access Working Group (MAWG) meetings and visits with the Australian Department of Agriculture and Water Resources
				25 September – 13 th October	Melbourne, Aust.	Intensive Legal Training Program
7.	Kolotia Fotu	Deputy Secretary	Effective Labour	27 – 28 September 2017	Christchurch, NZ	United Nation ESCAP British Council Policy Dialogue on Social Enterprise
				3 – 5 October 2017	Nadi, Fiji	ILO's sub-regional consultation on Alliance 8.7: eradication of child labour and forced labour, modern slavery.
8.	Esterlina 'Alipate	Senior Assistant Secretary	Trade	2 October – 24 November 2017	Bangkok, Thailand	WTO Regional Trade Policy Course for Asia and Pacific Countries

9.	Pauline Siasau	Deputy Director	Trade	5 – 6 October 2017	Singapore	Workshop for the 11 th WTO Ministerial Conference for Senior Government officials from Asia and the Pacific
10	Distaquaine Tu'ihalamaka	Deputy Registrar	IP	23 – 26 October 2017	Tokyo Japan	Asia Pacific Regional Meeting for Heads of Copyright Offices
11	Salote Hoponoa	Assistant Secretary	IP	11-13 December 2017	Sydney	Sub-Regional Workshop for the Promotion of WIPO Administered Treaties in the field of Copyright and Related Rights in Sydney, Australia.
12	Edgar Cocker	CEO	MCCTIL	30 October – 3 November 2017	Nadi, Fiji	Regional Trade Mainstreaming Workshop and WTO Preparatory Workshop
13	Pauline Siasau	Deputy Director	Trade			
14	'Alisi Holani	Deputy Secretary	Policy		Bangkok, Thailand	
15	Tevita Lautaha	Principal Assistant Secretary	Business Support	14 – 17 November 2017	Indonesia	International Workshop on Coconut Product Development
16	Edgar Cocker	CEO	MCCTIL	27 November – 1 December 2017	Geneva, Switzerland	35 th Geneva Week Meeting for WTO Members and Observers without missions
17	Pauline Siasau	Deputy Director	Trade			
18	Tevita Lautaha	Principal Assistant Secretary	Business Support	25-26 January 2018	Port Vila, Vanuatu	Coconut Industry Development for the Pacific (CIDP) Programme-Project Steering Committee Meeting
19	Edgar Cocker	CEO	MCCTIL	8-9 February 2018	Fiji	Attend 3 rd Meeting of the Regional Steering Committee for the Pacific (RSCP)European Development Fund (EDF) Pacific Regional Indicative Programme (PRIP)
20	Pauline Siasau	Deputy Director of Trade	Trade	13-15 February 2018	Geneva	EU/Generalised System of Preference (GSP) Rules of Origin/REX System for Goods to Europe from Tonga

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21	Sandradee Fifita	Director of Consumer Affairs	Consumer	13-15 February 2018	Geneva	EU/Generalised System of Preference (GSP) Rules of Origin/REX System for Goods to Europe from Tonga
22	'Amanaki Tu'itupou	Senior Credit Union Officer	Business Support	5/2/2018 – 4/4/2018	Australia	Work Attachment at Pacific Trade & Investment Australia (PTI)
23	Tevita Lautaha	Principal Assistant Secretary	Business Support	15-16 th February 2018	Fiji	Fiji Business Excellence Award, Suva Fiji on 15 & 16 th February 2018
24	Anthony Cocker	Principal Assistant Registrar	Enforcement	10-15 th February 2018	Fiji	Regional International Conference on Arbitration, organized jointly by Asian Development Bank, Fijian Government and UNICITRAL Regional Centre for Asia and the Pacific.
25	Distaquaine Tu'ihalamaka	Deputy CEO and Head of Intellectual Property	Intellectual Property	10-15 th February 2018	Fiji	Regional International Conference on Arbitration, organized jointly by Asian Development Bank, Fijian Government and UNICITRAL Regional Centre for Asia and the Pacific
26	Tevita Lautaha	Principal Assistant Secretary	Business Support	26 th Feb – 1 st March	Auckland New Zealand	Travel to accompany MCCTIL First Exports Container to Fresh Direct, Auckland
27	Mele Vunipola	Deputy CEO for CSD	CSD Division	18 th -22 nd Feb 2018	Dubai	Attend Dubai Gulfood 2018 Exhibition
28	Esterlina 'Alipate	Senior Assistant Secretary	Trade Division	18 th – 22 nd Feb 2018	Dubai	Attend Dubai Gulfood 2018 Exhibition
29	Tanginitopa Tu'ifua	Senior Assistant Secretary	Labour Division	16 th -20 th April 2018	Geneva, Switzerland	Meeting of Experts to adopt Guidelines on Decent Work in Public Emergency Services
30	'Ilaisaane Tu'itupou	Senior Business Support Officer	Business Support Division	23 rd April – 1 st May 18	Government of Indonesia	Training on small and medium enterprises (SMEs) Empowerment for Asia pacific countries
31	Brenda 'Atoa	Assistant Secretary	Labour Division	16-18 th April 2018	Fiji	Training of the Trainers on PDNA

32	Sione Faleafa	Principal Labour Officer	Labour Division	16-18 th April 2018	Fiji	Training of the Trainers on PDNA
33	Samuela Veleika	Assistant Tourist Officer	Enforcement Division	8 th – 11 th May 2018	Malaysia	Training Course on the Verification of Non automatic Weighing Instruments including Weighbridges at NMIM, Sepang, Malaysia.
34	'Ana Fatai Tukipili Moala	Assistant Secretary	Enforcement Division	8 th – 11 th May 2018	Malaysia	Training Course on the Verification of Non-automatic Weighing Instruments including Weighbridges at NMIM, Sepang, Malaysia.
35	Edgar Cocker	CEO	Senior Management	21 st May – 4 th June 18	Lome, Tongo. Iti.	Attend the 107 th Session of the ACP Council of Ministers and the 43 rd Session of the ACP-EU Council of Ministers, 27 th May – 01 st June 2018
36	Esterlina 'Alipate	Senior Trade Officer	Trade Division	22 nd – 24 th May 18 25 th May 2018	Suva, Fiji	PIFS/WTO Regional Workshop on the 11 th WTO Ministerial Conference (MC 11), Outcomes and Way Forward. Pacific Preparatory Meeting on Post MC11 Strategy
37	Edgar Cocker	CEO	Senior Management	22 nd – 24 th , 25 th May 2018	Suva, Fiji	PIFS/WTO Regional Workshop on the 11 th WTO Ministerial Conference (MC 11), Outcomes and Way Forward. Pacific Preparatory Meeting on Post MC11 Strategy
38	'Alisi K. Holani	Deputy CEO	Policy Division	24 th – 25 th May 18	Auckland	Attend the Pacific Women & Labour Mobility Strategy Workshop, NZ.
39	Distaquaine Tu'ihalamaka	Deputy CEO, Head of Intellectual Property	IP Division	23 rd – 25 th May 2018	Auckland New Zealand	Workshop on Creativity for Sustainable Development and the Role of South Pacific Countries.
40	Edgar Cocker	CEO	Senior Management	18 th – 22 nd June 2018	Suva, Fiji	To lead the negotiation team for the annual/triennial Petroleum review with Petroleum Suppliers

41	Sandradee F. Fifita	Director for Consumer Affairs	Consumer Division	18 th – 22 nd June 18	Suva, Fiji	Petroleum review consultation with Petroleum Advisor, Hale & Twomey Ltd, negotiation meeting with Petroleum Suppliers
42	Edwina Tangitau	Economist	Consumer Division	18 th – 22 nd June 18	Suva, Fiji	Petroleum review consultation with Petroleum Advisor, Hale & Twomey Ltd, negotiation meeting with Petroleum Suppliers
43	Savia 'Atuekaho	Principal Trade Officer	Trade Division	28 th June – 2 nd July 18	Auckland, NZ	Highlight changes in the seascape of the ship trade, fisheries, management and governance issue, and promote the discussion required for authorities to have a clear vision of the value of the trade, the barriers to effective fish trade and opportunities to overcome such issue.
44	Edgar Cocker	CEO	Senior Management	28 – 29/06/2018	London	Attend the Senior Trade Officials Meeting, Marlborough House, London. This meeting will decide the way forward on Intra-Commonwealth Trade and Investment.

SECTION 4: OUTPUT VERSUS PERFORMANCE

4.1 Performance Outputs against Key Performance Indicators

Table 5: Output versus Performance

Sub-programs	Outputs	Budget (Revised)	Actual	Achievements	Gap	Way Forward		
Program 1: Leadership & Corporate Services								
Human Resource Management	Performance Management System (PMS) is implemented	\$2,057,775.67	\$1,771,889.06	Completed all JDs required to revised and resulted in 3 positions of the Ministry with salaries increased.	-	Ongoing		
				PMS deadlines for quarterly reports were met.				
				PMS deadlines for both assessment report to the PSC were met.				
	Recruitment and Selection Plan is developed and implemented			10 out of 15 vacancies filled			No suitable candidates for the re-advertised posts.	CSD will have to save vacancy for another staff proposal for some of the critical positions. Contract workers to cater for some of the critical positions.
				2 posts re-advertised			Relocations of staff need changing JDs cause delay of recruitment	
				2 posts have issues with panellist.			Staff Proposal of 10 Critical Positions from the ministry were submitted to PSC and only 1 post was approved. Therefore, the HR gaps	

				1 post rescinded by the appointment candidate.	remain with the Ministry	
				Ministry's staff proposal for daily workers (7 positions) approved by PSC		
				4 out of that 7 positions were filled;		
				MCCTIL staff proposal for critical positions (10 positions) only 1 approved by PSC		
	Training and Development Strategy is developed and implemented.			Completed 5 trainings but the target was 3 trainings	Lack of staff to undertake the work. Only one staff carry out the PMS, Recruitment, Procurement work as well as training Officer.	Contract staff to assist
	Staff compliance with HR policies			Improve staff compliance from 85% to 93% (especially attendance & leave policy)	-	Ongoing monitoring of staff compliances with HR policy
	Improved performance initiatives are developed and implemented.			HRM Succession Plan (Not Achieved)	Lack of Technical Skill.	Carry forward the FY 2018/19 and to recruit consultancy to complete the work. CSD will look at other options to cater for this.
Administration	Strategic Planning and Budget Formulation.			Achieve by Joint Effort with among HODs	-	Ongoing
				CP, FYMP, FYAR and Budget.	-	-

	Develop and implement MCCTIL Procurement Plan.			APP was developed. The implementation of the APP was on going, but rate of compliance was very low with 43% only	Changing in Political views resulted in unplanned project implemented which leads to high rate of non-compliance with procurement policy.	Emphasize to HODs to increase the compliance with the Procurement Policy. By allowing time to regularize the process engaging people that will provide the services/works.
	Safe and secure workplace environment is provided.			Donor fund for removing asbestos was received but according to the responsible Ministry (MEIDECC) they redirect the fund due to unsure of the approval of the tenancy contract extension of the Ministry	Unsecure of the Ministry's tenancy due to the unsure of who is currently the land lord since the passed away of the land lord (Queen Mother)	Confirm the extension of the tenancy of the ministry and advise the donor to include the MCCTIL on the list for Donor for reconsideration of donor fund request.
				Completed re-ceiling of the asbestos area		
				Completed re-arrangement of all divisions in order to avail space for the 2 new divisions of the Ministry (Enforcement & IP)	-	-
				Night, Weekends & Holidays security were organized.		
New transport for CEO was approved and purchased to meet transport needs.				Vehicle for Ha'apai under frequently maintenance	Replace vehicle for the office in Ha'apai and to Recruit 2 more new drivers for MCCTIL vehicles.	

Accounts	Revenue Collection and Disbursement.			Forecasts completed on time and submitted to MOFNP		Ongoing
				Salary payment process on time		
				Divisional expenses process on time		
				Monthly expenses and revenue reports submitted on time.		
				100% compliance with Treasury Instructions		
	MCCTIL's assets are properly managed			Asset count report submitted to MOFNP		Ongoing
				Managing and maintenance of assets are ongoing		
	Disposal of assets are ongoing					
Information & Communication Technology	Management of MCCTIL's information.			Ongoing Monitoring of databases for the Ministry	Most databases developed were outsourced	Re-develop some of the databases that were outsource at first and when required for edit or add more interfaces those clients are hard to find.
					Lack of staff for the section	

				Ongoing updated of the Ministry's website but suddenly down the website master was outsource. IT person is currently negotiated for the site backup to return.	No records of the past agreement with the webmaster	Carry forward to the next FY and find consultant to undertake this job
				Completed renew the telephone system for the Ministry.		
	Maintenance and repair of ICT software and hardware			Maintenance is on- going and no reported of an unsolved issue	Sometimes there is a delay due to only one staff in the section	Recruit more staff
				N/A Desktop Management Tool proposal was not done	Lack of Technical Skills	Recruit Constancy to fulfil this task.
Sub-programs	Outputs	Budget (Revised)	Actual	Achievements	Gap	Way Forward
Program 2: Better Business Services Program						
Better Business Services & Information Program	To improve business services delivery and information by: i)improving customer service at the Business Service & Information Centre ii) Developing information booklets on business registration processes including ancillary license procedures	\$494,208.33	\$401,018.33	Conducted customer service training for staff of the Business Service and Information Centre on: i)Greeting and welcoming customers ii)Filing and data input of registration information iii) Ensuring that customers are being provided with the correct information and advice	i)Lack of specialized and technical staff ii)No designated Head of Division due to restructure of the Ministry and staff movement iii)Fragmented government approach to mitigating cost of doing business	i)Provide training for staff ii)Establish the key linkages and internal processes

	To modernize the business registry by: i)Developing an effective online payment system for business registrations ii)Develop an effective reporting system for business registrations iii) Ensuring that the online system never fails			Consultation with stakeholders resulted in EFPOS payment machine being upgraded to a wireless machine	i)Lack of specialized and technical capacity and staff ii)Lack of commitment and coordination amongst donor partners, stakeholders and the Ministry	Establish closer work relation with donor partners, stakeholders and Ministry to coordinate and align work to modernize and upgrade online registry
Business Registries	To develop a regulatory reform and business framework that facilitates and promotes investment			Completed Bill and submitted to Legislative Assembly. Returned from LA by request of Ministry	-	Prioritize in next FY
	Administration of business registry and Intellectual Property Legislation and Regulation			Ongoing processing of business applications (Companies; Business Licenses; Business Name; Foreign Investment; Incorporated Societies; Charitable Trust) a) Companies: Total: 1361 New App: 55 Annual Return: 411 Amendments:51 b) Business License: Total: 5332 New App: 596 Annual Notice: 1277 Amendments: 219 Reinstatement: 396	-	-

				Cancellation: 37 c) Business Names: Total: 2212 New App: 296 Annual Notice: 404 Amendments: 77 Reinstatement: 461 Cancellation: 21 d) Foreign Investment: Total: 647 New App: 32 Amendment: 0 e) Incorporated Societies: Total: 711 New App: 31 Amendment: 0 f) Charitable Trust: Total: 184 New App: 9 Amendment: 0		
Sub-programs	Outputs	Budget (Revised)	Actual	Achievements	Gap	Way Forward
Program 3: Business Support & Development Program						

Product Development	That a plan to foster the supply chain of local product for export markets is developed and implemented.	\$1,778,150.00	\$1,464,156.86	<p>1. Completed the renovation and building of new protective measures for the MAFF Pack House at Queen Salote Wharf:</p> <ul style="list-style-type: none"> i) New protective fences around the pack house were built ii) Renovate the drainage system in the pack house. iii) Upgrade the entrances to the main entry points of the Pack House. iv) Sourced new packing equipment for the pack house 	<p>1. Lack of willingness from the Ministry of Agriculture (MAFF) to collaborate with the Ministry in conducting projects and works to renovate the existing pack houses.</p>	<p>1. Encourage more consultations, meetings and collaborations at the CEO and Ministerial level between MAFF and MTED.</p>
				<p>2. Ordered and arranged the logistics for shipments of packing equipment and tools from New Zealand to Tonga which includes:</p> <ul style="list-style-type: none"> i) 10 large plastics processing bins ii) Tens of thousands of 20kg sacks for packing of produce for exports. iii) Six large stainless tables. iv) Containers of cardboard bins v) Container of wooden bins <p>targets for packing of squash and watermelons</p>	<p>2. Lack of proper storage areas to store equipment and facilities ordered by the Ministry for the packing works.</p>	<p>2. Building of a storage area to house the storage of the equipment and facilities to be used for the Ministry's exports development works.</p>

				<p>3. Successfully established market arrangement between the Ministry and Fresh Direct market in NZ for exports of fresh agricultural produce from Tonga to NZ</p>	<p>3. Lack of market to cater for shipment of frozen root crops from the Ministry's exports development</p>	<p>3. Encourage the Ministry's marketing unit to explore more market opportunity for the Ministry's export pathway for the frozen product line.</p>
				<p>4. Recruited and trained seven (7) Daily Paid Labourers to handle the processing and packing of the Ministry's containers at the Pack House.</p>	<p>4. Lack of proper pack house facility to cater for the increased volumes of crops to be processed for exports.</p>	<p>4. The Division will continue its working with the Hahake Working District to secure the lands for the building of the Hahake Pack House so that it can share the load with the existing MAFF Pack House at the wharf.</p>
				<p>5. Successfully completed the processing, packing and exporting of seven (7) – twenty foot containers to the export markets from January 2018 to June 2018. The containers are mixed fresh produce containers of taro, yams, coconuts and tarua sourced from the local farmers.</p>	<p>5. Lack of an alternative market for the Ministry's exports development project.</p>	<p>5. For the Division to seek for more market opportunity for its exports rather than relying on its current single export market in NZ.</p>

				6. Established the Private Sector Marketing Trust Fund Account at Ministry of Finance to facilitate the implementation of the Export Development Project.	6. Lack of trainings and capacity building programs to train farmers and workers on exports quality and food standards.	6. Encourage more collaboration between the Ministry and the PHAMA project, MAFF and Tonga Skills to develop and implement training curriculums for farmers on Good Agricultural Practices (GAPs) and more.
				7. Completed the first architectural drawings of the maps and plans for the construction of the Vahe Hahake Pack House.	7. Inconsistency of supply from the farmers to maintain the volumes and the quality required by the markets.	7. Ministry to develop project to encourage the development of farmers' cooperatives in villages and districts in the effort to consolidate the consistency in productions and supplying of products from the Tonga to the markets.

				<p>8. Completed 70% of the renovation and upgrading works were planned for the 'Eua Pack House which includes the followings: i) Ordered and delivered three (3) 20,000L water tanks for the 'Eua Pack House ii) Completed the construction of the cement slap on the back of the Pack House to be used as the wet area for clearing and removal of muds from the products. iii) Completed the installation of a new plumbing system for washing at the pack house.</p>	<p>8. The Ministry of Finance payment structure and processes does not cater for the payments of farmers from the outer islands who are taking part on the Ministry's exports development project.</p>	<p>8. Encourage the development of project proposal for government supporting of farmers and producers through providing of easier access to financial resources to cater for the costs of inputs and capital items.</p>
				<p>9. Completed the first site visit and studying of the Vava'u MAFF Pack house at the Pua Talefusi wharf</p>	<p>9. Time consuming and uncertainty in the processes of leasing lands for development and building of districts pack houses.</p>	<p>9. Request for additional staff for the Division to be able to assist with the delivery of the Division's output.</p>

				10. Provided assistance to the PHAMA Project for processing of HACCP certifications for more than 7 pack house in Tongatapu, 'Eua and Vava'u.	10. Lack of funding assistances to assist the Private pack houses to be able to meet the minimum requirements for HACCP certification.	10. Hold further discussions and meetings with Ministry of Finance to discuss ways and options that can enable the payments of farmers within their own respective islands from the Ministry's Trust Fund Accounts.
				11. Provided assistance to the PHAMA Project for processing of HACCP certifications for more than 7 pack house in Tongatapu, 'Eua and Vava'u..	11. Lack of staffing capacity within the Division to be able successfully carry out and delivered the outputs set by the Division for the Financial Year.	11. Seek for Donor Funding to assist with completing the needs assessments for HACCP certifications of Private Pack Houses.
				12.Re-ordered the printing and sending of packaging materials of more than 100,000 2kgs retail plastic bags for cassava, yams, and kape from New Zealand	12. High turnover in the senior management position particularly the CEO and the Minister's level resulted in constant changes in the Ministry's priorities and work programs.	12. Encourage the hosting of more promotional events and meetings with the villages and communities to promote the benefits of the cooperative model and the cooperative farming for their communities.

				13. More than 5 small to medium size exporter companies are using the exports packaging for packing and exporting of their products to the markets.	13. Lack of consultations and promotional events to promote the benefits of Cooperatives and Cooperative Farming to the public.	13.The Division will seek to increase the budget allocated for the prize and awards in the next Financial Years' budget.
				14. Successfully hold the co-joined the Path to Market product development training with PTI NZ and participated by more than 30 businesses and companies in Tongatapu.	14.The prize monies for the Ministry's BTM competitions at during the show is not enough in comparing to the works committed by the participants in the preparations of their products and their tents for the show	14. Seek the Ministry of Finance approval for the budget allocated for the building of the Hahake Pack house to roll over to the next Financial Year.
				15. Eleven (11) local manufacturing companies were successfully assisted through the Ministry's Buy Tonga Made Product Development Project. Throughout the project, these Buy Tonga Made companies were assisted through equipment and facilities	-	-

				16. Developed and established 4 new billboards for BTM in Tongatapu, 2 billboards in Vava'u.		
				17. Successfully delivered the BTM – Royal Agricultural Shows for Tongatapu, Vava'u, 'Eua, Ha'apai and the Niuas. More than 100 local participants from the handicraft sector, and the local manufacturing businesses participated at the showcased at the Ministry's BTM tents.	-	-
				18. More than 60 competitions were held by the Division for the participants of the Tonga Made Shows with a total prize of more than \$60,000 were awarded to winners of the competitions.	-	-
Investment & Promotion	2. That an active plan for FDI promotion and facilitation is developed and implemented.			-	15.No dedicated staff was working on the Investment Unit of the Division.	15.Division to seek recruitment of the Investment Officer Vacancy position within the Division.

						16. An alternative option is for the Division to seek for an available staff from other Division of the Ministry and request to be laterally transferred to work as an Investment Promotional Officer for the Investment Unit.
MSME Business Development	3. That a program for growing MSMEs and local businesses is developed and implemented.			19. Successfully delivered more than 20 MSME product development projects for micro and start msme in Tongatapu and the outer slands.	16. Lack of commitments from the MSMEs to their responsibilities to grow their micro businesses.	17. Encourage more collaborations and clarity at the CEO and Ministerial level on development projects that are share responsibilities by the Ministry and other line Ministries such as MAFF and Ministry of Fisheries.
				20. Successfully delivered more than 10 MSME businesses financial literacy trainings in districts and villages in Tongatapu and the outer islands.	17. Lack of local trainers with the skills and know how to facilitate entrepreneurship development trainings for the MSMEs.	18. Seek for expertise from overseas in the areas of pearl marketing and product value addition to assist in developing training tools and programs that to later uses by the Ministry to conduct trainings and capacity building programs.

				21. Completed the renovation and upgrading of the Pearl Center in Neiafu, Vava'u. The Pearl Center was officially opened and handed over to the Vava'u Pearl Association and the Office of the Ministry of Fisheries in Vava'u.	18. Lack of commitments from Ministry of Fisheries in the implementation of the Pearl Industry Marketing Development Project.	19. Seek to submit the draft National Coconut Development Strategy to Cabinet for approval.
				22. Successfully held 3 trainings for Pearl Farmers and Pearl crafters in Vava'u.	19. Lack of willingness from MAFF to collaborate with the Ministry in the implementation of the Coconut Development Project.	-
				23. Completed the development of the final draft National Coconut Development Strategy for Tonga.	-	-
				24. Successfully held 5 trainings for local coconut farmers and exporters.	-	-
Sub-programs	Outputs	Budget (Revised)	Actual	Achievements	Gap	Way Forward
Program 4: Trade Program						

Marketing & Exports	1. That a plan for trade policy framework for Tonga is developed and implemented.	\$973,520.00	\$203,279.10	1. Completed the Trade Policy Framework (TPF) Implementation Plan for Tonga. Draft TPF was submitted to Cabinet for approval and approved by Cabinet on 15 August 2017 for implementation.	1. Lack of coordination from relevant Line Ministries on the implementation of the Trade Policy Framework especially for leading Agencies responsible for implementation of recommendation in the report.	1. Encourage more consultations, meetings and collaborations at the CEO and Ministerial level to prioritise and drive the implementation of the framework. Cabinet submission and direction is highly recommended to strengthen the collaboration.
				2. Completed the validation workshop on Trade Policy Framework in Tongatapu on 22-23 June 2017 and attended by 22 participants. Feedback from stakeholders were collated and submitted to the consultant for its inclusion in the framework late July 2017.	2. Lack of funding assistance to fund implementation of key recommendations in the report.	2. Explore funding opportunities outside of the region and directly related to recommendations in the report
				3. Successfully completed the consultations on Trade Policy Framework in the outer islands (Vava'u and Ha'apai) in July 2017. Feedback from the consultations in Vava'u and Ha'apai were collated and submitted to the consultant for consideration.	3. Lack of staffing capacity within the Division to be able successfully monitor and evaluate the performance and implementation of Line Ministries key activities against the output and timeframe set forth in the framework.	3. Request for additional staff for the Division to be able to assist with the delivery of the Division's output. Additional staffing to be recommended through critical position of the Ministry in close collaboration with the Corporate Service Division.
				4. Integration of NCDs into Trade	4. Lack of whole of	-

				<p>Policy Framework (TPF), a Joint initiative with the Ministry of Health and supported by the United Nation Development program for Tonga, 30 October - 31 January 2018. Intensive training on Trade, law and health in the context of NCD was conducted to assist officials with the inclusion of NCDs into the framework as cross cutting issues.</p>	<p>Government support to prioritise recommendations in the report and its implementation.</p>	
				<p>5. Completed and submitted the Grant Proposal for the European Union on Targeted support for implementation of Tonga's Trade Policy Framework: Export-Driven Inclusive Growth.</p> <p>6. Participation at the Regional Trade Mainstreaming Workshop, 30-31 October 2017 in Nadi Fiji. The workshop was facilitated by PIFS and attended by more than 20 participants, one (1) participant per country. The aim of the workshop was to stimulate discussions on impacts and relevance of TPFs and how to strengthen the whole-of-government efforts in the implementation of public policies especially the implementation of key activities in the report.</p>	-	-

	2. That targeted marketing and export development programs are developed and available for the private sector.			1. Successfully completed the Joint Trade Mission to Australia between the Ministry and Ministry of Agriculture, Food and Forestry under the Market Access Working Group with Department of Agriculture and Water Resources in Sydney Australia. Trade mission was coordinated by PHAMA project.	-	-
				2. Established market arrangement between the Ministry and Paul Chung in Australia for exports of fresh agricultural produce from Tonga to Australia. i)Facilitated the processing, packing and exporting of 2 consignments by air– 1 st Consignment departed on 7 February 2018 with 54 boxes (15kg) of yam including kahokaho and Lose. Received Payment on 9 March, 2018. ii)2nd Consignment departed on 21 March, 2020 with 100 box (15 kg) containing varieties of kahokaho, lose and kina; payment received on 12 April, 2018.	-	-
				3. Preparation of market research plan for New Zealand and Australia and the plan to hold Annual Conference to strengthen the engagement of Tongan diaspora in New Zealand and Australia as source of investment	-	-

				in Tonga.		
				4. Completed the Exporters Needs Assessment survey in Tongatapu. Sample of 30 exporters were selected to participate in the face to face survey. The survey was completed as planned.	-	-
				5. Public consultations in Vava'u, Ha'apai and 'Eua in November-December 2017 to conduct the face to face survey on Exporters Needs Assessment.	-	-
				6. Ground preparation for the participation of 3 exporters from Tonga to attend the first China International Import Export (CIIE 2018) that was held in Shanghai, China on the 5-10 November 2018. Arrangement of meetings and local showcase of Tongan products to be exhibited in Shanghai China during the expo was held at the Ministry's Conference Room in October 2018. The Ministry assisted 3 exporters as follows: Mr. 'Alipate Mafile'o (Tupu'anga Coffee) Mr. Siaola (Handicraft) Mrs. Yvette Guttenbeil (Handicraft)	-	-
				7. Successfully conducted the	-	-

				<p>Path to Market training with PTI NZ and participated by more than 30 businesses and companies in Tongatapu. One (1) representative from each outer islands participated in this training and showcase their products ready for export during the training sessions.</p>		
				8.Participated in FAO National workshop on Contract Farming, 27-29 September 2017	-	-
				9.Participated in a training arranged by Forum Fisheries Agencies on Fisheries Policy, Investment Appraisal and International Commerce in Auckland New Zealand	-	-
				10. Participated at the Pasifika Festival hosted by New Zealand. The Ministry assisted two (2) businesses to attend the event as follows: Hahake District Council Cocker Enterprises	-	-
2. Trade Negotiations	That a clear strategy for trade negotiations is developed and implemented.			<p>PACER Plus Agreement:</p> <p>1.PACER Plus Comprehensive Legislative Review for Tonga by Chapman Tripp, a New Zealand legal firm through technical assistance of Australia and New Zealand from the Readiness Package to assist signatories in preparation for ratification of the Agreement. Australia and New Zealand signed the contract with Chapman Tripp in May 2018 to review Tonga's legal and</p>	1. Lack of dedicated staff to implement priority activities under trade negotiation.	1. Encourage more consultations, meetings and collaborations at the CEO and Ministerial level through Cabinet submission so as to direct relevant Line Ministries to perform according to key trade negotiation priorities.

				administrative framework and recommend actions to implement PACER Plus obligations.		
				2. Successfully completed the massive public awareness campaign and national consultations in Tongatapu on PACER Plus Agreement as part of its preparation for ratification of the Agreement. The program includes face to face consultations with people at the villages in Tongatapu starting from August to end of September 2017. Developed PACER Plus giggles and advertisements both audio and visual and aired 4 times a day, 6 days a week on A3Z Radio/TV Tonga and FM87.5. Completes the development of PACER Plus advocacy materials for the national consultations.	2.Lack of coordination from relevant Line Ministries on the implementation of Trade Negotiation issues	2. Request for additional staff for the Division to be able to assist with the delivery of the Division's output. Additional staffing to be recommended through critical position of the Ministry in close collaboration with the Corporate Service Division
				3. Completed the PACER Plus signing ceremony in Nuku'alofa on the 14 th June 2017 and preparation for transportation of the legal text to Apia Samoa for Vanuatu to sign into PACER Plus Agreement in the margin of the ACP Trade Ministers Meeting in August 2017.	3.Lack of staffing capacity within the Division to be able successfully monitor and evaluate the performance and implementation of Line Ministries key activities against the output and timeframe set forth in the framework	-
				Pacific Island Countries Trade Agreement (PICTA): 4. Successfully completed the In-country consultations on PICTA on 30 April-4 May 2018 coordinated by Pacific Island	-	-

				Forum Secretariat (PIFs). The objective of the consultation is to review any legislative gaps and recommend any needs for new legislation to align with key obligations under PICTA. Key stakeholders were consulted and outcome of the consultation was circulated for comments.		
				Multilateral Trading System-World Trade Organization: 5. Participation at the 35 th Geneva Week Meeting for WTO Members and Observers without missions, 27 November-1 December 2017 in Geneva Switzerland. A good opportunity to follow up on outstanding matters with WTO in terms of notification obligations and request for training needs at the national level.	-	-
				6. Participation of the delegation from the Kingdom of Tonga in the WTO Eleventh Ministerial Conference in Buenos Aires Argentina on 10-13 December 2020. The Head of Delegation was led by the Minister, Hon. Pohiva Tu'i'onetoa and accompanied by three (3) CEO's as follows: Ministry of Agriculture, Food and Forestry Ministry of Revenue and Customs Ministry of Consumer, Trade, Innovation and Labour	-	-
				Outcome of the Eleventh Ministerial Conference (MC11)	-	-

				were as follows: Fisheries Subsidies Agreement were mandated to continue with the negotiation to conclude an agreement by 2019 and to be submitted in the upcoming Twelve Ministerial Conference (MC12) for approval of members		
				Regular Work of the WTO: Work Programme on Electronic Commerce. MC11 instructed Members to continue the work programme based on the current mandate enshrined in the E-commerce Work Programme 1998. In addition, Members agreed to extend the moratorium on customs duties on electronic transmissions until 2019.	-	-
				Trade Related Intellectual Property Rights (TRIPS) Non-Violation and Situation Complaints – the decision extended the moratorium on TRIPS non-violation and situation complaints until 2019	-	-
				Work Programme on Small Economies. Mandated the continuation of the Work Programme to frame responses to the trade problems of small vulnerable economies (which include the Pacific).	-	-
				7. Successfully hosted the National Workshop on Sanitary & Phytosanitary (SPS), Technical Barrier for Trade (TBT) and Trade Facilitation Agreement (TFA) on 29-31 st of May, 2018 at Tanoa	-	-

				International Hotel through the technical assistance of the World Trade Organization (WTO) and attended by more than 30 participants.		
				8. Preparation and submission of Notification on Trade Facilitation Agreement to WTO on Category A. Conducted various consultations with the Ministry of Revenue and Customs on new developments within the Ministry in alignment with key requirements of the Agreement.	-	-
				9. Participated at the WTO Regional Trade Policy Course for Asia and Pacific Countries, 2 October - 24 November 2017, Bangkok, Thailand. The course was attended by Mrs. Esterlina 'Alipate, Senior Trade Officer of Trade Division.	-	-
				10. In house training for the Division on trade negotiation issues conducted by the Hub & Spoke consultant, Mr. Isaac Ndungu' on 21-26 June 2017.	-	-
				11. Preparation of meeting papers for Tonga National Trade Negotiation Committee (TNTNC) meeting on 18 May 2017. Agenda for the meeting included the followings: PACER Plus Agreement, PICTA Rules of Origin review, Trade Policy Framework and other WTO related matters.	-	-
				12. Proposal for Bilateral Trade Agreement between the Kingdom	-	-

				of Tonga and Samoa for the export of watermelon. Bilateral Trade Agreement initiative was brought up as temporary replacement for PICTA in order for Tonga to benefit from duty exemption on the export of watermelon to Samoa.		
				Pacific Island Forum Secretariat (PIFS): 13. Forum Trade Ministers Meeting, Apia Samoa, 20 January 2018. Agenda for discussion and approval of Trade Ministers included PICTA Rule of Origin review, Aid for Trade Strategy beyond 2018, PACER Plus Agreement and ratification plan and Post Cotonou Negotiations. Trade Ministers reiterated their support to convene with the Forum Trade Ministers Meeting every two (2) years to discuss priority issues for trade in a timely manner	-	-
				14. Participation at the Regional Preparatory workshop for the Eleventh Ministerial Conference, 10-13 December 2017, Nadi Fiji	-	-
				Interim Economic Partnership Agreement (iEPA): 15. Participated at the capacity building programme on GSP Rules of origin and REX system for export of Tongan products to the EU market in Brussels in March 2018. Tonga was represented by Mr. Kelemete Vahe of the Ministry of Revenue	-	-

Sub-programs	Outputs	Budget (Revised)	Actual	Achievements	Gap	Way Forward
Program 5: Policy & Partnership Program						
Policy & Partnership Program	Development of the Private Sector Strategy	\$508,017.00	\$356,923.79	Complete	-	Submit draft PSDS for CEO, HODs and stakeholders comments
	Biennial Business Survey			Survey was conducted and TTI were engaged as enumerators	-	Develop Survey report
	Development of National PPP Strategy			Ongoing	-	This work will be conducted in the 2018/2019 financial year
	Development of Competition Policy (internal work)			On hold	No legal officer in the Ministry	Request Technical Assistant from donor partners
	Policy Planning & Management			Complete Financial Management Plan for next financial year	-	-
	Policy Training			Ongoing	-	-
Regulatory Framework	Finalization of the Consumer Protection Bill	-	-	This activity was conducted with Consumer and a contractor legal drafter	-	-
	Development of Price Control Regulation 2017			On hold	-	This work is subject to the approval of the Price Control Bill
	Development of Foreign Investment Regulation 2017 (internal work)			On hold	-	This work is subject to the approval of the Foreign Investment Bill
Statistics & Policy Research	MCCTIL Legal Database is developed	-	-	Complete	-	Regular update of the legal database
	MCCTIL Statistics			Complete	-	Regular update of the important statistics

Sub-programs	Outputs	Budget (Revised)	Actual	Achievements	Gap	Way Forward	
Program 6: Fair & Effective Labour Program							
Labour Standards & Legislations	The Employment Relations Bill 2013 is reviewed and revised, and an Employment Relations Bill 2018 is approved by Cabinet.	\$378,300.00	\$286,932.09	1. Revision of the Employment Relations Bill 2013 completed.	Unforeseen natural disaster (TC Gita). From February 14 th to end of April 2018, staff were involved in the ILO's post-disaster recovery projects.	Seek Cabinet's endorsement to complete implementation in the next financial year (FY2018/19).	
				2. Drafting of the Employment Relations Bill 2018 completed.		-	Extend Solutions Consulting House Ltd (SCH Ltd) – legal technical assistant – contract to December, 2018 to complete the activities under the ERB
				3. Outer islands (Vava'u, Ha'apai and 'Eua) consultations on the draft Employment Relations Bill 2018 completed		-	Complete implementation in the next financial year period.
Labour Research & Information	That a labour information research and information program is developed and implemented			Collaboration with Tonga Statistics Dept. to conduct the Labour Force Survey 2018 completed	Unforeseen natural disaster (TC Gita). Labour Force Survey was to be conducted in the first quarter of 2018 but was delayed because of TC Gita.	Completion of the Labour Force Survey (Tonga Stats Dept) in the first half of the new financial year (FY2018/19).	
				Labour Force Survey 2018 confirmed for implementation.			
				100% approval of advice / recommendations on foreign visa applications: 95 applications received and processed; 49 applications supported, 34 applications not supported, and 12 applications pending due to incomplete documents			-
	At least 95% approval of advice on foreign employment visa applications						
	At least 90% approval of advice to CEO and Minister						

	on the labour market as required.					
Sub-programs	Outputs	Budget (Revised)	Actual	Achievements	Gap	Way Forward
Program 7: Consumer & Fair Trade Program						
Consumer and Fair Trading Program	That the Institutional framework for the development and promotion of consumer welfare is produced and implemented	\$377,620.00	\$319,107.80	<p>Consultations for the final drafting of the Consumer Legislations Consumer Protection Bill is finalized, translated and endorsed by the Law Review Committee Consumer Protection Regulation is finalized</p>	<p>Translation completed and Law Review Committee approved hold up of Bill until further work is carried out to complete the Competition Policy ADB commented on the Consumer Bill and propose further work in relation to competition either removed for the development of the Competition Policy or further input incorporated on the Draft Bill Competition policy not developed yet</p>	<p>Finalization of the Consumer Bill in developing of TOR to incorporate the competition aspects and comments by ADB on the bill, with final consultations for the endorsement of CEO and Minister before it is resubmitted back to Cabinet</p>
				<p>Joint consultation with Policy Division in completion of the Price Control Regulation Final consultation with AG's office to factor changes in setup within the Ministry Draft Bill endorsed by Minister and submitted to Cabinet Draft Bill translated by the Law Review Committee</p>	<p>Bill submitted to Cabinet in 2017, but with new Govt, Cabinet directive to respective Ministries to brief Minister and CEO before Bill is resubmitted to Cabinet (Bill has been translated so only need to incorporate any further changes Chairman and Competent Members briefed on the Bill</p> <p>Cannot proceed until the regulation framework</p>	<p>Need to brief CEO and final meeting with AG's office before final Bill is endorsed by Chairman and resubmitted to Cabinet</p>

					review is implemented	
				Weight & Measures Bill is developed and submitted to AG's office TOR developed and endorsed by Procurement, contract signed Public Consultations Final Draft Bill is endorsed and submitted to Cabinet	Proposal was developed and submitted for Donor Funding but not successful	Hold off until the next financial year until the Consumer and Price Control Bill is submitted to Cabinet Update the Consumer Regulatory and Institutional Roadmap
				Work program with Consumer International(CI) is developed Completion of appropriate forms and requirement for Govt Support membership	Received forms for Govt support, needed to verify with Consumer Internationals whether there are specific conventions that Tonga is required to adhere to before we proceed but did not get any further response from CI.	Continue in dialogue with CI
				Work program for the development of the Consumer Council is developed and endorsed by CEO Desktop review and development of work plan and budget	-	Need to update the Consumer Regulatory and Institutional Framework
	That an awareness and educational strategy to empower consumer is developed and implemented.			Consumer Awareness Strategy plan implemented for 2017/18: Monthly SMS text with TCC and Digicel. Twice daily jingle and monthly talkback with Radio Broadcom. Monthly TV program with TBC. Participation at the Agricultural Show in Tt, Vv and Hp.	Community school awareness programs are hampered due to lack of staff and vehicle availability	Request and secure vehicle for survey, meet with Ministry of Health to assist with the implementation of the survey program staff

				Participation at the National Food Day Exhibition by the Food Authority, MAFFF Developments of collateral material ie banners and brochures for educational programs		
				Development of Consumer Behaviour Survey to assist in determining effective awareness strategies: Survey design/plan is approved for implementation. Conduct survey	Delayed again due to lack of staff capacity and vehicle availability to conduct survey	Seek and secure training opportunities (TBEC) on website development for staff.
				World Consumer Day: Mark the World Consumer Day in Tonga through special media program, banners	-	Continue with the MORC and MCTL joint roadshow program to outer islands
				Ongoing update of Social Media and Website: Continuous update social media and website.	Further training required for staff responsible for website development and updates	-
				Participation in the MORC and MCTL joint Roadshow program around villages in Tongatapu in May and June	-	-
	That a plan for implementation of the Price Control Work Program is developed and implemented			Implementation of the pricing of regulated goods under the competent Authority Monthly update of the pricing of regulated goods is distributed to the Enforcement Team and the Outer Island Offices Cont. collection of data from the Customs Management Systems of imported regulated goods	Lack of dedicated staff to provide updated data from the MORC CMS system lack of coordination with the Enforcement team on issues raised during their daily inspections Continuing lack of coordination with line Ministries due to lack of formally established working guidelines and	Secure additional to provide UpToDate data from the MORC CMS and assist price control unit in implementation of market surveys

Sub-programs	Outputs	Budget	Actual	Achievements	Gap	Way Forward
					<p>procedures in place</p> <p>majority of complaints on non-compliance on price of regulated goods which reflects the urgent need to review and improve the price control act legislations</p>	
				<p>Implementation of training programs with Importers and Wholesales to clarify roles and requirements for up to date data on newly imported regulated goods</p>	-	<p>Coordination of an established process of communication with the Enforcement team</p>
				<p>Implementation of the Competent Authority Work program: Monthly and quarterly petroleum and LPG price review is published according to approved dates Reports on the Annual Petroleum and LPG price review is endorsed by TCA and updated template is used</p> <p>Commencement of the preparation of the 2018 Petroleum Triennial program</p> <p>Preparation of meeting papers/circulation papers for the TCA meetings</p> <p>Implementation of surveys on the proposed regulated goods</p> <p>Consultations on the proposed regulated goods and the</p> <p>Development of policy papers for the proposed regulated goods</p>	-	<p>Finalise and complete the review of the Price Control Bill</p> <p>Continue with the consultation program with importers and wholesalers as well as coordinate consultation programs with retailers</p> <p>Cont. with the capacity building program for Price Control Officer on the Petroleum and LPG pricing</p>

		Estimate				
Program 8: Enforcement & Compliance Program						
Enforcement	Inspections visits plan to businesses on compliance with the Business License, Act, Companies Act and Foreign Investment Act is implemented	\$565,210.00	\$485,645.16	4202 Inspections completed, just short of the overall target of 4964, although figures show that the target for Tongatapu was met having exceeded the target of 3840 which is at least 80% of the total number of businesses registered	Adhoc reporting of inspections from the outer islands, no reports received from the Niuas as no officer stationed there	Better follow up and more efficient reporting system required and procedures in place for outer islands
	Inspections visits plan to businesses on compliance with the Weights and Measures Act, Price Control Act, Consumer Act is implemented			1692 Inspections completed, the overall target was 2060, although figures show that the target for Tongatapu was met having exceeded the target of 1280 which is at least 80% of the total number of businesses registered	Adhoc reporting of inspections from the outer islands, no reports received from the Niuas as no officer stationed there	Better follow up and more efficient reporting system required and procedures in place for outer islands
	Testing for Bowsers and Pumps is carried out			A total of 1822, pumps were checked during this period exceeding the 492 target set for this period, these figures also include those pumps at bowsers that were rejected and were retested for accuracy.	Although all bowsers have been checked and pumps verified we have yet to test and calibrate fuel tanker trucks which distribute fuel to bowsers.	Currently seeking training attachment for the calibration of fuel dispenser calibration of fuel tanker trucks
	A plan to follow up of previous inspections is implemented			1102 follow up Inspections completed, the overall target was 1000, exceeding target set for this period.	-	-
	The Inter Government Agency Task Force Program is implemented			198 Inspections completed, the overall target was 264, Inspection were carried out twice weekly and ran from September - October 2017 and April - May - June 2018.	Due to other work commitments was not able to initiate Task Force Inspection earlier in July 2017 as well as January 2018	Quarterly Task Force Meeting with line Ministries to finalise work plan for the quarterly inspections to ensure targets met at each end of quarter

	That a quarterly refresher training on regulations for existing staff is implemented			3 training programs were completed for this period; target was for 4. Trainings/workshops were carried out in November 2017, February 2018 and May 2018, trainings focused mainly on laws and regulations administered, weights and measures/price control refresher, lessons learnt and what can be implemented from training attachments attended, introduction to Chinese language and Customer Service training	-	Better planning of training programs required throughout the year
Complaints & Registration	That a dedicated desk for receiving and registration of complaints is established			Complaints registration desk for receiving complaints customers has been set up	-	-
	That an approved investigation plan and procedure is implemented equality for all complaints			Already in place as required under the Consumer Protection Act and Regulations	-	-
	That a quarterly refresher training on regulations for existing staff is implemented			3 training programs were completed for this period; target was for 4. Trainings/workshops were carried out in November 2017, February 2018 and May 2018, Customer Service training TBEC	-	Better coordination and planning of training programs for the year
	Increased rate of success full resolution reached for complaints			A total of 236 complaints were registered with the complaints division for this period, 91% of all complaints were resolved, the overall target set for this period was 65%, exceeding the target set for this period. Of the	-	-

				remaining 9% of complaints these were referred to other Ministries who have legislation in place for such complaints.		
	-			Of the complaints received, complaints regarding prices of goods dominated at 38%, followed by services complaints at 26% followed by expired/damaged/labelling issues at 23% and other complaints at 13%	-	-
	Public Awareness (Radio Advert)			Public Awareness program developed, raising awareness of Complaints and redress for all acts administered not only Consumer complaints. A total of 672 spots were advertised on 87.5FM which will run for a 12-month period, the target set was for 480 spots which we have exceeded the target set.	-	-
Risk Management and Analysis	Risk Analysis and assessment to identify non-compliant high risk businesses Enforcement measures executed to improve compliance of high risk businesses			10 businesses identified as high risk, Submission to Crown Law for Prosecution, in October 2017 and February 2018, these businesses were in breach of the Price Control Act Section 12, Section 14 and Section 17, all evidence required including inspection forms, notification letter, final warning letters, exhibit forms and pictures of the breach found had been submitted for prosecution. The overall target that was set for 4 high risk businesses for prosecution we have identified 10.	Current process for prosecution is too long, evidence collected needs to be complete and accurate	Need to streamline process for prosecution further discussions needed with Crown Law to ensure a quicker process for prosecution, need to liase further with Legal Counsel at Crown Law in regards to evidence

Sub-programs	Outputs	Budget Estimate	Actual	Achievements	Gap	Way Forward
Program 9: Intellectual Property & Innovation Program						
IP Infrastructure & Development	An updated IP legal and Policy framework	\$154,300.00	\$103,039.25	1.Development of an IP legal and Policy Reform Roadmap 2.Complete desk review of current legal framework for IP	Late implementation of project due to change in management and restructure of Ministry	Ensure commitment of Ministry to this project
				1.Review of requirements for accession to the Madrid Protocol 2.Desktop review of IP legislations to see if it is Madrid compatible 3. Seek WIPO assistance in reviewing Tonga's readiness for accession	Human Resource	Seek Cabinet approval for endorsement of Tonga's accession to the Madrid Protocol
				1.Desk review of Copyright Act 2002 completed	-	1. Seek Cabinet approval for amendment of Act
				Development of a Policy Framework for Traditional Knowledge(TK) and Traditional Cultural Expressions (TCE)	-	Continue seeking assistance from PIFs and WIPO
IP Awareness & Education	Development of an efficient IP Infrastructure and Registration System			IPAS and registration function relocation back to the IP & Innovation Division: Relocation of registration function and IPAS was successfully completed Major updates and maintenance of system was successfully completed	Restructure of the Ministry without proper consultation	Continuous monitoring of the system
				IPAS upgrade from V2.7 to V3.4: Enhancement of business processes Data quality improvement Online IP Database improvement Review and updated workflow for Trademarks, Patent and Industrial Designs	HR) No IT design and programming.	Ongoing improvement of IPAS system through online filing and payment plus data exchange.

				Complete designing work plan for ongoing enhancing of system and WIPO has pledged their support. Streamlining of IP publication achieved.		
				Assessing Tonga's readiness to accede the Madrid Protocol: Completing WIPO's questionnaire Streamlining processes	Human Resources	Continue with the process of acceding the Madrid Protocol
				Progress in the development of information packages for businesses and other targeted audiences	HR and budget	Continue working on this project.
				Registration and filings of Industrial Properties: An increase of 18% in trademark applications from 170 in 2016/2017 to 201 in 2017/2018	There was no new filing for industrial design and patent	Continue enhancement of IPAS system to streamline processes.
				Personal Property Security Registrations (PPSR): Complete transferring of PPSR automated filing system System update and maintenance successfully completed Recorded new PPSR filings of 353 and 89 amendments.	Restructure with proper consultations	With system now updates it can be transferred back to Registry
Innovation	Creating a strong demand for IP services.			Enabling IP environment to strengthen business competitiveness through brands and designs: Requested WIPO for assistance in selecting Tonga for the pre-selected pilot beneficiary countries under the ASPAC work plan. Conduct survey on sampled businesses to assess level of readiness for the project.	HR and budget	Continue striving to progress this project

				Creating a strong demand for IP creators, owners and users: Visitation to selected companies and conducting in house awareness campaign	Human Resources	Progress to awards and recognition for outstanding IPs
				Celebrating IP Day	-	Design more awareness programs

4.2: Total Budget

The total Government funding for the Ministry in FY2017/18 amounted to a total of TOP\$7,287,100. This marked an increase of 34% from the Ministry's Budget in FY2016/17. The increase in amount is to support the mandate of the Ministry on promoting of foreign trade in export of goods and services. The Ministry's salary budget accounted to 33% and 67% was for operation. Details of the Ministry's budget for FY2017/18 as compared to the previous budget for FY2016/17 are provided in Table 6.

Table 6: Ministry's Expenditure Budget for FY2015/17 to FY2017/18

Expenditure Categories	Estimates 2016/17			Estimates 2017/18			Estimated Budget Increase/Decrease 2016/17 - 2017/18				
	Original Budget (\$)	Revised Budget (\$)	Budget%	Original Estimates 2017/18 (\$)	Revised Budget 2017/18 (\$)	Revised Budget %	Actual 2017/18 (\$)	Saving / Deficit (\$)	Saving /Deficit %	\$	%
Established Staffs	2,459,500	2,145,543	46%	2,478,800	2,340,893	32%	2,162,059	178,834	2%	0	0%
Unestablished Staffs	49,500	69,800	2%	63,500	68,876	1%	35,364	33,661	0%	-924	0%
Travel and Communication	490,900	619,960	14%	843,600	817,400	11%	619,495	190,924	3%	197,440	3%
Maintenance and Operation	326,000	351,060	8%	316,300	963,443	13%	752,236	283,156	4%	612,383	8%
Purchase of Goods and Services	847,600	993,623	21%	2,512,200	2,049,552	28%	858,955	1,207,670	17%	1055929	14%
Grants and Transfer	260,800	120,300	3%	5,800	800	0%	465	335	0%	-119500	-2%
Purchase Assets	91,700	285,715	6%	1,066,900	1,046,136	14%	963,417	577,570	8%	760421	10%
Total	4,526,000	4,586,000	100%	7,287,100	7,287,100	100%	5,391,991	2,472,150	34%	2,505,749	34%

4.3: Expenditure

The total appropriated Government funding for the Ministry in FY2017/2018 amounted to a total of TOP\$7,287,100. This marked a 59% increase on the Ministry's appropriate budget in FY2017/18. The increase in amount of the budget with a purpose to support the Business Development on Private Sector and Communities Sector. The Ministry's salary budget accounted for 34% and 66% was for operation. Details of the Ministry's budget for FY 2016/17 as compared to the previous budget for FY2017/18 are provided in Table 6.

Table 7: Expenditure Budget for FY2016/17 and FY2017/18.

	Estimates 2016/17			Estimated 2017/18		Budget Decrease/Increase on 2016/17 and 2017/18
	Original	Revised	%	Original \$	%	\$
Established Staff	2,459,500	2,145,543	46%	2,478,000	34%	332,457
Unestablished Staff	49,500	69,800	2%	63,500	0.9%	-6,300
Travel and Communication	490,900	619,960	14%	843,600	12%	223,640
Maintenance and Operation	326,000	351,060	8%	316,300	4%	-34,760
Purchase of Goods and Services	847,600	993,623	21%	2,512,200	34%	1,518,577
Grants and Transfers	260,800	120,300	3%	5,800	0.1%	-144,500
Assets	91,700	285,715	6%	1,066,900	15%	781,185
	4,526,000	4,586,000	100%	7,287,100	100%	2,701,100

4.4: Revenue

The Ministry collected a total of \$638,035.74 in revenue from its administration of various business registrations in FY2017/18. As shown in Table 7, this total Actual Revenue with a Deficit of 36% from the Budget Estimated Target to collect on the Financial Year 2017/18.

Table 8: Actual Revenue Collection against Target Revenue Collection from 1st July 2017 to 30th June 2018

Description	Business License	Company Registration	Price Control	Rental	Intellectual Properties	Foreign Investment	Total Grand
Actual	260,339.29	133,291.08	36,827.69	36,000	154,285	17,292.68	638,035.74
Target	367,600.00	290,100.00	142,000	36,000	147,600.00	16,700.00	1,000,000.00
Variation	-107,260.71	-156,808.92	-105,172.31	0	6,685	592.68	-361,964.26
Variation %	-29%	-54%	-74%	0%	5%	0.04%	-36%
Comment	Unfavorable	Unfavorable	Unfavorable	Favorable	Favorable	Favorable	Unfavorable

SECTION 5: CHALLENGES

As outlined in Table 5, the delivery of the Ministry's outputs in Financial Year 2017/18 was constrained by some 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

The Ministry identified that the human resources gaps were 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 30th June 2018

MINISTRY OF COMMERCE & LABOUR STAFF LIST as of 30th June, 2018								
Full Name	Post	Qualifications	Current Salary	Band	Date of Appointment	Date of Promotion	Date of Birth	Station
Leadership & Corporate Services								
Hon. Tu'i UATA	Minister		\$84,800.00					TBU
Edgar COCKER	Chief Executive Officer		\$55,373.00	D	30-Oct-17			TBU
Penisimani FA'OLIU	Personal Assistant (Senior)	Form Seven Certificate	\$19,490.00	L	15-Jan-18		2-Jul-90	TBU
Sesilia T Lavaka 'OTUVAI	Senior Executive Officer	2003 - Diploma in Technology Studies	\$17,315.00	M	14-Oct-86	6-Jul-15	8-Feb-65	TBU
Simote Manumanu PEPA	VIP Driver		\$8,400.08	Q	30-Apr-18			TBU
<i>Vacant</i>	<i>Statistical Assistant</i>		\$9,240.00	<i>P</i>				<i>TBU</i>
Mele Panuve VUNIPOLA	Deputy CEO	BA (IS/Mgmt. & Public Admin) (USP(Tonga)), MBA (USP(Tonga))	\$41,586.00	G	18-Jan-91	28-Jul-17	19-Nov-65	TBU
Fielea Havili SCHAUMKEL	Principal Assistant Secretary	BCom (Mgmt & IS) (USP, Fiji)	\$32,770.00	I	7-Jan-13	17-Apr-18	27-Nov-89	TBU
Makafalani TAULANGOVAKA	System Analyst	BA (CS/IS) (USP, Fiji)	\$34,047.00	J	3-Jan-12	8-Sep-14	23-Dec-83	TBU
Kingsiliti VUNIPOLA	Senior Accountant	BCom (IS/Acc) (USP(Fiji)), Dip (International Business) (TVET (Tonga)), Dip (Acc Studies) (CDTC (Tonga)), Dip (IT) (TVET	\$27,992.00	K	16-Dec-13	16-May-16	26-May-68	TBU

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		(Tonga))						
Losalio LAKALAKA	Accountant	Dip (Account.) (TTI (Tonga))	\$20,618.00	L	9-Jul-15		1-May-84	TBU
Anaseini TAUTUIAKI	Computer Operator Grade 1	Dip. Info. Tech (TIHE (Tonga))	\$22,818.00	M	6-May-99	10-Jun-11	9-Sep-75	TBU
Paea Tafea SIALE	Accounting Officer	Cert. Hospitality (Aust)	\$17,795.00	M	8-Dec-86	18-Sep-14	7-Jan-64	TBU
Kato Kakala LANGI	Registry Clerk		\$16,921.00	N	7-Apr-03	12-Sep-14	20-Jun-76	TBU
Lavinia KAUFONONGA	Computer Operator Grade 3		\$16,465.00	O	10-Feb-99	15-Apr-04	8-Oct-70	TBU
Kitiosi Lavulavu TUPOU	Assistant Security Officer		\$16,465.00	O	24-Nov-03	3-May-05	15-Sep-68	TBU
Fulila TANGATA'ILOA	Computer Operator Grade 3		\$15,985.06	O	26-Apr-89	1-Jul-00	17-Jun-66	TBU
Haitelenisia PONGI	Computer Operator Grade 3		\$15,985.00	O	26-Apr-89	1-Jul-00	25-Jul-69	TBU
Maka HAVILI	VIP Driver		\$12,070.00	Q	1-Oct-02	7-Oct-05	1-Feb-74	TBU
Fe'iloakitau Tohi MOALA	VIP Driver		\$9,769.00	Q	19-Jul-11	15-Jun-15	18-Apr-78	TBU
SelaVakalahi TEI	Cleaner		\$6,720.00	S	12-Feb-18			TBU
Ofakitonga Finau LOKOTUI	Gardener		\$6,720.00	S	12-Feb-18			TBU
Tu'ifonualava 'ONE'ONE	Driver		\$7,560.00	R	12-Feb-18			TBU
Patrick VAKA	Driver		\$7,560.00	R	22-Feb-18			TBU
<i>Vacant</i>	<i>Chief System Analyst</i>		<i>\$33,600.00</i>	<i>H</i>				<i>TBU</i>
<i>Vacant</i>	<i>Senior Assistant Secretary</i>		<i>\$23,520.00</i>	<i>K</i>				<i>TBU</i>
<i>Vacant</i>	<i>Gardener</i>		<i>\$6,720.00</i>	<i>S</i>				<i>TBU</i>
<i>Vacant</i>	<i>Driver</i>		<i>\$7,560.00</i>	<i>R</i>				<i>TBU</i>
Policy & Partnership Division								
Alisi Kautoke HOLANI	Deputy Secretary	BA Int. Economic (Japan), MA. Public Policy (New Zealand), PhD (University of Adelaide)	\$42,761.00	G	26-Jul-04	6-May-11	6-Feb-80	TBU
Fololenitina Kivalu ASAU	Principal Policy Analyst	B.Com (USP), Master Public Policy (VUW,NZ)	\$34,282.00	I	28-Jun-10	6-Dec-16	11-Nov-88	TBU

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Eva Pele LIAVA'A	Senior Assistant Secretary	B.Com & Admin (NZ)	\$33,010.00	J	5-Aug-08	29-Feb-12	11-Mar-84	TBU
Mateaki Senimili LOLOA	Senior Assistant Secretary	B.Com (USP)	\$23,520.00	K	3-Apr-18		4-Dec-91	TBU
Felemi IKA	Policy Analyst	BA (Geo & Tourism),USP (Fiji)	\$23,873.00	K	26-May-15		3-Dec-91	TBU
Setefano FIFITA	Clerk Class 1		\$15,970.00	M	20-Aug-90	25-Jun-10	14-Aug-70	TBU
Trade Division								
Pauline Palometa SIASAU	Deputy Director	MBA, USP(Tonga)	\$41,586.00	I	31-Mar-04	26-May-17	10-Jul-76	TBU
Dan Savia ATUEKAHO	Principal Trade Officer	MBA (USP), BSc (USP)	\$30,240.00	I	9-Sep-03	8-Aug-17	4-Jun-76	TBU
Esterlina Kautoke ALIPATE	Senior Assistant Secretary	BCOM. HRM & Industrial Relations & Economics, USP	\$28,863.00	J	27-Jan-12	11-Jan-16	3-Oct-83	TBU
Faleola Emerald MAFI	Senior Policy Analyst	B.Com Economics/Information Systems),USP (Fiji)	\$27,992.00	J	4-Jan-13	16-May-16	29-Mar-92	TBU
Fofonga Linda 'ANISI	Trade Officer	B.Com	\$19,490.00	L	22-Feb-18		23-Mar-95	TBU
Business Support Division								
Tevita Kingdon LAUTAHA	Principal Assistant Secretary	BSc(Fiji)	\$38,373.00	I	25-Aug-04	23-Mar-12	14-Jan-81	TBU
Ilaisaane TU'ITUPOU	Senior Business Development Officer	BA. Applied Bus Studies (Management) - Whitireia Polytech, NZ	\$29,043.00	J	29-Oct-15		22-Aug-88	TBU
Isime'eli FINAU	Senior Co-operative Officer		\$21,718.00	M	4-Oct-91	25-Jun-99	1-Aug-68	TBU
Amanaki TU'ITUPOU	Senior Credit Union Officer		\$19,974.00	M	27-May-02	3-Feb-14	1-Mar-81	TBU
Maile Tahafitu FA'ASE'E	Revenue Statistical Officer		\$18,858.00	M	8-Sep-83	2-Jul-00	13-Apr-63	TBU
Velonika MONIATI	Statistical Clerk Grade 2	Cert. Tourism (NZ)	\$9,454.00	Q	13-Mar-02	13-Mar-02	17-Jul-79	TBU
<i>Vacant</i>	<i>Investment Officer</i>		<i>\$19,490.00</i>	<i>L</i>				<i>TBU</i>
<i>Vacant</i>	<i>Assistant Secretary</i>		<i>\$19,490.00</i>	<i>L</i>				<i>TBU</i>
<i>Vacant</i>	<i>Senior Investment Officer</i>		<i>\$23,520.00</i>	<i>K</i>				<i>TBU</i>
Intellectual Property Division								
Distaquaine TU'ihalamaKa	Deputy Registrar	BA (Eco/Mgmt & Pub. Rel) (USP, Fiji), MIPL,QUT (Aus)	\$42,761.00	G	1-Jul-99	16-Jun-11	17-Feb-75	TBU

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Sikiniti UELENI	Senior Assistant Secretary	Dip. Info.Tech (Tonga)	\$30,133.00	J	22-Dec-03	20-Nov-17	22-Feb-77	TBU
Salote HOPONOA	Assistant Secretary	B. (Tourism Mngmt.) (Beijing International Studies University (China))	\$20,618.00	L	6-Jul-15		31-Mar-89	TBU
Seini TU'IVAI	Assistant Secretary	BA - NZ	\$19,490.00	L	7-Aug-17		2-Dec-86	TBU
<i>Vacant</i>	<i>Assistant Registrar</i>		<i>\$26,880.00</i>	<i>L</i>				<i>TBU</i>
Registry Office								
Uluakimano PAU'U	Principal Assistant Registrar	PGDip (Int. Bus. Law) (Uni. of Syd. (Aus)), MIPL (QUT (Aus))	\$38,373.00	I	20-Feb-08	27-Jun-13	18-Dec-81	TBU
Poinisetia Fifita PAONGO	Principal Assistant Registrar	BA. (Tourism) (USP, Fiji)	\$33,145.00	I	23-Sep-02	14-Oct-16	6-Jan-73	TBU
Sione LAUTAHA	Senior Promotion Officer	Bcom (IT and Management) USP, Fiji	\$23,520.00	K	30-Aug-17		17-Apr-89	TBU
Ilisapeti Ma'u 'OTUAFI	Assistant Registrar		\$22,176.00	L	7-Mar-00	2-Mar-14	15-May-74	TBU
Losana To'ia TIMANI	Computer Operator Grade 1		\$21,534.00	N	1-Jul-02	1-Sep-14	11-Nov-75	TBU
Lose Pele TONGA	Business Registry Officer		\$18,086.00	N	16-Apr-03	22-May-15	6-Aug-79	TBU
Va'epopua TALIA'ULI	Computer Operator Grade 3		\$16,225.00	O	16-Feb-93	7-Jan-00	4-Oct-70	TBU
Enforcement Division								
Anthony COCKER	Principal Assistant Registrar	B.A Tourism (Fiji)	\$37,806.00	I	7-Feb-01	20-Mar-15	3-Apr-79	TBU
Siaosi HAKEAI	Senior Inspectorate Officer	Dip. Acc (Tonga), Cert. Co-op. (Fiji)	\$34,813.00	K	19-Jun-86	27-Jun-13	27-May-63	TBU
Fanguna VUNIPOLA	Assistant Secretary	Dip.Lab.& Co-op.,Serv.of.Dev. (Israel)	\$28,987.00	L	5-Dec-79	1-Jul-99	26-Sep-58	TBU
Tomasi PO'UHILA	Inspector of Weights, Measures & Price	Dip. Acc (Tonga)	\$26,119.00	L	24-Mar-93	27-Jun-13	27-Oct-74	TBU
Ana 'ALAMOTI	Assistant Secretary		\$19,490.00	L	24-Oct-16		5-May-84	TBU
Mele Tovi KAVA	Inspector of Weights, Measures & Price		\$19,490.00	L	9-Jun-17		11-Sep-56	TBU

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Malia Koleti KOLOFO'OU	Computer Operator Grade 1		\$19,679.00	M	23-Nov-98	3-Feb-14	2-Nov-78	TBU
Ana Kakala FETU'U'AHO	Research & Statistical Assistant		\$18,858.00	M	11-Dec-91	11-Nov-98	11-Jul-69	TBU
Aminiasi Tonga HOA	Plumber/Carpenter		\$22,818.00	M	24-Aug-88	24-Aug-88	17-Aug-61	TBU
Samiuela VELEIKA	Assistant Tourist Officer		\$21,319.00	M	7-Apr-03		23-Oct-79	TBU
Anometa 'UNGO'UNGA	Statistical Assistant		\$13,749.00	P	13-Jul-15	13-Jul-15	2-Feb-82	TBU
Alo'isia FAKAANGA	Assistant Price Inspector		\$9,240.00	P	22-May-96	22-May-96	21-Jun-74	TBU
Labour Division								
Kalolaine Kolotia FOTU	Deputy Secretary	BA.Eco./Mgmt.Publ.Admin. (Fiji)	\$42,761.00	G	31-Mar-04	10-Jun-11	4-Oct-79	TBU
Sione FALEAFA	Principal Labour Officer	BA	\$30,240.00	I	31-Oct-17		14-Nov-81	TBU
Tanginitopa TU'IFUA	Senior Assistant Secretary	B.App. Bus. Stud.	\$33,010.00	K	26-May-08	29-Feb-12	4-Jun-82	TBU
Brenda ATOA	Assistant Secretary	BCom (Eco & IS) (USP, Fiji)	\$19,490.00	L	31-Mar-04	3-Dec-16	26-Nov-84	TBU
Ofa PULOKA	Senior Research Officer	Dip (IT) (TTI (Tonga))	\$17,321.00	M	22-May-15	15-Jun-15	31-Jul-91	TBU
Lesieli VALEVALE	Labour Information Officer		\$9,379.00	P	4-Jan-16		1-Sep-90	TBU
<i>Vacant</i>	<i>Senior Labour Officer</i>		<i>\$26,880.00</i>	<i>J</i>				<i>TBU</i>
Consumer Division								
Sandradee Fonua FIFITA	Director for Consumer Affairs	Dip. (Bus) (New Zealand), BA (New Zealand), MBA (USP, Fiji)	\$42,761.00	G	19-May-93	4-Sep-14	7-Sep-70	TBU
Edwina TANGITAU	Economist	BCom (Economics) (University of Otago (NZ))	\$21,627.00	L	25-Jul-14		12-Dec-92	TBU
Ilaisaane 'Ungatea MILA	Tourist Officer	BCOM (Acc / Eco, USP Fiji)	\$19,490.00	L	22-Nov-17		16-Dec-94	TBU
Aisake FIFITA	Inspector of Weights, Measures & Price		\$20,041.00	M	1-Jul-93	18-Sep-14	22-Apr-68	TBU
<i>Vacant</i>	<i>Senior Price Control Officer</i>		<i>\$26,880.00</i>	<i>J</i>				<i>TBU</i>
Vava'u Branch								
Lolina Kaufusi TONGA	Revenue Statistical Officer		\$18,858.00	M	24-Feb-88	5-Aug-99	16-Dec-68	VVU

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Tofa Faletau FINAU	Computer Operator Grade 3		\$16,465.00	O	27-Jul-88	25-Jun-99	12-Mar-66	VVU
Titili KOLOMALU	Sub Inspector of Weights, Measures & Price		\$13,697.00	O	30-May-05	1-Jul-15	13-Jan-86	VVU
Meleane Manu TONGA	Computer Assistant		\$9,799.00	Q	30-Jul-04	17-Sep-07	16-Jun-83	VVU
Kevin LAVEMAAU	Industrial Assistant		\$9,379.00	P	7-Aug-08	27-Jun-13	13-Sep-80	VVU
Halatoa TU'UHOLOAKI	VIP DRIVER		\$8,400.00	Q	4-Aug-17		18-Aug-76	VVU
Eua Branch								
Sisilia L. Taufu'i TUAI	Assistant Price Inspector		\$8,526.00	Q	19-Jan-94	24-Jan-94	20-Mar-72	EUA
Niuafu'ou Branch								
<i>Vacant</i>	<i>Senior Co-operative Assistant</i>		<i>\$9,240.00</i>	<i>P</i>		<i>18-Mar-08</i>		<i>VVU</i>
Ha'apai Branch								
Sione PALETU'A	Price Control Officer	Diploma in Agriculture - Hango College	\$15,934.00	N	23-Jun-08	27-Jun-13	29-Jan-75	HPI
Moala Siakumi TONGA	Driver		\$10,312.00	R	2-Jun-03		5-May-77	HPI
<i>Vacant</i>	<i>Assistant Secretary</i>		<i>\$19,490.00</i>	<i>L</i>				<i>HPI</i>

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,

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		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.