



**ANNUAL REPORT
FOR FINANCIAL
YEAR 2018/2019**



Government of Tonga

**MINISTRY OF TRADE
& ECONOMIC
DEVELOPMENT**

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List of Abbreviations:

- 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) **PPSA** (Personal Property Security Act) allows registration of personal properties using as collateral to ensure first priorities.
- k) **MSME** (Micro, Small, Medium Enterprises)
- l) **MTED** (Ministry of Trade and Economic Development)

A. FOREWORD STATEMENT

Minister of Trade & Economic Development

I am pleased to present the Annual Report for 2018/2019 financial year (i.e. July, 2018 to June, 2019) for the Ministry of Trade and Economic Development (MTED). This report highlights the key achievements of the Ministry during the 2018/2019 financial year.

The Ministry of Trade and Economic Development continues to support the development of programs and initiatives to contribute towards '*a progressive Tonga supporting a higher quality of life for all*' and more specifically on achieving '*a more inclusive, sustainable and dynamic knowledge-based economy*'.

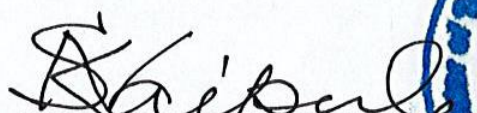
During the financial year 2018/2019, the Ministry established a reform program in its Corporate Plan for 2018/2019-2020/2021 for inclusive economic development through the engagement of the informal and grassroots stakeholders and economic empowerment of the poor. The objective of the Ministry's Inclusive Economic Development Reform is to reach the most vulnerable in society (*working poor and the unemployed*) so as to give them the opportunity to participate in economic development. In line with its Inclusive Economic Development Reform, the Ministry change its name to Ministry of Trade & Economic Development and was effective as of 4th March, 2019.


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 596 new business licenses, 55 new company registration, 44 new foreign investment and 296 new business names registered in July 2018-June 2019.

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. 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 Tonga.

Respectfully,


.....
Hon. Samiu Kuita Vaipulu
Minister for Trade & Economic Development



B.PREFACE

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

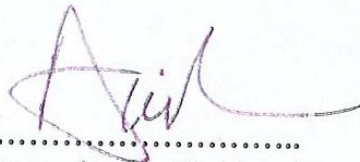
Dear Honourable Minister,

Re: Annual Year Report for the 1st July 2018– 30th June 2019.

I have the pleasure of submitting the Annual Year Report of the Ministry of Trade & Economic Development which was formerly known as the Ministry of Commerce, Consumer, Trade, Innovation and Labour (MCCTIL) for the financial year that commenced on the 1st July 2018 and ended on the 30th June 2019. This report incorporates all the activities undertaken and accomplished by the Ministry during this period.

On behalf of the staffs of the Ministry of Trade & Economic Development, I take this opportunity to thank the Government for its continuous support and contribution to achieving the Ministry's objectives as provided in the National Strategic Development Framework II (TSDF II) 2015-2025 and the Ministry's Corporate Plan 2018/19 – 2020/2021.

Sincerely,



.....
Distaquaine Tu'ihalama
Chief Executive Officer

Ministry of Trade & Economic Development



C.EXECUTIVE SUMMARY FOR MTED OVERALL PERFORMANCE

This section highlights the key activities that were delivered by the Ministry's nine (9) divisions during the 2018-2019 financial year.

Program 1: Leadership & Corporate Services Program

The Leadership and Corporate Services Division continued to provide direction and support to all line divisions to ensure the successful implementations of their activities. The total recurrent budget for the Ministry for the 2018/2019 financial year was \$7,708,400. At the end of the financial year, 70.6% of the budget were utilized, collected 73% of its targeted revenue collection and filled (15) established positions. It also managed the Ministry's information and repaired and maintained its ICT software and hardware. Also, it continued to managed the Ministry's resources and ensure that a safe and secure work environment is provided for all staffs.

Program 2: Policy Program

The Policy Division successfully coordinated the development of the Ministry's Corporate Plan for 2018/2019-2020/2021 and the Annual Management Plan 2018/2019. It also conducted some preliminary policy work on the Public Private Partnership Framework, Buy Tonga Made, Review of the Business License Reform Roadmap, IP Regulatory Reform Roadmap and an Informal Sector Survey.

Program 3:Business Registry Program

The Business Registry Program continued with processing of business applications and at the end of the financial year 55 new companies were registered, 596 new business licenses were issues, 296 new Business Names were registered, 44 new applications for Foreign Investment, 56 new Incorporated Societies and 5 new Charitable Trust.

Program 4:Intellectual Property Program

The Intellectual Property Program managed to developed an IP legal and Policy Reform Roadmap during the financial year. It also reviewed the requirements for Tonga's accession to the Madrid Agreement and will seek Cabinet's approval in preparation for the Madrid Protocol. IPAS was also upgraded from V2.7 to V3.4 to enhance business processes and data quality improvement. Online IP database were improved and work flow for trademarks, patent and Industrial designs were reviewed and updated. There was a 10% increase in trademark applications from 201 in 2017/2018 to 222 in 2018/2019. Also, there were new 353 Personal Property Security Registrations (PPSR) filings and 70 amendments.

Program 5:Local Business & Entrepreneurship Development Support Program

The Local Business & Entrepreneurship Development Support Program managed to promote and facilitated the establishments of eleven (11) new Primary Cooperative Stores in Tongatapu, nine (9) Cooperative Stores in the outer islands and one (1) Farmers' Cooperative in the Hihifo District. It also provided support under its Cooperatives Development Project through provisions of capital goods to the eleven (11) newly established Cooperative Stores with a total value of \$6,000 each. Trainings were also provided to build the capacity of Cooperatives members and shop keepers. Auditing and inspections were also conducted on all Cooperatives in Tongatapu and outer islands. In addition, more than three (3) consultation and promotional meetings were conducted for the development of Secondary Cooperatives stores.

It also provided supports to MSME businesses in Tongatapu and outer islands through the provisions of financial assistance with a maximum value of \$2,000 per project. Trainings and development were also conducted for micro MSMEs on Business Management and Financial Literacy. The National Coconut Development Strategy was developed and it is yet to be approved by Cabinet, however more than six (6) technical trainings were conducted on coconut production and value additions. This Program also successfully facilitated the Buy Tonga Made at the Royal Agricultural Shows for Tongatapu and outer islands. More than one hundred (100) local participants from the handicrafts and

manufacturing businesses participated and more than sixty (60) different competitions were held with a total prize of \$60,000 that were awarded to winners. Also, twenty-one (21) local manufacturing businesses were assisted through the Ministry's Buy Tonga Made Product Development Project by providing not more than \$5, 000 for purchasing of essential equipment and upgrading of facilities to assist with improving qualities of their products. A special exhibition of locally made products was also successfully arranged during the visits of the Duke and Duchess of Sussex.

Program 6: External Trade Support Program

The External Trade Support Program successfully developed and implemented its marketing and export development programs for the Private Sector such as hosting the National Path to Market Workshop which was delivered by Pacific Trade and Investment (PTI) New Zealand and assisted some businesses to participate at the 1st China International Import Expo (CIIE) in Shanghai, China. It also assisted in facilitating the participations of some businesses in the Cloud Path to Market Trade Mission hosted by the Pacific Trade and Invest in Auckland, New Zealand. It collaborated with the Commonwealth Secretariat to formulate Tonga's investment profiling and investment promotional materials and there is an ongoing arrangement to complete this project.

Also, it successfully hosted the New Zealand Tonga Business Council Mission to Tonga and sign a Memorandum of Understanding (MOU) between the Government of Tonga and the Council. The objective of the MOU is to promote collaboration between the parties and discussions about increased trade, investment and commerce and any other matter that are of mutual interest to the parties. It also hosted the visit of the Standing Committee of Guangdong Provisional People's Congress from the People's Republic of China.

Program 7: Fair & Effective Labour Program

The Fair & Effective Labour Program during the 2018/2019 financial year have conducted several stakeholder consultations on the Employment Relations Bill 2018 and Convention No.182 and No.183. At the end of the financial year, the Employment Relations Bill 2018 was finalized and a submission was made to Cabinet recommending the ratification of the Convention No.182. Also, throughout the financial year, it has collaborated with the Immigration Department of the Ministry of Foreign Affairs in assessing of foreign visa applications according to established standards. It has also managed to complete a Labour Force Survey and maintain a close working relation with the Tonga National Tripartite Consultation Committee (TNTCC) in addressing local labour issues as well as representing Tonga in the international fora.

Program 8: Consumer Protection & Fair-Trade Program

One of the key achievements of the Consumer Protection & Fair-Trade Program for this financial year is the development and endorsement by Cabinet of the Roadmap for the Consumer Institutional and Regulatory Framework. The Consumer Protection & Fair-Trade Program engaged a technical assistance to assist with drafting of the Price Control Bill and the final draft was submitted to Cabinet. Also, the final Price Control Regulation was endorsed by the Tonga Competent Authority (TCA) but was hold off until the Price Control Bill is finalized. Likewise, the Consumer Protection Bill and Regulation were developed and it will be finalized in the next financial year. List of regulated goods were also reviewed and reported together with a new list which were endorsed by the TCA.

This program also implemented the pricing of regulated goods, implemented the monthly and quarterly price review and triennial review for Petroleum and LPG which were all submitted for TCA's endorsement. It has also successfully facilitated meetings and decisions of the Competent Authority on various matters. Also, it has developed and implemented an awareness and educational strategy to empower consumers which includes monthly SMS text with TCC and Digicel, jingles, bi-monthly radio talkback shows, quarterly TV program and ongoing updates of social media and Ministry's website. It also participated at the Agricultural Show in all the island groups, National Food Day organized by Ministry of Agriculture and celebrated the World Consumer Day through special media programs and banners.

Program 9: Enforcement Program

At the end of this financial year, the Enforcement Program managed to conduct 1,267 inspections on businesses' compliances with the Ministry's relevant Acts and Regulations and 1,139 follow ups on previous inspections. It tested 1,511 pumps in bowsers which includes pumps in bowsers that were rejected and were retested for accuracy. The Enforcement Program supported the Inter Government Agency Taskforce Program which is carried out twice a week and have conducted 365 inspections. Also, a total of 581 complaints were registered and by the end of the financial year, 48% were resolved and 4% were referred to other relevant Ministries. It has also identified 20 businesses as non-compliant and have referred them to Crown Law for prosecution. The Enforcement Program also recognize the importance of building the capacity of its staffs and it has conducted a quarterly refresher training on the Ministry's legislations that requires enforcement and also introduction to the Chinese language to assist with better communications with Chinese business owners.

Details for each Program is provided in section 2.2.

1. Overview of the MTED

1.1 Introduction:

During the 2018/2019 financial year, the Ministry of Trade and Economic Development (MTED) continues to *promote and develop a more progressive Tonga, supporting a higher quality of life for all, through more inclusive and sustainable economic growth and development*. It contributed to the national commitment of stimulating and fostering *a more inclusive, sustainable and dynamic knowledge-based economy* through five (5) key organizational outputs:

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 outputs were delivered through seven (7) external programs and two (2) internal programs. Details of the Ministry's Result Map is shown in Figure 1.

1.2 Legislation, Mandate, Stakeholders:

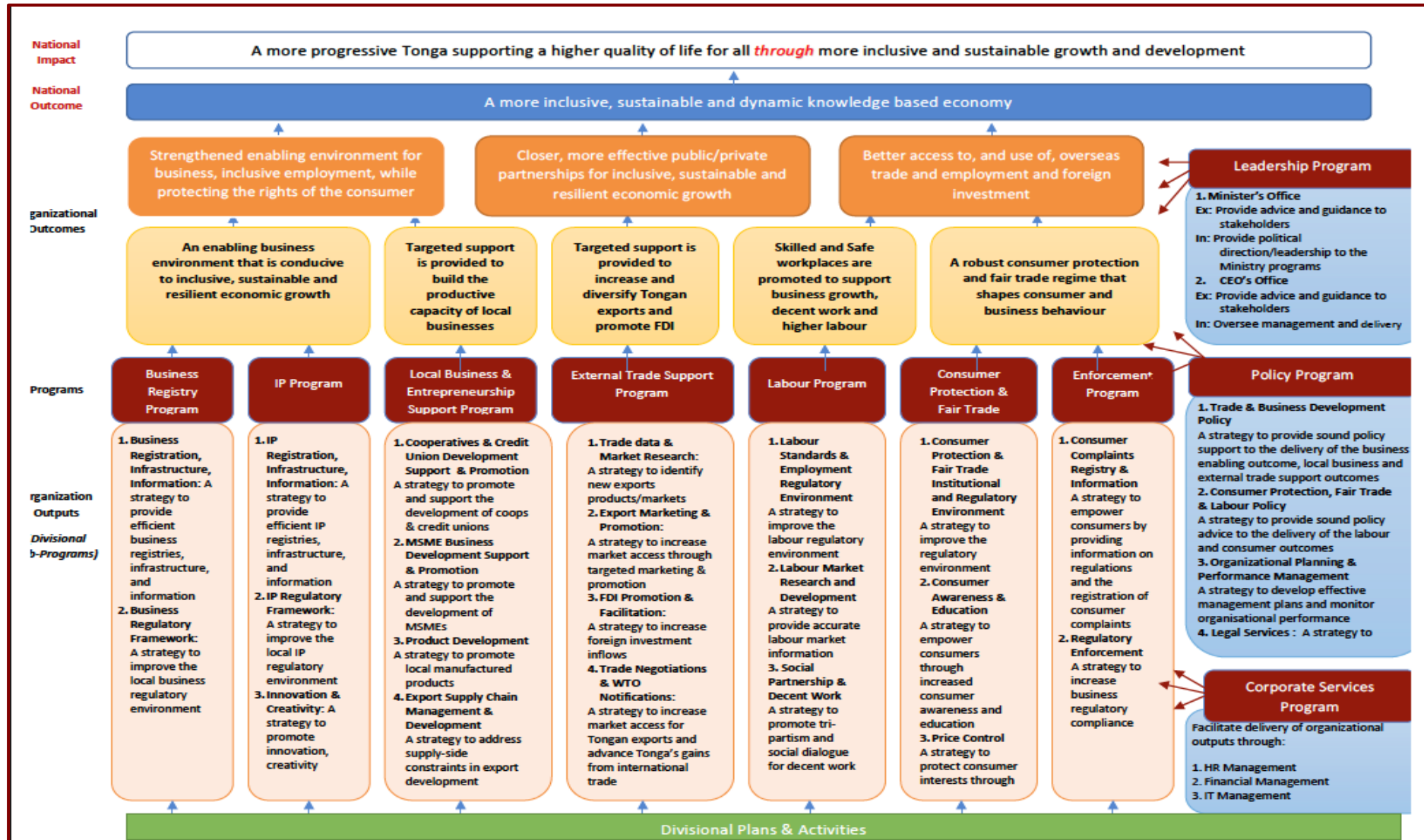
The Ministry operates in an environment guided by the Constitution of Tonga and mandated by the following: 1. The eighteen (18) legislations (refer to Annex 2) establish its statutory roles, and; The Tonga Strategic Development Framework II (the Kingdom of Tonga's 10-year national plan for the year 2015-2025), which guides the Ministry's Corporate Plans.

MTED is a customer-centric organization that is committed to delivering its mandates according to the requirements of its stakeholders. The Ministry has prioritized the identification of stakeholder needs (Annex 2) and integrated these needs into the design of its organizational outputs, activities and Key Performance Indicators (KPIs). The Ministry has also prioritized the development of a Public-Private Partnership (PPP) 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 following table lists the Ministry's key stakeholders and its corresponding relationship with the Ministry.

Table 1: MTED Stakeholders

Stakeholders	Customer of MTED	Supplier to MTED	Partner with MTED	Oversight of MTED
1. Informal Sector	X			
2. All businesses	X			
3. All workers	X			
4. All employers	X			
5. All consumers	X			
6. Public Enterprises	X			
7. MDAs			X	
8. Cabinet				X
9. Legislative Assembly				X
10. Development Partners			X	

Figure 1: MTED Strategic Results Map for Financial Year 2018/2019.



1.3 Governance and Operational Structure:

As of June 2019, the Ministry of Trade & Economic Development operates under the direction of the Hon.Minister, Dr.Tevita Tuí Uata and Acting CEO, Tevita Lautaha. The Heads of Divisions and Officers in Charge of Regional Offices are listed in Table 2. Details of the Ministry's organizational structure for financial year 2018/2019 is shown in Figure 2.

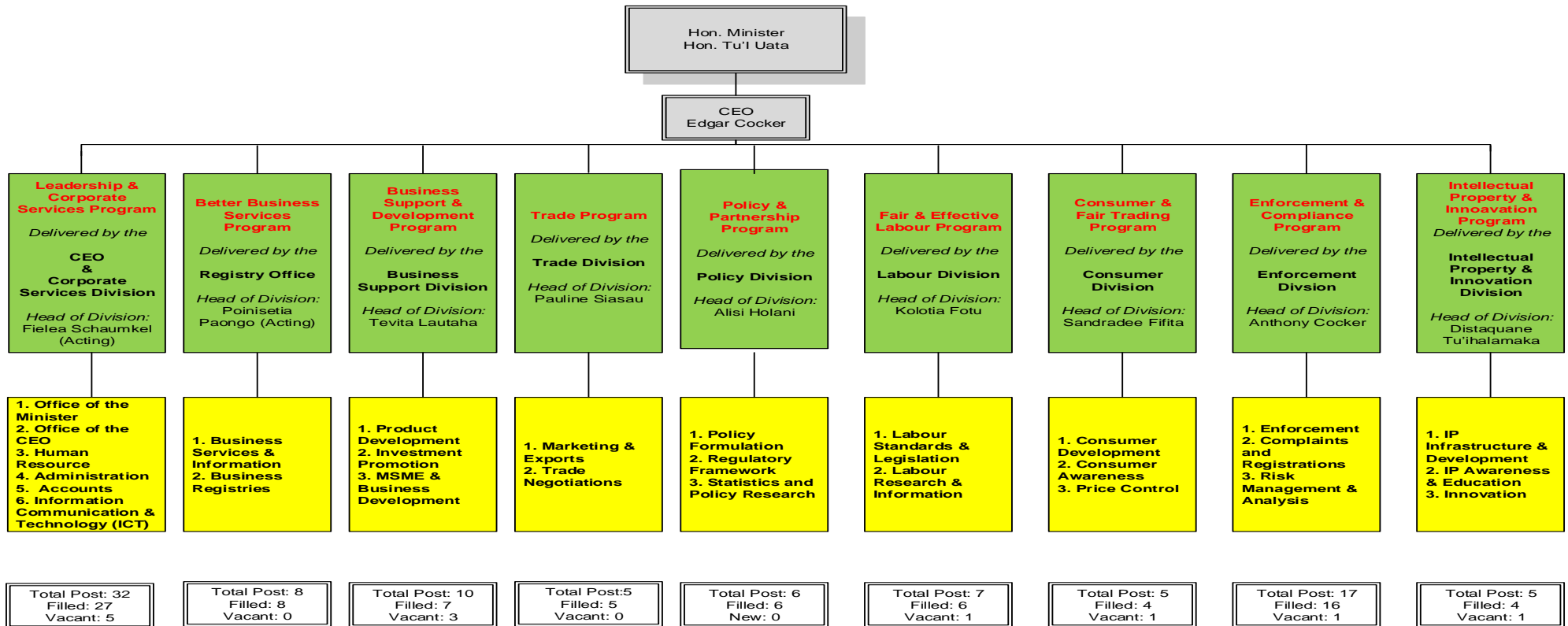
Table 2: Ministry's Heads of Divisions and OICs of Regional Offices, as of 30 June 2018.

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
Vava'u	Mrs. Lolina Tonga
Ha'apai	Mr. Sione Paletu`a
'Eua	Mrs. Silia Tua'i

1.4 Performance Management framework:

The Ministry during the Corporate Plan and Budget process for financial year 2018/2019 established clear organizational outputs and deliverable activities as shown in Figure 1. It has also established key performance indicators (KPIs) at every level of its Corporate Plan and Annual Management Plan so as to drive and promote a performance-driven, knowledge-based organization that is diligently committed to excellence. Progress against these KPIs were monitored and evaluated on a quarterly basis and reported to the Planning Division at the Prime Minister's Office. Also, staffs' performance during the financial year were monitored and evaluated using the Performance Management System (PMS) and staffs that have shown outstanding performance were rewarded accordingly.

Figure 2: MTED ORGANIZATIONAL STRUCTURE AS OF 30th JUNE , 2019.



2. MDA Performance:

2.1 Human Resource Management

As of 30 June 2019, the Ministry had a compliment of 95 established posts, 83 posts were occupied and 12 posts were vacant. Staff attached as Annex 1. Statistics of Employees and Vacant Post in a Division are shown on the Table below: Furthermore **10.9%** of Budget Estimated for Salaries was saving on FY2018/19 as shown on the Table below.

Table 3: Budget Estimates for Salaries for FY2018/19.

Division	Number of Existing Employees	Vacant Posts	Total	Budget	Actual	Saving	Saving %
CSD & Leadership	27	5	32	643,563	580,994	62,619	2.8%
Policy & Partnership	6	0	6	188,857	183,450	5,407	0.2%
Business Registry	8	0	8	201,200	195,880	5,320	0.2%
Business Support	7	3	10	187,000	169,700	17,300	0.8%
Trade	5	0	5	147,900	129,975	17,925	0.8%
Labour	6	1	7	177,000	140,842	36,158	1.6%
Consumer Protection	4	1	5	143,900	117,658	26,242	1.2%
Enforcement & Compliance	16	1	17	393,900	338,644	55,256	2.5%
Intellectual Property	4	1	5	154,000	136,659	17,341	0.8%
TOTAL	83	12	95	2,237,320	1,993,802	243,568	10.9%

2.1.1 Number of Staff Entry and Exit from MTED

During the financial year period, three (3) staffs were transferred to the Ministry from another Government Ministry through promotion, six (6) staff were newly recruited, two (2) staff was on study leave, two (2) resigned from the Ministry and Five (5) staff members were promoted within the Ministry.

Table 4: Transferred Staff to the Ministry from other Government Ministries:

	Employee Name	Transferred Ministry	Promotion Post	Band	Date of Promotion
1	Mr Usaia Mohulamu Lolomanaia	Ministry of Revenue and Custom	Senior Labour Officer	K	10 th May 2019
2	Mrs Melenaite Leota	Ministry of Justice	Senior Assistant Secretary	K	29 th June 2019
3	Mrs Vaiolupe Finau	Ministry of Health	Senior Research Officer	M	29 th June 2019

Table 5: Promotion within the Ministry

	Employee Name	Promotion Post	Band	Date of Promotion
1	Miss Edwina Tangitau	Senior Price Control Office	J	31 st August 2018
2	Ofa Puloka	Assistant Registrar	L	31 st August 2018

3	Mrs Sisilia Tuai	Senior Cooperative Assistant Officer	P	24 th May 2019
4	Tevita Lautaha	Deputy CEO	G	29 th June 2019
5	Makafalani Taulangovaka	Senior System Analyst	I	29 th June 2019
6	Kingi Siliti Vunipola	Principal Accountant	J	29 th June 2019

2.1.2 New appointed Staff:

There were Six (6) new appointed staff members to the Ministry and they are as follows:

Table 6: MTED's New Appointees

	Name	Post Title	Effective date
1	Mr Samisoni Talau	Driver	31 st August 2018
2	'Ana Kata Mahe	Assistant Secretary	9 th January 2019
3	Mrs Corrie Kimberly Lavemaau	Statistical Assistant	31 st May 2019
4	Mr Tevita Paasi Tukunga	Investment Officer	24 th June 2019
5	Talaiasi Taulango	Gardener	29 th June 2019
6	Miss Mele 'Iolane Mavaetangi 'I Havila Fonua	Economist	29 th June 2019

2.1.3 Return Scholar:

Miss Ana Kata Mahe was a return scholar of the Ministry with Bachelor of Commerce majoring in Accounting at the University of the South Pacific. She works on Business Support Division.

2.1.4 Resigned Staff:

- (i) Mr. Patrick Vaka, Driver, resigned from the Ministry on the 12th April 2019.

2.1.5 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)

2.1.6 Training, Overseas Representation & Meetings:

Staff development is a priority to the Ministry and opportunities for capacity building are considered crucial for enabling staff to deliver against the Ministry's desired outputs. Opportunities for staff development were provided through overseas trainings, international meetings and scholarships. Details of these travels are outlined in Table 6.

Table 7: MTED Staff Training, Overseas Representation & Meetings

Name(s)	Title	Division	Duration	Venue	Details
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.
Dan Savia 'Atuekaho	Principal Trade Officer	Trade Division	28 June – 2 July 2018	Auckland, New Zealand	Attend a workshop on Effective Fish Trade and Sustainable Development.
Fololenitina Asau	Principal Policy Analyst	Policy Division	2 – 6 July 2018	Bangkok, Thailand	Workshop on Non-Tariff Measures: Economic assessment and policy options for development.
Anthony Cocker	Principal Assistant Registrar	Enforcement Division	4 – 5 July 2018	Hong Kong	Attended a workshop on Metrology Enabling Developing Economies in the Asia-Pacific (MEDEA).
Fofonga Ola 'Anisi	Trade Officer	Trade Division	3 – 5 July 2018	Singapore	Regional Workshop on the Notification of Subsidies
'Alisi Holani	Deputy Secretary	Policy Division	3 – 7 July 2018	Suva, Fiji	Pacific Update Conference
Edgar Cocker	CEO	Senior Management	9 – 13 July 2018	Apia, Samoa	Regional Trade Official Meeting
Pauline Siasau	Deputy Director of Trade	Trade Division			
Kolotia Fotu	Deputy CEO for Labour	Labour Division	20 – 22 August 2018	Nadi, Fiji	Child Labour Meeting & International Labour Standards Reporting Obligations Workshop.
Tevita Lautaha	Principal Assistant Secretary	Business Support & Investment Division	22 – 25 August 2018	New Zealand	Arrange shipments of equipment, facilities and inputs from New Zealand.
Anthony Cocker	Principal Assistant Registrar	Enforcement Division	3 – 5 September 2018	South Korea	APG Regional Pre-Mutual Evaluation Workshop.
Edgar Cocker	CEO	Senior Management	3 – 13 September 2018	Nauru & Samoa	49 th Forum Leaders Meeting in Nauru & Set up Tonga Property in Apia
			19 – 20 September 2018	Auckland, New Zealand	Petroleum Pricing & Procurement Conference
Sandradee Fifita	Director of Consumer Affairs	Consumer Affairs Division			

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Kolotia Fotu	Deputy CEO	Labour Division	10 – 19 October 2018	Geneva	20 th International Conference of Labour Statisticians (ICLS)
Edgar Cocker	CEO	Senior Management	22 – 26 October 2018	Brussels	Meeting is to begin the negotiation on Tonga's intention to accede to the EPA Agreement for market access and export of Kava, Handicrafts, and Fisheries to Europe.
Tanginitopa Tu'ifua	Senior Assistant Secretary	Labour Division	7 – 9 November 2018	Samoa	Knowledge sharing dialogue on Just Transition, Decent Work and Climate Resilience in the Pacific Islands.
Sione Tu'i'onetoa Tovo Faleafa	Principal Labour Officer	Labour Division			
'Ilaisaane Tu'itupou	Senior Business Development Officer	Business Support & Investment Division	16 October – 5 November 2018	China	Seminar on Expanding International market for Development Countries
Pauline Siasau	Director for Trade	Trade Division	Solomon Island	12 – 18 October 2018	Attend the PACER Plus Signatory Meeting in Solomon Island.
			Brussels, Belgium	22 – 24 October 2018, 24 – 25 October 2018 & 26 October 2018	Attend the ACP Senior Trade Officials Meeting, 21 st Mtg of the ACP Ministerial Trade Committee 25 -24 Oct, and 16 Meeting of the Joint ACP-EU Ministerial Trade Com. Mtg
'Eva P. Liava'a	Senior Assistant Secretary	Policy Division	Bangkok, Thailand	22 October – 14 December 2018	Regional Trade Policy Course for Asian Pacific Members and Observers of the WTO
Edgar Cocker	CEO	Senior Management	Honiara, Solomon Island	6 – 17 October 2018	Attend the Regional Mtgs on Labour Mobility, PACER Plus Depository and the UNCTAD Trade Portal Development for the PACER PLUS Members including Tonga.
Fofonga Ola 'Anisi	Trade Officer	Trade Division	China	30 October – 12	2018 Seminar on Trade Promotion of Pacific Islands Countries

				November 2018	
Esterlina 'Alipate	Senior Trade Officer		Shanghai, China	5 – 10 November 2018	Display space for businesses.
Distaquaine Tu'ihalamaka	Deputy Registrar	Intellectual Property Division	Korea	19 – 23 November 2018	To participate at the study, visit to the copyright related Institutions in Seoul, Korea
Sikiniti Ueleni	Senior Assistant Registrar	Intellectual Property Division	Singapore	3 – 7 December 2018	Regional Workshop on Intellectual Property Rights
Distaquaine Tu'ihalamaka	Deputy Registrar	Intellectual Property Division	Australia	17 – 20 February 2019, 21 February – 1 March 2019	Participate at the Sub-Regional Training Workshop on Industrial Property (IP) Administration and Online Services for Pacific Island IP Offices, Canberra, Australia
Sikiniti Ueleni	Senior Assistant Registrar				
Makafalani Taulangovaka	System Analyst	Corporate Services Division			
Poinisetia Paongo	Principal Assistant Registrar	Business Registry Division	Port Moresby, Papua New Guinea	25 – 26 March 2019	Attend the second South Pacific International Arbitration Conference
Esterlina 'Alipate	Senior Assistant Secretary	Trade Division	Auckland, New Zealand	4 – 9 April 2019	Path to Market Mission to New Zealand
Fofonga Ola 'Anisi	Trade Officer	Trade Division	Indonesia	21 March 2019	Indonesia-South Pacific Forum (ISPF)
Esterlina 'Alipate	Senior Assistant Secretary	Trade Division	New Zealand	18 – 23 March 2019	Meeting with New Zealand Importers of Fresh fruits and Vegetables and supplier of packing materials in Fiji
'Ana Fatai Moala	Assistant Secretary	Enforcement Division	New Zealand	8 – 11 April 2019	Participation at the Pacific Area Standard Congress, Wellington, New Zealand
Sandradee Fifita	Director of Consumer Affairs	Consumer Affairs Division			
'Ofa Puloka	Assistant Registrar	Intellectual Property Division	New Zealand	29 – 30 April 2019	To analyse the situation of libraries, museums, and archives as well as educational and research Institutions and areas

					for action with respect to the limitations and exception regime, bearing in mind the specifics of the Asia and the Pacific region
Tevita Lautaha	ACEO/HOD	Business Support & Investment Division	Suva, Fiji	8 – 12 April 2019	PHAMA Plus Program Coordinating Committee Meeting
Esterlina 'Alipate	Senior Assistant Secretary	Trade Division	Geneva, Switzerland	6 – 10 May 2019	38 th Geneva Week for WTO Members and Observers without Mission in Geneva
Sandradee Fifita	Director for Consumer Affairs	Consumer Affairs Division	Suva, Fiji	27 – 31 May 2019	Petroleum review consultation with Petroleum Advisor, Hale & Twomey Ltd, negotiation meeting with Petroleum Suppliers
Edwina Tangitau	Senior Price Control Officer				
'Haisaane Mila	Tourist Officer				
Kolotia Fotu	Deputy CEO	Labour Division	Geneva, Switzerland	5 – 25 June 2019	To attend as Tonga Government's lead delegate, the 108 th session of the International Labour Conference
Esterlina 'Alipate	Senior Assistant Secretary	Trade Division	Republic of Korea	27 – 29 June 2019	Korea-PIFS Trade Promotion Event

2.1.7 Other staffing issues:

The Deputy CEO of Corporate Services Division, Mrs Mele Panuve Vunipola passed away on October 2018.

2.2 Results Management (Reporting outputs and outcome)

2.2.1 Corporate Services Program

Output	Achievement	Gaps	Way Forward
Leadership Good Governance	Endorsed of CP 2018/19 Investment bills Consultation. Approval of Budget Estimated of FY2018/19	Lack of Communication channel on Management	Cooperation and Collaboration on management Good Governance
Operational Management Measurement & Performance Evaluation	Compiling of CP 2018/19 Endorsed all Official Documents and Purchase Orders on FY2018/19 71.6% of Our Budget on FY2018/19 was utilized on its Action Planning	Good governance Cooperation & Collaboration with Management Lack of Assessment & Evaluation Performance 29.4% of Budget of FY2018/19 was unutilized	Good Governance Collaboration with management Set a Assessment & Evaluation stretchy
Staff Recruitment of Unestablished and Established positions Performance Management System Training Development	Fifteen (15) established positions were filled; Two (2) staffs were rewarded with 5% PMS reward. Participating on overseas training, workshops, meetings and conferences was very helpful in many ways.	Exceeds amount of unestablished positions recruited. PMS Training was not enforced. Local Training sessions for upgrading capabilities of staffs was not implemented.	Provide more PMS Training sessions for all MTED staff. Provide more Internal Training Sessions for the staffs.
Develop and implement MTED Procurement Plan.	79% of Budget was utilized on its action plan	21% of Budget was unutilized Non-compliance with procurement policy.	Planning to align with the Budget allocation. Enforce of Procurement Compliance

<ul style="list-style-type: none"> Informal Sector Biannual Survey Framework for the development of the Informal Labour Sector 		remaining policy works will be included in the FYMP2019/20.	
<p>A strategy to provide coherent legal advice and support to the delivery of the Ministry's organizational outputs</p> <ul style="list-style-type: none"> Finalization of Consumer Protection Bill and way forward for the Competition Policy Price Control Regulations Foreign Investment Act and Regulations 	N/A	There was no legal officer in the Policy Division to assist with the legal activities. Consumer Division worked with a private lawyer on the Consumer Protection Bill. The other two Regulations were subject to the approval of the respective Bills by Parliament.	The Ministry should prioritize recruiting an in-house legal officer to assist the Ministry and especially the Policy Division with implementing its legal activities.
<p>A strategy to develop effective management plans and to drive performance improvement within the Ministry</p> <ul style="list-style-type: none"> FYMP 2018/19 Annual Report 2018/19 Trade and Economic Development Strategies Process Mapping of all programs Monitor delivery of outputs including the Inclusive Development & Pro-Poor Reform outputs Performance Improvement and Change Management 	FYMP 2018/2019 was collated and submitted to Planning Division , PMO.	The rest of the activities were on hold due to change of direction to conduct process mapping for the Ministry and will include in the FYMP 2019/20.	

2.2.3 Business Registry Program

Output	Achievements	Gaps	Way Forward
<p>To improve business services delivery and information by:</p> <ul style="list-style-type: none"> improving customer service at the Business Service & Information Centre 	<p>Conducted customer service training for staff of the Business Service and Information Centre on:</p>	<p>Lack of specialized and technical staff</p> <p>Fragmented government approach to mitigating cost of doing business</p>	<p>Provide training for staff</p> <p>Establish the key linkages and internal processes</p>

<ul style="list-style-type: none"> Developing information booklets on business registration processes including ancillary license procedures 	<ul style="list-style-type: none"> Greeting and welcoming customers Filing and data input of registration information Ensuring that customers are being provided with the correct information and advice 		
<p>To modernize the business registry by:</p> <ul style="list-style-type: none"> Developing an effective online payment system for business registrations Develop an effective reporting system for business registrations Ensuring that the online system never fails 	<p>Consultation with stakeholders in re-establishing the online payment for the business registry.</p>	<p>Lack of specialized and technical capacity and staff.</p>	<p>Establish closer work relation with donor partners, stakeholders and Ministry to coordinate and align work to modernize and upgrade online registry</p>
<p>To develop a regulatory reform and business framework that facilitates and promotes investment</p>	<p>Completed Bill and submitted to Legislative Assembly.</p>		<p>Prioritize in next FY.</p>
<p>Administration of business registry and Intellectual Property Legislation and Regulation</p>	<p>Ongoing processing of business applications (Companies; Business Licenses; Business Name; Foreign Investment; Incorporated Societies; Charitable Trust)</p> <p>a) Companies: Total: 1350 New App: 55 Annual Return: 411 Amendments:51</p> <p>b) Business License: Total: 5332 New App: 596</p>		

	<p>Annual Notice: 1277 Amendments: 219 Reinstatement: 396 Cancellation: 37</p> <p>c) Business Names: Total: 2212 New App: 296 Annual Notice: 404 Amendments: 77 Reinstatement: 461 Cancellation: 21</p> <p>d) Foreign Investment: Total: 692 New App: 44 Amendment: 0</p> <p>e) Incorporated Societies: Total: 767 New App: 56 Amendment: 0</p> <p>f) Charitable Trust: Total: 189 New App: 5</p>		
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2.2.4 Intellectual Property Program

Output	Achievements	Gaps	Way Forward
An updated IP legal and Policy framework	Development of an IP legal and Policy Reform Roadmap - Complete desk review of current legal framework for IP	Lack of specialized and technical staff	Ministry to prioritize work and ensure commitment to this project

	<p>Accession to the Madrid Agreement and preparation for the Madrid Protocol</p> <ul style="list-style-type: none"> - Review of requirements for accession to the Madrid Protocol - Desktop review of IP legislations to see if it is Madrid compatible - Seek WIPO assistance in reviewing Tonga's readiness for accession. Liaise with WIPO in ensuring Tonga's readiness for accession - Draft submission for endorsement of Tonga's accession to the Madrid Protocol 	<p>Lack of specialized and technical staff</p>	<p>Ministry to seek Cabinet approval for endorsement of Tonga's accession to the Madrid Protocol</p>
	<p>Continue on work on the review and amendment of the Copyright Act</p> <ul style="list-style-type: none"> - Desk review of Copyright Act 2002 completed 	<p>HR</p>	<p>Seek Cabinet approval for amendment of Act</p>
	<ul style="list-style-type: none"> - Development of a Policy Framework for Traditional Knowledge (TK) and Traditional Cultural Expressions (TCE) 	<p>HR</p>	<p>Closer working relationship with donors and stakeholders and to continue seeking assistance from PIFs and WIPO</p>
<p>Development of an efficient IP Infrastructure and Registration System</p>	<p>IPAS upgrade from V2.7 to V3.4:</p> <ul style="list-style-type: none"> - Enhancement of business processes - Data quality improvement - Online IP Database improvement - Review and updated workflow for Trademarks, Patent and Industrial Designs - Complete designing work plan for ongoing enhancing of system and WIPO has pledged their support. - Streamlining of IP publication achieved. 	<p>Lack of specialized and technical staff</p>	<p>Ongoing improvement of IPAS system through online filing and payment plus data exchange.</p>

	<p>Assessing Tonga's readiness to accede the Madrid Protocol:</p> <ul style="list-style-type: none"> - Completing WIPO's questionnaire - Streamlining processes 	HR	Continue with the process of acceding the Madrid Protocol
	<ul style="list-style-type: none"> - Progress in the development of information packages for businesses and other targeted audiences 	HR and Budget	Continue working on this project and prioritize in next financial year
	<p>Registration and filings of Industrial Properties:</p> <ul style="list-style-type: none"> - An increase of 10% in trademark applications from 201 in 2017/2018 to 222 in 2018/2019 	There was no new filing for industrial design and patent	Continue enhancement of IPAS system to streamline processes.
	<p>Personal Property Security Registrations (PPSR):</p> <ul style="list-style-type: none"> - Complete transferring of PPSR automated filing system - System update and maintenance successfully completed - Recorded new PPSR filings of 353 and 70 amendments. 	Restructure with proper consultations	With system now updates it can be transferred back to Registry
	<p>Enabling IP environment to strengthen business competitiveness through brands and designs:</p> <ul style="list-style-type: none"> - 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 services.	Creating a strong demand for IP creators, owners and users: - Visitation to selected companies and conducting in house awareness campaign	HR	Progress to awards and recognition for outstanding IPs
	Celebrating IP Day		Design more awareness programs

2.2.5. Local Business & Entrepreneurship Development Support Program

Outputs	Achievements	Gaps	Way Forward
1.Cooperatives and Credit Union Development are supported and promoted.	<p>1.Established new Primary Cooperative Stores in villages in Tongatapu and Outer Islands as follows;</p> <ul style="list-style-type: none"> • Tongatapu – 11 Cooperative Stores • Outer Islands – 9 Cooperative Stores <p>2.Deliver Ministry's Cooperatives Development Project through provision of capital goods to Cooperatives Stores with total value of \$6,000 to 11 Cooperative Stores in Tongatapu and 9 Cooperative Stores in the Outer Islands.</p> <p>3.Provide more than 10 trainings and capacity building workshops for members of the Cooperatives and Shop Keepers.</p>	<p>1.Lack of staffing capacity within the Ministry to deliver multiple Cooperative projects at one time.</p> <p>2.Lack of proper equipment and facilities to cater for the number of projects that needs to be delivered.</p> <p>3.Need more times for more trainings to be conducted with members of the Coops and shop keepers.</p> <p>4.Lack of funding and clear strategy for development of a Secondary Cooperative Store to cater and supply the needs of the small primary cooperative stores in the villages.</p> <p>5.High turnover at the senior management level (CEO and Ministers) that leads to constant changes in the Ministry's priorities and activities.</p>	<p>1.Request more funding in the new Financial Year for the implementation of the Cooperative Stores Development Project.</p> <p>2.Seek to develop a more clear plan and strategy for the development of the Secondary Cooperative Store.</p> <p>3.Seek to request for more staffing capacity to assist the Division to be able to deliver the high number of projects is expected to be delivered in the new FY.</p> <p>4.For the Division to conduct more trainings of the Cooperative Stores.</p> <p>5.The Division will continue its working with the Hahake</p>

	<p>4. Conducted more than 5 Auditing and 20 Inspection of Cooperatives in Tongatapu and outer islands.</p> <p>5. Conducted more than 3 consultation and promotional meetings for the development of the Secondary Cooperative Stores.</p> <p>6. Developed and established one (1) Farmers' Cooperative in the Hihifo District.</p>	<p>6. Lack of Cooperative staff that are based in the outer islands to deliver and monitor the performance of the project recipients in the outer islands.</p>	<p>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>6. Seek to recruit more Cooperative staffs in the outer islands to carry out the monitoring and routine inspections of the Coop Stores in the outer islands.</p>
<p>2. MSME Businesses are supported and promoted.</p>	<p>1. Delivered more than 30 MSME Product Development projects to micro MSMEs in Tongatapu and the outer islands, through provision of assistance value to less than \$2,000 per project.</p> <p>2. Conducted more than 5 business development trainings for micro MSMEs in Tongatapu and the outer islands. Trainings cover business management and Financial Literacy.</p> <p>3. Completed development of the first ever National Coconut Development Strategy.</p> <p>4. Conducted more than six (6) technical trainings on coconut production and value additions.</p>	<p>1. Lack of local trainers with the skills and know how to facilitate entrepreneurship development trainings for the MSMEs.</p> <p>2. Lack of willingness from MAFF to collaborate with the Ministry in the implementation of the Coconut Development Project.</p> <p>3. Lack of commitments and willingness from some of the MSMEs to implement the projects</p> <p>4. The Coconut Development Strategy is yet to be approved by Cabinet therefore not recognized.</p> <p>5. Lack of funding to deliver more projects to the outer islands including Niua, Vava'u, Ha'apai and 'Eua islands.</p>	<p>1. Need to develop a national outreach training program to cater for all the micro MSMEs in the villages and the districts.</p> <p>2. Seek to increase funding allocation for MSME business development projects.</p> <p>3. Division to seek for training of trainer courses for responsible officers of the MSME Unit to obtain appropriate skillsets on trainings of MSMEs, etc.</p> <p>4. Seek approval to submit the Coconut Development Strategy to Cabinet for approval.</p>

		<p>6.Lack of a clear program for coaching and mass trainings of MSMEs.</p>	
<p>3.Locally Made Products are promoted and supported.</p>	<p>1.Successfully delivered the Buy Tonga Made (BTM) – Royal Agricultural Shows for Tongatapu, Vava’u, ‘Eua, Ha’apai and the Niuaas. More than 100 local participants from the handicraft sector, and the local manufacturing businesses participated at the showcased at the Ministry’s BTM tents.</p> <p>2.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.</p> <p>3.Twenty-one (21) local manufacturing companies were successfully assisted through the Ministry’s Buy Tonga Made Product Development Project. The project assisted these local companies through providing some of the much-needed equipment and facilities (of value less than \$5000 per project) to assist with the quality of their products, etc.</p> <p>4.Renovate and installed four (4) new Buy Tonga Made bill boards.</p>	<p>1.The value of the prize monies for the Ministry’s BTM competitions at the show is not enough comparing to the works committed by the participants in the preparations of their products and their tents for the show.</p> <p>2.Lack of reporting from the BTM product development recipients on the status of their project and how it had helped their businesses.</p> <p>3.Lack of staff with the technical capabilities and skillsets on graphic designing and producing of promotional materials for the Ministry’s Buy Tonga Made campaign.</p> <p>4.Lack of a clear policy guideline to qualify Tonga local products from overseas imported products.</p>	<p>1.The Division will seek to increase the budget allocation for the prize and awards for the Tonga Made competitions in the next Financial Years’ budget.</p> <p>2.Division will seek to recruit a hire labour staff or a permanence staff with the skill sets on marketing and graphic designing to conduct the designing of Buy Tonga Made promotional materials and advertisements</p> <p>3.Division will explore opportunities to secure billboards location for the BTM billboards at the Fua’amotu International Airport.</p> <p>4.Conduct a survey to update the list of local manufacturing businesses in Tonga. This survey will be focus more on identifying of new local manufacturing businesses in Tongatapu and the outer islands.</p>

	<p>5.Organize and arrange one (1) special exhibition of locally made products during the visits of the Duke and Duchess of Sussex.</p>		
<p>4.Supply Chain Development and Management.</p>	<p>1.Twelve (12) containers were exported to the market in NZ during this FY.</p> <p>2.Sourced new equipment and facilities to assist with the Ministry's packing, including one (1) forklift machine, plastic bins for packing, stainless tables, etc.</p> <p>3.Sourced 2 containers of timber bins and cardboard bins for the Divisions exports works.</p> <p>4.Sourced one (1) container of fertilizer to assist farmers to access to inputs with affordable prices.</p> <p>5.Built one mini-packaging shed for storage of packaging and equipment for processing of exports containers.</p>	<p>1.Lack of an alternative markets for the Ministry's exports development project.</p> <p>2.Lack of trainings and capacity building programs to train farmers and workers on exports quality and food standards.</p> <p>3.Inconsistency of supply from the farmers to maintain the volumes and the quality required by the markets.</p> <p>4.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>1.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.</p> <p>2.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> <p>3.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>4.Hold further discussions and meetings with Ministry of Finance to discuss ways and options that can enable the</p>

			<p>payments of farmers within their own respective islands from the Ministry's Trust Fund Accounts.</p> <p>5. 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.</p>
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2.2.6 External Trade Support

Outputs	Achievements	Gaps	Way Forward
<p>1. That targeted marketing and export development programs are developed and available for the private sector.</p>	<p>1. Successfully hosted the National Path to Market Workshop on 30 August 2018, House of Tonga and delivered by Pacific Trade and Invest (PTI) New Zealand targeting export ready small businesses who are keen to export to New Zealand. More than 20 participants from different sectors participated in the training.</p> <p>2. Participated at the 1st China International Import Expo (CIIE), 5-10 November 2018, Shanghai, China with three private sector businesses:</p> <p>(i) Mr. 'Alipate Mafile'o (Tupu'anga Coffee)</p> <p>(ii) Mr. Siaola Tangifua (Handicraft)</p>	<p>1. Lack of a dedicated Residential Marketing Officer in key markets such as New Zealand, Australia and the United States to address key issues related to supply chain, market research, follow up with key stakeholders on outstanding marketing issues and exploring further opportunities available for Tongan products.</p> <p>2. Lack of coordination amongst key stakeholders on marketing issues.</p> <p>3. Lack of follow up mission as to monitor and evaluate the success of key marketing activities, its contribution to Tongan exporters and the Tongan economy as a whole.</p>	<p>1. Develop Monitoring and Evaluation mechanism to assess the success of key marketing projects implemented in Tonga.</p> <p>2. Ministry to consider the establishment of trade representatives in New Zealand and Australia on a long-term basis to assist the Ministry with market access issues, collect market information, assist with negotiation of new markets for exporters and assist with export supply chain to ensure smooth transfer of products from ports to market of importing countries pending availability of funds within the Ministry's</p>

	<p>(iii) Mrs. Yvette Guttenbeil (Handicraft)</p> <p>3. Ms. Fofonga Ola 'Anisi participated at the Indonesia South Pacific Forum, 21 March 2019, Jakarta Indonesia.</p> <p>4. Participated in meetings with New Zealand Importers of fresh fruits and vegetables, Auckland New Zealand 18-23 March 2019 and meeting with Golden Manufacturing and Timber companies 25 March 2019, Suva Fiji. The Ministry sponsored and assisted Mr. Sione Tupouniua of Tonga Fresha Exports Limited (TFEL) by facilitating travel to Auckland, New Zealand and Suva, Fiji to convene meetings with Commercial Importers and Manufacturers of packing materials and wooden crates. The Ministry also sponsored Mrs. Esterlina 'Alipate to accompany Mr. Sione Tupouniua in the face to face meetings with suppliers in New Zealand focusing on the export of butternut, eggplant, chilies and watermelon. TFEL submitted the report for this trip to the Ministry on 8th April 2019.</p> <p>5. Participated at the "Cloud" Path to Market Trade Mission hosted by Pacific Trade and Invest (PTI) 4-9 April 2019, Auckland New Zealand. The Ministry assisted five (5) businesses and Mrs.</p>	<p>4. Lack of funding assistance to fund key marketing activities both domestic and overseas. Funding available is limited thus unable to assist interested stakeholders.</p> <p>5. Lack of staffing capacity within the Division to execute ad hoc trade exhibitions and tradeshow.</p> <p>6. Lack of involvement from our Division on the initial phase of Market Negotiation facilitated by the Business Support Division of the Ministry.</p> <p>7. Lack of collaboration between New Zealand Tonga Business Council (NZTBC) and the Ministry in promoting key priorities related to trade and investment as per MOU.</p> <p>8. Conflicting priorities of Government Line Ministries in terms of marketing issues.</p> <p>9. Delays in providing trade information and statistics from key stakeholders.</p> <p>10. Lack of training opportunities provided to key stakeholders on key areas such as product standards, product development and marketing strategies.</p>	<p>budget and Ministry of Finance endorsement of this activity as new initiative.</p> <p>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</p> <p>4. Strengthen the collaboration between the Ministry, PHAMA project, MAFF and Tonga Skills to develop and implement training curriculums for farmers on Good Agricultural Practices (GAPs) for better market access to New Zealand and Australia</p> <p>5. Strengthening the collaboration with NZTBC on key priority areas that are of interest to both parties in areas related to trade and investment.</p> <p>6. Request training opportunities from Pacific Trade & Invest network to provide specific trainings on these areas.</p>
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	<p>Esterlina 'Alipate to attend the event as follows:</p> <ul style="list-style-type: none"> (i) Mr. Tevita Pola'apau (Pola'apau Art) (ii) Mrs. Hu'ahulu Ha'unga (iii) Mr. Kennedy Penitani (Pacific Kingdom Cracker biscuits) (iv) Mrs. Junior Leata MCarthy (Le-Ata Boutique Giftshop) (v) Ms. Lesieli Tupou Tevi (Langafonua 'a Fafine Tonga Hanficraft Shop) <p>6. Completed circulation to the private sector information note for the business exhibition to be held under the auspices of the 2nd CIIE 5-10 November 2019 to tender an expression of interest if keen to participate. A total of 4 businesses submitted their expression of interest to participate at the 2nd CIIE.</p> <p>7. Facilitated the participation of one (1) business – Mr. Viliami Fifita of Kato Ltd at the Korea-Pacific Island Forum Secretariat (PIFS) Trade Promotion Event for 27-29 June 2019, Seoul Korea.</p> <p>8. Recruited two (2) Residential Market Officers in New Zealand to carry out the marketing of Tonga's handicrafts and Agricultural products on a short-</p>		
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	<p>term basis of 3 months with the intention to engage in the long run for approximately one year. Mrs. Tulua Leaulmoana was tasked with marketing of fisheries and handicraft products and Mr. Kamilo Ali was tasked with marketing of Agricultural products. Due to time constraints, the Ministry failed to secure new markets for its handicraft and fisheries products and agricultural products.</p> <p>9. Completed the preparation for the Royal Academy Trade Exhibition in the United Kingdom from 6-7 Oct 2018. Unfortunately, due to lack of funding, no one from the Kingdom of Tonga participated in the Exhibition.</p> <p>10. Successfully invited the private sector (manufacturing sector) to attend and showcase in the Fa'onelua Exhibition as an APPRECIATION of Duke and Duchess of Sussex's visit to Tonga.</p>		
<p>2. That a strategy to increase foreign investment inflows (FDI Promotion & Facilitation)</p>	<p>1. Delivered a presentation on Tonga's Business Environment during the Cloud Path to Market Mission in New Zealand, 6 April 2019. An invitation from Pacific Trade Invest (PTI NZ).</p> <p>2. Tonga through technical assistance from the Commonwealth Secretariat conducted a National workshop on Investment Facilitation and met with</p>	<p>1. Lack of a dedicated Investment Promotion Officer in key markets such as New Zealand, Australia and the United States to carry out the investment promotion activities.</p> <p>2. Lack of internal and external coordination amongst key</p>	<p>1. Ministry to consider the establishment of trade representatives in New Zealand and Australia to assist the Ministry with market access issues, collect market information, assist with negotiation of new markets for exporters and assist with</p>

	<p>stakeholders to formulate Tonga's investment profiling and investment promotional materials in November 2018. The consultant provided the scoping report of the consultations with key stakeholders upon completion of the first mission to Tonga. Ongoing arrangement to complete this project upon payment of Tonga's pledge to the Commonwealth Fund for Technical Cooperation (CFTC).</p> <p>3.Facilitated Mrs. Opeyemi Abebe, Advisor Trade Competitiveness of the Commonwealth Secretariat visit to Tonga on 19- 23 November 2018 under the technical assistance of the Commonwealth Secretariat as part of its facts finding mission relating to Investment Profiling and Development of National Investment Guide and Investment Promotional materials for Tonga.</p> <p>4.Successfully hosted the New Zealand Tonga Business Council Mission to Tonga on 29 August -1 September 2018, a historical accomplishment was the signing of the Memorandum of Understanding (MOU) between the Government of Tonga and the Council. The MOU was signed by the Minister, Hon. Tevita Tu'i Uata and Mr. Sione Taufa of the Council. The objective of the MOU is to promote collaboration between the parties and discussions</p>	<p>stakeholders on investment promotion issues.</p> <p>3.Lack of investment promotion activities due to lack of funding available.</p> <p>4.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 against the timeframe set.</p> <p>5.Lack of dedicated trainings on investment promotion and facts finding missions.</p> <p>6.Limited investments promotional activities and materials disseminated to key investment destinations.</p>	<p>export supply chain to ensure smooth transfer of products from ports to market of importing countries.</p> <p>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</p> <p>3.Strengthening the collaboration with NZTBC on key priority areas that are of interest to both parties in areas related to trade and investment.</p> <p>4.Request for additional training on investment promotion</p> <p>5.Conduct investment facts finding missions in Fiji</p>
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	<p>about increased trade, investment and commerce and any other matter that are of mutual interest to the parties.</p> <p>5.Successfully hosted the visit of the Standing Committee of Guagdong Provincial People's Congress from the Republic of China to Tonga on 8th September 2018. The Ministry facilitated the meetings with key stakeholders by arranging face to face meetings with key stakeholders.</p> <p>6.Facilitated ongoing provision of support for investors on investment queries pertaining to procedures how to establish their businesses in Tonga. A total of 13 queries were received from potential investors requesting key information regarding procedures for obtaining a Foreign Investment Certificate (FIC) and Business Licence in Tonga.</p> <p>7.Participated in the EU-PNG Business and Investment conference arranged by the Government of Papua New Guinea and the European Union 20 June 2019, Port Moresby Papua New Guinea. The Ministry sponsored Ms. Fofongaola 'Anisi, Trade Officer to participate in the Conference and also facilitated the participation of three (3) businesses as follows:</p> <p>a.Mr. 'Alipate Guttenbeil</p>		
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	<p>b.Mr. To'imoana Takataka c.Mrs. Karen Fonua</p>		
<p>3. That a clear strategy for trade negotiations is developed and implemented.</p>	<p>PACER Plus Agreement</p> <p>1.Chapman Tripp, a legal firm from New Zealand was contracted by New Zealand and Australia to develop a comprehensive legislative review for PACER Plus Signatories including Tonga. The Ministry facilitated meetings for Chapman Tripp consultants in their second visit to Tonga, 19-20 September 2018 with agencies from government, private sector and civil society to discuss the draft PACER Plus legislative review report for Tonga that was circulated for further comments. Stakeholder comments were compiled and submitted to Chapman Tripp for incorporation into the report.</p> <p>2.Final submission of the PACER Plus legislative review report for Tonga by Chapman Tripp on 13 December 2018 and circulated to stakeholders on 15 January 2019 for their information and preparation for implementation thereafter.</p> <p>3.Completed discussion with the Ministry of Foreign Affairs, Tonga on their roles as depositary of PACER Plus Agreement as specified under the Agreement.</p>	<p>1.Lack of coordination from relevant Government Line Ministries on the implementation of Trade Negotiation issues.</p> <p>2.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</p> <p>3.Limited number of staffs to implement trade negotiation work related activities as well as implementation of regional and international trade organisations work activities</p> <p>4.Conflicting priorities amongst Government Line Ministries in the implementation of trade negotiation related work.</p> <p>5.Lack of commitment and dedication from Government Line Ministries in pursuing trade negotiation activities that are priorities to the Ministry.</p>	<p>1.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.</p> <p>2.Convene close consultation with key stakeholders to confirm work programme for implementation.</p> <p>3.Strengthen close consultation with Government Line Ministries and key stakeholders.</p>

	<p>4. Completed the PACER Plus consultations to the outer islands (Vava'u 17-21 June 2019 with 196 participants, 'Eua 6-7 June 2019 with 118 people and Ha'apai 4-5 June 2019 with a total of 54 people) and Tongatapu 10 and 14 June 2019, a total of 15 participants. Completed the development of radio jingles for PACER Plus as part of the Ministry's advocacy programme.</p> <p>5. Facilitated the PACER Plus Implementation Unit (IU) Technical Design Team's visit to Tonga on 15-17 August 2018 by arranging consultations with key stakeholders. Meetings were arranged with key stakeholders both Government and Private Sector on Tonga's proposed offer to host the PACER Plus Implementation Unit (IU) in Tonga. A prior survey was circulated to the 4 bidding countries namely Samoa, Solomon Islands, Vanuatu and Tonga to complete prior to the face to face meetings. Survey questions focused on the six (6) criteria for determining the PACER Plus IU host country as follows:</p> <ul style="list-style-type: none"> (i) Regional connectivity (ii) Telecommunication infrastructure (iii) Social infrastructure 		
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	<p>(iv) Proposed Government support (v) Support services (vi) Labour Market</p> <p>The first draft of the scoping paper on PACER Plus IU technical design was presented during the PACER Plus Senior Trade Official meeting in Samoa in July 2018 for comments.</p> <p>6.The United Nations Conference on Trade and Development (UNCTAD) was contracted by Australia and New Zealand under the PACER Plus Agreement and funded from PACER Plus Readiness Package to assist Signatories in the development of their respective Trade Portals to address transparency obligations under the Agreement. The Trade Portal Training in Tonga was convened for Trade and Customs Information officers on how to use the portal. A separate session was arranged for import of secondhand vehicles, frozen beef and export of fresh tuna from 28-31 January and 1 February 2019.</p> <p>7.Successfully updated the notification of Tonga's Contact Points and submitted to the depository which is the Ministry of Foreign Affairs, Tonga for onward circulation to parties as per Chapter 6 Article 9.2 of the Agreement in February 2019.</p>		
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	<p>8.Participated in the Regional Workshop on Transposition of PACER Plus tariff schedules and Product Specific Rules (PSR) from HS 2012 to HS 2017 from 21-24 January 2019 at the Tanoa International Dateline Hotel.</p> <p>9.Participated at the PACER Plus Signatory Trade Official Meeting on 12-13 July 2018 in Apia Samoa. The agenda items for discussions included the followings; PACER Plus ratification update, PACER Plus Trade Portals, Readiness Package and PACER Plus National consultation programs.</p> <p>10.Participated at the PACER Plus Signatory Trade Official Meeting on 15-16 October 2018 in Solomon Islands. The PACER Plus Trade Official meeting was followed by UNCTAD Regional workshop on Trade Portals from 17-18 October 2018.</p> <p>11.Participated at the PACER Plus Signatories Meeting on 10 May 2019 in Suva Fiji. The agenda items for discussions included the followings; ASYCUDA World, Development of common guidelines, readiness package and PACER Plus Implementation Unit Host country and Host organization.</p> <p>12.Participated at the Bilateral High Level Talks between the Government</p>		
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	<p>of New Zealand and the Government of Tonga in Nuku'alofa on 14 August 2018. The Ministry provided an update on Tonga's preparation for ratification of PACER Plus Agreement.</p> <p>13. Australia and New Zealand approved the request for technical assistance on the establishment of ASYCUDA World system for PACER Plus parties yet to implement ASYCUDA World. Australia and New Zealand has mobilized the funding arrangement for ASYCUDA World project from a separate funding arrangement from PACER Plus Readiness Package.</p> <p>Pacific Island Countries Trade Agreement (PICTA):</p> <p>1. Successfully completed the survey questionnaire on the review of PICTA Rules of Origin (RoO) with inputs from stakeholders consulted. The completed questionnaire was submitted to the consultant contracted by the Pacific Islands Forum Secretariat (PIFS) on 19 June 2019.</p> <p>2. The preliminary draft report on PICTA reform for Tonga was received from PIFS on 21 August 2018, which provided a detailed summary of PICTA Implementation Needs Assessment and</p>		
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	<p>domestic reforms required to enable Tonga to trade under PICTA.</p> <p>3. Ongoing discussions with PIFS on the PICTA reforms to ensure that the necessary activities required is understood by agencies that have a role to play to enable Tonga to trade under the Agreement. Through this discussion a matrix was developed laying out the responsible Ministry, the activity and tasks associated and timeframe for completion of tasks.</p> <p>Multilateral Trading System-World Trade Organisation (WTO):</p> <p>1. Mrs. Esterlina 'Alipate participated at the 36th Geneva Week Meeting for WTO Members and Observers without Missions, 16-20 July 2018 in Geneva Switzerland. Through this participation the WTO Secretariat was engaged to identify how to progress Tonga's TFA notification obligations and better informed of the latest developments taking place at the WTO.</p> <p>2. Completed consultations with the Ministry of Agriculture, Food and Forests, the Ministry of Revenue and Customs to confirm contact points for the Agreement of the SPS and Trade Facilitation. Liaise with WTO Secretariat on the update of Tonga's enquiry and contact points.</p>		
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	<p>3.Successful submission and update of Tonga's contact and enquiry points for the Agreements on Technical Barriers to Trade, Sanitary and Phytosanitary, Trade Facilitation, Trade Related Intellectual Property and Trade in Services on 12 October 2018 and 20 February 2019.</p> <p>4.Ms. Fofonga Ola 'Anisi participated at the regional workshop on the notification of subsidies for government officials from Asia and the Pacific co-sponsored by the WTO and the Government of Singapore, 3-5 July 2018 Singapore.</p> <p>5.The Division was able to meet with World Customs Organization (WCO) on WTO Trade Facilitation Agreement gap analysis Mission 10 September 2018 to discuss what technical assistance is required to successfully implement the Agreement once it is ratified by Tonga.</p> <p>6.Establishment of the Trade Economic Development Working Group (TEDWG) and Cabinet Steering Committee as per Cabinet Decision No. 491 of 18 July 2018. The Division is currently reviewing the members to ensure key stakeholders to be represented in the Working Group.</p> <p>7.Participated at the WTO Regional Short Trade Policy Course, 17-21</p>		
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	<p>September 2018, Apia Samoa whereby the WTO fully funded the participation of four representatives from Tonga which included:</p> <ul style="list-style-type: none"> (i) Mrs. Elaine Havealeta, Ministry of Fisheries (ii) Mr. Mohulamu Lolomana'ia, Ministry of Revenue and Customs (iii) Mr. Savia 'Atuekaho, Ministry of Trade and Economic Development (iv) Ms. Lakai Fonua, Tonga Chamber of Commerce and Industries <p>8. Completed consultations with Government Line Ministries, civil society organisations and private sector representatives to determine their priorities for trade related technical assistance and capacity building needs. This resulted in the submission of Tonga's trade related technical assistance and capacity building for 2019-2020 on 1 November 2018 to WTO.</p> <p>9. Convened the initial meeting of the TEDWG on 18 December 2018 to discuss pertinent issues relating to PACER Plus, PICTA, iEPA accession, Bilateral Arrangement with Samoa,</p>		
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	<p>Marketing and Export Promotion activities.</p> <p>10.Participated in the Tonga National Workshop on World Customs Organisation (WCO) Time Release Study 11-15 March 2019, Tungi Collonade.</p> <p>11.Successfully hosted the National Workshop on WTO Notification and Agriculture on 15-17 April, 2019 at Tanoa International Dateline Hotel (15-16) and House of Tonga (17) through the technical assistance of the World Trade Organization (WTO) and attended by 29 participants.</p> <p>12.Preparation and submission of notifications under the WTO Trade Facilitation Agreement on the definitive dates for the implementation of Category B and updated Tonga's notification to reflect a shift in the categories. Conducted consultations with the Ministry of Revenue and Customs and the Ministry of Agriculture, Food and Forestry on the categories and the technical assistance required to enable successful ratification and implementation of the Agreement.</p> <p>13.Mrs. Esterlina 'Alipate, Senior Trade Officer of the Ministry participated at the 38th Geneva Week Meeting for WTO Members and</p>		
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	<p>Observers without Missions, 6-10 May 2019 in Geneva Switzerland and also represented Tonga as a discussant at the 3rd Symposium on Trade and Natural Disasters 10 May 2019, whereby delivering a statement on the report on Trade and Natural Disasters in relation to Tonga.</p> <p>14.Mrs. Pauline Siasau, Deputy CEO, Trade Division of the Ministry participated at the WTO Geneva Week, 6-10 May 2019 in Geneva Switzerland.</p> <p>15.Circulation of the draft report from the WTO on Trade and Natural Disasters to stakeholders consulted during the field research for verification. Completed submission of comments to the WTO 5 March 2019.</p> <p>16.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.</p> <p>Pacific Island Forum Secretariat (PIFS):</p> <p>1.PIFS Geneva Office was able to mobilize the funding for the National E-commerce Readiness Assessment for Tonga as a result of a request for</p>		
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	<p>technical assistance submitted to UNCTAD. Unfortunately, Tonga was not qualified for the funding and PIFS Geneva Office was tasked to identify possible donor partner to assist Tonga. The Government of Australia approved to fund this project.</p> <p>2.Successfully recruited Mr. Sven Callebaut as consultant to undertake this project. Mr. Piveni Piukala and Miss. Kathleen Walters were recruited as local consultants to coordinate meetings with key stakeholders in Tonga as well as providing information pertaining to this project as maybe required by the consultants.</p> <p>Interim Economic Partnership Agreement (iEPA):</p> <p>1.Tonga expressed its intention to resume negotiations on the IEPA with Fiji, Papua New Guinea and the EU in June 2018.</p> <p>2.Convened national consultations under the TradeComII project targeted support for Tonga in preparation for accession and implementation of the iEPA. This project was developed to support the Government of Tonga.</p> <p>3.Successfully completed the national workshops on legal aspects and fiscal implications of the Agreement in Tonga. Mr. John Downes and Mr.</p>		
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	<p>Michael Dunn conducted the workshop at Tanoa International Dateline Hotel and attended by representatives from Government Line Ministries, private sector representatives and civil society.</p> <p>Organization of African, Caribbean and Pacific States (OACPS):</p> <p>1.Participated at the meeting of ACP Senior Trade Official, 22-24 October 2018 in Brussels; Participated at the 21st Meeting of the ACP Ministerial Trade Committee, 24-25 October 2018; Participated at the 16th meeting of the Joint ACP-EU Ministerial Trade Committee, 26 October 2018 and the 6th EU-Pacific EPA Trade Committee Meeting, 24 October 2018 as an observers. Mr. Edgar Cocker, CEO of the Ministry and Mrs. Pauline Siasau, Deputy CEO, Trade Division of the Ministry attended these meetings in Brussels on behalf of the Minister.</p> <p>2.Successfully submitted the comments on the Joint Kava Proposal to OACPS for funding. Joint Kava Proposal was submitted as a regional initiative for kava producing countries in the Pacific. The project was led by Vanuatu and supported by other kava producing countries in the Pacific including Tonga.</p>		
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	<p>3. Successfully recruited Mr. John Downes, Senior Policy & Legal Experts and Michael Dunn, Senior Tax Policy and Revenue Expert as 2 consultants to undertake the project “Targeted support to the authorities of Tonga in the accession and preparation for implementation of IEPA under TradeComII project. The aim of this project was to conduct a comprehensive legislative review in terms of domestic legislations to ensure compliance with the obligations under the Agreement as well as the fiscal implications of the Agreement. The Ministry facilitated meetings with key stakeholders in Tonga from government, private sector and civil society to gather more information to assist in the review.</p> <p>Commonwealth Secretariat:</p> <p>1. Liaise with British Standards Initiative (BSI) standards network to gain technical assistance and capacity building on standards for Tonga. Tonga is registered as a CSN member as of 26 February 2019.</p> <p>International Organization for Standardization (ISO):</p> <p>1. Participated at the ISO Services workshop in Disruptive Digital Trade in Singapore, 24-25 June 2019. Standards Australia funded the participation of Mrs. Sandradee Fifita,</p>		
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	<p>Director of Consumer Affairs; Mrs. Pauline Siasau, Deputy CEO, Trade Division of the Ministry; Mr. Tevita 'Aho, representative from the Ministry of Infrastructure; Mr. Viliami Fakasi'i'eiki, representative of the Ministry of and Mr. Sevenitini Toumo'ua from the Engineering Association to participate in this workshop as part of capacity building programs under the Indo-Pacific Digital Trade Standardisation initiative. The workshop focused on disruptive technologies and new service models, and the role of international standard bodies.</p> <p>Others:</p> <p>1.Submitted the official request to World Bank to assist Tonga in the development of Tonga's Trade Facilitation Agreement (TFA) implementation roadmap for 2019-2030; develop the Terms of Reference (TOR) for the establishment of the National Committee on Trade Facilitation (NCTF) and Working arrangements to develop plans and activities under the Tonga TFA Implementation roadmap.</p>		
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2.2.7 Fair & Effective Labour Program

Outputs	Achievements	Gaps	Way Forward
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1.1 The Employment Relations Bill 2018 is approved by Cabinet and submitted to Parliament.	1. Completed the stakeholders' consultations in Tongatapu. 2. Finalized of the Employment Relations Bill 2018 drafting based on the consultations feedback and policy directions.	1. Conflicting political agendas jeopardize commitments to industrial relations work agendas.	1. Keep track of the ERB 2018 progress to Parliament in the next financial year (FY2019/20).
1.2 Ratification of the ILO Convention No. 138 & No. 182.	1. The completion of the stakeholders' consultations in Tongatapu and outer Islands on the Conventions No. 182 & No. 138. 2. Cabinet approval of the policy paper submitted with recommendation to ratify the Convention No. 182.	1. Lack of dedicated technical staff to pursue labour standards works.	1. Seek Cabinet's endorsement to re-submit the policy paper on the ratification of the Convention No. 182 in the next financial year (FY2018/19).
1.3 ILS Reporting (Non-Ratified Core Conventions / Annual General Survey / Newly Adopted Instruments.			
1.4 Foreign Visa applications are assessed to the standards and recommendations are approved.	1. 100% approval of advice / recommendations on foreign visa applications.		
2.1 Upgrade database and maintain up-to-date labour data and information.	1. Completion of the Labour Force Survey 2018.	1. Lack of dedicated technical staff to pursue the upgrading of the database. Staff were occupied with the Consultation of the ERB 2018 and the ILO Convention No. 182 & No. 138.	1. Review current labour information database.
2.2 Develop proposal for a fact-finding mission on current labour issue.	2. Labour Force Survey 2018 implementation.		2. Draft proposal for discussion on a key and current labour issue.
3.1 National tripartite meetings and activities are held and implemented.	1. Frequent meetings held during the consultations of the ERB 2018 and the ILO Convention No. 138 & No. 182.	1. Conflicting political agendas jeopardize commitments to industrial relations work agendas. 2. Limited pool of registered social partners to improve representations to the national tripartite committee.	1. Reconsider composition and roles of the national tripartite committee in the new financial year (FY2019/20). 2. Recruit dedicated capable staff for the decent work and social partners dialogue agendas.

			3.Prioritized ERB progression as foundation to encourage and implement registered social partners.
3.2 Employers and Workers groups are well organized and tripartism for decent work is promoted.	<ol style="list-style-type: none"> 1.Maintained employers and workers group membership and registration records. 2.Tripartite representative to the ILC and the ILO's 100 years anniversary. 3. TNTCC quarterly meeting completed. 	<ol style="list-style-type: none"> 1.Limited pool of registered social partners to improve representations to the national tripartite committee. 2.Employers and Workers registration under the Incooperated Act. 	<ol style="list-style-type: none"> 1.To be considered again in the new financial year (FY2019/20). 2.Prioritized ERB progression as foundation to encourage registration to improve representation to the TNTCC Committee. 3.Consider different approach to encourage workers and employers' associations.

2.2.8 Consumer Protection & Fair Trade Program

Output	Achievements	Gap	Way Forward
1. That the Institutional framework for the development AND promotion of consumer welfare is produced and implemented	<ol style="list-style-type: none"> 1.The update of the Roadmap for the Consumer Institutional and Regulatory Framework is endorsed by Cabinet <ul style="list-style-type: none"> • That the Roadmap is updated and endorsed by CEO • Cabinet submission is developed and endorsed by Cabinet 2.Price Control Bill is tabled with the Law Review Committee 	<ol style="list-style-type: none"> 1.Dedicated Officer to work on the program was unwell at the designated time 2.Unable to finalize comments from CEO to incorporate in to the Bill 3.TA has other engagements and was hold off until the Price Control Bill is finalized 4.Draft TOR developed but due to other pending work , was not finalized 	<ol style="list-style-type: none"> 1.Roadmap for the Consumer Regulatory Framework is endorsed by Cabinet 2.Final draft is produced and submitted to Cabinet 3.Seek availability of the TA to complete the development of the regulation 4.Finalise TOR and TA engagement to implement the review

	<ul style="list-style-type: none"> • Final draft is endorsed by CEO & Minister and submitted to Cabinet • Draft Bill translated by the Law Review Committee <p>3. Final Price Control Regulation is endorsed by CA</p> <ul style="list-style-type: none"> • final consultations are implemented and the Draft Regulation is endorsed by TCA (Reserve Bank, MORC) <p>4. Review of the regulated goods and proposed new list implemented</p> <ul style="list-style-type: none"> • Final report on the review of the regulated goods and proposed new lists is endorsed by CA • TOR developed and contract signed <p>5. Finalization of the Consumer Protection Bill</p> <ul style="list-style-type: none"> • TOR is developed with additional work • Incorporation of comments from ADB • Consultations with relevant line Ministries • Final Draft is endorsed by CEO and Minister <p>6. Final consumer Protection Regulation is developed</p>	<p>5. no further work was carried out as the proposed Contract Lawyer with Policy did not come through..</p> <p>6. On hold as no further changes were made to the Consumer Protection Bill</p>	<p>5. Work with Policy on finalization of Consumer Protection Bill</p>
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<p>2. That an awareness and educational strategy to empower consumer is developed and implemented.</p>	<p>1.Development and implementation of the Consumer Awareness Strategy</p> <ul style="list-style-type: none"> • Monthly SMS text with TCC and Digicel. • Twice daily jingle and bi-monthly talkback with Radio Broadcom. • Quarterly TV program with TBC. • Participation at the Agricultural Show in Tt, Vv , Ha'apai and the Niuas • Participation at the National Food Day Exhibition by the Food Authority, MAFFF • Development of collateral material ie banners and brochures for educational programs <p>2.World Consumer Day:</p> <ul style="list-style-type: none"> • Mark the World Consumer Day in Tonga through special media program, banners <p>3.Ongoing update of Social Media and Website:</p> <ul style="list-style-type: none"> • Continuous update social media and website. <p>4.Participation in the MORC and MCTL joint Roadshow program around villages in Tongatapu in May and June</p>	<p>1.Community school awareness programs are hampered due to lack of staff and vehicle availability</p> <p>2.Lack of dedicated staff to carry out the desired work (post was vacated) Officer was promoted to another role but took time to cont. to work in the awareness program</p>	<p>1.Need to advertise and fill the post</p> <p>2.Work on the Consumer Protection details and information for the Ministry website</p> <p>3.Continue with developing Consumer Awareness programs to mark the World Consumer Rights Day</p> <p>4.Staff training program on website & facebook development</p>
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<p>3. That a plan for implementation of the Price Control Work Program is developed and implemented</p>	<ol style="list-style-type: none"> 1.Implementation of the pricing of regulated goods under the competent Authority 2.Pricing of regulated goods are updated, compiled and released to the public on a monthly basis 3.Cont. collection of data from the Customs Management Systems of imported regulated goods 4.Implementation of the Review of taxi, bus fares and heavy lorry hires <ul style="list-style-type: none"> • TOR for the consultant is endorsed and contract signed • Implementation of public consultations and report is submitted to CEO 5.Implementation of the monthly and quarterly price review for Petroleum and LPG <ul style="list-style-type: none"> • Successful and timely implementation of Monthly and quarterly rates endorsed by CA and distributed to key stakeholders • PR is timely developed and with the updated rates broadcasted on the radio and uploaded on Consumer facebook page and Ministry website 	<ol style="list-style-type: none"> 1.Need to provided updated details with importers and retailers before the public are informed 2.Lack of dedicated Officer to provided up-to-date data from the MORC CMS 3.Lack of dedicated Staff to carry out the required work 4.Reliant on the Petroleum Advisor for the implementation of the monthly and quarterly price review 5.Excess workload by the IT Officer 	<ol style="list-style-type: none"> 1.Secure additional to provide UpToDate data from the MORC CMS and assist price control unit in implementation of market surveys 2.Coordination of an established process of communication with the Enforcement team 3.Finalise and complete the review of the Price Control Bill 4.Need to fill vacant post 5.Work out capacity building program for transition of work to be fully carried out by the Price Control Unit 6.Cont. with the capacity building program for Price Control Officer on the Petroleum and LPG pricing 7.Need to follow up development of dedicated database for sharing of enforcement program 8.Need to work on the review of current rates of regulated goods and services
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	<p>6.Implementation of the Triennial Petroleum and LPG review</p> <ul style="list-style-type: none"> • Report on the annual petroleum triennial review endorsed by TCA • Updated price template is incorporated on the Monthly and quarterly price review for Petroleum and LPG <p>7.Development and implementation of the Enforcement Database</p> <p>8.Implementation of the Competent Authority Work Plan</p> <ul style="list-style-type: none"> • Call for meetings and preparation of meeting papers • Secretariat to CA meetings • Successful implementation of CA meetings with decisions on the Annual Petroleum and LPG Price Review template 		
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2.2.9 Enforcement Program

Outputs	Achievements	Gaps	Way Forward
<p>1.Inspections visits plan to businesses on compliance with the Business License, Act, Companies Act and Foreign Investment Act is implemented</p>	<p>1.1267 Inspections completed, just short of the overall target of 2060, although figures show that the target for Tongatapu was met having exceeded the target of 1240 which is at</p>	<p>1.Adhoc reporting of inspections from the outer islands, no reports received from the Niuaus as no officer stationed there</p>	<p>1.Better follow up and more efficient reporting system required and procedures in place for outer islands</p>

	least 80% of the total number of businesses registered		
2. Inspections visits plan to businesses on compliance with the Weights and Measures Act, Price Control Act, Consumer Act is implemented	2.1267 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	2. Adhoc reporting of inspections from the outer islands, no reports received from the Niuas as no officer stationed there	2. Better follow up and more efficient reporting system required and procedures in place for outer islands
3. Testing for Bowsers and Pumps is carried out	3. A total of 1511, pumps were checked during this period exceeding the 888 target set for this period, these figures also include those pumps at bowsers that were rejected and were retested for accuracy.	3. Although all bowsers have been checked and pumps verified we have yet to test and calibrate fuel tanker trucks which distribute fuel to bowsers.	3. Currently seeking training attachment for the calibration of fuel dispenser calibration of fuel tanker trucks
4. A plan to follow up of previous inspections is implemented	4. 1139 follow up Inspections completed, the overall target was 1000, exceeding target set for this period.	4. NA	4. NA
5. The Inter Government Agency Task Force Program is implemented	5. 365 Inspections completed, the overall target was 264, Inspection were carried out twice weekly and ran from July 2018 - June 2019.	5. Was able to exceed target set for annual period of 2018 - 2019.	5. Quarterly Task Force Meeting with line Ministries to finalise work plan for the quarterly inspections
6. That a quarterly refresher training on regulations for existing staff is implemented	6. 4 training programs were completed for this period, target was for 4. Trainings/workshops were carried out in July - September 2018, trainings focused mainly on Price & Wage control Act, Weight & Measures Act, lessons learnt and what can be implemented from training attachments attended, and Customer Service training conducted by TBEC, a training /workshop was also conducted in period from Oct – Dec 2018 introduction to Chinese language to	6. NA	6. Better planning of training programs required throughout the year

	assist in better communication with majority of small business owners.		
Complaints Registration:: Development and Implementation of system and processes for customer friendly, effective and efficient registration and investigations of complaints 1. That a dedicated desk for receiving and registration of complaints is established	1.Complaints registration desk for receiving complaints customers has been set up	N/A	N/A
2. That an approved investigation plan and procedure is implemented equality for all complaints	2.Already in place as required under the Consumer Protection Act and Regulations	N/A	N/A
3.That a quarterly refresher training on regulations for existing staff is implemented		N/A	3.Better coordination and planning of training programs for the year
4. Increased rate of success full resolution reached for complaints	4.A total of 581 complaints were registered with the division for this period, 48% of all complaints were resolved. Of the remaining 4% 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 25%, followed by services complaints at 12% followed by expired/damaged/labelling issues at 6% and other complaints at 1%	N/A	N/A
5.Public Awareness (Radio Advert)			
Risk Management and Analysis:	1.20 businesses identified as high risk, Submission to Crown Law for Prosecution, in July 2018 and June	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

<p>Development and implementation of a Risk Management and Analysis Plan to Improve strategizing of enforcement and compliance activities</p> <p>1. Risk Analysis and assessment to identify non-compliant high risk businesses.</p>	<p>2019, 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 20.</p>		<p>ensure a quicker process for prosecution, need to liaise further with Legal Counsel at Crown Law in regards to evidence collected need proper guideline to ensure accuracy and relevance of evidence</p>
<p>2. Enforcement measures executed to improve compliance of high risk businesses</p>			

2.3 Financial Management

2.3.1 Statement of Responsibilities:

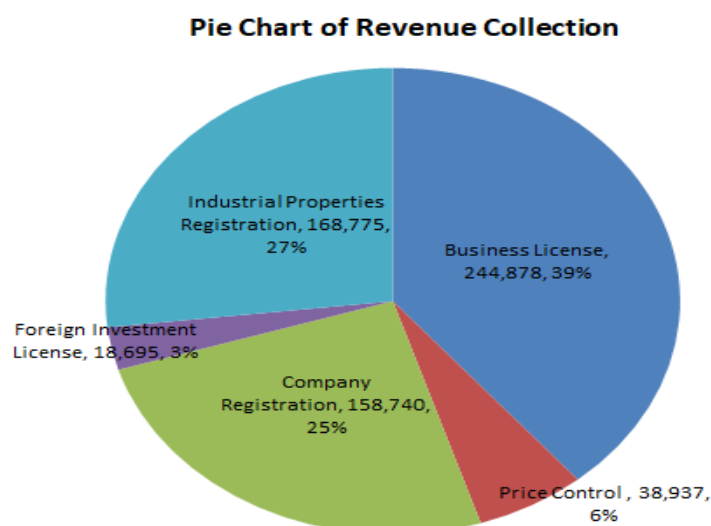
The Chief Executive Officer with the assistance of the Accounts Unit of the Ministry is responsible for the preparation of the Ministry's financial statements for the financial year ending June 2019. The CEO through the Accounts Unit is responsible for maintaining an effective system of internal control over the Ministry's budget including safeguarding of assets, procurement and ensuring that all transactions are properly authorized, recorded and processed in accordance to relevant legislations.

The Audit Department also conducts periodic audits of the Ministry's operations and the quality of financial reporting. However, as this financial year report is being prepared, the financial statements supplied in this report have not been audited.

2.3.2 Statement of Cash Receipts and Payments

The Ministry managed to collect a total revenue of \$630,025 that is 73% of its targeted revenue collection for financial year 2018/19. Figure 3 below, provide details on activities that contributed to the Ministry's overall revenue collections for 2018/19 financial year.,

Figure 3 : MTED's Revenue Collections for financial year 2018/2019.



2.3.3 MTED's Budget Performance for Financial Year 2018/2019

The total recurrent budget for the Ministry in the financial year 2018/19 amounted to a total of TOP\$7,708,400, as shown in Table 8 below. However, the Ministry only utilize 70.6% of its total budget and the remaining 29.4% was not utilized.

Table 8: MTED's Recurrent Budget Expenditure Performance for FY2018/19

Budget Estimate Categories Performance 2018/19					
Expenditure Categories	Original Estimates 2018/19 (\$)	Revised Budget 2018/19 (\$)	Actual 2018/19 (\$)	Saving / Deficit (\$)	Saving /Deficit %
Established Staffs	2,575,900	2,521,020	2,297,952	223,068	2.9%
Unestablished Staffs	374,900	278,000	60,084	217,916	2.8%

Travel and Communication	1,239,600	1,317,505	856,927	460,578	6.0%
Maintenance and Operation	370,400	538,232	374865	163,367	2.1%
Purchase of Goods and Services	1,881,900	1,742,970	1,162,326	580,644	7.5%
Grants and Transfer	235,800	220,800	61,360	159,440	2.1%
Contingency Fund	35,000	35,000	0	35,000	0.4%
Purchase Assets	994,900	1,054,873	625,456	429,417	5.6%
Total	7,708,400	7,708,400	5,438,970	2,269,430	29.4%

2.4 Procurement:

The following table provides a summary of major procurements that the Ministry undertook during the 2018/2019 financial year in order to deliver its organizational outputs. However, it is noted that most of these procurements were not in compliance with the Procurement Regulation and it is an area that the Ministry will improve in the next financial year.

Table 9: Approved Procurement Proposal for MTED by quarters in the Financial Year 2018/2019.

Approved Projects		Contractor	Month	Total	Compliance/ Non-Compliance
1st Quarter (July-September 2018) of 2018/2019 Financial Year					
1.	Payment of supplying of table, tents and plastic chairs	Durga Lakshmi Manufacturing	September, 2018	\$9,969	Non-compliance
2nd Quarter (October-December 2018) of 2018/2019 Financial Year					
2.	Sea Freight, 3 containers of wooden bins, cardboards and fertilizer purchased last financial year	Pacific Forum Line	October, 2018	\$19,991.13	Non-compliance
3.	Fixing of MTED Minister's vehicle	Autosaver	October, 2018	\$6,768	Compliance
4.	Resident Marketing Officer in Auckland, New Zealand.	Mr. Kamilo Áli	October, 2018	NZD\$6,000	Non-compliance
5.	Resident Marketing Officer in Auckland, New Zealand.	Mrs. Tulua	October, 2018	NZD\$6,000	Non-compliance
3rd Quarter (January-March 2019) of 2018/2019 Financial Year					
No Endorsement received on the 3 rd Quarter					
4th Quarter (April-June 2019) of 2018/2019 Financial Year					
6.	Construction of new Kokaánga Hall for Tongiaki Melie á Fafine Lapaha	Kiwi Tonga Ltd	April, 2019	\$333,825.61	
7.	Reviewing of Employment Relation Bill	Solution Consulting House Limited	May, 2019	\$6,900	Non-compliance
8.	Hosting the MCCTIL online PPSR services	Paradigm Applications	May, 2019	USD\$8,500	Non-compliance

9.	Supplying of forklift for the Ministry	Fowlers Machinery Limited	May,2019	NZD\$20,850	Compliance
10.	Supplying of brush peeling & washing machine	Lotopoha Company	June,2019	\$37,520.31	Compliance
11.	Installation of Video & PA System for MTED Conference room	PC Trade	June,2019	\$22,515	Compliance
12.	Supplying of photocopy machine	Office Equipment Ltd	June,2019	\$17,000	Compliance
13.	Supplying of fertilizer for the Development Program with Small Farmers in the Community	Ravens Down Limited	June,2019	NZD\$29,562	Non-compliance
14.	Payments for 3 Business Booths at the China International Import Expo	National Exhibition and Convention Center	June,2019	USD\$6,900	Compliance
15.	Maintain and support the MCCTIL Online Business Registries	Foster Moore Ltd	June,2019	NZD\$54,261.18	Compliance
16.	Supplying of a Toyota Land Cruiser Prado	Vaitohi Enterprise	June,2019	\$39,500	Compliance

2.5 Assets Management:

The total value of the Ministry's registered assets at the end of the 2018/2019 Financial Year, amounted to a total of TOP \$1,370,428 as shown in Table 10 below. New Assets that were purchased by the Ministry during the financial year 2018/19 was \$624,944, that is 41% of its allocated Budget.

Table 10: Summary of MTED's Total Assets for 2018/2019 Financial Year.

Total values of MTED's Assets as of 30th June 2019	
	<u>TOP\$</u>
Building	129,096
Vehicles	286,337
Computer Software	-
Computer Hardware	243,946
Furnitures & Fittings	352,398
Office Equipment	280,573
Other Plant & Equipment	78,078
TOTAL NET EQUITY	<u>1,370,428</u>

3. Significant issues/Challenges:

3.1 Issues/Challenges

As outlined in Section 2.2, the delivery of the Ministry's outputs in FY2017/18 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.

3.1.1 Human Resource Gaps

Human Resource 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.

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

3.1.3 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.

4. Disclosures and legal compliance:

4.1 Audit statements

The Office of the Auditor General conducted an audit inspection of the Ministry on the period commencing in January 2016-June 2019 and have made the following recommendations:

- i. In the event of an accident regarding the ministry's vehicles, the Ministry is to ensure that it complies with the requirement of Section 2F.12 in an accident regarding the ministry's vehicle.
- ii. Any future accidents that involved a breach of section 2F.12 by the responsible driver, the ministry is to follow appropriate disciplinary procedures in consultation with the Public Service Commission (PSC) and the Ministry of Trade and Economic Development to ensure the cost is borne by the responsible officer to avoid unnecessary wastage of public funds.
- iii. That the Corporate Service Division is to provide a written request again to the former Minister giving him one (1) month to return the Ministry's asset.
- iv. That if these assets are not returned within this period, the Ministry if to inform the Ministry of Police to take actions to recover these items.
- v. The Business license division should ensure that all documentations in relation for active business licenses should be properly filed.
- vi. Each business license upon renewal should ensure that all its documentations are properly updated at all times to ensure compliance with business requirements.

5. 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.

ANNEX 1: Ministry of Trade and Economic Development's Staff list for Financial Year 2018/19

Name	Post Title	Division	Gender	Qualifications	Effective Date	
1	Kalolaine Kolotia Fotu	Deputy Secretary	Labour	F	<i>Bachelor of Arts ,USP (Fiji)</i>	<i>31 March 2004</i>
2	Pauline Siasau	Director of Trade	Trade & Investment	F	<i>MBA, USP (Fiji)</i>	<i>31 March 2004</i>
3	Sandradee Fifita	Director for Consumer Affairs	Consumer Protection & Fair-Trade	F	<i>BA Tourism & Public Sector Management, USP (Fiji), Diploma in Business, Wellington Polytechnic, (NZ), MBA, USP (Fiji)</i>	<i>19 May 1993</i>
4	Tevita Kingdon Lautaha	Deputy CEO	Business Support	M	<i>BSc (Fiji)</i>	<i>25 August 2004 / 2 July 2019</i>
5	Lorraine Ma'u Paasi Kauhenga	Deputy Secretary	Policy & Planning	F	<i>Master of Business Administration, USP (Fiji); Bachelor of Commerce, University of Otago (NZ)</i>	<i>29 November 2019</i>
6	Daniel Savia 'Atuekaho	Principal Trade Officer	Trade & Investment	M	<i>Bachelor of Science (USP)</i>	<i>9 September 2003 / 8 August 2017</i>
7	Fielea Schaumkel	Principal Assistant Secretary	Corporate Services	F	<i>BCom (Mgmt. & IS) (USP, Fiji)</i>	<i>7 January 2013 / 17 April 2018</i>
8	Fololenitina Kivalu Asau	Principal Policy Analyst	Policy & Planning	F	<i>Master of Public Policy (VUW, New Zealand); Bachelor of Commerce (USP, Fiji)</i>	<i>28 June 2010 /(9December 2016 and lateral transfer to MTED on 9 March 2018)</i>
9	Makafalani Taulangovaka	Senior System Analyst	Corporate Services	M	<i>BA (CS/IS) (USP, Fiji)</i>	<i>3 January 2012 / 1 July 2019</i>
10	Poinisetia Fifita Paongo	Principal Assistant Registrar	Business Registries & Intellectual Property	F	<i>Bachelor of Arts (USP, Fiji)</i>	<i>23 September 2002 / 14 October 2016</i>
11	Sione Faleafa	Principal Labour Officer	Labour	M	<i>Bachelor of Applied Business Studies, (Whitireia Community Polytechnic)</i>	<i>31 October 2017</i>

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12	Uluakimano Pau'u	Principal Assistant Registrar	Business Registries & Intellectual Property	M	<i>Master of Intellectual Property Law (Queensland University of Technology)</i>	<i>20 February 2008 / 27 June 2013</i>
13	Latu Palu	Principal Assistant Registrar	Consumer Protection & Fair-Trade	F	<i>Associates of Art ('Atenisi University), Bachelor of Arts in Politics & History (University of Auckland)</i>	<i>23 March 2020</i>
14	Peni Tupou Lakai	Principal Assistant Secretary	Business Support	M	<i>Master of Cyber-crime, CUP</i>	<i>18 March 2020</i>
15	Edwina Tangitau	Senior Price Control Officer	Consumer Protection & Fair-Trade	F	<i>BCom (Economics) (University of Otago (NZ))</i>	<i>25 July 2014</i>
16	Esterlina 'Alipate	Senior Assistant Secretary	Trade & Investment	F	<i>Bachelor of Commerce, USP</i>	<i>27 January 2012 / 11 January 2016</i>
17	Eva 'i Mahina Pele Liava'a	Senior Assistant Secretary	Policy & Planning	F	<i>Bachelor of Commerce and Administration(VUW,New Zealand)</i>	<i>5 August 2008 / 29 February 2012</i>
18	Faleola Mafi	Senior Policy Analyst	Trade & Investment	F	<i>Postgraduate Diploma in Commerce, University of Otago, NZ; Bachelor of Commerce (USP)</i>	<i>4 January 2013 / 16 May 2016</i>
19	Ilaisaane Tu'itupou	Senior Business Development Officer	Business Support	F	<i>Bachelor of Applied Business Studies (Whitireia Community Polytechnic)</i>	<i>29 October 2015</i>
20	Kingisiliti Vunipola	Principal Accountant	Corporate Services	M	<i>Bachelor of Commerce, USP</i>	<i>16 December 2013 / 1 July 2019</i>
21	Sikiniti Ueleni	Senior Assistant Secretary	Business Registries & Intellectual Property	F	<i>Dip. InfoTech (Tonga)</i>	<i>22 December 2003 / 20 November 2017</i>
22	Melenaite Le'ota	Senior Assistant Secretary	Corporate Service	F	<i>MBA. (USP/Tonga)</i>	<i>3 June 2017 (assumed duty 19 June 2017) / 29 June 2020 (assumed duty 13 July 2019)</i>
23	Felemi Ika	Policy Analyst	Policy & Planning	M	<i>BA (Geo & Tourism) (USP (Fiji))</i>	<i>26 May 2015</i>
24	Mateaki Loloa	Senior Assistant Secretary	Policy & Planning	F	<i>B. Com (Mgmt. & Public Admin/Economics) (USP (Fiji))</i>	<i>3 April 2018</i>

25	Siaosi Hakeai	Senior Inspectorate Officer	Enforcement & Compliance	M	<i>Diploma in Accounting Studies (TIHE)</i>	<i>19 June 1986 / 27 June 2013</i>
26	Sione Musika Lautaha	Senior Promotion Officer	Business Registries & Intellectual Property	M	<i>Bachelor of Commerce, USP</i>	<i>30 August 2017</i>
27	Tanginitopa Tu'ifua	Senior Assistant Secretary	Labour	F	<i>Bachelor of Applied Business Studies (Whitireia Community Polytechnic)</i>	<i>26 May 2008 / 29 February 2012</i>
28	Usaia Mohulamu Lolomana'ia	Senior Labour Officer	Labour	M	<i>BA, USP</i>	<i>4 June 2019</i>
29	Losalio Lakalaka	Senior Accountant	Corporate Services	F	<i>Dip (Account.) (TTI (Tonga))</i>	<i>9 July 2015 / 3 March 2020</i>
30	Ana 'Alamoti	Assistant Secretary	Consumer Protection & Fair-Trade	F	<i>Bachelor of International Business, AIS St. Helen, NZ</i>	<i>24 October 2016</i>
31	Tevita Paasi Tukunga	Investment Officer	Business Support	M	<i>Bachelor of Commerce, USP</i>	<i>27 June 2019</i>
32	Ana Kata Mahe	Assistant Secretary	Business Support	F	<i>Bachelor of Commerce majoring in Accounting, USP</i>	<i>9 January 2019</i>
33	Fofonga-Ola-'I-Loma-'Anisi	Trade Officer	Trade & Investment	F	<i>Bachelor of Commerce, USP</i>	<i>22 February 2018</i>
34	Ilaisaane Mila	Tourist Officer	Consumer Protection & Fair-Trade	F	<i>Bachelor of Commerce, USP</i>	<i>22 November 2016</i>
35	Ilisapeti 'Otuafi	Assistant Registrar	Business Registries & Intellectual Property	F	<i>Certificate on Information Technology III & Certificate of Completion from the Adelaide Institute of TAFE, Australia</i>	<i>7 March 2000 / 2 March 2014</i>
36	Mele 'Iolane Mavaetangi 'i Havila Fonua	Consumer Awareness & Education Officer	Consumer Protection & Fair-Trade	F	<i>Bachelor of Commerce</i>	<i>1 July 2019</i>
37	Mele Muimui Tovi Kava	Inspector of Weights, Measures & Price	Consumer Protection & Fair-Trade	F	<i>Post graduate Diploma in Business Administration</i>	<i>9 June 2017</i>
38	Mele'ana Tau'aika Afemui	Assistant Secretary	Labour	F	<i>Bachelor of Commerce, USP</i>	<i>27 May 2019</i>
39	Ofa Puloka	Assistant Registrar	Effective Labour	M	<i>Dip (IT), TTI (Tonga)</i>	<i>22 May 2015</i>

40	Penisimani Fa'oliu	Personal Assistant	Senior Management	M	Secondary School Certificate	15 January 2018
41	Salote Hoponoa	Assistant Secretary	Business Registries & Intellectual Property	F	B. (Tourism Mgmt.) (Beijing International Studies University (China))	6 July 2015
42	Seini Fakatou Tu'ivai	Assistant Secretary	Business Registries & Intellectual Property	F	Bachelor of Applied Business Studies (Whitireia Community Polytechnic)	14 August 2017
43	Aisake Fifita	Assistant Secretary	Consumer Protection & Fair-Trade	M	Secondary School Certificate	1 July 1993 / 18 September 2014 / 3 March 2020
44	Tomasi Po'uhila	Inspector of Weights, Measures & Price	Business Registries & Intellectual Property	M	Diploma in Accounting Studies (TIHE)	24 March 1993 / 27 June 2013
45	Amanaki Tu'itupou	Senior Credit Union Officer	Business Support & Investment	M	Certificate in Accounting Studies (TIHE)	27 May 2002 / 3 February 2014
46	Aminiasi Hoa	Plumber/Carpenter	Business Registries & Intellectual Property	M	Secondary School Certificate	24 August 1988
47	Ana Kakala Fetu'u'aho	Research & Statistical Assistant	Consumer Protection & Fair-Trade	F	Secondary School Certificate	11 December 1991 / 11 November 1998
48	Anaseini Tautuiaki	Computer Operator Grade 1	Corporate Services	F	Diploma in IT(TIHE)	6 May 1999 / 10 June 2011
49	Isime'eli Finau	Senior Co-operative Officer	Business Support & Investment	M	Secondary School Certificate	4 October 1991 / 25 June 1999
50	Vaiolupe Tu'avao Finau	Senior Research Officer	Labour	F	Diploma in Accounting Studies (TIHE)	15 July 2019
51	Lolina Kaufusi Tonga	Revenue Statistical Officer	Vava'u	F	Secondary School Certificate	24 February 1988 / 5 August 1999
52	Maile Fa'ase'e	Revenue Statistical Officer	Business Support & Investment	M	Secondary School Certificate	8 September 1983 / 2 July 2000
53	Malia Koleti Kolofo'ou	Computer Operator Grade 1	Consumer Protection & Fair-Trade	F	Diploma (St Joseph's Business College)	23 November 1998 / 3 February 2014
54	Samiuela Veleika	Assistant Tourist Officer	Consumer Protection & Fair-Trade	M	Secondary School Certificate	7 April 2003

55	Sesilia 'Otuvai	Senior Executive Officer	Senior Management	F	<i>Diploma in Technology Studies</i>	<i>14 October 1986 / 6 July 2015</i>
56	Setefano Fifita	Clerk Class 1	Policy & Partnership	M	<i>Secondary School Certificate</i>	<i>20 August 1990 / 25 June 2010</i>
57	Kato Kakala Langi	Registry Clerk	Corporate Services	F	<i>Secondary School Certificate</i>	<i>7 April 2003 / 12 September 2014</i>
58	Losana To'ia Timani	Computer Operator Grade 1	Business Registries	F	<i>Diploma in Secretariat Studies, St. Joseph's Business College</i>	<i>1 July 2002 / 1 September 2014</i>
59	Lose Pongilau Tonga	Business Registry Officer	Business Registries	F	<i>Diploma in Secretariat Studies, St. Joseph's Business College</i>	<i>16 April 2003 / 22 May 2015</i>
60	Sione Paletu'a	Price Control Officer	Ha'apai	M	<i>Diploma in Tropical Agriculture and Business, Hango Agricultural College</i>	<i>23 June 2008 / 27 June 2013</i>
61	Fulila Tangata'iloa	Computer Operator Grade 3	Corporate Services	F	<i>Secondary School Certificate</i>	<i>26 April 1989 / 1 July 2000</i>
62	Haitelenisia Pongi	Computer Operator Grade 3	Corporate Services	F	<i>Secondary School Certificate</i>	<i>26 April 1989 / 1 July 2000</i>
63	Kitiosi Tupou	Assistant Security Officer	Corporate Services	M	<i>Secondary School Certificate</i>	<i>24 November 2003 / 3 May 2005</i>
64	Lavinia Finau Kaufononga	Computer Operator Grade 3	Corporate Services	F	<i>Secondary School Certificate</i>	<i>10 February 1999 / 15 April 2004</i>
65	Titali Kolomalu	Sub-Inspector of Weight, Measures & Price	Vava'u	M	<i>Secondary School Certificate</i>	<i>30 May 2005 / 1 July 2015</i>
66	Tofa Faletau Finau	Computer Operator Grade 3	Vava'u	F	<i>Secondary School Certificate</i>	<i>27 July 1988 / 25 June 1999</i>
67	Va'epopua Fotofili Talia'uli	Computer Operator Grade 3	Business Registries	F	<i>Secondary School Certificate</i>	<i>16 February 1993 / 7 January 2000</i>
68	'Alo'isia Fakaanga	Assistant Price Inspector	Consumer Protection & Fair-Trade	F	<i>Secondary School Certificate</i>	<i>22 May 1996</i>
69	Corrie Kimberly Lavemaau	Statistical Assistant	Corporate Services	F	<i>Secondary School Certificate</i>	<i>17 June 2019</i>

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70	Kevin Lavemaau	Industrial Assistant	Vava'u	M	<i>Secondary School Certificate</i>	<i>7 August 2008 / 27 June 2013</i>
71	Lesieli Fonua Valevale	Labour Information Officer	Labour	F	<i>Secondary School Certificate</i>	<i>4 January 2016</i>
72	Sisilia Taufu'i Tuai	Senior Cooperative Assistant	Eua	F	<i>Secondary School Certificate</i>	<i>19 January 1994 / 24 January 1994</i>
73	Fe'iloakitau Moala	VIP Driver	Corporate Services	M	<i>Reached Secondary Level</i>	<i>19 July 2011 / 15 June 2015</i>
74	Halatoa Tu'uholoaki	VIP Driver	Vava'u	M	<i>Reached Secondary Level</i>	<i>4 August 2017</i>
75	Maka Havili	VIP Driver	Corporate Services	M	<i>Reached Secondary Level</i>	<i>1 October 2002 / 7 October 2005</i>
76	Meleane Manu Tonga	Computer Assistant	Vava'u	F	<i>Certificate in Computer and Secretarial Study, St. Joseph Business College</i>	<i>30 July 2004 / 17 September 2007</i>
77	Meleane Manu Tonga	Assistant Price Inspector	Vava'u	F	<i>Certificate in Computer and Secretarial Study, St. Joseph Business College</i>	<i>3 March 2020</i>
78	Velonika Moniati	Statistical Clerk Grade 2	Business Support & Investment	F	<i>Cert. Tourism (NZ)</i>	<i>13 March 2002</i>
79	Moala Siakumi Tonga	Driver	Ha'apai	M	<i>Reached Secondary Level</i>	<i>2 June 2003</i>
80	Samisoni Talau	Driver	Corporate Services	M	<i>Reached Secondary Level</i>	<i>5 September 2018</i>
81	Tu'ifonualava 'One'one	Driver	Corporate Services	M	<i>Reached Secondary Level</i>	<i>2 February 2018</i>
82	Uate Taufu'uta Moimoi	Driver	Corporate Services	M	<i>Reached Secondary Level</i>	<i>6 September 2019</i>
83	Ofakitonga F. Lokotui	Gardener	Corporate Services	M	<i>Reached Secondary Level</i>	<i>2 February 2018</i>
84	Sela Tei	Cleaner	Corporate Services	F	<i>Reached Secondary Level</i>	<i>2 February 2018</i>
85	Talaiasi Taulango	Gardener	Corporate Services	M	<i>Reached Secondary Level</i>	<i>1 July 2019</i>

ANNEX 2: MTED's Legislations

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

19	Geographical Indications Act 2002	For the protection of particular products which are of such qualities that corresponds to a specific place of origin.
20	Geographical Indications Regulations 2008	For the administration of the Geographical Indication Act.
21	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.
22	Protection of Layout Designs (Topographies) of Integrated Circuits Regulations 2009	To regulate the Protection of Lay-out Designs Act.
23	Protection against Unfair Competitions Act 2002	For the protection against Unfair Competitions between businesses.
24	Personal Property Securities Act 2010	For the registration of personal properties using as collateral to ensure first priorities
25	Personal Property Securities Regulations 2009	For the administration of Personal Property Securities Act.
26	Cooperative Societies Act 1973	To regulate the operations of Cooperative Societies in Tonga.
27	Credit Unions Act 1977	To regulate the operations of Credit Unions in Tonga.