

C O R P O R A T E P L A N S U M M A R Y  
F O R T H E  
M I N I S T R Y O F C O M M E R C E ,  
C O N S U M E R , T R A D E , I N N O V A T I O N  
& L A B O U R

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D E V E L O P M E N T F O R A M O R E  
P R O G R E S S I V E T O N G A

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## List of Abbreviations

CP&B	Corporate Plan and Budget
FY	Fiscal Year
KPI	Key Performance Indicator
MDA	Ministries, Departments and Agencies
NIIP	National Infrastructure Investment Plan
TSDF	Tonga Sustainable Development Framework
ADB	Asian Development Bank
AMP	Annual Management Plan
CRF	Corporate Registry Forum
EPA	Economic Partnership Agreement
FDI	Foreign Direct Investment
HDI	Human Development Index
ICT	Information Communication Technology
IMF	International Monetary Fund
ILO	International Labour Organization
ILC	International Labour Conference
JV	Joint Ventures
MCCTIL	Ministry of Commerce, Consumer, Trade, Innovation and Labour
MSME	Micro Small Medium Enterprises
PACER Plus	Pacific Agreement for Closer Economic Relations
PICTA	Pacific Island Countries Trade Agreement
PPP	Public-Private Partnerships
TERM	Tonga Energy Road Map
WB	World Bank
WTO	World Trade Organization
WIPO	World Intellectual Property Organization

## Foreword from the Minister

It is my great pleasure to submit the Corporate Plan Summary for the Ministry of Commerce, Consumer, Trade, Innovation and Labour, for the financial years 2018/19 to 2020/21.

We have established at the helm of this Corporate Plan a well-constructed reform program for inclusive economic development with the engagement of the informal and grassroots stakeholders, and economic empowerment of the poor. Guided by the Tonga Strategic Development Framework, we strongly believe that sustainable economic development for Tonga requires a renewed and targeted focus on engaging the grassroots, and the most vulnerable in the society, not only to advance our economy, but to also ensure that the poor are cared for.

The objective of the Ministry's Inclusive Economic Development Reform is to reach the most vulnerable in the society (*working poor and the unemployed*) so as to give them the opportunity to participate in economic development. The Ministry has redesigned its organisational outputs to reflect this objective by ensuring that our services are extended to sectors where the poor are working and live; that we build on production factors currently possess by the poor; that we equip the poor to be access and able to starting a business; that we encourage the poor to participating in export activities; and we create employment opportunities for them.

We are proud to directly contribute to improving the poor's access to basic goods and services through price control and regulation. This is a mission that is built on our Tongan and Christian values and therefore, one that we need to take with serious commitment and wholehearted dedication.

For this reason, MCCTIL has redesigned its nine (9) programs, and to ensure that the objective of our reforms are achieved, and our mandates as provided under the TSDF, and in our seventeen(17) legislations, are not compromised.

The Ministry acknowledges the valuable contributions and support of its key development partners including The New Zealand Government, The Australian Government, The Government of Japan, and the People's Republic of China, the ADB, World Bank, European Union, WIPO, UNDP, WTO and the ILO. We also acknowledge that the successful implementation of the plan will require strong executive management by MCCTIL and strategic support by line government Ministries and non-government stakeholders.

It is our priority to ensure that our services are responsive with notable impacts to the requirements of all of our stakeholders, and we therefore look forward to the next three years as a period of renewed collaboration, integration, and cooperation.

I congratulate the Ministry's staff in their efforts, and I wish them well in the implementation of this corporate plan in the years ahead.

Faka'apa'apa Atu,

Hon. Dr. David Tu'i Uata  
Minister for Commerce, Consumer, Trade, Innovation and Labour.

## Message from the CEO

MCCTIL is the Government's leading Ministry in developing, stimulating and promoting economic development. This Corporate Plan (CP) has been developed to address the key development constraints faced by the country, and to build on our comparative advantages and strengths.

Over the next three years, the Ministry has taken on a new challenge, to not only advance and grow our economy, but to also ensure that the wealth and gains from economic growth are shared by all, particularly by those who are less fortunate. This new challenge, is entitled, the Inclusive Economic Development Reform, and has been the central focus of the engineering design of this Corporate Plan.

While this Corporate Plan charts the way forward, for the Ministry, we cannot afford to ignore the past and lessons learnt. The Ministry has therefore taken a proactive approach to undertake thorough gap analysis at every level to ensure that we address these constraints in our plan. We have also focused on establishing SMART KPIs at every level of service so as to drive and promote a performance-driven, knowledge based organization that is diligently committed to excellence.

Stakeholder management is integral to MCCTIL and the successful achievement of our objectives will continue to require a stronger partnership with our key partners and stakeholders.

We are therefore committed to working closer with our key clients to implement our ambition for success, so as to ensure that our services are responsive, and produce tangible results and positive impacts to their needs and requirements.

Together with our various stakeholders, we will be able to achieve the TSDF strategic national impact of a "more progressive and responsive Tonga, and with supporting for a higher quality of life for all through more inclusive and sustainable growth and development".

Respectfully,

Mr. Edgar Cocker  
Chief Executive Officer,  
Ministry of Commerce, Consumer, Trade, Innovation & Labour

# 1 MCCTIL Corporate Plan Executive Summary

## 1.1 Mandate and Stakeholders

### Mandate

The Ministry of Commerce, Consumer, Trade and Innovation (MCCTIL) primarily aims to **promote a more progressive Tonga supporting a higher quality of life for all through more inclusive and sustainable growth and development**. It seeks to contribute to this national impact by stimulating and fostering a **more inclusive, sustainable and dynamic knowledge-based economy** through:

- i) Promoting an **enabling business environment** that is conducive to inclusive, sustainable and resilient economic growth;
- ii) Providing **targeted support to promote entrepreneurship and build the productive capacity of local businesses**;
- iii) Providing **targeted support to increase and diversify Tongan exports and promote FDI**;
- iv) Promoting **skilled and safe workplaces to support decent work, business growth and higher labour participation**; and
- v) Developing a robust consumer protection and fair trade regime that shapes consumer and business behaviour

It seeks to efficiently and diligently deliver these mandates through nine (9) programs led and managed by the Honourable Minister, Dr. Tevita Tu'i Uata, and the CEO, Mr. Edgar Cocker.

### Stakeholders

MCCTIL is a customer-centric organization that is committed to delivering its mandates according to the requirements of its stakeholders. In its corporate planning process, the Ministry has prioritised the identification of stakeholder needs and has integrated these requirements into the design of its organizational outputs, activities and Key Performance Indicators (KPIs). The Ministry has also prioritised the development of a Public-Private Partnership Framework to not only improve communication and coordination with its stakeholders but to also ensure that its services are responsive to their interests and needs.

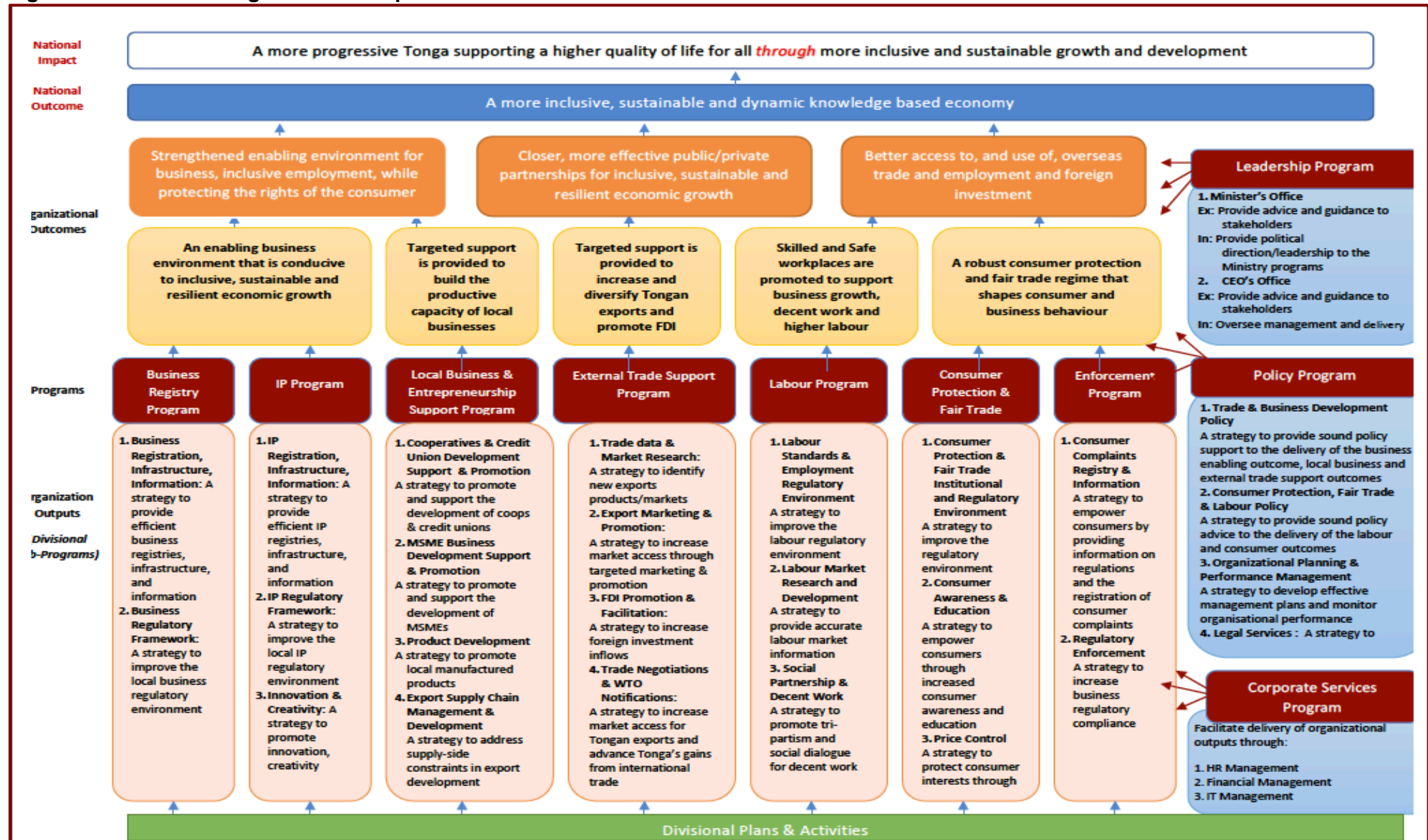
The Ministry's key stakeholders and their relationship with the Ministry is provided in Table 1.1.

**Table 1.1: Stakeholders by Relationship with MCCTIL**

Stakeholder	Customer of MCCTIL	Supplier to	Partner with MCCTIL	Oversight of MCCTIL
Informal Sector	X			
All businesses	X			
All workers	X			
All employers	X			
All consumers	X			
Public Enterprises	X			
Government Ministries			X	
Cabinet				X
Legislative Assembly				X
Development Partners			X	

## 1.2 MCCTIL Results Map

Figure 1: MCCTIL Strategic Results Map



At the national impact level, the Ministry contributes to the TSDF objective of **creating a more progressive Tonga supporting a higher quality of life for all through more inclusive and sustainable growth and development**. It aims to work towards the achievement of this national impact through stimulating and promoting **a more inclusive, sustainable and dynamic knowledge-based economy**.

It contributes to the achievement of this national outcome through five (5) key organizational outcomes:

1. Creating an enabling business environment that is conducive to inclusive, sustainable and resilient economic growth;
2. Providing targeted support to build the productive capacity of local businesses;
3. Delivering targeted support to increase and diversify Tongan exports and promote FDI;
4. Promoting skilled and safe workplaces to support business growth, decent work and higher labour participation; and
5. Promoting a robust consumer protection and fair trade regime that shapes consumer and business behaviour

These five (5) organizational outcomes are delivered through seven (7) external programs.

The organizational outcome for creating an enabling business environment that is conducive to inclusive, sustainable and resilient economic growth, is delivered through two (2) programs, the Business Registry Program and the IP Program.

The provision of targeted support to build the productive capacity of local businesses is delivered through the Local Business & Entrepreneurship Support Program. Targeted support for external trade, specifically for increasing and diversifying exports and promoting FDI, is provided through the External Trade Program.

Concurrently, the Ministry also seeks to promote skilled and safe workplaces to support business growth, decent work and higher labour participation through the operations of the Labour Program.

It is also the mandate of the Ministry to protect consumer interests through the promotion of a consumer protection and fair trade regime that shapes consumer and business behaviour. This outcome is delivered through two (2) programs, namely the Consumer Protection & Fair Trade Program and the Enforcement Program.

The leadership, management and facilitation support of the delivery of these external outcomes are provided by three (3) programs. Leadership and organizational management are provided under the Leadership Program by the offices of the Honourable Minister and the CEO. The Policy program provides sound policy support to the external programs so as to ensure that the policies and operations of the Ministry are evidence-based and abide by its legal obligations. The Corporate Services Program facilitates the delivery of the organizational outputs of the Ministry through the provision of HR management, financial management, ICT management and office administration.

Details on the organizational outputs and structures of each program are discussed later in this summary.



## 1.3 Summary of MCCTIL Planned Major Reforms

The Ministry has established at the helm of this corporate plan a reform program for inclusive economic development through the engagement of the informal and grassroots stakeholders and economic empowerment of the poor.

The objective of the Ministry's Inclusive Economic Development Reform aims to reach the most vulnerable in society (working poor and the unemployed) so as to give them the opportunity to participate in economic development. The Ministry has redesigned its organisational outputs to reflect this objective by ensuring that our services extend to sectors where the poor work and where the poor live; that we build on the factors of production that the poor possess; that we address constraints which prevent the poor from starting a business; that we address constraints which prevent the poor from participating in export activities; that we address constraints which prevent the poor from finding employment; and that we contribute to improving the poor's access to basic goods and services through price control and regulation.

Guided by these objectives our key reform projects for the next three years are as follows:

**Table 1.2: Planned reform projects under the Ministry's Inclusive Economic Development Reform Program**

Reform Outputs	Reform Activities	Timeframe
<b>1. Grassroots Entrepreneurship &amp; Business Development Support Reform:</b> A strategy to increase grassroots participation in business and build their capacity to grow and be competitive	1. Cooperative Reform (Agriculture, Fisheries, Handicrafts, Retail/Wholesale)	FY2018/19
	2. Labour Mobility Entrepreneurship Reform	FY2019/2020
	3. Women Entrepreneurship Reform	FY2020/2021
	4. Youth Entrepreneurship Reform	
<b>2. Grassroots Export Development Support Reform:</b> A strategy to increase grassroots participation in export activities	1. Grassroots Handicraft Exports Program 2. Smallholder Agricultural Exports Program 3. Artisanal Fisheries Exports Program	FY2018/19 – FY2020/2021
<b>3. Diaspora Engagement for Inclusive Economic Development Reform:</b> A strategy to harness diaspora investments and remittances for inclusive economic development	1. Diaspora for Inclusive Economic Development Project	FY2018/19 – FY2020/2021
<b>4. Grassroots Employment Support Reform:</b> A strategy to facilitate the access of the informal sector to employment opportunities	1. Informal sector skills development and employment framework 2. Integration of informal sector interests into labour programs	FY2018/19- FY2020/2021
<b>5. Pro-Poor Price Control Reform:</b> A strategy to improve the access of the poor to basic goods and services through price regulation	1. Review of list of regulated goods to consider impact on poor	FY2018/19

## 1.4 Reasons for Major Changes in Recurrent Budget Allocations

Inclusive economic development is established in the TSDF 2015-2025 as a principal outcome of government. The significance of this strategic direction is evident in the prominent size of the informal sector and the rising rates of poverty and hardship in the country. The latest population census of 2016

revealed that 43 per cent of the economically active population of the country were either unemployed or underemployed in subsistence farming. The Household Income and Expenditure Survey 2015/16 also identified that the majority of those with paid wages and salaries are in sectors, which are predominantly informal in nature – agriculture, fisheries and forestry. The sizable scale of the informal sector in Tonga emphasises the critical need for government to develop an economic development approach that is inclusive of the grassroots sector.

The rising rates of poverty and hardship in the country also warrant a more targeted inclusive economic development approach that empowers the poor to achieve a higher standard of living. The percentage of the population living under the National Poverty Line was found to have increased from 16.2% in 2001 to 22.1% in 2015. Concurrent to this increase, is a substantial decline of 15.7% in household income between 2009 and 2015. These statistics underscore the need for government to prioritise a pro-poor inclusive development reform as a primary driver of economic development and prosperity in the country. These aspirations have prompted MCCTIL to establish this strategic reform as its primary focus for the next three years.

The major changes to the recurrent budget are to accommodate the Inclusive Economic Development Reform projects outlined in Table 1.2. The Ministry’s programs and sub-programs have all been re-designed to give priority to the delivery of the reform objectives.

## **1.4 MCCTIL Budget and Staffing**

The Ministry has undertaken a restructure of its budget to improve alignment with the Corporate Plan. Restrictions on the budget envelope however have limited a perfect alignment of the two. The budget and staff allocations for the delivery of the Ministry’s organizational outputs are provided in Tables 1.3 - 1.5.

**Table 1.3: MCCTIL Expenditure Budget**

Budget Categories (\$M)												
Total Budget	2016/17b	2016/17p	2016/17 r	2017/18 b	2017/18 p	2017/18 r	2018/19 b	2018/19 r	2019/20 b	2019/20 p	2020/21 b	2020/21 p
Established Staffs	2.50	2.00	2.48	1.42	1.03	2.45	2.13	<b>2.46</b>	2.17	<b>2.85</b>	<b>2.85</b>	<b>2.85</b>
Established Staff	0.05	0.06	0.06	0.04	0.01	0.04	\$0.06	<b>0.36</b>	<b>0.36</b>	<b>0.61</b>	<b>0.61</b>	<b>0.61</b>
Travel and Communication	0.49	0.66	0.87	0.32	0.52	0.83	0.87	<b>1.29</b>	1.28	<b>2.16</b>	<b>2.16</b>	<b>2.16</b>
Maintenance& Operation	0.47	0.38	0.45	0.32	0.13	0.46	0.32	<b>0.34</b>	0.34	<b>17.57</b>	<b>17.57</b>	<b>17.57</b>
Purchases of Goods& Services	0.86	0.79	2.56	0.44	1.89	2.33	2.56	<b>1.61</b>	1.61	<b>3.28</b>	<b>3.28</b>	<b>3.28</b>
Grant and Transfer	0.26	0.11	-	-	-	-	-	-	-	-	-	-
Contingency Fund	-	-	-	-	-	-	-	<b>0.04</b>	<b>0.04</b>	<b>0.04</b>	<b>0.04</b>	<b>0.04</b>
Assets	0.09	0.25	1.27	0.45	0.81	1.26	0.07	<b>0.19</b>	0.19	<b>0.19</b>	0.17	<b>0.19</b>
<b>Total Ministry Expenditure</b>	<b>4.72</b>	<b>4.25</b>	<b>7.69</b>	<b>2.99</b>	<b>4.39</b>	<b>7.37</b>	<b>6.01</b>	<b>6.29</b>	<b>5.99</b>	<b>26.70</b>	<b>26.68</b>	<b>26.70</b>

**Table 1.4: MCCTIL Recurrent Budget**

Recurrent Budget												
Total Budget	2016/17b	2016/17p	2016/17 r	2017/18 b	2017/18 p	2017/18 r	2018/19 b	2018/19 r	2019/20 b	2019/20 p	2020/21 b	2020/21 p
Established Staffs	2.50	2.00	2.48	1.42	1.03	2.45	2.13	<b>2.46</b>	2.17	<b>2.46</b>	2.17	<b>2.43</b>
Unestablished Staffs	0.05	0.06	0.06	0.04	0.01	0.04	\$0.06	<b>0.36</b>	<b>0.36</b>	<b>0.36</b>	<b>0.36</b>	<b>0.36</b>
Travel and Communication	0.49	0.66	0.87	0.32	0.52	0.83	0.87	<b>1.29</b>	1.28	<b>1.57</b>	1.26	<b>1.53</b>
Maintenance& Operation	0.47	0.38	0.45	0.32	0.13	0.46	0.32	<b>0.34</b>	0.34	<b>0.19</b>	0.19	<b>0.19</b>
Purchases of Goods & Services	0.86	0.79	2.56	0.44	1.89	2.33	2.56	<b>1.61</b>	1.61	<b>1.63</b>	1.57	<b>1.54</b>
Grant and Transfer	0.26	0.11	-	-	-	-	-	-	-	-	-	-
Contingency Fund	-	-	-	-	-	-	-	<b>0.04</b>	<b>0.04</b>	<b>0.04</b>	<b>0.04</b>	<b>0.04</b>
Assets	0.09	0.25	1.27	0.45	0.81	1.26	0.07	<b>0.19</b>	0.19	<b>4.62</b>	<b>4.62</b>	<b>4.62</b>
<b>Total Recurrent Expenditure</b>	<b>4.72</b>	<b>4.25</b>	<b>7.69</b>	<b>2.99</b>	<b>4.39</b>	<b>7.37</b>	<b>6.01</b>	<b>6.29</b>	<b>5.99</b>	<b>35.56</b>	<b>34.90</b>	<b>35.40</b>

**Table 1.5: MCCTIL Development Budget**

Development Budget												
Total Budget	2016/17b	2016/17p	2016/17 r	2017/18 b	2017/18 p	2017/18 r	2018/19 b	2018/19 r	2019/20 b	2019/20 p	2020/21 b	2020/21 p
Established Staffs	-	-	-	-	-	-	-	-	-	0.39	0.39	0.39
Unestablished Staff	-	-	-	-	-	-	-	-	-	0.25	0.25	0.25
Travel and Communication	-	-	-	-	-	-	-	-	-	0.59	0.59	0.59
Maintenance & Operation	-	-	-	-	-	-	-	-	-	17.38	17.38	17.38
Purchases of Goods & Services	-	-	-	-	-	-	-	-	-	1.65	1.65	1.65
Assets	-	-	-	-	-	-	-	-	-	4.43	4.43	4.43
<b>Total Ministry Development Expenditure</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>24.69</b>	<b>24.69</b>	<b>24.69</b>

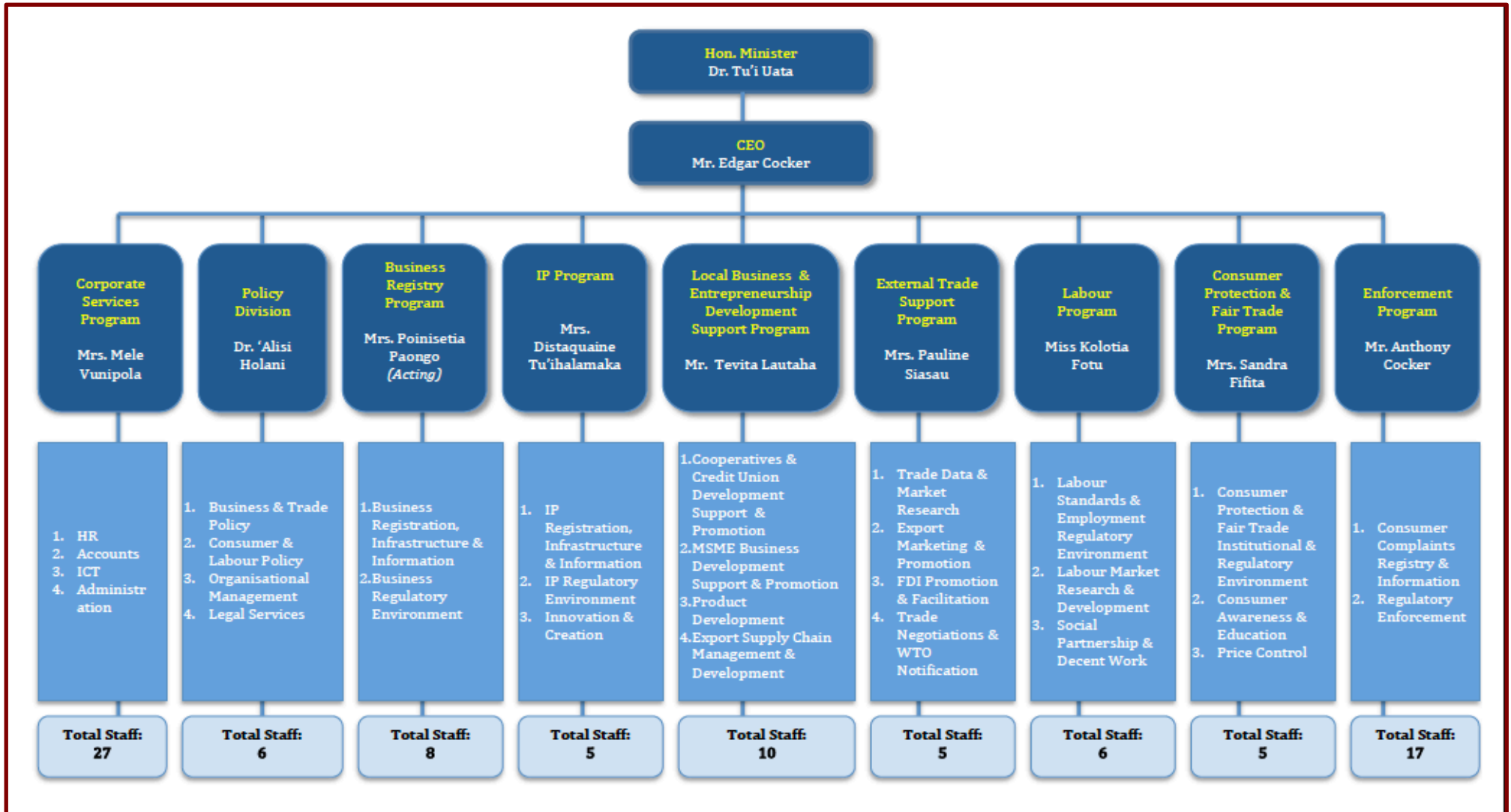
**Table 1.6: MCCTIL Human Resources**

Category	FY2014/14	FY2015/15	FY2016/16	FY2017/18	FY2018/19	FY2019/20	FY2020/21
<i>Established staff:</i>							
Executive Staff (Levels 0 to 2)	7	8	7	7	8	9	9
Professional Staff (Levels 3 to 9)	34	47	47	47	44	45	47
Other Staff (Levels 9A to 14A)	46	33	33	33	48	48	48
<b>Total Established Staff</b>	<b>87</b>	<b>88</b>	<b>87</b>	<b>87</b>	<b>100</b>	<b>102</b>	<b>104</b>
<i>Unestablished Staff</i>	6	6	7	9	0	0	0
<b>Total Staff</b>	<b>93</b>	<b>94</b>	<b>104</b>	<b>96</b>	<b>100</b>	<b>102</b>	<b>104</b>

## 1.5 MCCTIL Organization & Budget Structure

To deliver the organizational outcomes and outputs identified, the Ministry of Commerce, Consumer, Trade & Innovation adopts the structure in Figure 2 below.

Figure 2: MCCTIL Organizational Structure (as at 13 April 2018)



## 2 MCCTIL Programs and their Sub-Programs

### 2.1 Program 1: Leadership Program

#### Division(s)/Sub-Programs Responsible

The Leadership Program comprises of six (6) sub-programs. The first two sub-programs serves the Office of the Honourable Minister and the Office of the CEO.

The Corporate Services functions of the Ministry are also housed under the Leadership program yet under the administration of the Corporate Services Division. These functions comprise the remaining four (4) sub-programs, which are: Human Resources management; Administration management; Accounts; and ICT.

#### Major Customers

The key clients of the Leadership Program include both internal and external stakeholders. The Office of the Minister, the Office of the CEO and the Corporate Services sub-programs fundamentally operate to serve the internal programs/divisions of the Ministry. At the same time, the Office of the Minister and the Office of the CEO also provide advice and guidance to external stakeholders such as the Legislative Assembly, the Cabinet, development partners, businesses and consumers.

#### Program Results

The Office of the Minister and the Office of the CEO primarily manage the programs and the outputs of the Ministry. The Minister provides political leadership and direction to the Ministry's programs while the CEO oversees the management and delivery of the Ministry's outputs and provides leadership to the Ministry's programs.

They also contribute to the delivery of the Ministry's organizational outcomes through the provision of advice and guidance to external stakeholders.

The Corporate Services division entirely exists to facilitate the delivery of organizational outputs through the provision of responsive HR, financial, ICT and administration support to the internal programs and divisions of the Ministry.

#### Key Performance Indicators

The KPIs for the Leadership Program are aligned to the KPIs at the national outcomes level. They are as follows:

Outputs/ Outcome	KPI	2017/18 Baseline	2021/2022 Target	Source of Information
1. Office of the Minister	% Improvement in organizational outcomes per annum	1%	20%	MCCTIL CP
	% of MCCTIL performance gaps addressed per annum	50%	80%	MCCTIL CP
2. Office of the CEO	% Improvement in organizational outcomes per annum	1%	20%	MCCTIL CP
	% of MCCTIL performance gaps addressed per annum	50%	80%	MCCTIL CP
3. Human Resource Management	% of HR gaps in the CP addressed per annum	40%	80%	MCCTIL CP
4. Financial Management	% of HR gaps in the CP addressed per annum	40%	80%	MCCTIL

5. ICT Management	% of ITC gaps in the CP addressed per annum	40%	80%	MCCTIL CP
6. Administrative Management	% of Infrastructure gaps in the CP addressed per annum	40%	80%	MCCTIL CP

## Summary of Program 1: Budget, Staff & New Development Projects

The recurrent budget and staff appropriations for Program 1 in 2016/17 – 2018/19 are provided below.

Description	2016/17	2017/18	2018/19
<b>Total Recurrent (\$)</b>	<b>1,620,300</b>	<b>1,607,400</b>	<b>1,661,800</b>
Salaries	729,100	702,700	734,800
Operations	891,200	904,700	927,000
<b>Total Established Staff</b>	<b>25</b>	<b>32</b>	<b>33</b>
Executive Staff	2	3	3
Professional Staff	9	7	7
Other Staff	14	22	23
<b>Unestablished Staff</b>	<b>8</b>	<b>0</b>	<b>0</b>

The new development projects proposed in the Corporate Plan for Program 1 are provided below:

New Development Project	2018/19	2019/20	2020/21
Payment of outstanding rental arrears	96,000	0	0
New Office	1,000,000	1,000,000	1,000,000
<b>Total Estimate</b>	<b>1,096,000</b>	<b>1,000,000</b>	<b>1,000,000</b>

## Change in Program 1 from Last Corporate Plan and Budget

There have been no changes to the structure of the Leadership Program relative to the previous Corporate Plan.

Change from last CP&B	Ongoing	Minor change	Major Change	New

## 2.2 Program 2: Policy Program

### Division(s)/Sub-Programs Responsible

The Policy Program is administered by the Policy Division and is comprised of four(4) sub-programs. These sub-programs are:

- i) Trade & Business Development Policy
- ii) Consumer Protection, Fair Trade & Labour Policy
- iii) Organizational Planning & Performance Management
- iv) Legal Services

### Major Customers

The Policy program exists as an internal program whose key customers are the programs and line divisions of the Ministry.

## Program Results

The key outputs of the Policy program are linked to the requirements of the line divisions of the Ministry. The first output is targeted at delivering sound and evidence-based policy advice and support to the Business Registry, IP, Local Business & Entrepreneurship Support and External Trade Support programs. Similarly, the second output is focused on delivering sound and evidence-based policy advice and support to the Consumer Protection & Fair Trade division, the Enforcement division and the Labour division.

The Policy Division also supports the delivery of the organizational outputs of line programs through the provision of organizational planning and management support, as well as legal services including legal advice and counsel.

## Key Performance Indicators:

Outputs/Outcome	KPI	2017/18 Baseline	2021/2022 Target	Source of Information
1. Trade & Business Development Policy	% of policy gaps in the CP addressed per annum	50%	80%	MCCTIL CP
2. Consumer Protection, Fair Trade & Labour Policy	% of policy gaps in the CP addressed per annum	50%	80%	MCCTIL CP
3. Organizational Management Planning & Performance Evaluation	% of required organizational management reports submitted to CEO and Minister within the required timeframe	40%	80%	MCCTIL
4. Legal Services	% of legal gaps in the CP addressed per annum	60%	80%	MCCTIL CP

## Summary of Program 2: Budget, Staff & New Development Projects

The total recurrent budget for Program 2 in 2016/17 – FY2018/19 are provided below.

Description	2016/17	2017/18	2018/19
<b>Total Recurrent (\$)</b>	<b>355,400</b>	<b>651,800</b>	<b>483,600</b>
Salaries	267,700	312,000	193,800
Operations	87,700	339,800	289,800
<b>Total Established Staff</b>	<b>11</b>	<b>6</b>	<b>6</b>
Executive Staff	1	1	1
Professional Staff	9	4	4
Other Staff	1	1	1
<b>Unestablished Staff</b>	<b>0</b>	<b>0</b>	<b>0</b>

The new development projects proposed in the Corporate Plan for Program 1 are provided below:

New Development Project	2018/19	2019/20	2020/21
Organizational Management Project	50,000	20,000	20,000
i) Process Mapping by divisional outputs			
ii) Digitization of process maps			



iii) Development of organizational management system			
<b>Total Estimate</b>	50,000	20,000	20,000

### Change in Program 2 from Last Corporate Plan and Budget

The Policy program has undergone some minor changes relative to the last corporate plan due to the need to improve its responsiveness to the policy requirements of line divisions. For this reason, the sub-programs were redesigned to specifically focus on specific outputs.

In addition, the Public Private Partnership function has been removed from the Policy program. Further policy research was required to determine the best PPP framework for the delivery of the Ministry's output and under which program it should be best delivered. The appropriate program for PPP will be determined in FY2018/19.

<b>Change from last CP&amp;B</b> [colour the appropriate cell]	Ongoing	Minor change	Major Change	New
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## 2.3 Program 3: Business Registry Program

### Division(s)/Sub-Programs Responsible

The Business Registry Program is comprised of two(2) sub-programs. They are:

- i) Business Registration, Infrastructure and Information
- ii) Business Regulatory Framework

### Major Customers

The Business Registry Program serves a wide range of formal business enterprises. They include:

1. Sole traders
2. Companies
3. Partnerships
4. Potential entrepreneurs
5. Foreign investors and potential foreign investors
6. Credit Unions & Cooperatives
7. Charitable Trusts
8. Incorporated Societies

### Program Results

The Business Registry program primarily aims at promoting an enabling business environment that is conducive to inclusive, sustainable and resilient economic growth. It contributes to the achievement of this organizational outcome through:

- i) the development and implementation of a strategy to provide efficient business registries, infrastructure and information; and
- ii) the development and implementation of a strategy to improve the local business regulatory framework

### Key Performance Indicators:

Outputs/Outcome	KPI	2017/18 Baseline	2021/2022 Target	Source of Information
i) Business Registration, Infrastructure and Information	Starting a Business Ranking	53	45	World Bank Doing Business Index

ii) Business Regulatory Framework	Number of improvements in the 10 Doing Business topics per year	2	7	World Bank Doing Business Index
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### Summary of Program 3: Budget, Staff & New Development Projects

The total recurrent budget for Program 3 in 2016/17 – FY2018/19 are provided below.

Description	2016/17	2017/18	2018/19
<b>Total Recurrent (\$)</b>	<b>390,000</b>	<b>534,700</b>	<b>496,700</b>
Salaries	259,100	214,200	191,200
Operations	130,900	320,500	305,500
<b>Total Established Staff</b>	<b>8</b>	<b>8</b>	<b>8</b>
Executive Staff	1	0	0
Professional Staff	3	4	4
Other Staff	4	4	4
<b>Unestablished Staff</b>	<b>0</b>	<b>0</b>	<b>0</b>

The new development projects proposed in the Corporate Plan for Program 3 are provided below:

New Development Project	2018/19	2019/20	2020/21
Transition Plan for Informal Businesses	80,000	10,000	100,000
i) Design of transition plan and regulatory roadmap			
ii) Outreach programs to the informal sector			
iii) Education and awareness activities on transition programme			
iv) Facilitation of business registration			
v) Regulatory reforms			
vi) Incentives Package for Transition			
<b>Total Estimate</b>	<b>80,000</b>	<b>10,000</b>	<b>100,000</b>

### Change in Program 3 from Last Corporate Plan and Budget

The Business Registry has undergone some minor changes relative to the last corporate plan due to the need to address key constraints to the impact of their services on their targeted organizational outcome. It was evident that Tonga's ranking in the Doing Business Index has drastically deteriorated since FY2015/16 due to the lack of a targeted focus in the last corporate plan on improving the regulatory environment for ease of doing business in Tonga. For this reason, a new sub-program specifically focused on the business regulatory environment has been included in the Business Registry Program for this corporate plan phase.

In addition, the new sub-program is also re-designed to incorporate the Transition Strategy for Informal Enterprises – an initiative under the Ministry's Inclusive Economic Development Reform for the next three years. This new reform strategy is focused on facilitating and providing the regulatory environment that supports the transition of informal businesses to the formal sector so as to increase the economic base and support long-term economic development.

<b>Change from last CP&amp;B</b>	Ongoing	Minor change	Major Change	New
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## 2.4 Program 4: IP Program

### Division(s)/Sub-Programs Responsible

The Intellectual Property (IP) Program is comprised of three (3) sub-programs. They are:

- i) IP Registration, Infrastructure and Information;
- ii) IP Regulatory Framework; and
- iii) Innovation & Creativity

### Major Customers

The IP Program serves key clients who use IP to strengthen their business competitiveness and contribute to growth. These include:

- 1. Inventors and creators
- 2. IP owners (patent owners, industrial design owners, etc)

### Program Results

Similar to the Business Registry Program, the IP program also aims at promoting an enabling business environment that is conducive to inclusive, sustainable and resilient economic growth. It contributes to the achievement of this organizational outcome through:

- i) the development and implementation of a strategy to provide efficient IP registries, infrastructure and information; and
- ii) the development and implementation of a strategy to improve the local IP regulatory framework
- iii) the development and implementation of a strategy to promote innovation and creativity

### Key Performance Indicators:

Outputs/Outcome	KPI	2017/18 Baseline	2021/2022 Target	Source of Information
i) IP Registration, Infrastructure and Information	Starting a Business Ranking	53	45	World Bank Doing Business Index
ii) Intellectual Property Regulatory Framework	IP contribution to business growth	1%	3%	MCCTIL – IP Audit
iii) Innovation & Creativity				

### Summary of Program 4 Budget & Staff

The total recurrent budget for Program 4 in 2016/17 – FY2018/19 are provided below.

Description	2016/17	2017/18	2018/19
<b>Total Recurrent (\$)</b>	<b>595,000</b>	<b>767,400</b>	<b>877,400</b>
Salaries	153,000	109,000	154,000
Operations	442,000	658,400	723,000
<b>Total Established Staff</b>	<b>3</b>	<b>5</b>	<b>5</b>
Executive Staff	0	1	1
Professional Staff	3	4	4
Other Staff	0	0	0
<b>Unestablished Staff</b>	<b>0</b>	<b>0</b>	<b>0</b>

The new development projects proposed in the Corporate Plan for Program 4 are provided below:

New Development Project	2018/19	2019/20	2020/21
i) Head of IP Office Conference for Copyrights	20,000		
ii) Head of IP Office Conference for Copyrights	20,000		
iii) IP Audit	50,000		50,000
iv) Collective Management Organisation awareness activities	30,000	30,000	30,000
<b>Total Estimate</b>	<b>120,000</b>	<b>30,000</b>	<b>80,000</b>

### Change in Program 4 from Last Corporate Plan and Budget

The IP Program has undergone some minor changes relative to the last corporate plan due to promote a more targeted approach to the use of IP as a tool for business growth. The sub-programs for this program has therefore been redesigned to include targeted strategies to improve ease of IP registration and access to IP information, as well as the provision of a proactive regulatory reform program to improve the local IP environment. In addition, a new sub-program has been included to focus on the promotion of IP as a tool for strengthening business competitiveness and supporting innovation.

Change from last CP&B	Ongoing	Minor change	Major Change	New

## 2.5 Program 5: Local Business & Entrepreneurship Support Program

### Division(s)/Sub-Programs Responsible

The Local Business & Entrepreneurship Support Program is comprised of four (4) sub-programs. They are:

- i) Cooperatives & Credit Union Development Support & Promotion;
- ii) MSME Business Development Support & Promotion;
- iii) Product Development; and
- iv) Export Supply Chain Management & Development

### Major Customers

The key customers of the Local Business & Entrepreneurship Support Program are local businesses and entrepreneurs both in the informal as well as in the formal sectors. These include:

1. Existing and potential MSMEs
2. Existing and potential cooperatives and credit unions
3. Agricultural smallholder farmers
4. Artisan fishermen and aquaculture farmers
5. Women entrepreneurs
6. Handicraft makers
7. Youth entrepreneurs
8. Local manufacturers
9. Local exporters

### Program Results

The Local Business & Entrepreneurship Development Support Program focuses on the provision of targeted support to build the productive capacity of local businesses. It contributes to the achievement of this organizational outcome through:

- i) the development and implementation of a strategy to promote and support the development of cooperatives and credit unions
- ii) the development and implementation of a strategy to promote and support the development of MSMEs
- iii) the development and implementation of a strategy to promote locally manufactured products; and
- iv) the development and implementation of a strategy to address supply-side constraints to export development

### Key Performance Indicators:

Outputs/Outcome	KPI	2017/18 Baseline	2021/2022 Target	Source of Information
Cooperatives & Credit Union Development Support and Promotion	Number of cooperative start-ups supported per annum, by sector and by island group	Ttp: 7 Vv: 5 Hp: 4 Eua:0 Niuas: 1	Ttp: 25 Vv: 15 Hp: 10 Eua: 5 Niuas: 3	MCCTIL Cooperative registry
	Number of credit union start-ups supported per annum - by island group	Ttp: 5 Vv: 0 Hp: 0 Eua:0 Niuas: 0	Ttp: 10 Vv: 5 Hp: 3 Eua: 2 Niuas: 2	MCCTIL Credit Union registry
MSME Business Development Support and Promotion	Number of MSME start-ups supported per annum, by island group	Ttp: 10 Vv: 0 Hp: 0 Eua:0 Niuas: 0	Ttp: 50 Vv: 30 Hp: 10 Eua:5 Niuas: 5	MCCTIL MSME Registry
	Number of MSME start-ups supported per annum, by sector	Agriculture: Fisheries: Tourism: Manufacturing/H andicrafts: Retail:	Agriculture: 30 Fisheries: 10 Tourism: 5 Manufacturing/Han dicrafts: 35 Retail: 20	
	% of supported MSMEs registered in the formal business registry	0	30%	
Product Development	Number of import substitution products supported per annum	2	5	Buy Tonga Made Registry
	% increase in the sales of import substitution products supported by MCCTIL, per annum	N/A	10%	
Supply Chain Development & Management	Number of exports with trade facilitation plans	0	10	MCCTIL

## Summary of Program 5 : Budget, Staff, New Development Projects

The total recurrent budget for Program 5 in 2016/17 – FY2018/19 are provided below.

Description	2016/17	2017/18	2018/19
<b>Total Recurrent (\$)</b>	<b>807,400</b>	<b>2,067,900</b>	<b>680,100</b>
Salaries	263,700	259,200	154,000
Operations	543,700	1,808,700	526,100
<b>Total Established Staff</b>	<b>10</b>	<b>10</b>	<b>10</b>
Executive Staff	0	0	0
Professional Staff	8	7	7
Other Staff	2	3	3
<b>Unestablished Staff</b>	<b>0</b>	<b>0</b>	<b>0</b>

The new development projects proposed in the Corporate Plan for Program 5 are provided below:

New Development Project	2018/19	2019/20	2020/21
i) Cooperatives Outreach & Promotion	212,100	212,100	212,100
ii) Cooperatives Set-Up & Registration	89,000	89,000	89,000
iii) Cooperatives BDS	48,300	48,300	48,300
iv) Cooperatives Microfinance	14,439,000	14,439,000	14,439,000
v) Local Manufacturing Product Development	1,303,000	1,303,000	1,303,000
vi) Production Inputs Pool	275,000	275,000	275,000
vii) Export Facilitation	895,000	895,000	895,000
viii) Supply Chain Management	154,000	154,000	154,000
ix) Cooperative Store	5,115,000	5,115,000	5,115,000
<b>Total Estimate</b>	<b>22,530,400</b>	<b>22,530,400</b>	<b>22,530,400</b>

## Change in Program 5 from Last Corporate Plan and Budget

The Local Business & Entrepreneurship Support Program has been subject to major change to accommodate the Inclusive Economic Development reform program that the Ministry has established as the primary focus of this Corporate Plan. Due to the need to give priority to the informal sector, a new sub-program/output has been established to cater for the promotion and development of cooperatives and credit unions.

In addition, the Ministry has also undertaken a thorough analysis of the supply-side and demand-side aspects of promoting export development and improving market access for Tongan exports. It was evident that both demand and supply sides were crucial hence a new sub-program was established in this program to focus on addressing supply-side constraints to market-access and the promotion of export development. This analysis also prompted the movement of the Foreign Investment sub-program to the External Trade Program given its prominence in international trade.

Change from last CP&B	Ongoing	Minor change	Major Change	New

## 2.6 Program 6: External Trade Support Program

### Division(s)/Sub-Programs Responsible

The External Trade Support Program is comprised of four (4) sub-programs. They are:

- i) Trade data & Market Research;
- ii) Export Marketing & Promotion;
- iii) FDI Promotion and Facilitation; and
- iv) Trade Negotiations & WTO Notifications

### Major Customers

The key clients of the External Trade Support Program are stakeholders who are engaged in international trade in goods and services. These include:

1. Small-scale exporters
2. Export-ready businesses who have not exported
3. Informal growers/farmers/artisan fishermen/handicraft makers
4. Importers
5. Foreign investors
6. Domestic businesses/investors
7. Labour mobility workers/Unemployed
8. General Public
9. WTO and FTA parties

### Program Results

The External Trade Support Program is primarily focused on delivering targeted support to increase and diversify Tongan exports and promote FDI. It contributes to the achievement of this organizational outcome through:

- i) the development and implementation of a strategy to identify new exports products/markets through trade data analysis and research
- ii) the development and implementation of a strategy to increase market access through targeted marketing and promotion
- iii) the development and implementation of a strategy to increase foreign investment inflows; and
- iv) the development and implementation of a strategy to increase market access and advance Tonga's gains from international trade

### Key Performance Indicators:

Outputs/ Outcome	KPI	2017/18 Baseline	2021/2022 Target	Source of Information
Trade data and Market Research	Number of new potential export markets - per sector	N/A	10	Customs Department
	Number of new potential value-added export products - per sector	N/A	5	Customs Department
	Number of new potential export products-per sector	N/A	Agriculture: 5 Fisheries: 3 Handicrafts: 3	Customs Department

Export Marketing and Promotion	Number of established export pathways for quarantine approved products - per sector	3	8	Customs Department
FDI Promotion and Facilitation	Number of foreign investment promotion programs - per identified foreign investment sector	1	4	MCCTIL - FIRC registry
Trade Negotiations and WTO Notifications	Number of trade barriers identified and addressed in Tonga's FTA negotiation positions	1	5	Customs Department
	% increase in market access as a result of FTA trade negotiations	0%	5%	MCCTIL

### Summary of Program 6: Budget, Staff and New Development Projects

The total recurrent budget for Program 6 in 2016/17 – FY2018/19 are provided below.

Description	2016/17	2017/18	2018/19
<b>Total Recurrent (\$)</b>	<b>192,200</b>	<b>1,279,200</b>	<b>1,302,500</b>
Salaries	0	47,100	70,300
Operations	192,200	1,232,100	1,232,200
<b>Total Established Staff</b>	<b>1</b>	<b>5</b>	<b>5</b>
Executive Staff	1	1	1
Professional Staff	0	4	4
Other Staff	0	0	0
<b>Unestablished Staff</b>	<b>0</b>	<b>0</b>	<b>0</b>

### Change in Program 6 from Last Corporate Plan and Budget

Similar to the Local Business & Entrepreneurship Development Support Program, the External Trade Support Program has also been subject to major change to accommodate the Inclusive Economic Development reform program of the Ministry. The gap analysis undertaken by the Ministry identified that one of the primary reasons for the limited level of diversification in Tonga's exports is the lack of a dedicated market research program for exports. The outputs have there been redesigned to include a dedicated market research sub-program and to establish a more proactive marketing capacity within the Ministry to increase market access for Tongan exports as well as diversify Tonga's export products and export markets. Within this capacity is a specific focus on increasing market access for exports produced by grassroots farmers, fishermen and handicraft makers.

The gap analysis undertaken by the Ministry also identified the lack of a focus on promoting foreign direct investment. A new sub-program has therefore been established to cater for this need. The trade negotiation sub-program was also revised to address Tonga's outstanding notification obligations to the WTO.

<b>Change from last CP&amp;B</b>	Ongoing	Minor change	<b>Major Change</b>	New
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## 2.7 Program 7: Labour Program

### Division(s)/Sub-Programs Responsible

The Labour Program is comprised of three (3) sub-programs. They are:

- i) Labour Standards & Employment Regulatory Environment;
- ii) Labour Market Research and Development; and
- iii) Social Partnership & Decent Work

### Major Customers

The key clients of the Labour Program are stakeholders in the labour market. These include:

1. Informal workers and self-employers
2. Formal workers
3. Formal employers

### Program Results

The primary organizational outcome of the Labour Program is the promotion of skilled and safe workplaces to support business growth, decent work and higher labour participation. It contributes to the achievement of this outcome through:

- i) the development and implementation of a strategy to improve the labour regulatory environment;
- ii) the development and implementation of a strategy to provide accurate labour market information; and
- iii) the development and implementation of a strategy to promote tri-partism and social dialogue for decent work

### Key Performance Indicators:

Outputs/ Outcome	KPI	2017/18 Baseline	2021/2022 Target	Source of Information
i) Labour Standards & Employment Regulatory Environment	Number of improvements in the Labour Regulation Indicator	1	3	World Bank Doing Business Index
ii) Labour Market Research & Development	Number of Labour Market Information publications disseminated per annum	0	3	MCCTIL
iii) Social Partnership for Decent Work	% decrease in the number of identified non-compliance with ERB	0	5%	MCCTIL - Labour Market Survey

## Summary of Program 7: Budget, Staff & New Development Projects

The total recurrent budget for Program 7 in 2016/17 – FY2018/19 are provided below.

Description	2016/17	2017/18	2018/19
<b>Total Recurrent (\$)</b>	<b>302,300</b>	<b>389,300</b>	<b>357,600</b>
Salaries	200,000	199,100	167,400
Operations	102,300	190,200	190,200
<b>Total Established Staff</b>	<b>7</b>	<b>6</b>	<b>6</b>
Executive Staff	1	1	1
Professional Staff	4	3	3
Other Staff	2	2	2
<b>Unestablished Staff</b>	<b>0</b>	<b>0</b>	<b>0</b>

The new development projects proposed in the Corporate Plan for Program 7 are provided below:

New Development Project	2018/19	2019/20	2020/21
<b>Labour Framework for the Informal Sector</b>	87,656	32,600	32,600
i) Research & Analysis	(32,600 for salaries)		
ii) Design of Framework to reflect needs of the informal sector			
iii) Submission of Framework to Cabinet			
iv) Integration of framework to Labour functions			
<b>Total Estimate</b>	<b>87,656</b>	<b>32,600</b>	<b>32,600</b>

### Change in Program 7 from Last Corporate Plan and Budget

Moderate changes have been made to the Labour Program relative to the previous Corporate Plan. The objective of these changes was to accommodate the informal sector as per the aspirations of the Ministry's Inclusive Economic Development Reform Program. There was also a need to establish a new sub-program to focus on the enforcement of the Employment Relations Bill, which is envisaged to be enacted in FY2018/19.

Change from last CP&B	Ongoing	Minor change	Major Change	New

## 2.8 Program 8: Consumer Protection & Fair Trade Program

### Division(s)/Sub-Programs Responsible

The Consumer Protection & Fair Trade Program is comprised of three (3) sub-programs. They are:

- i) Consumer Protection & Fair Trade Institutional and Regulatory Environment;
- ii) Consumer Awareness & Education; and
- iii) Price Control

### Major Customers

The key clients of the Consumer Protection & Fair Trade Program are primarily consumers. However, the program also provides services to registered businesses including:

1. Distributors (wholesalers, importers)

2. Retailers (shops and service stations)
3. Regulated service providers (taxis, heavy trucks, buses)
4. Suppliers of petroleum and LPG

## Program Results

The primary organizational outcome of the Consumer Protection & Fair Trade Program is the promotion of a robust consumer protection and fair trade regime that shapes consumer and business behaviour. It contributes to the achievement of this outcome through:

- i) the development and implementation of a strategy to improve the consumer regulatory environment;
- ii) the development and implementation of a strategy to empower consumers through increased consumer awareness and education; and
- iii) the development and implementation of a strategy to protect consumer interests through price control

## Key Performance Indicators:

Outputs/ Outcome	KPI	2017/18 Baseline	2021/2022 Target	Source of Information
i) Consumer Protection & Fair Trade Institutional and Regulatory Environment	Number of planned regulatory reforms completed each year	1	3	MCCTIL
ii) Consumer Awareness Campaign and Education	Number of awareness and education programs per annum	3	5	MCCTIL
	Number of participants (likes/targeted audience)	50	200	MCCTIL
iii) Price Control	% change in annual average prices of petroleum and LPG	N/A	2%	MCCTIL price control database
	% change in annual average prices regulated goods	N/A	5%	MCCTIL price control database

## Summary of Program 8: Budget, Staff & New Development Projects

The total recurrent budget for Program 8 in 2016/17 – FY2018/19 are provided below.

Description	2016/17	2017/18	2018/19
<b>Total Recurrent (\$)</b>	<b>419,700</b>	<b>401,400</b>	<b>420,800</b>
Salaries	123,600	124,500	143,900
Operations	296,100	276,900	276,900
<b>Total Established Staff</b>	<b>4</b>	<b>5</b>	<b>5</b>
Executive Staff	1	1	1
Professional Staff	3	4	4
Other Staff	0	0	0
<b>Unestablished Staff</b>	<b>0</b>	<b>0</b>	<b>0</b>

The new development projects proposed in the Corporate Plan for Program 8 are provided below:

New Development Project	2018/19	2019/20	2020/21
<b>Review of Regulated Goods &amp; Services</b>	50,000	0	0
i) Survey & Data Collection			
ii) Data Analysis			
iii) Review of regulated goods and services			
iv) Submission to CA for approval			
<b>Total Estimate</b>	<b>50,000</b>		

### Change in Program 8 from Last Corporate Plan and Budget

Minor changes have been made to the Labour Program relative to the previous Corporate Plan. While no new sub-programs have been added, the previous Consumer Development sub-program was re-designed to cater for the required need to establish a dedicated capacity within this program to address regulatory constraints to the protection of consumer interests and promotion of fair trade.

Change from last CP&B	Ongoing	Minor change	Major Change	New

## 2.9 Program 9: Enforcement Program

### Division(s)/Sub-Programs Responsible

The Enforcement Program is comprised of two (2) sub-programs. They are:

- i) Consumer Complaints Registry & Information; and
- ii) Regulatory Enforcement

### Major Customers

The key clients of the Enforcement Program are similar to those of the Registry Program and the Consumer Program. They are:

1. Consumers
2. Distributors (wholesalers, importers)
3. Retailers (shops and service stations)
4. Regulated service providers (taxis, heavy trucks, buses)
5. Suppliers of petroleum and LPG
6. All registered businesses

### Program Results

The Enforcement Program shares the same organizational outcome as the Consumer Protection & Fair Trade Program for the promotion of a robust consumer protection and fair trade regime that shapes consumer and business behaviour. It contributes to the achievement of this outcome through:

- i) the development and implementation of a strategy to empower consumers by providing information on regulations and the registration of consumer complaints; and
- ii) the development and implementation of a strategy to increase business regulatory compliance

### Key Performance Indicators:

Outputs/ Outcome	KPI	2017/18 Baseline	2021/2022 Target	Source of Information
i) Consumer Complaints Registry and Information	Number of days for registration and submission to enforcement team	3 days	1 day	MCCTIL
ii) Regulatory Enforcement - A strategy to increase business compliance with regulations	% of complaints resolved within the regulated timeframe of 5 days	60%	80%	MCCTIL
	Number of business compliance issues resolved per annum	70%	90%	MCCTIL

### Summary of Program 9: Budget, Staff & New Development Projects

The total recurrent budget for Program 9 in 2016/17 – FY2018/19 are provided below.

Description	2016/17	2017/18	2018/19
<b>Total Recurrent (\$)</b>	<b>441,400</b>	<b>576,100</b>	<b>575,800</b>
Salaries	344,600	373,200	372,900
Operations	96,800	202,900	202,900
<b>Total Established Staff</b>	<b>17</b>	<b>17</b>	<b>17</b>
Executive Staff	0	0	0
Professional Staff	7	7	7
Other Staff	10	10	10
<b>Unestablished Staff</b>	<b>0</b>	<b>0</b>	<b>0</b>

### Change in Program 9 from Last Corporate Plan and Budget

Minor changes have been made to the Enforcement Program relative to the previous Corporate Plan. It was evident that the previous sub-program of Risk-Management was part of the regulatory enforcement work and was therefore combined with the Regulatory Enforcement sub-program under one sub-program.

It is also acknowledged that the Enforcement Program is required to work closely and be responsive to the Business Registry and Consumer Protection & Fair Trade programs. The activities of the Enforcement Program have therefore been redesigned to reflect this requirement.

<b>Change from last CP&amp;B</b>	Ongoing	Minor change	Major Change	New
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## Annex 1: Detailed Stakeholder Analysis

Stakeholder	Customer of MCCTIL	Supplier to MCCTIL	Partner with MCCTIL	Oversight of MCCTIL
	<b>Received from/provided to MCCTIL</b>			
<b>Businesses</b>	Advice; guidance; instructions; services; information.	Feedback on service delivery; commercial goods; services.	Support of the MCCTIL CP; co-implementers of PS development strategies.	Monitor; petition
<b>General Public (consumers)</b>	Advice; services; information.	Feedback on service delivery.		Vote; petition
<b>MDAs</b>	Advice; information.	Information; advice.	Operating effectiveness of government; support of the MCCTIL CP (through coordinated activities on key outputs).	Oversight by PSC & MFNP – policy and operations.
<b>Development Partners</b>	Advice; instructions, services; information.	Development assistance and advice	Delivery of aid funded programs	Oversight of the development fund utilization through the MFNP.
<b>NSA, CSO, Churches</b>	Services; information.	Information.		Monitor; petition
<b>Cabinet</b>	Advice; recommendations; information.	Decisions.	Operating effectiveness of government.	Direction.
<b>LA</b>	Advice; recommendations; information.	Decisions; legislation.		Direction.
<b>Public Enterprises</b>			Support of MCCTIL CP	

## Annex 2: MCCTIL Statutory Legislations

LEGISLATIONS		PURPOSE
<b>1</b>	Licences (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 2012	For the administration and enforcement of the Business License Act and amendments.
<b>2</b>	Registration of Business Name Act 2013	To provide for the registration of all registered businesses business names.
	Registration of Business Name Regulations 2014	For the administration of the Business Name Act.
<b>3</b>	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 Companies (Amended) Regulations 2014	For the administration of the Companies Act
<b>4</b>	Foreign Investment Act 2002	Investment promotion and attraction and to protect local investors/Tongans businesses in activities that are reserved for Tongans
	Foreign Investment Regulation 2006	For the administration of the Foreign Investment Act
<b>5</b>	Consumer Protection Act 2000	To protect consumer interests and to establish measures to enable consumers to obtain redress
	Consumer Protection (Product Safety And Labelling Standards) Regulation 2006	To administer product safety and labelling standards as prescribed under the Consumer Protection Act.
<b>6</b>	Prices & Wages Control Act 1988	To establish the Competent Authority and to ensure measures to regulate prices and wages
<b>7</b>	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
<b>8</b>	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
<b>9</b>	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
<b>10</b>	Industrial Property Act 1994 Industrial Property (Amendment) Act 1999 Industrial Property (Amendment) Act 2002 Industrial Property (Amendment) Act 2009	For the protection of industrial properties, namely-patent, integrated circuit, industrial design and trademarks
	Industrial Property Regulations 2000 Industrial Property (Amendment) Regulations 2010	For the administration of the industrial property Act-patent, integrated circuit, industrial design and trademarks
<b>11</b>	Copyrights Act	For the protection of literary and artistic works
<b>12</b>	Geographical Indications Act 2002	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
<b>13</b>	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	
<b>14</b>	Protection against Unfair Competitions Act	For the protection of intellectual property assets (Industrial properties and Copyright) from competitors
<b>15</b>	Personal Property Securities Act 2010	For promoting commerce by facilitating business and consumer credit with a unified set of rules on the taking of personal property as security and similar transactions.
	Personal Property Securities Regulations 2011	To provide administration rules to the Personal Property Act
<b>16</b>	Cooperative Societies Act 1988 (revised edition)	To regulate the operations of Cooperative Societies in Tonga
	Cooperative Societies Rules	To administer the Cooperative Societies Act
<b>17</b>	Credit Unions Act	To regulate the operations of Credit Unions in Tonga



