

ANNUAL REPORT 2019/2020

TRADE MINISTERS
MEETING
12 February 2020



Ministry of Trade and Economic Development
Government of Tonga

Latai Estate | Cnr. of Tupoulahi and Salote Road,
Fasimoeafi | Nuku'alofa,

KINGDOM OF TONGA

TABLE OF CONTENTS

LIST OF ABBREVIATIONS	VII
FOREWORD FROM THE MINISTER	VIII
PREFACE	IX
1 OVERVIEW OF THE MINISTRY	1
1.1 INTRODUCTION	1
1.2 LEGISLATION, MANDATE AND STAKEHOLDERS	1
1.2.1 LEGISLATIONS	1
1.2.2 MANDATE	1
1.2.3 STAKEHOLDERS	1
1.3 GOVERNANCE AND OPERATIONAL STRUCTURE	1
1.3.1 STRUCTURE	1
1.3.3 REVISED ORGANISATIONAL STRUCTURE AND MANDATE	2
1.4 PERFORMANCE MANAGEMENT FRAMEWORK	5
2 MINISTRY'S GENERAL PERFORMANCE FOR 2019/20	6
2.1 KEY ACHIEVEMENTS	6
2.1.1 ADMINISTRATIVE	6
2.1.2 PUBLIC PRIVATE PARTNERSHIP	6
2.1.3 COVID-19 BUSINESS ECONOMIC EMERGENCY RELIEF FUND	6
2.1.4 ENABLING BUSINESS ENVIRONMENT	6
2.1.5 PRIMARY COOPERATIVE STORES	7
2.1.6 MICRO MSMES	8
2.1.7 BUY TONGA MADE	8
2.1.8 EXPORTS	8
2.1.9 LABOUR MARKET CONDITIONS AND STANDARDS	8
2.1.10 PRICE CONTROL BILL	9
2.1.11 CONSUMER AWARENESS AND EDUCATION PROGRAMS	9
2.1.12 PETROLEUM AND LPG	10
2.1.13 ENFORCEMENT PROGRAMS	10
2.1.14 RATIFICATION OF PACER PLUS AGREEMENT IN MARCH 2020.	10
2.1.15 TONGA TRADE POLICY FRAMEWORK 2017-2025	11
2.1.16 E-COMMERCE READINESS ASSESSMENT	11
2.1.17 SUBMISSION OF OUTSTANDING NOTIFICATION OBLIGATIONS TO THE WTO	11

3	STAFFING	12
3.1	LEADERSHIP AND MANAGEMENT CHANGE	12
3.2	HEAD OF DIVISIONS	12
3.3	NUMBER OF STAFFS AND COMPOSITION	12
3.4	STAFF PERFORMANCE	13
3.5	STAFF MOVEMENTS	13
3.5.1	NEW APPOINTMENTS	13
3.5.2	STAFF PROMOTIONS	13
3.5.3	TRANSFERS WITHIN GOVERNMENT	13
3.5.4	STUDY LEAVE	14
3.5.5	RESIGNATIONS	14
3.5.6	EXTENSION AND TERMINATION OF CONTRACTS	14
3.6	STAFF DEVELOPMENT AND TRAININGS	15
4	MINISTRY'S RESULTS MANAGEMENT	17
4.1	CORPORATE SERVICES PROGRAM/DIVISION	17
4.1.1	ORGANIZATIONAL AND DIVISIONAL OUTPUTS	17
4.1.2	DIVISION BUDGET	17
4.1.3	STAFF AND DIVISION STRUCTURE	17
4.1.4	CORPORATE SERVICES DIVISION 2019/20 PERFORMANCE	19
4.2	POLICY AND PLANNING DIVISION	22
4.2.1	ORGANIZATIONAL AND DIVISIONAL OUTPUTS	22
4.2.2	DIVISION BUDGET	22
4.2.3	STAFF AND DIVISION STRUCTURE	22
4.2.4	POLICY AND PLANNING DIVISION 2019/20 PERFORMANCE	24
4.3	BUSINESS REGISTRY AND INTELLECTUAL PROPERTY PROGRAM/DIVISION	28
4.3.1	ORGANIZATIONAL AND DIVISIONAL OUTPUTS	28
4.3.2	DIVISION BUDGET	28
4.3.3	STAFF AND DIVISION STRUCTURE	28
4.3.4	BUSINESS REGISTRY AND INTELLECTUAL PROPERTY DIVISION 2019/20 PERFORMANCE	30
4.4	BUSINESS SUPPORT PROGRAM/DIVISION	38
4.4.1	ORGANIZATIONAL AND DIVISIONAL OUTPUTS	38
4.4.2	DIVISION BUDGET	38
4.4.3	STAFF AND DIVISION STRUCTURE	38
4.4.4	BUSINESS SUPPORT DIVISION 2019/20 PERFORMANCE	40
4.5	LABOUR PROGRAM/DIVISION	45
4.5.1	ORGANIZATIONAL AND DIVISIONAL OUTPUTS	45
4.5.2	DIVISION BUDGET	45
4.5.3	STAFF AND DIVISION STRUCTURE	45
4.5.4	LABOUR DIVISION 2019/20 PERFORMANCE	47
4.6	CONSUMER PROTECTION AND FAIR-TRADE PROGRAM/DIVISION	51
4.6.1	ORGANIZATIONAL AND DIVISIONAL OUTPUTS	51

4.6.2	DIVISION BUDGET _____	51
4.6.3	STAFF AND DIVISION STRUCTURE _____	51
4.6.4	CONSUMER PROTECTION AND FAIR TRADE 2019/20 PERFORMANCE _____	53
4.7	TRADE AND INVESTMENT PROGRAM/DIVISION _____	60
4.7.1	ORGANIZATIONAL AND DIVISIONAL OUTPUTS _____	60
4.7.2	DIVISION BUDGET _____	60
4.7.3	STAFF AND DIVISION STRUCTURE _____	60
4.7.4	TRADE AND INVESTMENT 2019/20 PERFORMANCE _____	62
5	FINANCIAL MANAGEMENT _____	70
5.1	STATEMENT OF RESPONSIBILITIES _____	70
5.2	STATEMENT OF CASH RECEIPTS AND PAYMENTS _____	70
5.2.1	MTED RECURRENT REVENUE FY 2019/20 _____	71
5.2.2	MTED RECURRENT EXPENDITURE FY 2019/20 _____	71
5.2.3	ROOT CROPS EXPORT TRUST AND ACCOUNT PROJECT BTF4600 _____	72
5.2.4	SUMMARY OF FARMING CREDIT UNION MICRO FINANCE PROJECT ON SQUASH EXPORT TO EMPOWER OF WOMEN'S COMMUNITY GROUPED ON FINANCIAL YEAR 2019/2020 _____	73
5.2.5	EXPENSES ON ESTABLISHING OF NEW COOPERATIVE SOCIETIES STORES ON FY 2019/20 _____	73
5.2.6	REPAYMENT FROM COOPERATIVE SOCIETIES STORES _____	74
5.2.7	COOPERATIVE SOCIETIES STORE SUMMARY REPORT 2019/20 _____	74
5.2.8	COVID 19 BUSINESS EMERGENCY RELIEF FUND _____	75
5.3	BUDGET PERFORMANCE _____	76
5.3.1	BUDGET EXPENDITURE PERFORMANCE ON/20 _____	76
5.3.2	BUDGET REVENUE PERFORMANCE ON/20 _____	78
5.3.3	STATEMENT OF ASSETS AND LIABILITIES _____	78
5.4	NOTES TO THE FINANCIAL STATEMENTS _____	79
5.4.1	4.3.5.1. ROOT CROPS EXPORT AND TRUST ACCOUNT BTF 4600 _____	79
5.4.2	REVENUE & EXPENDITURE BUDGET PERFORMANCE _____	79
5.4.3	BUDGET TRANSFER ANALYSIS PERFORMANCE _____	79
5.4.4	COVID-19 BUSINESS EMERGENCY RELIEF FUNDS _____	79
5.4.5	STATEMENT OF ASSETS _____	79
5.5	PROCUREMENT _____	79
5.6	ASSETS MANAGEMENT _____	80
5.6.1	ASSET REGISTERED BOOK _____	80
6	SIGNIFICANT ISSUES AND CHALLENGES _____	81
6.1	ISSUES/CHALLENGES _____	81
6.2	RISKS AND RISK MANAGEMENT _____	81
7	DISCLOSURES AND LEGAL COMPLIANCE _____	82

7.1	AUDIT STATEMENTS	82
8	CONCLUSION	83
	ANNEX 1: MINISTRY'S LEGISLATIONS	84
	ANNEX 2: MTED PERMANENT STAFF LIST ENDING JUNE 2020	86
	ANNEX 3: MTED CONTRACT DAILY LABOURS ENDING JUNE 2020	93
	ANNEX 4: MTED VACANT POSITIONS AS OF JUNE 2020	95

LIST OF TABLES

Table 1 MTED Stakeholders and relationship	1
Table 2 Divisions And Outcomes At the Beginning of the Financial Year	1
Table 3 Applications for COVID-19 Business Economic Emergency Relief Fund April 2020	6
Table 4 Divisions and Head of Divisions (HOD)/ Branches and Officers in Charge (OIC)	12
Table 5 Staff Composition by Division	12
Table 6 Number of Staff per Performance Ratings from 2018/18 to 2019/20	13
Table 7 Staff Development and Trainings	15
Table 8 Corporate Service Budget and Actual for FY 2019/20	17
Table 9 Corporate services 2019/20 Results	19
Table 10 Policy and Planning Budget and Actual for FY 2019/20	22
Table 11 Policy and Planning Division 2019/20 Results	24
Table 12 Business Registry and Intellectual Property Budget and Actual for FY 2019/20	28
Table 13 Business Registry and Intellectual Property Division 2019/20 Results	30
Table 14 Business Support Budget and Actual for FY 2019/20	38
Table 15 Business Support Division 2019/20 Results	40
Table 16 Labour Budget and Actual for FY 2019/20	45
Table 17 Labour Division 2019/20 Results	47
Table 18 Consumer Protection and Fair-Trade Budget and Actual for FY 2019/20	51
Table 19 Consumer Protection and Fair-Trade Division 2019/20 Results	53
Table 20 Trade and Investment Budget and Actual for FY 2019/20	60
Table 21 Trade and Investment Division 2019/20 Results	62
Table 22 MTED Recurrent Revenue FY 2019/20	71
Table 23 Recurrent Expenditure FY 2019/20	72
Table 24 Private Sector Marketing Fund Trust Account	72
Table 25 Squash Export Project to Empower Women FY 2019/20	73
Table 26 Expenses for the Establishment of New Cooperative Societies Stores FY 2019/20	74
Table 27 Repayment From Cooperative Societies Stores	74
Table 28 Summary Report of Cooperative Society Stores as at 30 th June 2020	75
Table 29 Summary of COVID 19 Business Emergency Relief Fund on FY 2019/20	75
Table 30 Details of COVID 19 Business Emergency Relief Payable on FY 2019	75
Table 31 Recurrent Budget Expenditure Performance By Category	76
Table 32 Budget Expenditure Performance on/20 By Division	77
Table 33 Recurrent Budget Revenue Performance by Revenue Source	78
Table 34 MTED Summary of Net Assets FY 2019/20	78
Table 35 MTED Procurement for 2019/2020	79
Table 36 Summary of Asset	80
Table 37 New Assets Purchases Analysis Report as at 30 th June 2020 on/20	80

LIST OF FIGURES

Figure 1 MTED Result Map Corporate Plan 2019/2020 – 2021/22	1
Figure 2 MTED Revised Operational Structure	3
Figure 3 MTED Result Map Corporate Plan 2020/21 – 2022/23	4
Figure 4 COVID-19 Impact on Employment in the formal sector	9
Figure 5 COVID-19 Impact on Employment in the informal sector	9
Figure 6 Corporate Services Structure	18
Figure 7 Policy And Planning Structure	23
Figure 8 Business Registry and Intellectual Property Staff and Division Structure	29
Figure 9 Business Support Staff and Division Structure	39
Figure 10 Labour Staff and Division Structure	46
Figure 11 Consumer Protection & FAIR-TRADE Staff and Division Structure	52
Figure 12 Trade and Investment Staff and Structure	61
Figure 13 MTED Revenue Cash Receipts FY 2019/20	71
Figure 14 MTED Division's Actual Expenses for 2019/20	77

LIST OF ABBREVIATIONS

ADB – Asia Development Bank
AfT – Aid for Trade
AGO – Attorney General’s Office
ASYCUDA – Automated System Customs Data
BTM – Buy Tonga Made
CEO – Chief Executive Officer
CIIE – China International Import Expo
COVID-19 – CO- Corona, VI – Virus, D – Disease, 19 – 2019 (2019 novel coronavirus)
CSD – Corporate Services Division
DWCP – Decent Work Country Program
EIPO – World Intellectual Property Organization
ERAC – Employment Relations Advisory Committee
FYMP – Financial Year Management Plan
HOD – Head of Divisions
IEPA – Interim Economic Partnership Agreements
ILC – International Labour Conference
ILO – International Labour Organisation
ILS – International Labour Standards
KPI – Key Performance Indicators
LPG – Liquefied Petroleum Gas
MSME – Micro, Small, and Medium Enterprises
MTED – Ministry of Trade and Economic Development
OIC – Officer in Charge
PHAMA – Pacific Horticultural and Agricultural Market Access
PICTA – Pacific Island Countries Trade Agreement
PIFS – Pacific Islands Forum Secretariat
PMS – Performance Measurement System
PPD – Public Private Dialogue
PPSA – Personal Property Security Act
PTI – Pacific Trade Investment
QSMH – Queen Salote Memorial Hall
RIPO – Registry and Intellectual Property Office
RoO – Rules of Origin
RSE – Recognised Seasonal Employer
SWP – Seasonal Worker Program
TFA – Trade Facilitation Agreement
TNTCC – Tonga National Tripartite Consultation Committee
TNZTP – Tonga New Zealand Tourism Partnership
TPR – Tonga Policy Review
TSDF II – Tonga Strategic Development Framework II
TTPF – Tonga Trade Policy Framework
UNCTAD – United Nations Conference on Trade and Development
WBG – World Bank Group
WTO – World Trade Organisations

FOREWORD FROM THE MINISTER

It is with great pleasure that I submit the Annual Report of the Ministry of Trade & Economic Development (MTED) for the financial year July 2019 – June 2020. The Annual Report is the main reporting mechanisms adopted by the Ministry to stock take its performances against organizational outcomes, highlighted in the Financial Year Management Plan (FYMP) for this period.

The Ministry is largely driven by the national economic outcome of the Tonga Strategic Development Framework II (TSDF II) of a

“more inclusive, sustainable and dynamic, knowledge based economy.”- TSDF II


The Ministry underwent an organizational restructuring this financial year to better accomplish the Ministry’s Corporate Plan and FYMP. These have been designed to address issues that will contribute to the national economic outcome mentioned above.

The Ministry experienced various challenges during this financial year such as the change in government and the COVID-19 global pandemic affecting Tonga in March 2020. Efforts were redirected and various activities were put on hold. Despite this, the Ministry was still able to provide its normal services to the public and accomplish majority of its expected outcomes. I am thankful that the staff of the Ministry has remained safe during this global pandemic experience and I hope that Tonga continues to remain COVID-19 free. I join the rest of Tonga in giving praise to the Lord Almighty and pray that his guidance and protection continues for Tonga and its people.

I would like to acknowledge the support and assistance of development partners, whom have contributed to the various regulatory reform of the Ministry in terms of technical support and institutional strengthening of the Ministry. I look forward to another year of collaborations to promote this vision and achieving many more successes to support growth and prosperity in our country.

Last but not least, I would like to acknowledge the hard work of the new appointed Chief Executive Officer and all the Head of Divisions and all the staff of the Ministry. The accomplishments of the Ministry are undoubtedly due to their hard work and dedication to serving our country. Malo e ngaue.

Respectfully,



Hon. Samiu Kuita Vaipulu
Minister for Trade & Economic Development



PREFACE

In line with the requirements of the Public Service Act 2002, section 13F of the Act, this report has been prepared for the Minister for Trade and Economic Development for his onward conveyance to His Majesty's Cabinet and the Legislative Assembly.

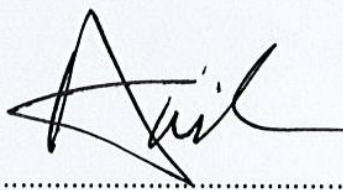
This report attempts to strictly follow the reporting requirements of the Public Service Commission, and in addition, provide information that may be useful to the general public. These two factors played an important role in how this report has been formulated. The way this report has been put together was through the contribution of each division of the Ministry. Responsible Heads of each division were required to provide a report on their performance for the period, against their planned outputs.

This report covers details on the planning and performance of the Ministry during the financial year July 2019 – June 2020. It also contains information on the responsibilities of the Ministry, organisational structure of the Ministry, staffing, finances, projects and achievements. It is hoped that this report will effectively shed light on why the Ministry of Trade and Economic Development exists, how the Ministry performed during this period, and last but not the least, fulfill its regulatory requirement completely.

It should be noted in this report, that the Ministry had changed its name. This change was officially recognized with the Public Service (Amendment) (No.2) Act 2018. The Ministry's name changed from Ministry of Commerce, Trade, Innovation and Labour (MCTIL) to Ministry of Trade and Economic Development (MTED). The amendment was passed by the Legislative Assembly on the 26th September 2018, but received royal assent from His Majesty King Tupou VI on the 21st February 2019.

On behalf of the staff of the Ministry of Trade and Economic Development, I take this opportunity to thank the Government of Tonga and all our stakeholders for their continuous support and cooperation to achieve the Ministry's objectives despite the various challenges during this period, especially the with the impact of the global pandemic COVID-19. I give praise to our Lord Almighty for his grace and protection that Tonga remains COVID-19 free. I look forward to working together in the future with our Heavenly Father guidance and protection.

Yours sincerely,



.....
Distaquaine Tu'ihalamaka
Chief Executive Officer

Ministry of Trade and Economic Development



1 OVERVIEW OF THE MINISTRY

1.1 INTRODUCTION

This report covers the performances of the Ministry for the financial year of 2019-2020. It provides a background of the Ministry, the operational performances of each Division against its Financial Year Management Plan (FYMP), the way forward and the budget performances of the Ministry.

The Ministry saw major challenges this financial year with the change in leadership and management. Following the election of a new government in September 2019, Mr. Samiu Kuita Vaipulu was appointed Minister for Trade and Economic Development with effect from 9th October, 2019, replacing Mr. Tevita Tu'i Uata. The Chief Executive Officer, Mr. Edgar Cocker was appointed as Chief Secretary and Secretary to Cabinet during this time hence vacated the Chief Executive Officer position in February 2019. Mrs. Distaquiane Pele Tu'ihalamaka was later appointed as the Ministry's new Chief Executive Officer with effect from 23rd March, 2020.

A restructure exercise soon followed the appointment of the new Minister and a revised organisational structure was approved and implemented. It should be noted however, that this revised structure was not reflected in the Corporate Plan, the Budget and the Financial Year Management Plan as these documents were already drawn and approved. The restructuring exercise however was necessary to better align with the new government's priorities and to improve the service delivery performance in key areas and to achieve these priorities.

1.2 LEGISLATION, MANDATE AND STAKEHOLDERS

1.2.1 LEGISLATIONS

The Ministry operates in an environment guided by the Constitution of Tonga and the eighteen (17) legislations which establish its statutory roles. Key functions of the Ministry are stipulated under those 17 legislations. These legislations are listed in Annex 1.

1.2.2 MANDATE

The Ministry's mandates are based on the Tonga Strategic Development Framework II national economic outcome of a more inclusive and sustainable economic growth and development that will contribute in achieving the national impact of a more progress Tonga, supporting a higher quality of life for all. Please refer to Figure 1 for more details.

"more progressive Tonga, supporting a higher quality of life for all, through more inclusive and sustainable economic growth and development." – TSDF II

To achieve a more inclusive and sustainable economic growth, the Ministry is specifically mandated to provide the following outcomes:

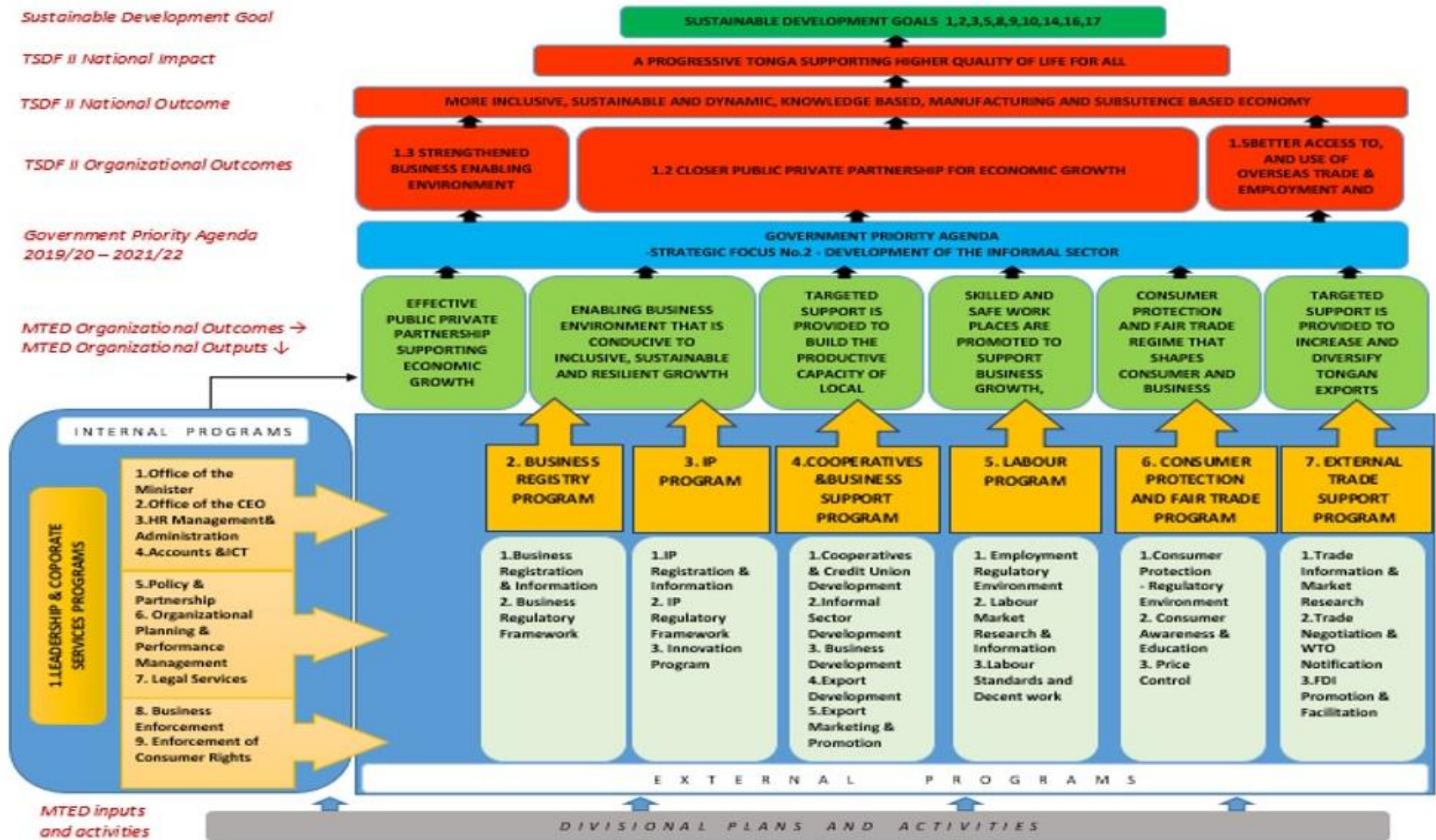
- 1. Closer public/private partnership for economic growth**
- 2. Strengthened business enabling environment**

3. *Better access to, and use, of overseas trade, employment and foreign investment*

The Ministry have therefore drawn the following outputs to be delivered to achieve the above outcomes:

- i) Promoting an *enabling business environment* that is conducive to inclusive, sustainable and resilient economic growth;
- ii) Providing *targeted support to promote entrepreneurship and build the productive capacity of local businesses;*
- iii) Developing an environment that is conducive to *pro-poor business and grassroots economic development;*
- iv) Developing and promoting *labour market conditions and standards that support business growth, decent work and higher labour participation in both the formal and informal sector;*
- v) Developing a *robust consumer protection and fair-trade regime that shapes consumer and business behaviour;*
- vi) Providing *targeted support to increase and diversify Tongan exports and promote FDI.*

FIGURE 1 MTED RESULT MAP CORPORATE PLAN 2019/2020 – 2021/22



1.2.3 STAKEHOLDERS

The Ministry's key stakeholders and their relationship with the Ministry is provided in the table below.

TABLE 1 MTED STAKEHOLDERS AND RELATIONSHIP

STAKEHOLDER	CUSTOMER OF MTED	SUPPLIER TO MTED	PARTNER WITH MTED	OVERSIGHT OF MTED
1) Informal Sector	✓			
2) All businesses	✓			
3) All workers	✓			
4) All employers	✓			
5) All consumers	✓			
6) Public Enterprises	✓			
7) Government Ministries			✓	
8) Cabinet				✓
9) Legislative Assembly				✓
10) Development Partners			✓	

1.3 GOVERNANCE AND OPERATIONAL STRUCTURE

The Ministry operates under the direction of the Minister of Trade and Economic Development and the management and policy oversight of the Chief Executive Officer.

1.3.1 STRUCTURE

The Ministry began the financial year with a different structure. There were seven (7) programs or divisions, responsible for the six (6) organizational outcomes listed above. Under each Divisions, there are units to deliver more specific outputs of the Division.

TABLE 2 DIVISIONS AND OUTCOMES AT THE BEGINNING OF THE FINANCIAL YEAR

PROGRAMS/DIVISION	ORGANISATIONAL OUTCOMES
1. Leadership and Corporate Services	1) <i>Closer and effective public private partnership that supports economic growth</i>
2. Business Registry	2) <i>Enabling business environment that is conducive to inclusive, sustainable and resilient economic growth</i>
3. Intellectual Property	
4. Cooperatives and Business Support	3) <i>Targeted support to build the productive capacity of local businesses</i>
5. Labour	4) <i>Labour market conditions and standards that support business growth</i>
6. Consumer Protection and Fair Trade	5) <i>Consumer protection and fair-trade regime that shapes consumer and business behaviour</i>
7. External Trade	6) <i>Targeted support to increase and diversify Tongan exports and promote FID</i>

1.3.3 REVISED ORGANISATIONAL STRUCTURE AND MANDATE

Subsequent to a revision of the Ministry's structure in October 2019, several changes were necessary for better alignment of goals under the new government, and to enhance service delivery in priority areas.

These changes were reflected in the Ministry's new Corporate Plan 2020/21 – 2022//23, after its revision. These changes are further illustrated in Figure 2 and 3.

1.3.3.1 Revised Organisational Structure

Changes to the existing structure were as follows:

- 1) The Business Registry and Intellectual Property were combined as one division and its units reorganised;
- 2) Human Resource Management (HRM) and Administration became two separate units under the Leadership and Corporate Services Division;
- 3) Accounts and ICT became two separate units under the Leadership and Corporate Services Division;
- 4) The Policy & Partnership, Organizational Planning & Performance Management and Legal Services Units were moved from the Leadership & Corporate Services Division to become a new division;
- 5) Business Enforcement Unit was also moved from the Leadership & Corporate Services Division and came under the Business Registry and Intellectual Property Division;
- 6) Enforcement of Consumer Rights Unit was moved to Consumer Protection and Fair-Trade Division from the Leadership & Corporate Services Division as well;
- 7) The Export Marketing and Promotion Unit was moved from Cooperatives & Business Support Division and came under the External Trade Support Division;
- 8) Cooperatives & Business Support Division was changed to Business Support Division and the Cooperatives and Credit Union Development Unit was renamed Community Business Development Unit; and
- 9) The External Trade Support Division was changed to Trade and Investment Division.

1.3.3.2 Revised Mandate

As these changes were implemented during this financial year, the reporting format will be according to the changes made. For further ease of reference, the revised result map for the Ministry is provided in Figure 3.

FIGURE 2 MTED REVISED OPERATIONAL STRUCTURE

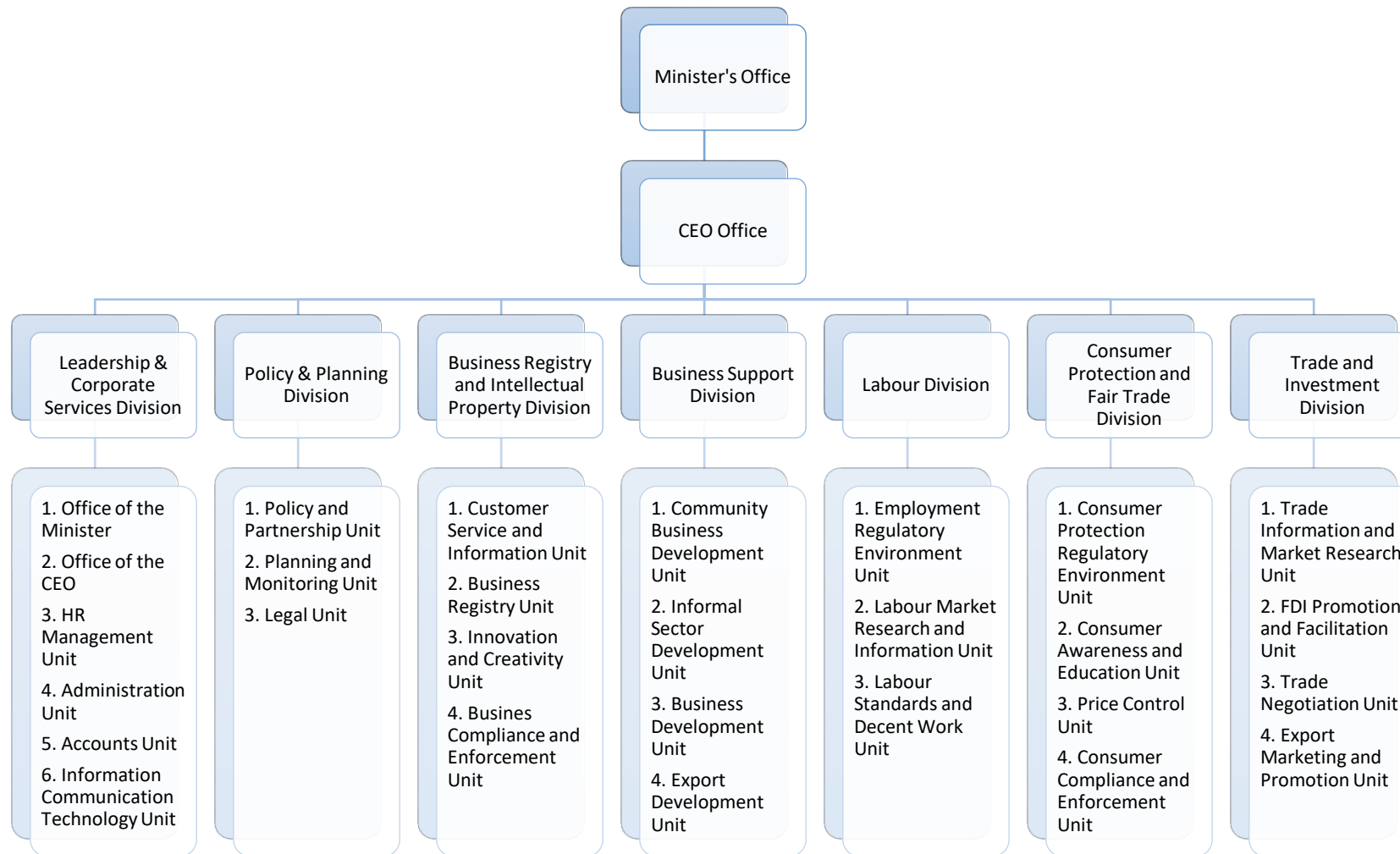
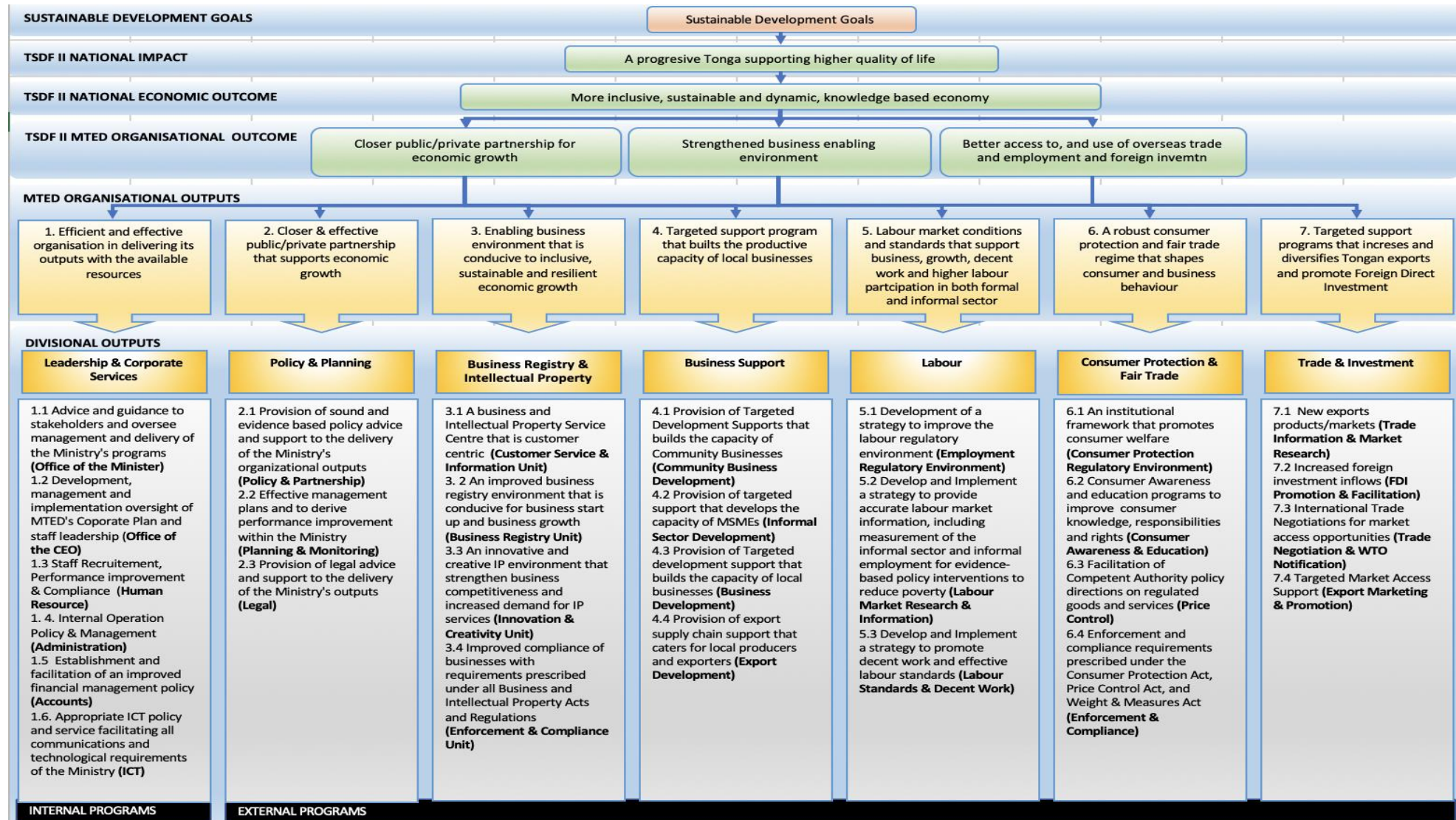


FIGURE 3 MTED RESULT MAP CORPORATE PLAN 2020/21 – 2022/23



1.4 PERFORMANCE MANAGEMENT FRAMEWORK

The Ministry's outputs were developed to significantly contribute to achieving the Tonga Strategic Development Framework II national impact of a more progress Tonga, supporting a higher quality of life for all, through more inclusive and sustainable economic growth and development. Please refer to Figure 1 and 2 for more details.

“more progressive Tonga, supporting a higher quality of life for all, through more inclusive and sustainable economic growth and development.” – TSDF II

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

In alignment with the Corporate Plan, the Ministry's activities were delineated in the Ministry's Financial Year Management Plan and forms the basis of the budget development process to ensure that the Ministry's resources will effectively delivery its Corporate Plan functions.

Under each division or programs, there are activities to be carried out by each units or sub-programs as illustrated in Figure 1. To ensure that these activities deliver the outputs and organisational outcomes of the Ministry, each activity and staff job description is linked to a designed performance indicators that are specific, measurable, achievable, realistic and time bound.

2 MINISTRY'S GENERAL PERFORMANCE FOR 2019/20

2.1 KEY ACHIEVEMENTS

This section refers to the Ministry's highlights for this financial year.

2.1.1 ADMINISTRATIVE

As previously mentioned, the Ministry went through an organizational restructure.

In addition to this, the Ministry completed the review and endorsement of its Internal Administrative Policy and has begun implementing this new policy. This is the first time a formal endorsement is received for the Ministry's Internal Administrative Policy.

2.1.2 PUBLIC PRIVATE PARTNERSHIP

Policy work on establishing a Public Private Dialogue Framework was halted due to other commitments of previous Minister. With the change of leadership and management, work is picking up again to ensure this policy framework is developed and established. This applies to other policy issues that were scheduled to be done this financial year. It is expected that they will be completed next financial year.

Despite this, a couple of activities were achieved during the financial year. The new Business Regulatory Reform Road Map for the Business Registry Unit was completed. The Foreign Investment Bill was also submitted to the Attorney General's Office for review and onward submission to Parliament. It is expected that the bill will be tabled in Parliament in the next financial year.

2.1.3 COVID-19 BUSINESS ECONOMIC EMERGENCY RELIEF FUND

The Ministry assisted the Ministry of Finance in formulating a policy framework for the relief funds for the formal and informal businesses that suffered from the impact of COVID-19. The Ministry formulated the policy, developed the required processes and was involved in the receiving and authorizing of payments.

The table below provides a summary of the number of applications that were received by the Ministry by island. Applications for the informal businesses closed on the 24th April 2020 and the formal businesses closed on the 1st May 2020.

TABLE 3 APPLICATIONS FOR COVID-19 BUSINESS ECONOMIC EMERGENCY RELIEF FUND APRIL 2020

Island	Formal Businesses	Informal Businesses
	Number of Applications & Percentage	Number of Applications & Percentage
'Eua	26 (4%)	21 (1%)
Ha'apai	30 (4%)	32 (2%)
Niuafo'ou	1 (0%)	0 (0%)
Tongatapu	519 (77%)	642 (41%)
Vava'u	100 (15%)	863 (55%)
TOTAL	676 (100%)	1558 (100%)

2.1.4 ENABLING BUSINESS ENVIRONMENT

The Ministry continued to improve its business registry services. All business registration related services were ensured to be under one division during the restructuring exercise of the Ministry. Hence, the Business Registry & Intellectual Property programs merged back into one Division. This increased the programs' staff capacities and improved customer services (one dedicated business service & information centre). This merge also ensures that all functions of the Business Registry are now managed under one Division, hence the registration of Co-operative and Credit Union are returned back to this division.

The merging of these two divisions saw the Business Registry Online system being back in use and that it is updated promptly. By updating the online system, public information are current as there are no unnecessary delays in processing time (assessing and approving of filings for application, renewal, amendment, cancellation and registration) as this was reduced from 1-2 weeks to 24 hours. Staff no longer had to manually prepare checklist and certificate for approving and signing as these are done through the online system

Another important work that was carried out was the re-establishment of the Enforcement and Compliance Unit under the Business Registry & Intellectual Property. The re-establishment of this Unit enable inspections to be reported and recorded by the division in a timely manner, thus improving and strengthening the co-ordination between related Units. Processing of timely inspection reports are also achieved.

The Intellectual Property on the other hand had also been able to improve and increase their outputs. This was reflected on the revenue collected (collected above the target revenue set for the financial year); gazette printed for Trademark (now published every month rather than quarterly), IPAS system being updated (through collaboration with WIPO); and Intellectual Property data are being updated into the Global database on a daily basis.

The re-establishment of the working relationship between the Business Registry & Intellectual Property Division with ADB saw ADB agreeing to provide technical assistance on the following:

- Foreign Investment Bill & Regulation
- Arbitration Bill
- Review and upgrade Business Online System
- Competition Policy and Consumer Protection Legal Framework
- Co-operatives Act Policy Reform
- Companies Act Policy Reform
- Business License Act and Regulation Policy Reform

2.1.5 PRIMARY COOPERATIVE STORES

The Business Support Division is responsible for the delivery of outputs that gear towards development of local businesses has started this Financial Year with implementation of Primary Cooperative Stores in the villages, where eleven (11) Cooperative Society Retails Stores were established and opened in eleven (11) different villages around Tongatapu and the outer islands. However followed the Ministry's

restructure in October 2019, the Cooperative Development Program shifted its priority from primary Cooperative Stores into development of primary Farmers Cooperatives in the villages.

2.1.6 MICRO MSMES

In the efforts to deliver outputs towards development of micro MSMEs, the Division provided assistances to enable the successful participation of sixty eight (68) small farm holders from eight different (8) villages around Tongatapu in cultivation of 1.5 acres of squash plantation for exports. A total of more than 300 tonnes of squash pumpkin were processed and exported in September 2019.

2.1.7 BUY TONGA MADE

The Business Support Division also led the works in organizing the Ministry's Buy Tonga Made exhibitions at the Royal Agricultural, Fisheries and Trade Show 2019, where more than hundred (100) participants from around Tongatapu and outer islands showcased their businesses and products. More than 70 competitions were hosted for different sectors involved and more than 210 prizes were awarded to the local businesses and entrepreneurs were taking part in the competitions.

2.1.8 EXPORTS

The Division Export Supply Chain managed to process and exported ten (10) 20ft mix fresh root crops and watermelon containers in this Financial Year to the Fresh Direct Market and the MG Marketing in New Zealand. Hundreds of farmers from the villages and the outer islands are benefited from the Ministry's exports initiative through processing and exporting of their products to the exports market. The Division is currently working to establish a new export market for frozen root crops to start in the new Financial Year.

2.1.9 LABOUR MARKET CONDITIONS AND STANDARDS

For the FY 2019/2020, the followings were achieved;

- Labour Force Survey Report launched in collaboration with Tonga Department of Statistic and ILO;
- The completion of the development of a strategy to provide accurate labour market information, including measurement of the informal sector and informal employment for evidence-based policy intervention to reduce poverty;
- 100% compliance with the standards for Assess foreign employment visa applications from Tonga Immigration – Ministry of Foreign Affairs;
- Maintain up-to-date labour market information research, data collection and analysis for evidence-based policy decisions in presenting updating data and information on the impact of COVID-19 to the Parliament Standing Committee. The data being collected and assessed were based on a total of 2234 businesses (both informal and formal who applied for relief grant from Government under the COVID-19 Business Economic Emergency Relief Fund (please refer to Table 3). The majority of applications in the Formal Sector were from the main island of Tongatapu while the majority from the Informal Sector were from Vava'u.

FIGURE 4 COVID-19 IMPACT ON EMPLOYMENT IN THE FORMAL SECTOR

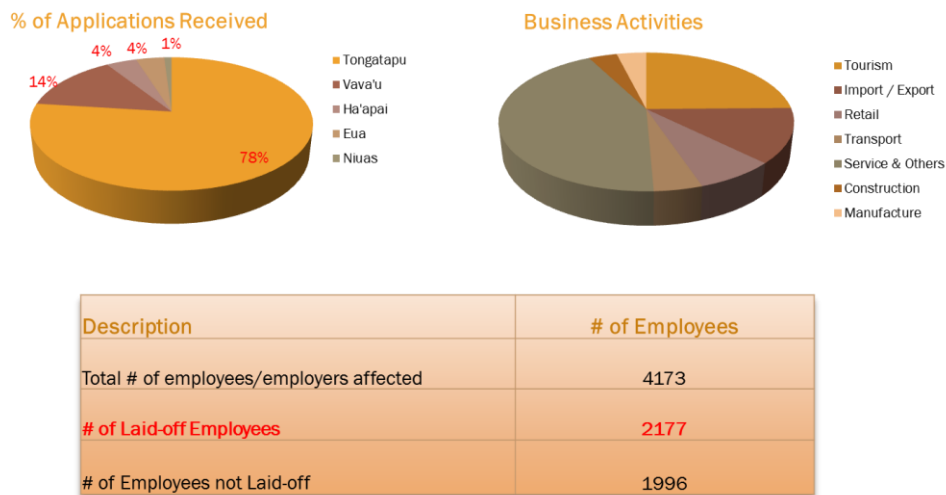
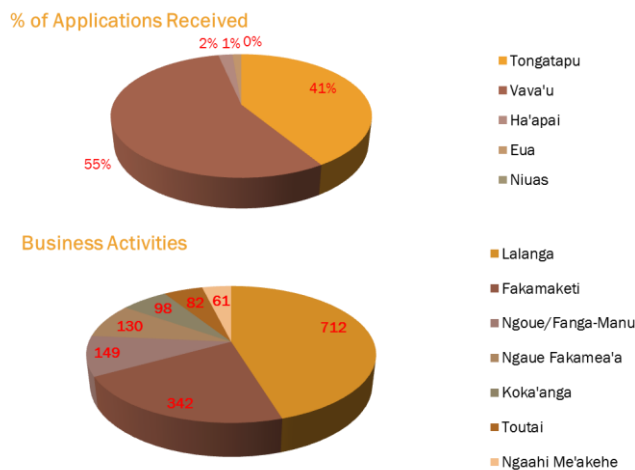


FIGURE 5 COVID-19 IMPACT ON EMPLOYMENT IN THE INFORMAL SECTOR



The achievements of the 2 major activities for labour standards were further delayed as a result of COVID-19 and were pushed back to the next FY2020/2021;

- Enactment of the Employment Relations Bill 2020 from Legislative Assembly; and
- Ratification of the ILO Convention Number 182 on the Worst Forms of Child Labour Convention C182.

2.1.10 PRICE CONTROL BILL

Final version of the Price Control Bill was submitted to Cabinet in August 2019, due to the change in Govt, new Minister and CEO have been briefed and final Bill will be submitted to Cabinet this financial year.

2.1.11 CONSUMER AWARENESS AND EDUCATION PROGRAMS

New dedicated Consumer Education and Awareness Officer in July 2019, has improved Consumer awareness & education programs with improved Facebook page, and Consumer information on the

Ministry's website, new online consumer complaints form set up, weekly sms text, bimonthly newspaper publication & TV programs. Likes on Facebook page exceed target of 3000 likes in October 2019

Toll free number to include free calls from both Tonga Communications Corporation (TCC) and Digital for Consumer to register complaints and any general enquiries

2.1.12 PETROLEUM AND LPG

Successfully completed Annual Petroleum and LPG Price Review according to schedule with updated template approved by the Tonga Competent Authority (TCA)

Successfully implemented the monthly and quarterly petroleum and LPG price review according to schedule. Helped maintained petroleum and LPG prices even during COVID 19 lockdown period

2.1.13 ENFORCEMENT PROGRAMS

Consumer enforcement division moved back under the Consumer Protection and Fair Trade Division to enable achievement of key outputs in ensuring that the Consumers' interests are protected.

New Principal Assistant Registrar recruited to supervise the Enforcement Program. Implementation of the Govt Inter Agency Taskforce program in Tongatapu initiated by the Ministry who is the Secretariat. Taskforce programs includes Ministry of Revenue & Customs, Immigration, Police, Food , Health and Retirement Fund.

A Govt Inter-Agency Taskforce Committee established in Vava'u and now working well in implementing weekly taskforce program

2.1.14 RATIFICATION OF PACER PLUS AGREEMENT IN MARCH 2020.

Within PACER Plus Agreement, MFAT and DFAT is providing technical assistance to assist Tonga with its preparation for implementation on the following key projects:

- Development of Tonga Trade Portal; Completed the official launching of Tonga Trade Portal (publication of trade procedures for export and imports of goods and services from/to Tonga) as part of PACER Plus transparency obligations.
- Installation of ASYCUDA World System for Customs. Funding secured under PACER Plus Readiness Assessment for the installation of ASYCUDA World (long run and expected to complete early 2021)
- Upgrade of Customs current CMS System to accommodate requirement under PACER Plus Agreement at the absence of ASYCUDA World
- Development of common guidelines to assist officials with implementation of key obligations of the Agreement with technical assistance of Chapman Tripp
- Development of Rules of Origin (RoO) manual through the technical assistance of OCO and funded by Australia and New Zealand under the Readiness Package
- Ongoing capacity building programme for Customs on RoO for Customs officials and its stakeholders, contact points

Tonga successfully completed its internal procedures for ratification of PACER Plus Agreement on the 27 March 2020 followed by submission of Tonga's notification of completion of internal procedures to the Depository for onward conveyance to PACER Plus parties. Post ratification activities currently undertaken to ensure Tonga is fully prepared for implementation once the Agreement enters into force in late 2020.

2.1.15 TONGA TRADE POLICY FRAMEWORK 2017-2025

Completed the development of Tonga Trade Policy Framework (TTPF) 2017-2025. Tonga Trade Policy Framework is a key instrument in the development of Tonga's pathway to sustainable trade. This is a coherent policy that comprehensively reflects Tonga's strategic intentions.

Tonga Trade Policy Framework (TTPF) was developed with the foresight that it will provide the necessary policy direction to address the trade policy challenges that Tonga continually faces to ensure an inclusive, sustainable and competitive trading environment that would lead to better trade performance. In preparation for implementation of the implementation matrix requires a whole of Government collaboration and cohesion to ensure effective implementation of the matrix within the period 2017-2025. A monitoring and evaluation mechanism has been developed to assess the performance of the framework over the review period.

2.1.16 E-COMMERCE READINESS ASSESSMENT

Completed the E-commerce Readiness Assessment for Tonga. COVID-19 crisis has highlighted the importance of e-commerce and online services, as well as the broader infrastructural role of transport, financial, distribution and logistics services, in facilitating trade and economic growth. Preparation for implementation of the action matrix requires a whole of Government cohesion and collaboration to ensure smooth implementation.

2.1.17 SUBMISSION OF OUTSTANDING NOTIFICATION OBLIGATIONS TO THE WTO

Submission of Tonga's contact points and outstanding notifications to WTO on the following Agreement:

- Preshipment Inspection
- Trade Remedies (Safeguards, subsidies, countervailing measures and anti-dumping)
- Trade Facilitation Agreement –Definite dates for implementation of Category C

3 STAFFING

3.1 LEADERSHIP AND MANAGEMENT CHANGE

The Minister for Trade and Economic Development, Mr. Tevita Tu'i Uata was replaced by Mr. Samiu Kuita Vaipulu with effect from 9th October, 2019. The post of Chief Executive Officer was filled by Mrs. Distaquiane Pele Tu'ihalamaka with effect from 23rd March, 2020.

3.2 HEAD OF DIVISIONS

Each divisions of the Ministry is led by a Head of Division and they are as follows.

TABLE 4 DIVISIONS AND HEAD OF DIVISIONS (HOD)/ BRANCHES AND OFFICERS IN CHARGE (OIC)

DIVISION	OFFICER
Leadership and Corporate Services	Mrs. Fielea Schaumkel (Acting as post is Vacant)
Policy and Planning	Mrs. Lorraine Paasi Kauhenga
Business Registry and Intellectual Property	Mrs. Poinisetia Paongo (Acting as post is Vacant)
Business Support	Mr. Tevita Lautaha
Labour	Ms. Kolotia Fotu
Consumer Protection and Fair Trade	Mrs. Sandradee Fifita
Trade and Investments	Mrs. Pauline Siasau
Outer Islands Offices	
Vava'u	Mrs. Lolina Tonga
Ha'apai	Mr. Sione Paletu`a
'Eua	Mrs. Silia Tuai

3.3 NUMBER OF STAFFS AND COMPOSITION

As of June 2020, the Ministry had a total of 82 permanent staff and 15 contracted daily labourers. The Ministry had 7 vacant posts yet to be filled. The detail list of staff can be found in Annex 2.

The composition of staff are as follows, by division.

TABLE 5 STAFF COMPOSITION BY DIVISION

Division	Permanent staff		Contract daily labourers		Vacancies	
	Degree	Non-Degrees	Degrees	Non-degrees	Degrees	Non-degrees
Corporate Services	6	22	-	4	2	-
Policy & Planning	6	1	-	-	-	-
Business Registry & Intellectual Property	5	10	-	1	2	1
Business Support	5	6	-	2	-	-
Labour	5	1	-	1	-	-
Consumer Protection & Fair Trade	7	8	-	2	1	1
Trade & Investment	5	-	1	1	-	-

3.4 STAFF PERFORMANCE

The table below shows a summary of staff performance results of the Ministry for the last three (3) financial years.

TABLE 6 NUMBER OF STAFF PER PERFORMANCE RATINGS FROM 2018/18 TO 2019/20

RATINGS	2018/2019
1	-
2	-
3	53
4	18
5	2

3.5 STAFF MOVEMENTS

During the financial year period, a number of staff were appointed, promoted and transferred to the Ministry and a few resigned and retired from service. The following tables outlines the details of these movements:

3.5.1 NEW APPOINTMENTS

	Name	Post Title	Band	Effective date
1	Mr. Uate Moimoi	Driver	J	9 September, 2019
2	Mr. Manu'opaea Faitangane	VIP Driver (Provisional Contract)	I	13 August, 2019
3	Mrs Lorraine Kauhenga	Deputy Secretary	Q	11 December, 2019
4	Ms. Latu Sitilia Palu	Principal Assistant Registrar	I	23 March, 2020

3.5.2 STAFF PROMOTIONS

	Employee Name	Promotion Post	Band	Effective date
1	Ms. Losalio Lakalaka	Senior Accountant	K	28 February, 2020
2	Mr. 'Aisake Fifita	Assistant Secretary	L	4 March, 2020
3	Ms. Meleane Tonga	Assistant Price Inspector	P	4 March, 2020

3.5.3 TRANSFERS WITHIN GOVERNMENT

	Employee Name	Transferred From	Transferred To	Post	Band	Date of Transfer
1	Mrs. Donnar Baker	Ministry of Tourism	MTED	System Analyst	J	16 March, 2020
2	Mr. Peni Lakai	Ministry of Education	MTED	Principal Assistant Secretary	I	18 March, 2020
3	Mr. Heamasi 'Oto	Ministry of Infrastructure	MTED	VIP Driver	Q	11 October, 2019
4	Ms. Sela Moa	Prime Minister's Office	MTED	Deputy Secretary	H	30 June, 2020

	Employee Name	Transferred From	Transferred To	Post	Band	Date of Transfer
5	Mrs. 'Anometa 'Ungo'unga	MTED	Ministry of Finance	Assistant Accountant	M	17 December, 2019

3.5.4 STUDY LEAVE

- (i) Ms. Ilaisaane Tu'itupou, Senior Business Development Officer is currently on Study leave for a Master Degree in New Zealand
- (ii) Miss Faleola Mafi returned from her study leave with a Postgraduate Diploma in Management from the University of Otago. She continues to serve at the Trade Division.

3.5.5 RESIGNATIONS

Resigned Staff:

- (i) Mrs. 'Alisi Holani, Deputy Secretary, resigned from the Ministry on the 3rd July, 2019.

Retired Staff:

- (i) Mr. Fanguna Vunipola, Assistant Secretary, retired from the Ministry on the 27th September, 2019
- (ii) Mr. Siasoi Hakeai, Senior Inspectorate Officer, retired from the Ministry on the 28th May, 2020

3.5.6 EXTENSION AND TERMINATION OF CONTRACTS

- (i) Mr. 'Ofa he Lotu Toutai, VIP Driver for Hon. Minister, was terminated from the Ministry on the 3rd June, 2019 (decided on 19th July, 2019)
- (ii) Mr. Penisimani Fa'oliu, Personal Assistant, extended his provisional contract with the Ministry on the 25th October, 2019
- (iii) Mr. Manu'opaea Faitangane, VIP Driver for Hon. Minister, was terminated from the Ministry on the 9th October, 2019.

3.6 STAFF DEVELOPMENT AND TRAININGS

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, workshops and international meetings. Details of these travels are outlined in table below.

TABLE 7 STAFF DEVELOPMENT AND TRAININGS

	Details	Duration	Venue	Name (Title)	Division
1	Market Visits -Fresh Direct Market Auckland New Zealand	Auckland, NZ	3-6 July 2019	Tevita Lautaha (Deputy CEO) Amanaki Tu'itupou (Credit Union Officer)	Business Support
2	Pacific Exposition	Auckland, NZ	11-14 July 2019	Esterlina 'Alipate (Senior Assistant Secretary)	Trade
3	Regional Workshop on Fisheries Subsidies for Government Officials from Pacific Region, WTO Negotiations on Fisheries Subsidies: Implication for Pacific Islands	Nadi, Fiji	22-24 July 2019	Esterlina 'Alipate (Senior Assistant Secretary) Fofonga Ola 'Anisi (Trade Officer)	Trade
4	Post Cotonou Negotiation: Joint negotiating Session	Suva, Fiji	28 Aug - 3 Sept 2019	Esterlina 'Alipate (Senior Assistant Secretary)	Trade
5	Seminar on Poverty Reduction through Vocational Training and Labour Transfer for Developing Countries.	China	16-30 September 2019	Usaia Mohulamu Lolomana'ia (Senior Labour Officer)	Labour
6	7th European Union (EU) - Pacific Interim Economic Partnership Agreement (IEPA) Trade Committee and Bilateral Meetings 30th September - 4th October 2019 Suva, Fiji	Suva, Fiji	30 Sept – 4 Oct 2019	Pauline Siasau (Deputy CEO) Esterlina 'Alipate (Senior Trade Officer)	Trade
7	Seminar on Economic and Social Policies for Sustainable Development for Government Officials	China	17-31 October 2019	Sione Faleafa (Principal Labour Officer)	Trade
8	Indonesia South Pacific Forum	Indonesia	23 Sept -1 Oct 2019	Fofonga Ola 'Anisi (Trade Officer)	Trade
9	Seminar on Economic Capability Building for Women from Tonga through Tonga Delegation to China where New Zealand is a port of transit.	China	10-30 October 2019	Lolina Tonga (Revenue Statistical Officer) Silia Tuai (Senior Cooperative Assistant)	Business Support Consumer Affairs

Details	Duration	Venue	Name (Title)	Division
10 International Import Expo in Shanghai and Meetings with Potential Investors in Shanghai, Liaoning, and Beijing.	China	5-13 November 2019	Uluakimano Pau'u (Principal Assistant Registrar)	Business Registry and IP Division
11 Seminar on the design, construction and development of employment services system	China	6 – 26 November 2019	Mele'ana Tau'aika Afemui (Assistant Secretary)	Labour Division
12 Advanced Trade Policy Course for Asia Pacific Members and Observers of the WTO, Geneva, Switzerland, 27 January - 20 March 2020.	Geneva, Switzerland	27 January - 20 March 2020	Eva 'I Mahinafekite Liava'a (Senior Assistant Secretary)	Policy Division
13 Petroleum Pricing and Procurement Conference 2020, Auckland New Zealand, 17th - 19th February 2020.	New Zealand	17-19 February 2020	Sandradee Fifita (Director of Consumer Affairs) Ilaisaane Mila (Assistant Senior Price Officer)	Consumer Affairs

4 MINISTRY'S RESULTS MANAGEMENT

The following are the performances of each division of the Ministry.

4.1 CORPORATE SERVICES PROGRAM/DIVISION

This Division was merged with the previous Enforcement Division of the old structure and the Policy Division. The restructuring exercise identified the need for these functions to be separated for efficiency and thus the Corporate Services Program was maintained in its own with the leadership of the Office of the Hon. Minister and CEO. The Deputy CEO for the division was processed for recruitment but was unsuccessful and is still vacant.

4.1.1 ORGANIZATIONAL AND DIVISIONAL OUTPUTS

The organizational output that CSD is responsible for is to ensure that the Ministry is an 'efficient and effective organization in delivering its outputs with the available resources.'

The CSD has six (6) outputs and each output is allocated to each unit of the Division and it is as follows:

1. **Office of the Hon. Minister:** Advice and guidance to stakeholders and oversee management and delivery of the Ministry's programs
2. **Office of the CEO:** Development, management and implementation oversight of MTED's Corporate Plan and staff leadership
3. **Human Resources Unit:** Staff Recruitment, Performance improvement & Compliance
4. **Administration Unit:** Internal Operation Policy & Management
5. **Accounts Unit:** Establishment and facilitation of an improved financial management policy
6. **Information Technology Unit:** Appropriate ICT policy and service facilitating all communications and technological requirements of the Ministry

4.1.2 DIVISION BUDGET

CSD had the following Budget allocations and Actual Spending for the FY 2019/20.

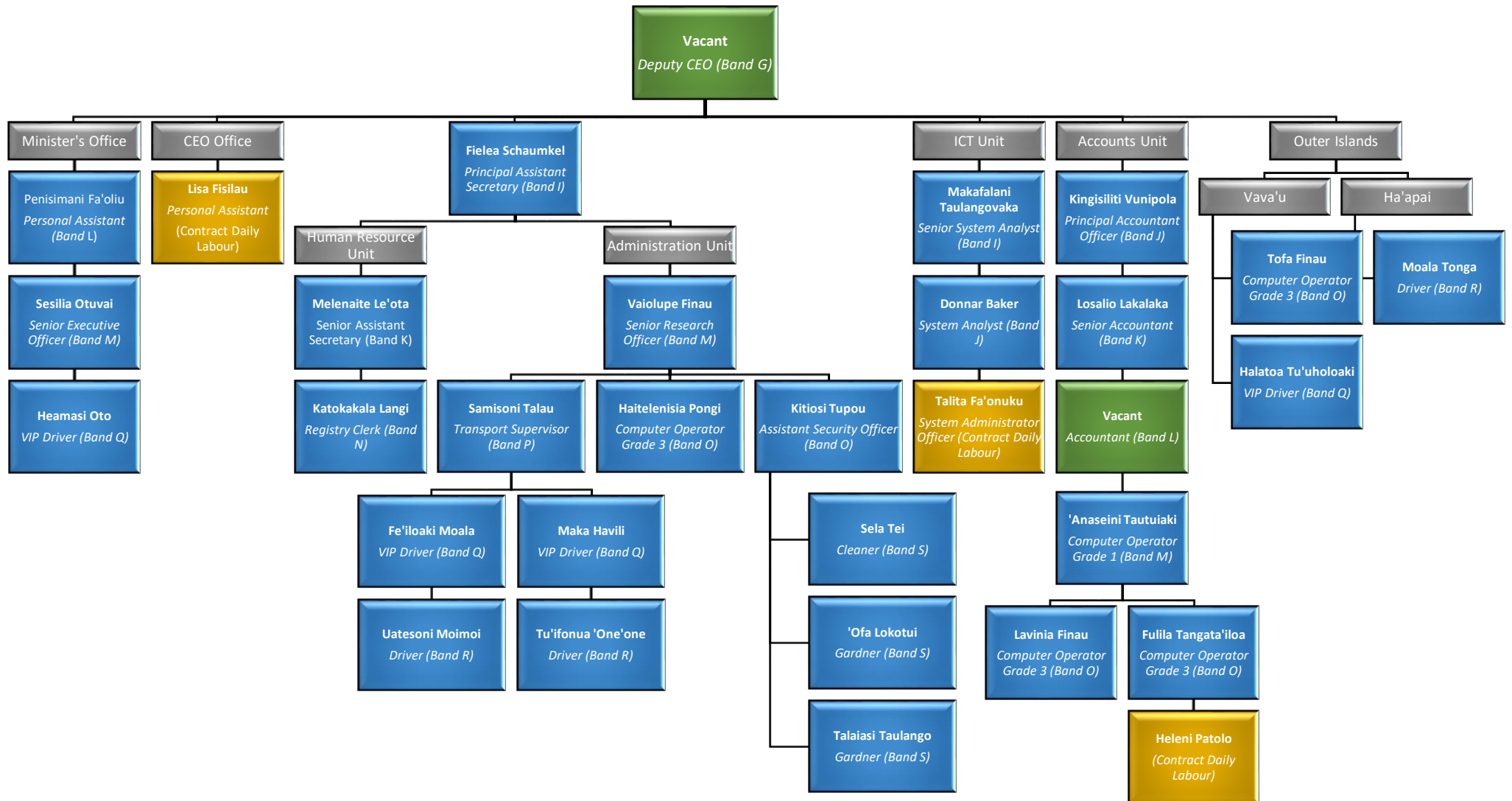
TABLE 8 CORPORATE SERVICE BUDGET AND ACTUAL FOR FY 2019/20

ITEMS	BUDGET	ACTUAL
Salaries	\$1,066,050	\$872,212
Operation Budget	\$1,241,600	\$923,945
TOTAL	\$2,307,650	\$1,796,157

4.1.3 STAFF AND DIVISION STRUCTURE

There was a total of 30 staff working under this division, including 3 contract daily labour (in yellow) Three works in the outer islands of Vava'u and Ha'apai. The division had 2 vacant posts (in green). Please refer to chart on the next page.

FIGURE 6 CORPORATE SERVICES STRUCTURE



4.1.4 CORPORATE SERVICES DIVISION 2019/20 PERFORMANCE

The table below depicts the performance of the division, against its Planned Outputs and Key Performance Indicators (KPI) that were developed for the FYMP 2019-2020.

TABLE 9 CORPORATE SERVICES 2019/20 RESULTS

CORPORATE SERVICES OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
1 Advice and guidance to stakeholders and oversee management and delivery of the Ministry's programs	1.1 % of policy direction approved by Cabinet			
	1.2 No. of complaints received are dealt with immediately according to law and govt policies & procedures			
2 Development, management and implementation oversight of MTED's Corporate Plan and staff leadership	2.1 % of Ministry outputs achieved			
	2.2 Complaints and grievances are dealt with within 2 days or receiving them according to law and govt policies and procedures	Appropriate strategies are implemented		
3 Staff Recruitment, Performance improvement & Compliance	3.1 Internal Policy is reviewed for approval to implement by Jan	Completed by December	Completed	Continue to review annually for update based on past performance
	3.2 70% compliance of staff to Internal policy	Internal training is conducted for all staff for awareness & compliance	Completed for all staff including outer island staff	Refresher sessions and update trainings to be conducted quarterly

CORPORATE SERVICES OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
	3.3 70% in PMS Traffic Lights	PMS Mid Year & end of FY review is completed and submitted on due time	Completed on due time both the Mid-Year and End of FY reviews	New PMS traffic light has been issued from office of the PSC and the HR team intends to complete its implementation plan with incorporation of all mandatory and optional activities to achieve more than 70% this FY
	3.4 70% staff achieve the score of 3 on PMS results	Ensure staff performance improvement	Achieved – 72% of staff scored 3 on 2018/19 PMS result	Following the review of Job Description, Performance Development Plans is to be issued by HODs for each staff to monitor performance on a daily, weekly and monthly basis.
	3.5 Flowchart is developed for the MTED	Flowchart activity completed	Completed	The Ministry was included in 8 Ministry's that completed this initiative and is expected to move on to the next phase which is to implement the CHAR's automated Dashboard
	3.6 70% of vacancies recruited during the year	Staff gap are filled	All vacant positions where processed and filled with the exception of the DCEO for CSD	To recruit the Ministry's current 7 vacancies once its approved to advertise
	3.7 70% in HR Traffic Lights	HR issues addressed in a timey manner	Achieved	Improve submission by providing complete and accurate info on a timely manner
	3.8 1 TNA survey conducted	Completed by December	Not Completed	Defer to next FY
	3.9 60% training requests facilitated and arranged	Training needs are addressed	Ongoing during the FY	Generics trainings are offered by the Office of the PSC for the whole FY. Ensure that appropriate staff and nominated and make use of this capacity building activity whilst seeking to cater for technical training needs from line divisions.
4 Internal Operation Policy & Management	4.1 % of staff and customer satisfaction with the environment	Office compound is cleaned and maintained	Ongoing	Continue to monitor the current procedure and seeks ways to improve

CORPORATE SERVICES OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
	4.2 % of staff transport need catered for on a daily basis	Transport pool is managed to cater for MTED's daily transport need	Ongoing	Continue to monitor the current procedure and seeks ways to improve
	4.3 70% compliance to procurement regulations	60% of planned projects implemented with at least 70% compliance to PPR	Achieved	Continue monitor and advise HODs and management of updates to the Procurement Regulation and recommend compliance with all projects
5 Establishment and facilitation of an improved financial management policy	5.1 % of MTED financial gaps addressed in a financial year	Budget development aligned with Govt budget strategy	Ongoing	
	5.2 % of Budget utilization in a financial year	MTED budget approved and revenue targets are met	Ongoing	
6 Appropriate ICT policy and service facilitating all communications and technological requirements of the Ministry	6.1 80% of ICT gaps in the CP addressed per financial year	Systems are operated and run smoothly at all times with minimum fault	Ongoing	
	6.2 % of staff computer programs updates	Appropriate software and applications are used for staff operations	Ongoing	
	6.3 % of staff satisfaction with their workstations	IT support provided on a daily basis	Ongoing	

4.2 POLICY AND PLANNING DIVISION

This division was under the Leadership and Corporate Services Division. The restructuring of the Ministry that came with new leadership, saw the Policy and Planning Unit under the CSD moving to form a separate Division in November. In December 2019, Division's HOD post was also filled. The Division was near completion of its staff requirement. One additional staff was required for the Legal Unit but it was unsuccessful in recruiting a candidate.

4.2.1 ORGANIZATIONAL AND DIVISIONAL OUTPUTS

The Policy and Planning Division contributes mainly to the TSDF II Organisational Outcome of "Closer public/private partnership for economic growth." By that, the Division has set an output of achieving a "Closer and effective public/private partnership that supports economic growth."

Following on the above, Policy has three (3) outputs and each output is allocated to each unit of the Division and it is as follows:

- 1) **Policy and Partnership Unit** - Provision of sound and evidence-based policy advise and support to the delivery of the Ministry's organizational outputs
- 2) **Planning and Monitoring Unit** - Effective management plans and to drive performance improving with in the Ministry
- 3) **Legal Unit** - Provision of legal advice and support to the delivery of the Ministry's outputs

4.2.2 DIVISION BUDGET

Policy and Planning had the following Budget allocations and Actual Spending for the FY 2019/20.

TABLE 10 POLICY AND PLANNING BUDGET AND ACTUAL FOR FY 2019/20

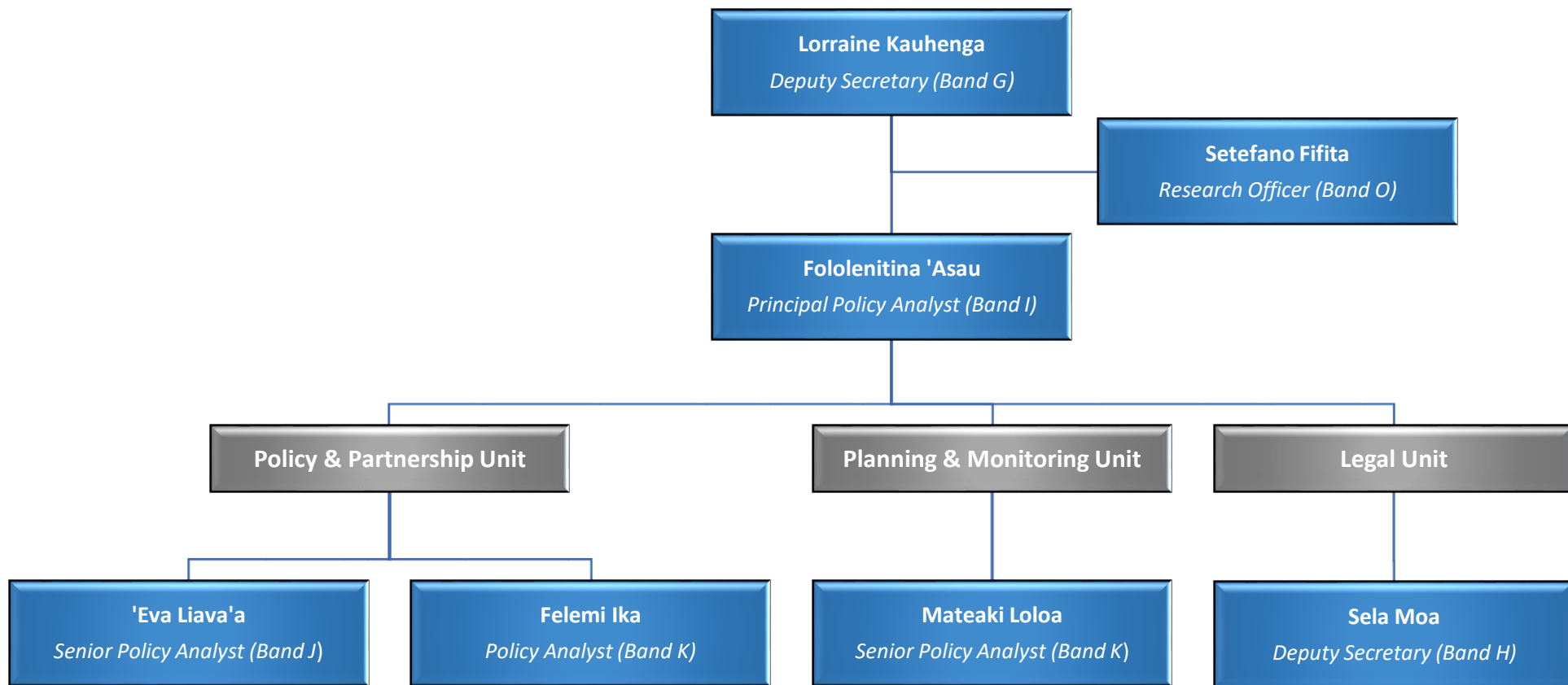
ITEMS	BUDGET	ACTUAL
Salaries	\$191,700	\$170,939
Operation Budget	\$375,100	\$96,490
TOTAL	\$566,800	\$267,492

Policy and Planning spent 47% of its budget allocations mainly from the salary component of the budget which 89% of its budget allocation was spent, and only 25% of the operation budget was spent.

This budget trend reflects the diversion of the Division's efforts from the workplan that was set out in the FYMP. With the diversion, few of the activities were not carried out and therefore, expenses were not borne from its implementation.

4.2.3 STAFF AND DIVISION STRUCTURE

The Division had a total of seven (7) permanent staff. The post of Deputy Secretary was filled during this financial year . The structure of the Policy and Planning Division is shown in Figure below.



4.2.4 POLICY AND PLANNING DIVISION 2019/20 PERFORMANCE

The table below depicts the performance of the division, against its Planned Outputs and Key Performance Indicators (KPI) that were developed for the FYMP 2019-2020.

TABLE 11 POLICY AND PLANNING DIVISION 2019/20 RESULTS

POLICY AND PLANNING OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
1 A strategy to provide sound and evidence-based policy advice and support to the delivery of the Ministry's organizational outputs	1.1 Development of a Public Private Partnership Framework	Complete by 2 nd quarter (November, 2019)	This was not achieved. Preliminary work has been conducted but implementation has yet to be undertaken.	The work will continue next financial year and to be prioritised. This is very crucial for the successful development and implementation of any policy formulation of the Ministry. The name of the framework will change to Public Private Dialogue Framework to reflect the main goal of the framework, which is about building relationships and communications.
	1.2 New Business Regulatory Reform Roadmap	Complete by 1 st quarter (September)	This was successfully completed and passed in Cabinet in November 2019.	Continue to communicate with the Business Registry and Intellectual property Division to determine further review requirements of the roadmap as the road map's timeline ends 2020/21.
	1.3 IP Regulatory Reform Roadmap	Complete in 2 nd quarter (October)	This was transferred to the IP Division.	
	1.4 Buy Tonga Made Policy	Complete by 3 rd quarter (February)	This was not achieved. As with the PPP Framework, preliminary work has been completed but the development of the policy has yet to be conducted	This project is still required by the Business Support Division and this will be prioritised in the next financial year.

POLICY AND PLANNING OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
2 A strategy to provide coherent legal advice and support to the delivery for the Ministry's organizational outputs	1.5 Informal Sector Biannual Survey	Complete by 4 th quarter (June)	This was put on hold due to the COVID-19 global pandemic. The Division diverted its effort in processing and analysing applications for the Government's COVID-19 Business Economic Emergency Relief Fund.	The survey will commence early next financial year to assist in developing policies for the informal sector especially in response to the impacts of COVID-19.
	1.6 Framework for the Informal Labour Sector	Complete by 4 th quarter (June)	This was advised to cancel by the Labour Division.	N/A
	2.1 Finalization of the Consumer Protection Bill and way forward for the Competition Policy	Complete by 2 nd quarter (December)	This was led by the Consumer Protection and Fair-Trade Division. The Draft Bill was completed and Policy Division assisted in conducting a training on the bill. Advise were also given were required regarding the formulation of the bill and the competition policy.	Continue to work with the Consumer Protection and Fair-Trade Division on the bill and Competition policy.
	2.2 Price Control Regulations	Complete by 2 nd quarter (December)	The Price Control bill was drafted and this is being handled by Consumer Protection and Fair-Trade Division. The Policy and Planning Division assisted in providing inhouse advise where needed. A training on Price and Wage Control Act was also conducted.	Continue to assist the Consumer Protection and Fair-Trade Division to ensure the Price Control Bill is passed and to follow up with the regulations.

POLICY AND PLANNING OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
	2.3 Cooperatives and Credit Union Bill	Complete by 2 nd quarter (December)	This was delayed for next financial year.	N/A
	2.4 Foreign Investment Bill	Complete by 2 nd quarter (November)	The Bill was drafted and submitted to Attorney General's Office	To be tabled before the Legislative Assembly in the next financial year, July 2020.
	2.5 Foreign Investment Regulations Analysis	Complete by 4 th quarter (June)	The Regulations has been drafted but further changes and processes are pending the passing of the Foreign Investment Bill in Parliament.	Work on the Regulation to commence once the Foreign Investment Bill is set to be tabled in Parliament.
	2.6 Business License Bill Review	Complete by 3 rd quarter (March)	This bill was put on hold as the Foreign Investment Bill and the Arbitration Bill became a priority for the Ministry.	Consult with the Business Registry and Intellectual Property Division on way forward.
3 A strategy to develop effective management plans and to derive performance improvement within the Ministry	3.1 Complete FYMP on time	Complete by 1 st quarter (August)	Completed on time. Consultations were conducted with HODs on ways to further enhance the effectiveness of the FYMP.	Continue to review the FYMP process and identify ways for more improvements.
	3.2 Annual Report 2018/19 submitted to Parliament	Parliament Approval by September	Not yet completed. Work has been focused on completing overdue reports for 2016/17 and 2017/18. These reports were near completion by the end of this Financial Year.	To commence work on the Annual Report 2018/19 as soon as the two reports for the previous years are submitted to Cabinet.
	3.3 Process Mapping of all programs	Complete by December 2019	The map was completed in July 2019. However, in March 2020, the Public Service Commission requested that	The Ministry has been selected to be to be one of the eight (8) Ministries to pilot the implementation of the "Charlotte's High-Level Automated Results Dashboard", or CHAR's Dashboard for short. This Dashboard is an introduction to the potential

POLICY AND PLANNING OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
			all Ministries provide a Flow Chart Process with the aid of the processing map. A review of the process map already completed was conducted to ensure that the requirements from PSC was met. The flow chart of the Ministry was submitted on time, June 2020.	benefits of the e-government system. The Division will provide support and advise to the Corporate Services Division as the work has been handed over.
	3.4 Monitor delivery of outputs	Quarterly Reports	All quarterly reports were submitted to the PMO on time.	Continue to review the process and look for improvements on how to better conduct reporting and monitoring processes.
	3.5 Project Management	Ongoing/quarterly	No new projects were identified at this time.	Project Management will not be carried out by the Division any longer. As implementation are the responsibilities of respective Divisions, each Division will handle this activity.
	3.6 Policy Division Internal Development programs	Internal Training	Training on the filing system of the Division was conducted. This was to ensure that all staff are aware of the processes and all work-related information are stored to ensure continuity.	More trainings for staff to be identified and implemented.

4.3 BUSINESS REGISTRY AND INTELLECTUAL PROPERTY PROGRAM/DIVISION

4.3.1 ORGANIZATIONAL AND DIVISIONAL OUTPUTS

The Business Registry & Intellectual Property Division contributes to the TSDf II Organizational Outcomes of “STRENGTHENED BUSINESS ENABLING ENVIRONMENT”.

There are three sub-programs that makes up this Division:

1. **Business Registration & Information:** Develop and implement a strategy to provide efficient business registries, infrastructure and information
2. **Business Regulatory Framework:** Develop and implement a strategy to improve the local business regulatory framework
3. **Intellectual Property:** Develop a strategy to improve the local IP regulatory environment so as to improve and strengthen business competitiveness

4.3.2 DIVISION BUDGET

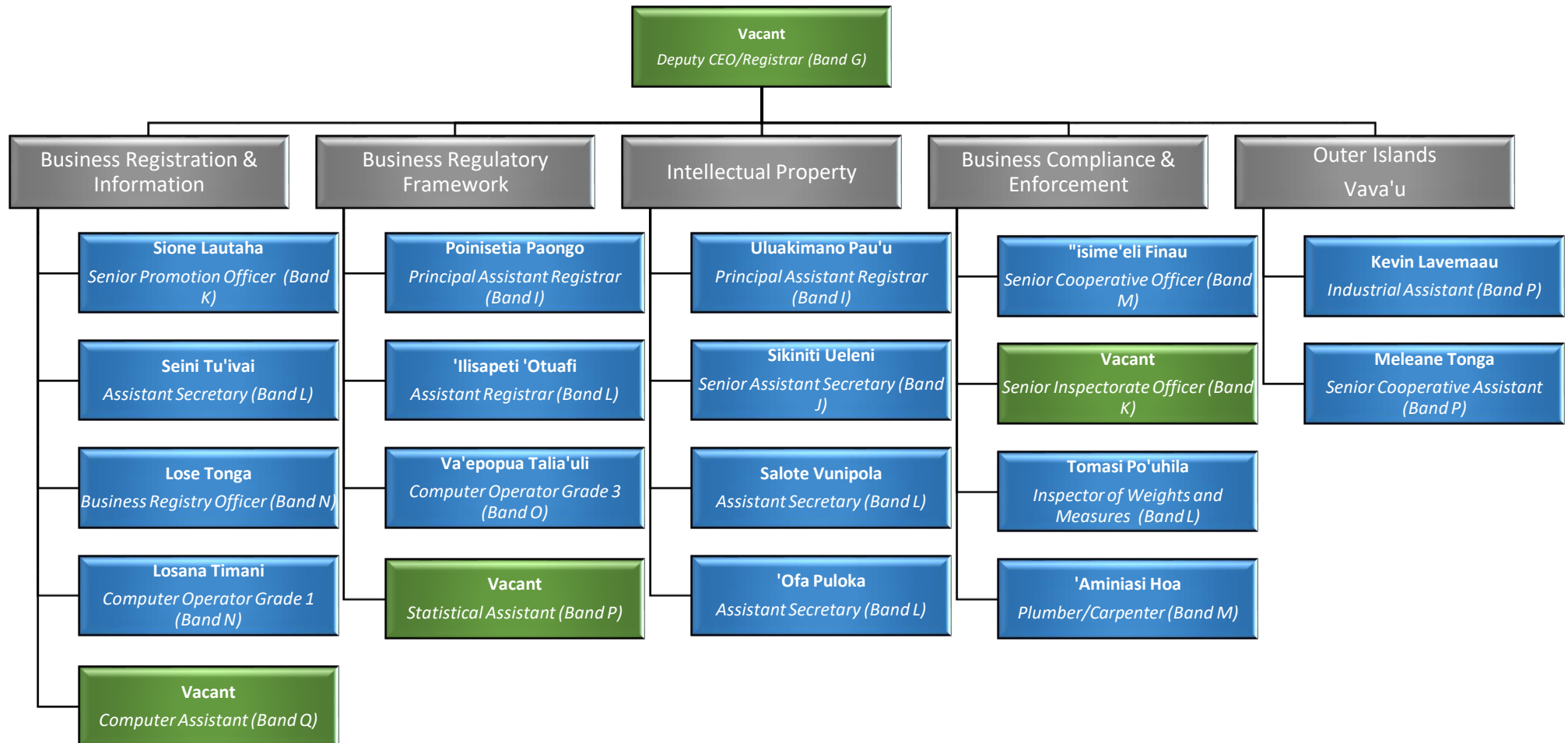
TABLE 12 BUSINESS REGISTRY AND INTELLECTUAL PROPERTY BUDGET AND ACTUAL FOR FY 2019/20

ITEMS	FY 2019/20 BUDGET	FY 2019/20 ACTUAL
Salaries	\$627,850	\$540,022
Operation Budget	\$504,400	\$238,644
TOTAL	\$1,132,250	\$778,666

4.3.3 STAFF AND DIVISION STRUCTURE

The division has sixteen (16) staff including staff in the outer islands. As of June 2020, the division has four (4) vacant positions. Please refer to chart on the next page for more details.

FIGURE 8 BUSINESS REGISTRY AND INTELLECTUAL PROPERTY STAFF AND DIVISION STRUCTURE



4.3.4 BUSINESS REGISTRY AND INTELLECTUAL PROPERTY DIVISION 2019/20 PERFORMANCE

The table below depicts the performance of the division, against its Planned Outputs and Key Performance Indicators (KPI) that were developed for the FYMP 2019-2020.

TABLE 13 BUSINESS REGISTRY AND INTELLECTUAL PROPERTY DIVISION 2019/20 RESULTS

BUSINESS REGISTRY AND INTELLECTUAL PROPERTY OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
1 Development and implementation of a strategy to provide efficient business registries, infrastructure and information	1.1 That business information needs of clients in outer islands are met by the Business Service & Information Centers (BSIC) in those respective islands.	Build and establish a dedicated business service and information center for Ha'apai and Eua Modernize business service and information centre for Vava'u	Not achieved	Re-schedule for the next financial year
	1.2 That business information and registration needs of clients are provided for by the BSIC within targeted timeframes	Specialized trainings and workshops for staff of the Business Services and Information Center Unit	Achieved	
	1.3 That accurate information on all aspects of business licensing in Tonga is made available at MTED	Development and making available of an information package for businesses on all ancillary permits and licenses Consult ancillary Ministries and agencies and collect required information Compile, design and incorporate all information into a booklet to be printed and made available for clients	Not achieved	Closer working relationship with other Ministries and organisations. Re-schedule for next financial year
	1.4 Monthly Awareness programs are implemented	Development and implementation of Consultation and awareness program with Businesses	Not achieved	re-schedule for the next financial year
	1.5 That all registrations and compliance reports	Review of all manual applications and filings for business registration, incorporation, registration of industrial	Achieved	Improved processes and Implementing of

BUSINESS REGISTRY AND INTELLECTUAL PROPERTY OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
	are conducted within the regulated timeframes	properties and foreign investment; logging in of all applications and filings for the online registry		updated forms and requirements
	1.6 That customers are issued with the correct receipt and that the pay in is prepared in a timely manner	Management of all receipt of payments for all fees prescribed under all legislations administered by the Registry	Achieved	Develop and implement and electronic receipt system
	1.7 That the business registries online system contains all information on all the registries managed by the Ministry	Development and ongoing improvement of the online system to cater for other business registries	Achieved	Develop other registries function to be incorporated into the online service registry regime.
	1.8 That the number of days for processing BL; BN; Companies; FIR; IS; CT is reduced	Efficient administration of the Business License Act and Regulation; Business Name Act & Regulation; Companies Act & Regulation; Foreign Investment Act & Regulation; Incorporated Societies Act & Regulation; Charitable Trust Act & Regulation	Achieved	Delivering improved services to all clients
2 Development and implementation of a strategy to improve the local business regulatory framework	2.1 Business Development Policy and Regulatory Reform Roadmap endorsed by Cabinet	Endorsement of Reform Roadmap by Cabinet	Achieved	Implementing the approved Business Development Policy and Regulatory Reform Roadmap
3 A strategy to provide an efficient registry,	3.1 IPAS Trademark office document and journal	Review and update all trademark office templates, review and update all journal templates and review and update the workflow for Trademarks	Achieved	

BUSINESS REGISTRY AND INTELLECTUAL PROPERTY OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
infrastructure and IP for protection of IPRs	templates review and workflow updated	Increase journal/ gazette publication frequency from quarterly to monthly Review and update the Standard Operating Procedures to reflect workflow improvement and the new features for IPAS.		
	3.2 Data exchange with WIPO Global Brand, Designs and Patent Database	Exchanging of data with WIPO Global Brand using Global Patent specs and formats	Achieved	Access to WIPO Global Brand is made known to the public
	3.3 Deployment of IPAS Patents, and Industrial modules with the WIPO assistance	WIPO providing training on IPAS and WIPO systems locally and internationally	Not achieved	Re-schedule for next financial year
		Deployment of Madrid module	Not achieved	
	3.4 Processing of completed applications to be reduced to less than three months	Reception of all new applications and office documents	Achieved	
		Data captured and issuance of Official filing receipts		
		Examination of trademarks and issuance of notices of proof of publication/examination report	Achieved	
	Preparation of Gazette/Publication		Achieved	
	Publication of accepted applications			
	Registration of accepted and published trademarks, patents and industrial designs			
	Renewals, amendments and change of addresses and ownerships			

BUSINESS REGISTRY AND INTELLECTUAL PROPERTY OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
		Conduct request for searches and other reports		
		Process request for priority documents		
		Process amendments request for new applications		
	3.5 Upgrading IP information desk in the outer islands	Upgrading IP information and service desk in Ha'apai	Not achieved	
		Maintenance and upgrading IP Information and service area in the main office	Achieved	
	3.6 Launching of Website and IP data available online	Recruit TA to develop website	Not achieved	
		Online database deployment using WIPO Publish and Global Brand with well updated data from IPAS	Achieved	
		Launching and promotion of online IP database		
	3.7 Tonga acceding the Madrid Protocol	If above activity is approved then preparation of deposit of instrument of accession	Not achieved	
	3.8 Increase in business and public awareness	Distribution of promotional materials	Achieved	
4 A strategy to improve the local IP regulatory environment to improve and strengthen business competitiveness	4.1 IPAS Trademark office document and journal templates review and workflow updated	Review and update all trademark office templates, review and update all journal templates and review and update the workflow for Trademarks	Achieved	Implementation of revised templates and updating workflow
		Increase journal/gazette publication frequency from quarterly to monthly		

BUSINESS REGISTRY AND INTELLECTUAL PROPERTY OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
		Review and update the Standard Operating Procedures to reflect workflow improvement and the new features for IPAS.		
	4.2 Data exchange with WIPO Global Brand, Designs and Patent Database	Exchanging of data with WIPO Global Brand using Global Patent specs and formats	Achieved	
	4.3 Deployment of IPAS Patents, and Industrial modules with the WIPO assistance	WIPO providing training on IPAS and WIPO systems locally and internationally	Not achieved	Re-schedule for next financial year
		Deployment of Madrid module	Achieved	
	4.4 Processing of completed applications to be reduced to less than three months	Reception of all new applications and office documents	Achieved	
		Examination of trademarks and issuance of notices of proof of publication/examination report	Achieved	
		Preparation of Gazette/Publication		
		Publication of accepted applications		
		Registration of accepted and published trademarks, patents and industrial designs		
		Renewals, amendments and change of addresses and ownerships		
		Conduct request for searches and other reports		

BUSINESS REGISTRY AND INTELLECTUAL PROPERTY OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
		Process request for priority documents and amendment request for new applications		
	4.5 Upgrading IP information desk in the outer islands	Upgrading IP information and service desk in Ha'apai	Not achieved	Re-schedule for next financial year
		Maintenance and upgrading IP Information and service area in the main office	Achieved	
	4.6 Launching of Website and IP data available online	Recruit TA to develop website	Not achieved	Re-schedule
		Online database deployment using WIPO Publish and Global Brand with well updated data from IPAS	Achieved	
		Launching and promotion of online IP database	Achieved	
	4.7 Tonga acceding the Madrid Protocol	If above activity is approved then preparation of deposit of instrument of accession	Not achieved	Closer working relationship with relevant Ministries/stakeholders. Re-schedule for next financial year
	4.8 Increase in business and public awareness	Distribution of promotional materials	Achieved	
5 A strategy to improve the local IP regulatory environment to improve and strengthen business competitiveness	5.1 Developing a new National IP Strategy	Finalised draft and submission for cabinet	Not achieved	Re-schedule for next financial year
		Cabinet decision		
		National IP Strategy implemented		

BUSINESS REGISTRY AND INTELLECTUAL PROPERTY OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD	
	5.2	IP Promotional and Awareness Campaign Strategy	Draft IP Promotional and Awareness Campaign	Achieved	
	5.3	IP Legal and Policy Framework implemented	Review and preparation of the Industrial Property Act and Regulation	Not achieved	Re-schedule for next financial year
	5.4	Government approves Tonga accession to the Madrid agreement	Liaise with WIPO in ensuring Tonga's readiness for accession Negotiation with WIPO on Madrid Protocol deployment	Not achieved	Liaise with WIPO continues
	5.5	Prioritize International Instruments that Tonga will benefit from	International Treaty Tonga needs and start reviewing the process to accession.	Not achieved	Re-schedule
	5.6	Set KPIs achieved	Implementation of 2019/2020 AMP Planning IP FYMP for 2020/2021 Monitoring and evaluation of the IP programs Monitoring and evaluation of IP budget	Achieved	
6 A strategy to promote innovation and creativity that will strengthen business competitiveness	6.1	Increase in IP of and awareness businesses and communities	Visits companies to conduct in house awareness campaign Participation in Private Sector conferences Awards and recognition for outstanding IPs to specific persons in companies Coordinate with MIA on their schedule visits to villages Design specific programs for communities to provide awareness on the protection available to them for their IPRs. Community visits	Not achieved	Re-schedule for next financial year

BUSINESS REGISTRY AND INTELLECTUAL PROPERTY OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
6.2 Increase IP competencies in Government Agencies	Conduct workshops and training for government officials	Not achieved	Closer working relationship with other Ministries. Re-schedule for next financial year	
6.3 NIPs implemented	Implementation underway	Achieved		
6.4 IP Awareness and Promotional Campaign Strategy implemented	Review approved strategy with focus on action plan and budget allocation	Achieved		

4.4 BUSINESS SUPPORT PROGRAM/DIVISION

4.4.1 ORGANIZATIONAL AND DIVISIONAL OUTPUTS

Business and Support Division has four (4) programs handled by an unit. They are:

- 1) **Community Business Community Unit** – Provision of targeted development support services that builds the capacity of Community Business
- 2) **Informal Sector Development Unit** – Provision of targeted support that develops the capacity of MSMEs.
- 3) **Business Development Unit** – Provision of targeted development support that builds the capacity of local businesses
- 4) **Export Unit** - Provision of export supply chain support that caters for local producers and exporters

4.4.2 DIVISION BUDGET

The budget performance of the Business Support Division is provided in the table below.

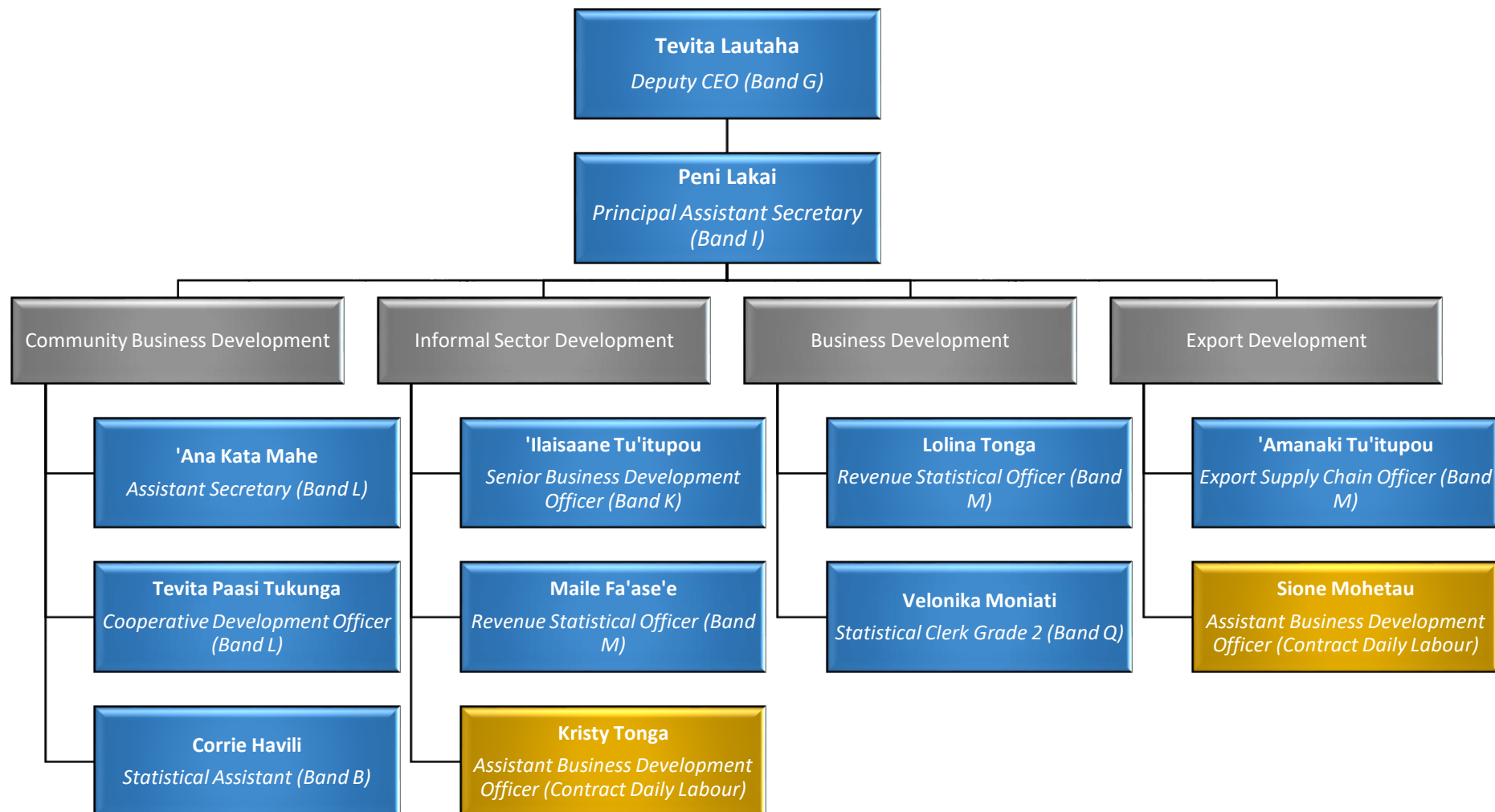
TABLE 14 BUSINESS SUPPORT BUDGET AND ACTUAL FOR FY 2019/20

ITEMS	FY 2019/20 BUDGET	FY 2019/20 ACTUAL
Salaries	\$236,700	\$206,452
Operation Budget	\$2,003,900	\$1,101,110
TOTAL	\$2,240,600	\$1,307,562

4.4.3 STAFF AND DIVISION STRUCTURE

As of June 2020, the division has a total of twelve (12) staff consisting of ten (10) permanent staff and two (2) contract daily labours.

FIGURE 9 BUSINESS SUPPORT STAFF AND DIVISION STRUCTURE



4.4.4 BUSINESS SUPPORT DIVISION 2019/20 PERFORMANCE

The table below depicts the performance of the division, against its Planned Outputs and Key Performance Indicators (KPI) that were developed for the FYMP 2019-2020.

TABLE 15 BUSINESS SUPPORT DIVISION 2019/20 RESULTS

BUSINESS SUPPORT OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
1 Cooperatives and Credit Union Development are supported and promoted.	1.1 Number of cooperative start-up stores are supported by island group; Number of Secondary Coop Store is established.	<ul style="list-style-type: none"> • Ttp: At least 12 Coops • Vv: At least 10 Coops • Hp: At least 6 Coops • Eua: At least 5 Coops • Niuas: At least 4 Coops • Establishment of 1 Secondary Cooperative Store Set Up for buying bulk of goods. 	1) Established new Primary Cooperative Stores in villages in Tongatapu and Outer Islands as follows; <ul style="list-style-type: none"> • Tongatapu – 10 Coop Stores • Outer Islands – 1 Coop Stores 2) Deliver Ministry's Cooperatives Development Project through provision of capital goods to Coop Stores with total value of \$7,000 to 10 Coop Stores in Tongatapu and 1 Coop Stores in the Outer Islands. 3) Provide more than 8 trainings and capacity building workshops for members of the Cooperatives and Shop Keepers. 4) Conducted more than 5 Auditing and 20 Inspection of Cooperatives in Tongatapu and outer islands.	1) Seek the new government priorities and the priority of the Minister and CEO for MTED on the future plans for the Cooperatives. 2) Explore other sectors for development in the community business model such as development of farmers' cooperatives for strengthening the agricultural sector in the community. 3) Seek to develop a more clear plan and strategy for the development of primary a secondary cooperatives for farmer's cooperatives. 4) 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. 5) For the Division to conduct more trainings of the Cooperative Stores. 6) The Division will continue its working with the Hahake Working District to secure the lands for the building of the Hahake Pack
	1.2 Number of cooperative development projects per sector.	<ul style="list-style-type: none"> • Agriculture - At least 10 FARMERS Coops are assisted • Fisheries - At least 5 FISHERS Coops are assisted • Women - At least 10 WOMEN 		

BUSINESS SUPPORT OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
		Coops are assisted.	5) Conducted more than 30 consultation and promotional meetings for the development of the Secondary Cooperative Stores.	House so that it can share the load with the existing MAFF Pack House at the wharf.
	1.3 Number of Cooperative Promotional Activities conducted	<ul style="list-style-type: none"> • TV Programs: At least 4 TV programs • Radio Programs: At least 4 • Radio Programs 3. • Direct Consultations: At least 12 meetings 	6) Conducted 7 consultation meetings with villages for formation of primary Farmers Cooperatives	7) 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.
	1.4 Number of Cooperative Stores are inspected and audited.	<ul style="list-style-type: none"> • At least 5 Coops are Inspected per quarter • At least 20 Coops are audited by the end of the year. 	7) Established 8 Credit Unions in the 8 villages, in setting up of Credit Union Micro – Finance Scheme for the Ministry’s Small Farm Holders Squash Development Project.	
	1.5 Number of Credit Unions are established and operational	<ul style="list-style-type: none"> • At least 20 Credit Unions (CUs) are developed • At least 200 people are successfully assisted and received loans from Credit Unions Micro 	8) Deliver Small Farm Holders Squash Development Project to 68 small farmers from 8 different villages in Tongatapu and able to process and exported more than 300 tonnes of squash pumpkin from small farm holders.	

BUSINESS SUPPORT OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
			Finance Loan Scheme	
2 Informal Micro, Small and Medium Enterprises (MSMEs) are developed, supported and promoted.	2.1 Number of informal MSME supported per annum, by island group	By island group (At least) <ul style="list-style-type: none"> Ttp: 8 Vv: 5 Hp: 5 Eua: 5 Niuas: 5 	1) Delivered 15 MSME Product Development projects to micro MSMEs in Tongatapu through provision of assistance value to less than \$2,000 per project. 2) Finishing the construction of the Fale Koka'anga Hall for the Tongiaki 'a Fafine Lapaha at Lapaha.	1) Need to develop a national outreach training program to cater for all the micro MSMEs in the villages and the districts. 2) Seek to increase funding allocation for MSME business development projects. 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
	2.2 Number of Informal Women Weaver Groups are assisted with Fale Lalanga & Fale Koka'anga	<ul style="list-style-type: none"> TBU - 2 Fale Koka'anga / Lalanga 		
3 Locally Manufactured products are supported and promoted.	3.1 Increase in number of import substitution products supported per annum.	<ul style="list-style-type: none"> At least 14 local manufacturing businesses are supported. 	1) Successfully delivered the Buy Tonga Made (BTM) – Royal Agricultural Shows for Tongatapu, Vava'u, 'Eua, Ha'apai and the Niuas. More than 100 local participants from the handicraft sector, and the local manufacturing businesses participated at the showcased at the Ministry's BTM tents.	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.
	3.2 Increase in number of import substitution products supported per annum.	<ul style="list-style-type: none"> At least 4 Tonga Made promotional activities are delivered. 	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.	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 3) Division will explore opportunities to secure billboards location for the BTM billboards at the Fua'amotu International Airport.

BUSINESS SUPPORT OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
			<p>3) Renovate and renew billboard skins for the Buy Tonga Made bill boards.</p> <p>4) Deliver more than 10 radio advertisements and spots for advertisements and promoting of Buy Tonga Made Campaign.</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>
4 Supply Chain Development and Management.	<p>4.1 Increase in number of export volumes from MCCTIL to exports market.</p> <p>4.2 Increase in number of Government Pack Houses developed and renovating.</p>	<ul style="list-style-type: none"> At least 27 x 20 ft containers of fresh agro products are exported to markets. At least 1 new Pack House is built At least 4 processing equipment are sourced MTED Packing Shed is completed and operational 	<p>1) Ten (10) containers of mix fresh root crops produce were exported to the markets in NZ during this FY. Started exporting watermelon containers in this Financial Year</p> <p>2) Finalize the Architectural Designs, Plans and Maps for the new Hahake Pack House 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</p>

BUSINESS SUPPORT OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
-----------------------------	-------------------------------------	---------	--------------	-------------

options that can enable the payments of farmers within their own respective islands from the Ministry's Trust Fund Accounts.

- 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.

4.5 LABOUR PROGRAM/DIVISION

There were no changes to the Labour Division structure this financial year.

4.5.1 ORGANIZATIONAL AND DIVISIONAL OUTPUTS

The Labour Division contributes to the TSDF II Organisational Outcome of “Strengthened business enabling environment” through the provision of a labour market conditions and standards that support business, growth, decent work and higher labour participation in both formal and informal sector.

The following are the three (3) outputs delivered by the Labour Division, with each output delivered by each unit:

- 1) **Employment Regulatory Environment Unit** – Development and implementation of a strategy to improve the labour regulatory environment
- 2) **Labour Market Research and Information Unit** – Develop and Implement a strategy to provide accurate labour market information, including measurement of the informal sector and informal employment for evidence-based policy intervention to reduce poverty
- 3) **Labour Standards and Decent Work Unit** – Develop and implement a strategy to promote decent work and effective labour standards.

4.5.2 DIVISION BUDGET

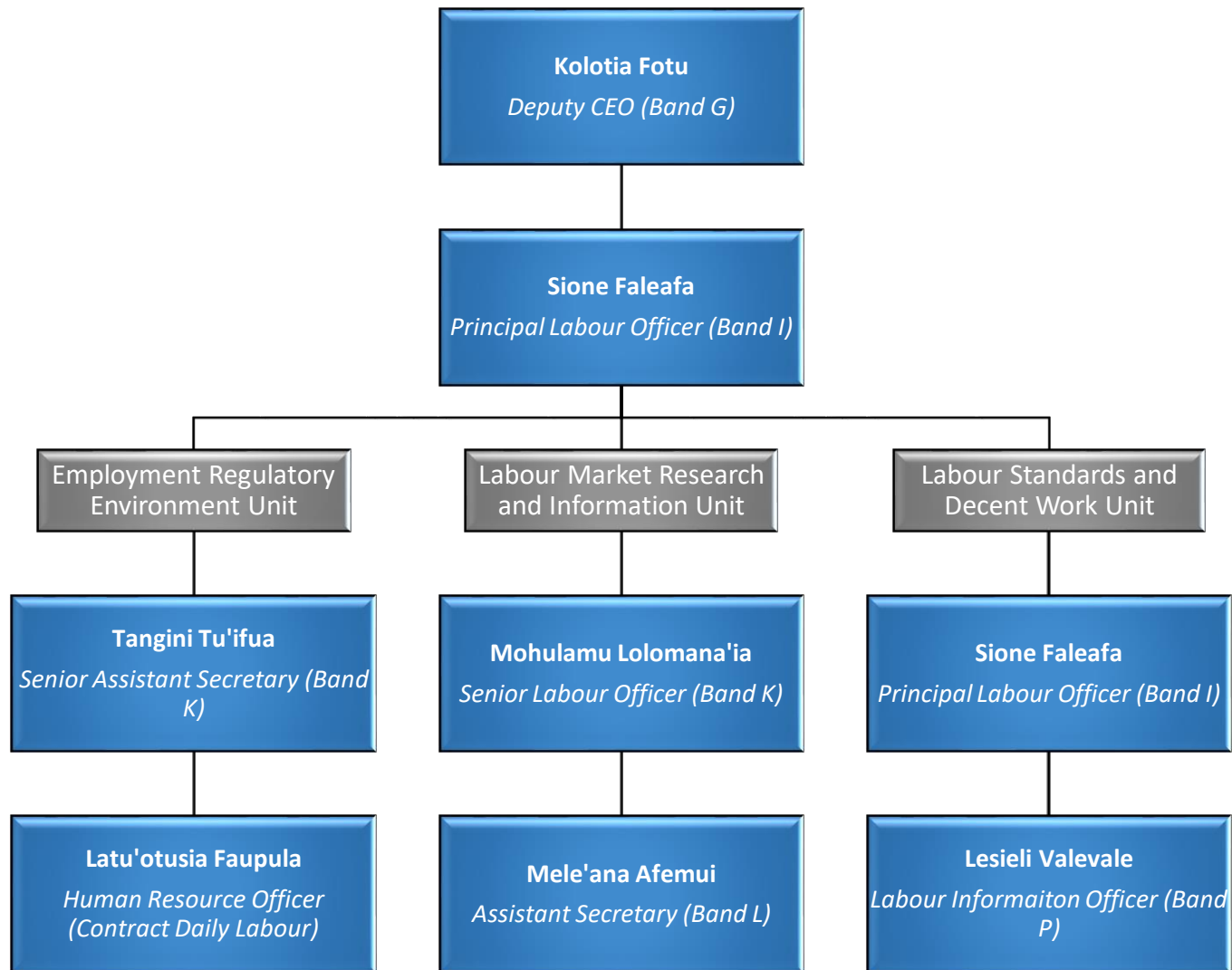
TABLE 16 LABOUR BUDGET AND ACTUAL FOR FY 2019/20

ITEMS	FY 2019/20 BUDGET	FY 2019/20 ACTUAL
Salaries	\$225,200	\$169,884
Operation Budget	\$261,600	\$109,404
TOTAL	\$486,800	\$279,288

4.5.3 STAFF AND DIVISION STRUCTURE

The division has eight (8) staff. Please refer to the chart below for details.

FIGURE 10 LABOUR STAFF AND DIVISION STRUCTURE



4.5.4 LABOUR DIVISION 2019/20 PERFORMANCE

The table below depicts the performance of the division, against its Planned Outputs and Key Performance Indicators (KPI) that were developed for the FYMP 2019-2020.

TABLE 17 LABOUR DIVISION 2019/20 RESULTS

LABOUR OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
1 Development and implementation of a strategy to improve the labour regulatory environment	1.1 Presentation of the ERB 2019 to MPs and Parliament Law Sub-Committee.	The Employment Relations Bill 2019 is approved for enactment		KPI 1.1 to 1.6 were all pending from Legislative Assembly's session for 2020. LA opening was re-schedule from early 2020 and then again further delayed due to COVID-19. COVID-19 also changed government priorities. Lack of dedicated technical staff to pursue labour standards works also contributed to the delay. Await for the Legislative Assembly's opening schedule. Keep track of the ERB 2020 progress to Parliament in the next financial year (FY 2020/21). Ensure staff training and involvement in the process.
	1.2 Re-establish the Employment Relations Advisory Committee (ERAC) in accordance with the Employment Relations legislation.	The Tonga National Tripartite Consultation Committee (TNTCC) is reviewed and established under the Employment Relations legislations.		
	1.3 Establishment of the Commission in accordance with the Employment Relations legislation (Phase 1).	Establishment of Commission(s) is approved by Cabinet.		
	1.4 Education and awareness programs on the Employment Relations legislation.	Complete two (2) education and awareness programs.		
	1.5 Develop Employment Regulation in accordance with the Employment Relations legislation.	Employment regulation(s) approved.		
	1.6 Register workers' and employers' association as per	Workers and employers' associations are registered by sector		

LABOUR OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
2 Develop and Implement a strategy to provide accurate labour market information, including measurement of the informal sector and informal employment for evidence-based policy intervention to reduce poverty	Employment legislation.	Relations under the Employment Relations legislation.		
	2.1 Develop and implement a guideline for labour research and information.	Guideline for labour research and information is approved and implemented.	Complete the development of the guideline.	Lack of dedicated technical staff to pursue the upgrading of the database. Staffs were occupied with updating the labour market information on the impact of COVID-19 in employment and businesses.
	2.2 Implement best practice on data collection to measure informal sector employment at national level.	Informal sector and informal employment are clearly defined at national level and endorsed by the Tonga Statistics.	Complete developing of informal sector's definition – localized definition.	Review current labour information database. Draft proposal for discussion on a key and current labour issue.
	2.3 Upgrade existing labour database to include enhanced features for collection of core labour dataset.	Enhanced labour database.	65% completion of upgrading of existing labour database.	Conduct Tonga National Rapid Assessment on the Impact of COVID-19 in collaboration with ILO.
	2.4 Disseminate quarterly labour market information update to relevant stakeholders	One (1) labour market updates.	Update labour market information and data through the Government Scheme on COVID-19 for businesses.	Review internal work policy between Foreign Affairs and MTED.
2.5 Maintain up-to-date labour market information research, data collection and analysis for evidence-based policy decisions.	Evidence-based policy advice and decisions are made.	Presenting updating data and information on the impact of COVID-19 to the Parliament Standing Committee.		

LABOUR OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
3 Develop and implement a strategy to promote decent work and effective labour standards.	2.6 Assess foreign employment visa applications from Tonga Immigration – Ministry of Foreign Affairs.	At least 90% compliance with standards (i.e. As per approved criteria and timeline)	100% approval of advice / recommendations on foreign visa applications.	
	3.1 Ratification of the ILO Conventions No. 138 & No. 182.	Ratification of C182 & C138 is approved by the Privy Council.	Tripartite representative to the ILC and the ILO's 100 years anniversary.	Conflicting political agendas jeopardize commitments to industrial relations work agendas.
	3.2 International Labour Standards (ILS) reporting / ratified and non-ratified core Convention.	Complete reports are endorsed (by Cabinet) and submitted (to ILO) on time.	Frequent meetings of the employers' representatives with government after COVID-19 spread worldwide.	Limited pool of registered social partners to improve representations to the national tripartite committee.
	3.3 General Survey on international labour issues.	Complete GS are submitted on time.		COVID-19 impacted on interest to register in associations.
	3.4 Representation regional and international labour standards meetings.	Tonga's delegation is approved on time.		Limited pool of registered social partners to improve representations to the national tripartite committee.
	3.5 Review for implementation the Tonga National Decent Work Country Program (DWCP).	Tonga's position on international labour issues are confirmed and endorsed for meetings.	At least 50% approval of Tonga's requests at ILC.	Employers and Workers registration under the Incorporated Act.

LABOUR OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
	<p>3.6 Education and awareness program on international labour standards and ratified ILO Conventions.</p>	<p>signed and implemented. Complete a nationwide education and awareness programs.</p>		<p>Recruit dedicated capable staff for the decent work and social partners dialogue agendas.</p> <p>Prioritized ERB progression as foundation to encourage and implement registered social partners.</p> <p>To be considered again in the new financial year (FY 2019/20).</p> <p>Prioritized ERB progression as foundation to encourage registration to improve representation to the TNTCC Committee.</p> <p>Consider different approach to encourage workers and employers' associations.</p>

4.6 CONSUMER PROTECTION AND FAIR-TRADE PROGRAM/DIVISION

4.6.1 ORGANIZATIONAL AND DIVISIONAL OUTPUTS

The organisational output or responsibility of this division is to provide a robust consumer protection and fair trade regime that shapes consumer and business behaviour. This is delivered through the following programs handled by respective units.

- 1) **Consumer Protection Regulatory Environment Unit** – Provision of an institutional framework that promotes consumer welfare
- 2) **Consumer Awareness & Education Unit** – Consumer awareness and education programs to improve consumer knowledge, responsibilities and rights.
- 3) **Price Control Unit** – Facilitation of Competent Authority policy directions on regulated goods and services.
- 4) **Consumer Compliance & Enforcement Unit** – Enforcement and compliance requirements prescribed under the Consumer Protection Act, Price Control Act, and Weight and Measures Act.

4.6.2 DIVISION BUDGET

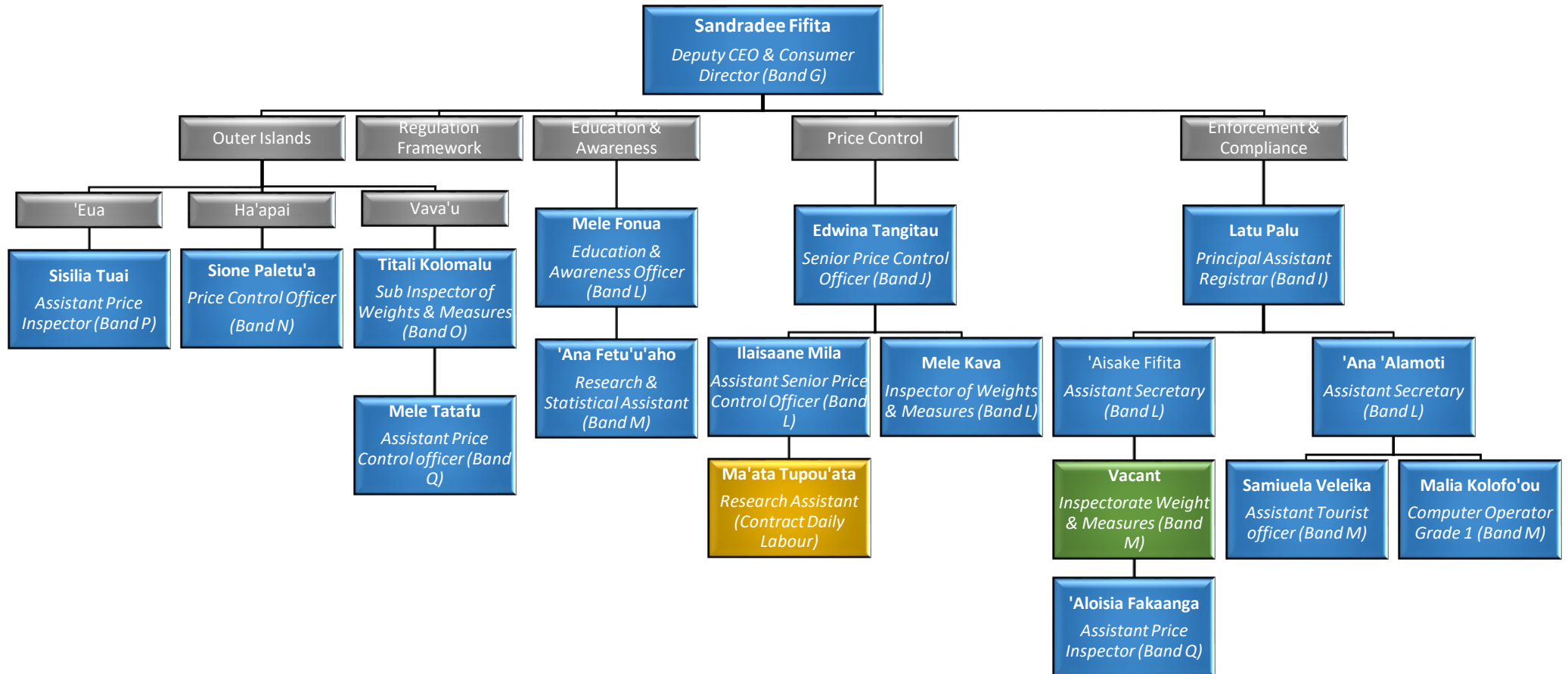
TABLE 18 CONSUMER PROTECTION AND FAIR-TRADE BUDGET AND ACTUAL FOR FY 2019/20

ITEMS	FY 2019/20 BUDGET	FY 2019/20 ACTUAL
Salaries	\$252,200	\$244,845
Operation Budget	\$404,200	\$261,283
TOTAL	\$656,400	\$506,127

4.6.3 STAFF AND DIVISION STRUCTURE

A the end of the financial year, the structure of the Divisions is illustrated in Figure below. The division had one (1) contract daily labour and sixteen (16) permanent staff. There was one vacant post remained to filled.

FIGURE 11 CONSUMER PROTECTION & FAIR-TRADE STAFF AND DIVISION STRUCTURE



4.6.4 CONSUMER PROTECTION AND FAIR TRADE 2019/20 PERFORMANCE

The table below depicts the performance of the division, against its Planned Outputs and Key Performance Indicators (KPI) that were developed for the FYMP 2019-2020.

TABLE 19 CONSUMER PROTECTION AND FAIR-TRADE DIVISION 2019/20 RESULTS

CONSUMER PROTECTION AND FAIR TRADE OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
1 That the institutional framework for the development and promotional of consumer welfare is produced and implemented	1.1 Final Draft of the Price Control Bill is endorsed by the Law Review Committee and submitted to Parliament	End of December	Minister and CEO briefed by Legal Drafter, awaiting final draft with comments incorporated by Legal Drafter before the Bill is finalised and submitted to Cabinet	Finalise updated Bill with inhouse lawyer and get CEO endorsement before it is resubmitted to Cabinet
	1.2 Weights and Measures regulation is passed in Cabinet and gazette	End of December	Organised consultations with Legal Drafter and the Enforcement Team to discuss the status of the current bill and the requirement to develop regulation for the enforcement of the sale of measured goods in standard weights (kg's) however the consultation concluded with the requirement to review the outdated Weight & Measures Act which will require technical expertise to assist in the review.	Seek donor funding to review the Act. Work with Trade Division in seeking funding through the SPC Pacific Quality Infrastructure Initiative
	1.3 Adhoc legal advice on provisions under the Price control, weight and measures and Consumer Protection is provided on a timely manner	1 every quarter	The transfer of the Inhouse Lawyer assisted the Division in verifying different provisions of the Acts administered under the division and specifically the Price Control as well as the Consumer Protection Act and Regulation.	Continue to seek assistance of the Ministry's lawyer before any other matters is referred to the SG's office

CONSUMER PROTECTION AND FAIR TRADE OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
	1.4 Standards Committee and strategy for development of standards is implemented	Standards Committed end of December	Advisory established	This initiative was coordinated with the Trade Division and invitations were extended to relevant stakeholders, NGO's and Govt departments to share and update status of respective standards adopted
		Phase 2 ISO Digitization implemented April 2020		Worked together with the Trade Division in inviting key Govt departments and NGO's to identify key strategies for the phase 2 of the project and this was submitted to AS. However due to the COVID-19 epidemic this project was not extended.
		Database of local standards is developed end of June		The consumer division started in incorporating contacts and key standards and was passed on to the Trade Division who further developed and established a draft database of adopted standards used by different sectors and Gov dept.
	1.5 Capacity building program implemented	1 every quarter		Successfully implemented training in July with the Price Control Team on the Annual Petroleum Price Review. In October training was carried out with the Price Control Team again with the Petroleum Advisor on the LPG Price Review. In February a Procurement Training was carried out in February where the Director and Assistant Price Control Officer participated. Training of all Staff including those from Vava'u and Ha'apai was carried out from the 9-13 March and this included the training
				Continue to work with Trade Division in calling meetings of key stakeholders and developing strategies to develop standards in Tonga
				Continuous update of the developed database and work with Trade in the Pacific Quality Infrastructure Initiative and how this can help develop standards in Tonga
				Organize training program on dealing with difficult customers, mediation, calibration and implementation of monthly petroleum price review.

CONSUMER PROTECTION AND FAIR TRADE OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD	
	1.6	Review mark up of regulated goods	Policy paper developed and passed by CA, consultations with Importers/wholesalers end of June 2020	by in house lawyer on the Price Control Act, Consumer Protection and Weight and Measures Act. Also, specific training carried out by Semisi Finau (technical consultant) on the Calibration under the Weights and measures. TOR developed for implementation in March but due to COVID 19, it was on hold until next financial year	Finalise the TOR and get CEO endorsement to implement on the next financial year
2 That an awareness and education Strategy to empower consumers is developed and implemented	2.1	That a Consumer Awareness and Education Strategy is developed and adopted	End of July 2019	Endorsed and implemented	Continuous update of the Consumer Awareness Strategy considering COVID 19 and other specific areas that need to be covered and included.
			Bi-monthly newspaper publications	Completed	
			Quarterly TV program	Completed except the March/April due to COVID-19 lockdown	
			Number of joint awareness programs with Food Authority & Health	Taskforce Program, Participation at the World Food Day,	

CONSUMER PROTECTION AND FAIR TRADE OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
		Number of events participated to improve consumer Awareness	Royal Agricultural Show Vava'u, Niua and Eua 2019. Due to COVID 19 no Agricultural Show program for the first 6 months 2020	
	2.280% of collaterals are developed for education and awareness purposes	End of September 2019	Completed and billboards installed	
	2.3 That an improved social media presence is developed with targeted 3000 Facebook followers/likes	End of June 2020	Target reached in October 2019; pages likes up to 5000 now	
	2.4 Coordination of Awareness programs on the Endorsed weight and measures regulations	Completed by end of June	Not carried out due to the holdup of the development of the Weight & Measures regulation	Finalise consultations on the next financial year and with meeting paper to be submitted to decision of the TCA
	2.5 Coordination of awareness programs on the revised mark up of regulated goods and the updated taxi, bus fare and truck hire rates	Completed by the end of June	Not implemented as the review of the bus fare rates has not been finalised	To be carried out on the next financial year
	2.6 Special program is developed to mark the World Consumer Day	March 2020	Press Release developed and send to the media, Radio and TV program, banners with the World Consumer Day theme printed and displayed in specific areas in town	
3 That a plan for implementation of the Price Control Work Program is	3.1 Pricing of regulated goods compiled and released to the public on a monthly basis	First week of every month	Completed as planned	

CONSUMER PROTECTION AND FAIR TRADE OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
developed and implemented	3.2 Report on the review of the Bus Fare Rates and truck hires under the Competent Authority is submitted to TCA	End of June 2020	Started the consultations on the taxi and truck hires in November 2019 but was not complete as there not many that attended the consultations. Program for the review of the Bus Fare rates started in June and draft report was submitted to TCA on the 26 th June	Finalise Bus Users survey directed by TCA and resubmit to TCA to approve on the next financial year
	3.3 Monthly, quarterly and annual petroleum and LPG review reports are submitted to TCA	16 th (unless falls on the weekend) of every month for petroleum	Completed as planned	
		16 th of every quarter (unless falls on the weekend) for LPG	Completed as planned	
		End of December 2019 for LPG	Report ready in November, however TCA meeting held in January as members were not available for meeting in January	
		Draft report is submitted to TCA Members before the end of June 2020	Completed as planned	
	3.4 Database of regulated goods and services is developed	Quarterly report submitted to HOD	Completed as planned	
3.5 TCA meetings are organized and approved by the Chair.	End of June	4 TCA meetings, with 12 petroleum price papers circulated and endorsed by TCA		
4 That a plan for the enforcement and compliance of	4.1 Targeted number of businesses 1300 Annually (5 inspections per day)	300 per quarter	944 inspections conducted plus 236 follow ups conducted, restrictions for number of inspections	Reshuffle of staff to assist in improving procedure

CONSUMER PROTECTION AND FAIR TRADE OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
regulations are developed and			conducted due to COVID-19 in third quarter and updating of inspection forms in January.	and outcomes for conducting inspections.
	4.2 Monthly bowser check and registration of pumps	28 Bowsers/140 pumps per month, targeted number annually 560 Bowsers	1853 pumps checked for the financial year.	Continue with same pace of inspections as annual number for inspections has exceeded assigned target.
	4.3 Govt Inter Agency Taskforce Inspection	After Hour inspections and Government Inter-Agency Task force program Targeted number 264 Annually (24 Businesses inspected per month)	318 inspections by the Govt Interagency Task force conducted for the year exceeding assigned target.	Decrease conducting of Task force inspections from twice to once a week. If there is a need in Nov and Dec as well as June, then can go back to conducting twice weekly, as these months are peak season for consumer spending.
	4.4 Registration and processing of Complaints	Goods and Services Complaints (230 + 180 = 410) annually Complaints process 1) received, registered and processed for investigation within 1 day 2) Resolution and outcome delivered to complainant within 1 day of completion. Goods and	353 complaints registered. More complaints registered during COVID-19 lock down period in March-April.	Consumer Awareness Officer has developed a more efficient complaint form to assist in improving procedure and therefore results for dealing with complaints.

CONSUMER PROTECTION AND FAIR TRADE OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	INDICATORS	TARGETS	ACHIEVEMENTS	WAY FORWARD
	4.5 Enforcement Jingle		Services Complaints (230 + 180 = 410) annually	Radio ad broadcasted as planned throughout the financial with 88.7 Broadcom Radio	Need to change ad with the enforcement going back to Consumer
			Radio advert developed broadcast twice a day, Quarterly Radio Program and TV program		

4.7 TRADE AND INVESTMENT PROGRAM/DIVISION

4.7.1 ORGANIZATIONAL AND DIVISIONAL OUTPUTS

Trade and Investment Division contributes to the TSDF II Outcome of “Better access to, and use of overseas trade and employment, and foreign investment.” To achieve this, this division is responsible in providing a targeted support programs that increases and diversifies Tongan exports and promote Foreign Direct Investment.

This program is comprised of four sub-programs or units, including the new additional unit. They are to provide the following sub-outputs:

- 1) **Trade Information and Market Research Unit** – Development and implementation of a strategy to improve new exports products and markets.
- 2) **Foreign Direct Investment Promotion and Facilitation Unit** – Development and implementation of a strategy to increase foreign investment inflows.
- 3) **Trade Negotiation Unit** – Development and implementation of a strategy to increase market access for Tongan exports and advance Tonga’s gains from international trade.
- 4) **Export Marketing and Promotion Unit** – Development and implementation of a strategy to increase market access through targeted marketing and promotion.

4.7.2 DIVISION BUDGET

Trade and investment had the following Budget allocations and Actual Spending for the FY 2019/20.

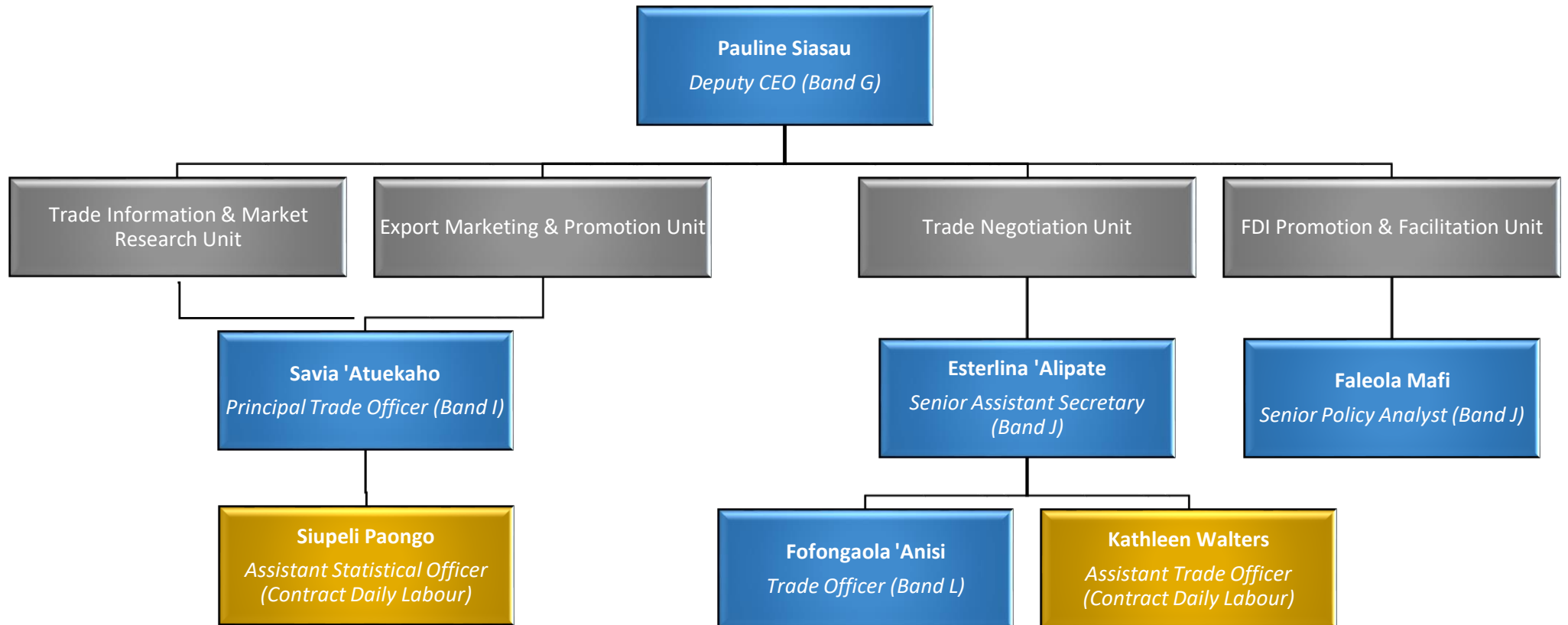
TABLE 20 TRADE AND INVESTMENT BUDGET AND ACTUAL FOR FY 2019/20

ITEMS	FY 2019/20 BUDGET	FY 2019/20 ACTUAL
Salaries	\$183,200	\$147,586
Operation Budget	\$566,100	\$231,526
TOTAL	\$749,300	\$379,112

4.7.3 STAFF AND DIVISION STRUCTURE

The division had five (5) permanent staff and two (2) contract daily labourers. Details of the division structure is shown on the next page.

FIGURE 12 TRADE AND INVESTMENT STAFF AND STRUCTURE



4.7.4 TRADE AND INVESTMENT 2019/20 PERFORMANCE

The table below depicts the performance of the division, against its Planned Outputs and Key Performance Indicators (KPI) that were developed for the FYMP 2019-2020.

TABLE 21 TRADE AND INVESTMENT DIVISION 2019/20 RESULTS

TRADE AND INVESTMENT OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
1 Development and implementation of a strategy to improve new exports products and market	1.1 Management and collection of trade statistics	Complete by end of the First Quarter (September 2019)	Achieved. Completed the update of trade information for the first two quarters by the deadline and awaiting Statistic Department to issue the Trade Statistics report for the 3 rd and 4 th quarter (March 2020 and June 2020) for further upload to the database.	Follow up with Statistics Department on the provision of trade statistics for the 3 rd Quarter and 4 th quarter once available to enable the completion of the Quarterly update of trade statistics.
	1.2 Market research for Tongan diaspora in New Zealand and Australia	Complete by 3 rd Quarter (March 2020)	Not achieved. Completed the diaspora engagement plan but due to the outbreak of COVID-19 pandemic this work was put on hold.	Review diaspora engagement plan and focus on utilizing virtual platforms.
	1.3 Biennial Exporter Needs Assessment	Complete by 2 nd quarter (October 2019)	Not achieved. In the process of compiling information collected.	Review the findings collected from the Exporter Needs Assessment and complete the report. Present report to CEO and Minister for endorsement.
	1.4 Market research in New Zealand and Australia	Complete by 2 nd quarter (December 2019)	Not achieved.	Work closely with Pacific Trade & Invest in New Zealand and Australia to facilitate logistics and arrangement for the market research.
2 Development and implementation of a strategy to increase foreign investment inflows	2.1 Profiling of investment opportunities	Complete by 2 nd quarter (November 2019)	Not achieved. Tonga was required to settle outstanding arrears with the Commonwealth Fund for Technical Co-operation (CFTC) as the principal means for providing technical assistance to Commonwealth countries. The	Follow up with the Commonwealth Secretariat on the implementation of this project to ensure recruitment of the consultant to undertake the assessment of investment opportunities and development of investment information pack for Tonga

TRADE AND INVESTMENT OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
			arrears had been settled but it took longer than anticipated	
	2.2 Development of National Investment Promotion Strategy	Complete by 2 nd quarter (November 2019)	Not achieved. Defer for next financial year.	Internal review of the outdated National Investment Promotion Strategy (NIPS) and recommend further improvement to Commonwealth Secretariat in the formulation of the new Investment Promotion Strategy for Tonga.
	2.3 Promotion of investment opportunities through participation in international exhibitions, Business & Investment Forums	Complete by 4 th quarter (June 2020)	Not achieved. Due to COVID-19 pandemic and the border restrictions, this activity has been deferred for the next financial year.	Continue to liaise with organisers of international exhibitions, business and investment forums on upcoming events for participation of private sectors and relevant stakeholders.
	2.4 Number of investors assisted in the Pre and Post investment care	Complete by 4 th quarter (June 2020)	Achieved. Key issues identified in the pre and post care activities are addressed in a timely manner to facilitate successful establishment of the business in Tonga on an ongoing basis.	Work closely with the Business Registry and Intellectual Property Division on investment projects established in Tonga for further follow up as part of post investment care.
	2.5 Number of investment Promotion Mission hosted in Tonga	Complete by 4 th quarter (May 2020)	Achieved one (1) investment mission to Tonga during the review period. The Ministry hosted the investment mission from Guangdong Province to discuss proposal to establish a genuine social-economic development project. Due to COVID-19 pandemic and border	Ministry to liaise closely with the Ministry of Foreign Affairs to coordinate all upcoming investment missions to Tonga in the future.

TRADE AND INVESTMENT OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
			restrictions, there was no further investment mission to Tonga.	
	2.6 Annual investment promotion forum in New Zealand and Australia for investment of Tongan diaspora	Complete by 4 th quarter (April 2020)	Not achieved. Due to the outbreak of COVID-19 pandemic and the border restrictions, the annual investment promotion forum in New Zealand and Australia was put on hold. This activity has been prioritized in the FY 2020/2021.	Strengthen the coordination with the Ministry of Foreign Affairs in coordinating the investment promotion forum in New Zealand and Australia. Review proposed activities to be held during the annual investment promotion forum in New Zealand and Australia.
	2.7 Development of investment promotion materials	Complete by May 2020	Achieved. Completed the Investment Promotion Process and Procedures for Tonga. Development of investment promotion materials was part of the profiling of investment opportunities project to be undertaken by the Commonwealth Secretariat however the Ministry has initiated this work on the ground.	Continue to follow up with the Commonwealth Secretariat on the commencement of this project. Re-prioritize this work to be completed by FY 2020/2021 when profiling of investment opportunities project convene in Tonga once COVID-19 pandemic settles.
3 Development and implementation of a strategy to increase market access for Tongan exports and advance Tonga's gains from international trade	3.1 Number of WTO outstanding notification submitted to address trade issues	Complete by September 2019	Achieved. Completed and submitted 5 outstanding notification obligations to WTO. Notification on the contact points, notification on trade remedies safeguards, subsidies and countervailing measures and antidumping and notification on pre shipment inspection has been submitted to WTO. Notification on the definitive dates for implementation of Category C of the Trade Facilitation Agreement was submitted to WTO on 22 August 2019.	Continue to monitor WTO outstanding notification obligations for submission to WTO. Ongoing consultation with the Ministry of Agriculture, Food and Forestry in collecting information pertaining to the development of outstanding notification obligations to WTO on the Agreement in Agriculture and Domestic Support.

TRADE AND INVESTMENT OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
	3.2 Submission of Tonga's position on Multilateral Trading System for discussions on remaining Doha issues and new emerging issues in the Multilateral Trading System (MTS) including AFT initiatives such as e-commerce, MSME, Investment Facilitation, Fisheries Subsidies negotiation	Complete by May 2020	Not achieved. The Ministry coordinated consultations with key stakeholders on standards, technical regulations and conformity assessment as part of the joint initiative with Standards Australia. Coordinated the Pacific Quality Infrastructure project survey for Tonga in July 2019 and outcome of the survey was conveyed to PIFS for presentation of key findings to a wider group.	Build the capacity of stakeholders both Government and Non-Government regarding the work of the WTO to ensure better understanding of key roles and obligations provided in each of the WTO Agreements. Encourage staff to join the WTO online courses for better understanding of WTO Agreements. Strengthen coordination with Government Line Ministries and initiate regular consultations with key stakeholders
	3.3 Completion of the preparation for the Second Trade Policy	Complete by June 2020	Achieved. The Ministry coordinated the compilation of information requested and submitted to WTO before the deadline. Technical assistance to recruit a consultant to develop Tonga's report for the second TPR was submitted to PIFS Geneva Office.	Monitor the timeline for Tonga's TPR to ensure that we are in line with the schedule as part of Tonga's obligation to WTO. Monitor the timeline for Tonga's Second TPR to ensure work is undertaken as per agreed schedule.

TRADE AND INVESTMENT OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
	Review (TPR) for Tonga			
	3.4 Number of trade issues identified in the preparation of Trade Negotiation positions on Free trade Agreements in which Tonga is a party	Ongoing	Achieved. Successfully coordinated the preparation and submission of 3 national positions of Tonga on Regional Trade Agreement (RTA) negotiations on the Revised Georgetown Agreement and Post Cotonou Negotiations. Submission of Tonga's position prior to the deadline. In addition, Trade and Investment Division facilitated three (3) national consultations on the Revised Georgetown Agreement and two (2) on the Post Cotonou Agreement for submission to WTO.	Build institutional capacity of stakeholders (both Government and Non-Government) regarding RTA negotiations to ensure that they are aware of the contentious issues relative to their agencies and be able to raise it and engage in meaningful discussions for the formulation of Tonga's position. Better coordination with Government Line Ministries to ensure national positions are reflected in the negotiations.
	3.5 Cabinet and Privy Council endorsement on Tonga's accession into the IEPA	Complete by April 2020	Not Achieved. Finalised the report on the project "Targeted support to the authorities of Tonga in the accession and preparation for the implementation of the EPA with the EU." Due to COVID-19 pandemic, the national consultation on iEPA was deferred to a later stage until COVID-19 situation settles.	Review the iEPA text and report to Cabinet before considering accession. Seek Cabinet and Privy Council directives on the way forward. Convene with the national consultations in Tongatapu and the outer islands once Cabinet and Privy Council endorse the proposal for Tonga to accede into IEPA.
	3.6 Submission of instruments of ratification of WTO Trade Facilitation Agreement (TFA)	Complete by June 2020	Not achieved. Tonga was able to secure the Technical assistance of the World Bank Group to develop the Trade Facilitation Agreement Implementation Roadmap for Tonga. Due to COVID-19 pandemic there was a slight change in the schedule of the implementation of this project.	Re-convene the discussion on the formulation of the Trade Facilitation Agreement implementation roadmap for Tonga WBG. Seek technical assistance from donor partners to facilitate implementation of Category C Articles of the TFA.

TRADE AND INVESTMENT OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
	3.7 Declaration of readiness to trade under PICTA is conveyed to the depository upon completion of domestic legislative review	Complete by September 2019	Not achieved. This work is deferred for the/2021 however ongoing review of PICTA Rules of Origin was conducted during the review period.	Strengthen the collaboration with Government Line Ministries in the preparation for declaration of readiness to trade under PICTA to the depository. Need to review the steps required for Tonga to declare its readiness to trade under PICTA to ensure Tonga follow necessary steps to avoid further delay in implementation.
	3.8 Completion of preparation for ratification and implementation of PACER Plus Agreement (PACER Plus)	Complete by 4 th quarter (June 2020)	Achieved. Completed the internal process for ratification of PACER Plus Agreement by March 2020 prior to the deadline. The Ministry sought the legal advice of the Attorney General's Office and the letter of no objections from the Ministry of Foreign Affairs in February 2020. Tonga's proposal for ratification of PACER Plus Agreement was submitted to Cabinet in February 2020 followed by submission to Privy Council. Privy Council endorsed the proposal on the 27 March 2020 and depository notified PACER Plus signatories immediately.	Strengthen the collaboration with Government Line Ministries in preparation for the implementation of PACER Plus Agreement on entry into force of the Agreement. Regular consultations with Government Line Ministries and key stakeholders from the private sector and civil society in raising awareness of key obligations of Tonga under the Agreement to ensure full compliance with the Agreement from the first day the Agreement enters into force. Ministry to review the table of obligations for implementation and in preparation for entry into force of the Agreement.
	3.9 Representatives in Trade negotiations/trainings/meetings/short term training	Ongoing	Achieved. The Ministry coordinated the participation of relevant stakeholders in the participating with the Ministry in 17 different meetings, trainings, workshops and negotiations	Continue to follow up recommendations provided by officials after participation in meetings and workshops. Monitor the implementation of key recommendations provided by officials after attending meetings

TRADE AND INVESTMENT OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
	3.10 Bilateral Trade Agreement with Samoa		Not achieved. Due to COVID-19, border restrictions and lack of capacity and human resources, this work was deferred for/2021. Awaiting Government of Samoa to provide 3 products to be exempted from duty as part of the arrangement for the Bilateral Trade Agreement with Samoa.	Continue to follow up with the Government of Samoa on the status of their submission of 3 key products to be exempted from duty for further endorsement of Cabinet.
	3.11 Development of the National E-commerce Readiness Assessment for Tonga	Complete by June 2020	Achieved. Secured funding for the recruitment of the consultant to undertake the readiness assessment for Tonga through PIFS Geneva Office. Government of Australia funded this project. Completed the report in June 2020 and submitted to Cabinet for endorsement. Completed the official launching of the national E-commerce Readiness Assessment report in August 2020 and implementation to be undertaken in the/2021.	Strengthen coordination with Government Line Ministries in the preparation for the implementation of the National E-commerce Readiness Assessment for Tonga. A whole of Government collaboration is required to ensure successful implementation of the report.
	3.12 Implementation of Tonga Trade Policy Framework (TTPF)	Complete by June 2020	Not achieved. Completed the report in June 2020 and submitted to Cabinet for endorsement. Completed the official launching of the Tonga Trade Policy Framework (TTPF) in August 2020. Implementation has been deferred for the/2021 in line with the implementation of the National E-commerce Readiness Assessment.	Strengthen coordination with Government Line Ministries in the preparation for the implementation of the Trade Policy Framework. A whole of Government collaboration is required to ensure successful implementation of the framework for the next eight (8) years.
	3.13 Development and implementation	Complete by 2 nd quarter (December 2019)	Achieved. Successful completion of the National validation workshop on the Trade Portal on 29 July-3 August 2019. The Tonga Trade Portal was officially launched in	Continue to follow up on further technical assistance that was requested to New Zealand and Australia on the recruitment of an Information Officer to complete the upload of remaining trade procedures for key export

TRADE AND INVESTMENT OUTPUTS	KEY PERFORMANCE INDICATORS (KPI)	TARGETS	ACHIEVEMENTS	WAY FORWARD
<p>4 Development and implementation of a strategy to increase market access through targeted marketing and promotion</p>	<p>n of Tonga Trade Portal</p> <p>4.1 At least 2 businesses are assisted to facilitate participation in overseas exhibitions and trade shows</p>	<p>Ongoing</p>	<p>September 2019 covering trade procedures for exportation of handicrafts, agricultural products such as watermelon and pumpkins, fresh fish and importation of second hand vehicles and meat and products.</p> <p>Achieved. Two businesses have participated in the CIIE 2019. The Ministry financially sponsored the participation of 2 private businesses to attend the CIIE 2019. The Ministry assisted Island Rose Dream and South Pacific Mozuku Tonga Ltd to participate in the second China International Import Expo (CIIE) 5-10 November, Shanghai China.</p>	<p>and import commodities as well as investment information and information on movement of natural persons.</p>

5 FINANCIAL MANAGEMENT

The Ministry's financial statements are as follows:

5.1 STATEMENT OF RESPONSIBILITIES

The responsibility for the preparation of the following financial statements and all information contained in these statements for the financial year ending June 2020, rests with the Chief Executive Officer and Accounts Unit of the Ministry, in close working partnership with the Ministry of Finance. The information contained in these statements are based on records supplied from the Ministry of Finance.

The CEO and the Accounts Unit is responsible for maintaining an effective system of internal control over the Ministry's budget including safeguarding of assets, transactions are properly authorized, recorded and processed in accordance with the Ministry of Finance's Treasury instructions, Public Fund Acts and other applicable legislations, regulations, authorities and policies.

The effectiveness and adequacy of the Ministry's internal control system is reviewed by the Audit Department who conducts periodic audits of the Ministry's operations and the quality of financial reporting. As this financial year report is being prepared, the financial statements supplied in this report have not been audited.

The specific responsibility of each of those involved in the finances of the Ministry are as follows:

- 1) **CEO**
 - Responsible to endorse all financial payout of the Ministry
- 2) **HOD or Program Manager**
 - Responsible to certify the financial request to payout from their Program Approved Budget Estimated
- 3) **Accounts Unit**
 - Prepare Financial Budget documents and Monthly Forecast with close working partnership with Ministry of Finance Budget Division
 - Responsible to prepare, Process and certified all payments to be endorsed by CEO
 - Responsible to prepare the Financial Statements of the Ministry for the Annual Report and other financial request.
 - Responsible for the assets record and report of the Ministry with close working with the Ministry of Finance.
 - Responsible for the records and Report of Disposal Assets of the Ministry with close working partnership with Government Asset Management Committee
 - Responsible to provide the financial documents of the Ministry that subject for the Annual Audit.
 - Responsible to record and file the receipts and payments of the Ministry.

5.2 STATEMENT OF CASH RECEIPTS AND PAYMENTS

The following are the recurrent revenues and expenditures of the Ministry for the financial year ending 30 June 2020. The expenditure was \$5,314,405 and revenue was \$661,925.

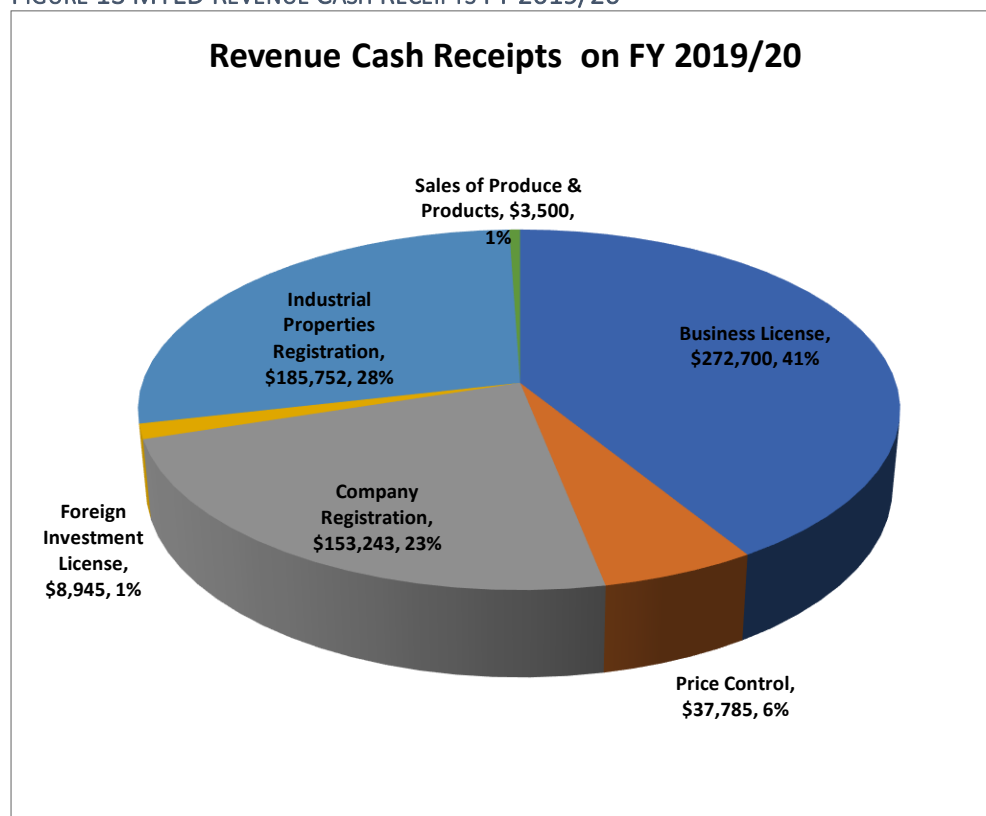
5.2.1 MTED RECURRENT REVENUE FY 2019/20

There were 6 main sources of revenue and the majority of the revenue received were from Business Licenses (41%), Industrial Properties Registrations (28%) and Company Registration (23%). These are all under the Business Registration and Intellectual Property Division of the Ministry.

TABLE 22 MTED RECURRENT REVENUE FY 2019/20

Recurrent Revenue FY 2019/20 by Revenue Source		
Items Description	Amount (\$)	% of Total Revenue
Business License	272,700	41%
Industrial Properties Registration	185,752	28%
Company Registration	153,243	23%
Price Control/Weight & Measures	37,785	6%
Foreign Investment License	8,945	1%
Sales of Produce & Products	3,500	1%
TOTAL	661,925	100%

FIGURE 13 MTED REVENUE CASH RECEIPTS FY 2019/20



5.2.2 MTED RECURRENT EXPENDITURE FY 2019/20

The majority of the Ministry's budget expenditure was allocated to the Corporate Services Division (28%), closely followed by the Business Support Division (28%).

TABLE 23 RECURRENT EXPENDITURE FY 2019/20

Recurrent Expenditure FY 2019/20 by Division		
Division	Budget Estimate	% of Total Expenditure
CSD & Leadership	2,307,650	28%
Business Support	2,240,600	28%
Business Registry & IP	1,132,250	14%
Trade & Investment	749,300	9%
Consumer Protection & Fair Trade	656,400	8%
Policy & Planning	566,800	7%
Labour	486,800	6%
TOTAL	5,314,405	100%

5.2.3 ROOT CROPS EXPORT TRUST AND ACCOUNT PROJECT BTF4600

The Ministry had under its care a trust account, Private Sector Marketing Fund, for the export project of root crops and watermelons. The cashflow details for the account as shown in the table below. By end of June 2020, the account had a closing balance of \$586,182.15.

TABLE 24 PRIVATE SECTOR MARKETING FUND TRUST ACCOUNT

TRUST ACCOUNT PROJECT – PRIVATE SECTOR MARKETING FUND (BTF4600)		
SUMMARY REPORT OF ROOT CROPS AND WATERMELONS EXPORT PROJECT FOR FINANCIAL YEAR 2019/20		
Statement of Cash Flow		
	<i>BTF4600 (Private Marketing Fund)</i>	TOTAL AMOUNT (\$)
-		
Receipts		219,648.34
Less Payments		223,140.73
Net Deficit		(3492.39)
Add Opening Balance as at 1 st July 2019		589,674.54
Trust Account Closing BALANCE as at 30 June 2020		586,182.15

5.2.4 SUMMARY OF FARMING CREDIT UNION MICRO FINANCE PROJECT ON SQUASH EXPORT TO EMPOWER OF WOMEN'S COMMUNITY GROUPED ON FINANCIAL YEAR 2019/2020

The table below provides details of the Squash Export Project, which is a micro finance loan for farming credit union societies targeting women groups.

TABLE 25 SQUASH EXPORT PROJECT TO EMPOWER WOMEN FY 2019/20

Name of Farming Credit Union	Village	Loan Principle (\$)	Interest 5% Charge (\$)	Total Expenses (\$)	No. of Squash Bins Exported	Kilogram of Squash Exported (KG)	Total Squash Receipts @\$2/kg (\$)	*Squash Payout from Ministry (\$)
Ahi 'o Ulakai	'Ahau	29,562	1,478	31,040	64	41,300	82,600	51,560
Toahola	Fahefa	17,529	876	18,045	48	31,100	62,200	43,795
Fonu moe Moa	Hofoa	11,728	586	12,314	20	13,400	26,800	14,486
Lele 'a Lulu	Masilamea	31,267	1,563	32,830	73	48,200	96,400	63,569
Funga Faite	Talafo'ou	28,396	1,420	29,816	58	35,800	71,600	41,784
'I 'o Lupea	Pelehake	23,315	1,166	24,481	77	49,500	99,000	74,518
Vaitu'ulilo	Kolonga	28,044	1,402	29,446	68	42,600	85,200	55,754
Ha'asini/Ha'amula	Ha'asini	28,338	1,417	29,775	89	54,900	109,800	80,025
TOTAL		198,179	9,908	208,087	497	316,800	633,600	425,513

*Squash payout from Ministry Recurrent Vote Community Development Program - 1443

The Ministry issues a Loan Principle of \$198,179 for Squash Export Project on Micro Finance Loan to the Farming Credit Union Societies for Community Women Group. Furthermore, the Squash Exporter cannot be able to payout the squash receipts to the Farming Credit Union Societies then the Ministry Payout the \$425,513 for their Squashes Export by Exporter to Japan Squash Market after deducting their Loan Principle and 5% interest Charge as the agreement. However, the Exporter has an outstanding arrear of **\$633600** to the Ministry for the Receipts on Payout of Farming Credit Union Squashes were exporting to the Japan Squash Market on 2019. The Ministry payout for the Farming squashes of 316,800 kg (316.8 tonnes) at unit price of \$2 per kg. The Farming Credit Union Societies may collected a revenue receipts of \$633,600 on exporting of squashes to the Squash Marketing of Japan on FY 2019/20.

5.2.5 EXPENSES ON ESTABLISHING OF NEW COOPERATIVE SOCIETIES STORES ON FY 2019/20

The table below provides details of government expenses in setting up of new cooperative societies for this financial year. There were 9 New Cooperative Society Stores established on FY2019/20 with a Fund of \$42,118.

TABLE 26 EXPENSES FOR THE ESTABLISHMENT OF NEW COOPERATIVE SOCIETIES STORES FY 2019/20

No	Island	Village	Name of Society Cooperative Store	Cost of Goods Purchase
1	Tongatapu	Hoi	Makamaka 'a Leva	4,923
2	Tongatapu	Foui	Lolo Paongo	2,544
3	Tongatapu	Maufanga	Maka He Lotu	7,059
4	Tongatapu	Ha'amula	Kaliloa	6,314
5	Tongatapu	Te'ekiu	Otu Fangavalu	5,782
6	Tongatapu	Vaotu'u	Kele'a Maka	2,744
7	Tongatapu	Fahefa	Toahola	3,870
8	Tongatapu	Pea	Fala 'a e Tau	8,882
	TOTAL			42,118

5.2.6 REPAYMENT FROM COOPERATIVE SOCIETIES STORES

A receipts of \$24,450 was collected on starting repayment by the Cooperative Societies Store on established their Cooperative store with a stock's value of \$6,000 as the agreement to start their repayment after the 6 months from date of established on October 2018. As of 30th June 2020, a remaining loan balance repayment of \$41,550 remains.

TABLE 27 REPAYMENT FROM COOPERATIVE SOCIETIES STORES

Report on Repayment from Cooperative Societies Store as at 30 June 2020				
Society Name	Village	Stocks Loan Value	Total Repayment	Loan Balance
Vaituililo	Kolonga	6,000	2,400	3,600
Hala'oliveti	Veitongo	6,000	1,800	4,200
Lele a Lulu	Masilamea	6,000	1,200	4,800
I 'o Lupea	Pelehake	6,000	2,250	3,750
Nomuka	Nomuka - Ha'apai	6,000	2,300	3,700
Mapu 'a Vaea	Houma	6,000	700	5,300
Mate ma'a Niua	Hihifo- Niuatoputapu	6,000	800	5,200
Ahi 'o Ulakai	Ahau	6,000	3,000	3,000
Vai ko Pule	Sapaata -' Eua	6,000	2,000	4,000
Fonu moe Moa	Hofoa	6,000	2,000	4,000
Tapinga 'a Maama	Tefisi - Vava'u	6,000	6,000	0
TOTAL		66,000	24,450	41,550

5.2.7 COOPERATIVE SOCIETIES STORE SUMMARY REPORT 2019/20

The following is a summary report regarding the loans of all the Cooperative Society stores for the financial year 2019/20.

TABLE 28 SUMMARY REPORT OF COOPERATIVE SOCIETY STORES AS AT 30TH JUNE 2020

Summary Report of Cooperative Society Store as at 30 th June 2020	
Arrear of Cooperative Societies Store Establishing on 2018/19	92,473
Cooperative Societies Store Establishing on 2019/20	42,118
Total	134,591
Less Repayment as at 30th June 2020	24,450
Cooperative Societies Loan Balance	110,141

5.2.8 COVID 19 BUSINESS EMERGENCY RELIEF FUND

The Ministry was given the responsibility of processing the COVID-19 Emergency Relief Fund. Close to \$3.5 million (\$3,473,750) was transferred to the Ministry for this program. Only \$1.8 million was processed by the end of the financial year. A few more payments were not yet issued. Details of the disbursement of the funds by island is also provided here.

TABLE 29 SUMMARY OF COVID 19 BUSINESS EMERGENCY RELIEF FUND ON FY 2019/20

Summary of COVID 19 Business Emergency Relief Fund on FY 2019/20	
Items Description	Budget Transfers (\$)
COVID-19 Emergency Relief Fund	3,473,750.00
Less COVID-19 Business Emergency Relief Payable	1,809,244.52
Closing Balance as at 30 June 2020	1,664,505.48

TABLE 30 DETAILS OF COVID 19 BUSINESS EMERGENCY RELIEF PAYABLE ON FY 2019

Main Islands	Formal Business Sectors	Registered Sectors	Informal Sectors	TOTAL	%
Tongatapu	1,409,344.52		160,500	1,569,844.52	87%
Vava'u	91,400		108,600	200,000.00	11%
Ha'apai	18,450		8,000	26,450.00	1.4%
'Eua	7,450		5,000	12,450.00	0.6%
Niuatoputapu	0		0	0.00	0%
Niuafou'ou	250		250	500.00	0%
Total	1,526,894.52		282,600	1,809,244.52	100%

5.3 BUDGET PERFORMANCE

This section provides a comparison of the Ministry's budget to the actual amount received or spent.

5.3.1 BUDGET EXPENDITURE PERFORMANCE ON/20

The table below shows the original expenditure estimates and the actual expenditure of the Ministry. The Ministry had a total expenditure budget of \$8,139,800. By June 2020, the Ministry's actual spending amounted to only \$5,314,342, saving 34.7% of its allocated expenditure budget.

Much of the savings came from asset purchases (11%), purchase of goods and services (8.6%), travel and communications (5.7%) and staffing (5.3%). The asset purchase savings was mainly due to projects being postponed, the travel and communications was due to the travel restrictions caused by the COVID-19 global pandemic, and staffing was due to the wage bill restrictions being imposed by the Public Service Commission in preparation for the economic impact of COVID-19.

TABLE 31 RECURRENT BUDGET EXPENDITURE PERFORMANCE BY CATEGORY

Recurrent Budget Expenditure Estimate Categories Performance 2019/20					
Expenditure Categories	Original Estimates 2019/20 (\$)	Revised Budget 2019/20 (\$)	Actual Expenditure 2019/20 (\$)	Saving / Deficit (\$)	Saving /Deficit %
Purchase Assets	1,206,900	1,317,600	424,592	893,008	11.0%
Purchase of Goods and Services	2,407,900	2,338,300	1,635,626	702,674	8.6%
Travel and Communication	866,000	890,600	425,490	465,110	5.7%
Established Staffs	2,784,900	2,782,900	2,351,940	430,960	5.3%
Un-established Staffs	396,300	396,300	165,040	231,260	2.8%
Maintenance and Operation	377,400	343,700	259,424	84,276	1.1%
Grants and Transfer	65,400	70,400	52,230	18,170	0.2%
Contingency Fund	35,000	0	0	0	0.0%
Total	8,139,800	8,139,800	5,314,342	2,825,458	34.7%

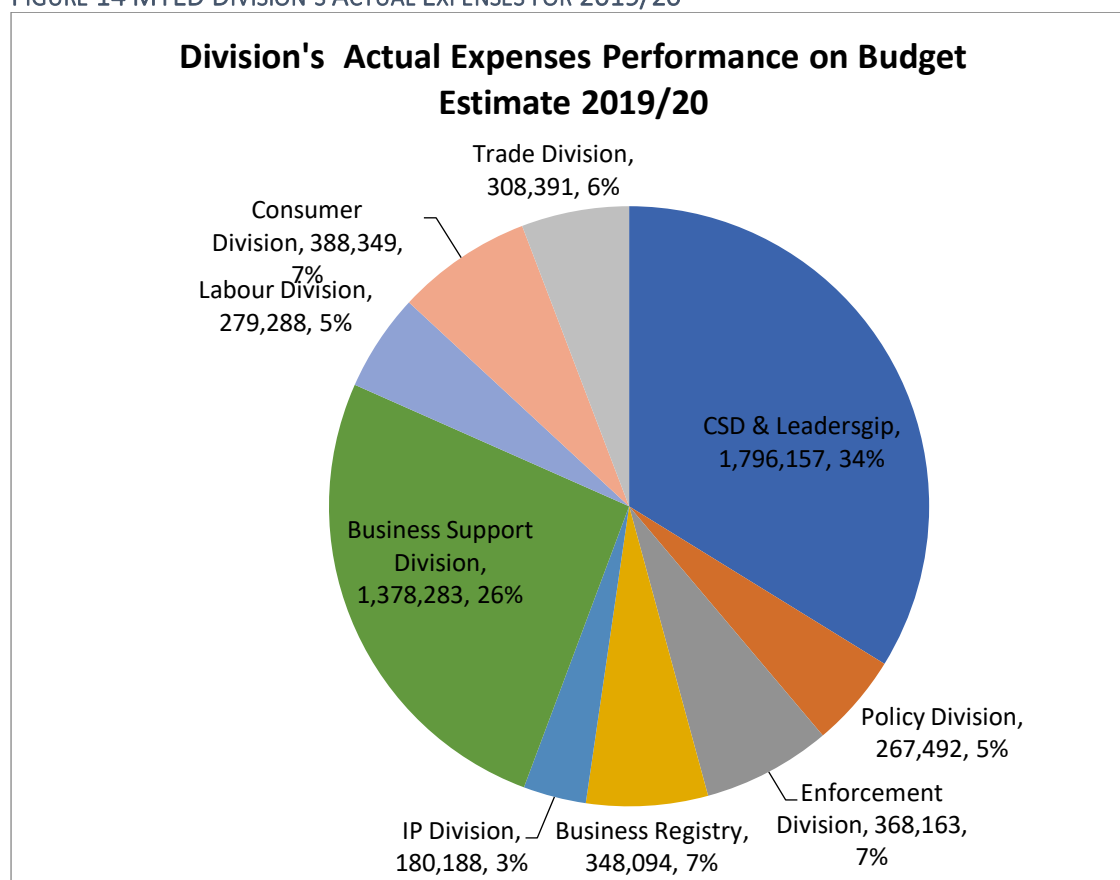
The table below shows the budget estimate and actuals by Division. The Ministry spent 65.29% of its \$8.1 million budget.

TABLE 32 BUDGET EXPENDITURE PERFORMANCE ON/20 BY DIVISION

Recurrent Budget Expenditure Performance on/20					
Description	Budget Estimate	Revised Budget Estimate	Total Actuals	Budget Balance	% Spent
Policy Division	574,800	566,800	267,492	299,371	47.19
Trade Division	662,400	631,900	308,391	323,509	48.80
Labour Division	519,600	486,800	279,288	207,512	57.37
IP Division	310,800	308,100	180,188	127,912	58.48
Business Support Division	2,372,600	2,358,000	1,378,283	979,717	58.45
Enforcement Division	562,900	558,250	368,163	190,087	65.95
Business Registry	423,800	451,200	348,094	103,106	77.15
CSD & Leadership	2,246,200	2,307,650	1,796,157	511,493	77.83
Consumer Division	466,700	471,100	388,349	82,751	82.43
TOTAL	8,139,800	8,139,800	5,314,405	2,825,458	65.29

The figure below gives a clearer indication of the expenditure by Divisions.

FIGURE 14 MTED DIVISION'S ACTUAL EXPENSES FOR 2019/20



5.3.2 BUDGET REVENUE PERFORMANCE ON/20

The revenue target of the Ministry was not achieved by 1% as the revenue collection was short by \$10,075 pa'anga. The performance of each revenue collection source is shown in the table below.

TABLE 33 RECURRENT BUDGET REVENUE PERFORMANCE BY REVENUE SOURCE

Recurrent Budget Revenue Receipt Performance on/20				
Item Description	Budget Estimate 2019/20 (\$)	Total Actual Receipts Collected (\$)	Over/ Under Collection (\$)	Over/Under Collection %
Industrial Properties Registration	147,600	185,752	38,152	26%
Business License	257,600	272,700	15,100	6%
Company Registration	190,100	153,243	-36,857	-19%
Price Control/Weight & Measures	52,000	37,785	-14,215	-27%
Foreign Investment License	16,700	8,945	-7,755	-46%
Sales of Produce & Products	8,000	3,500	-4,500	-56%
TOTAL	672,000	661,925	-10,075	-1%

5.3.3 STATEMENT OF ASSETS AND LIABILITIES

As of June 2020, the Ministry had the following Asset value. The Ministry did not have any liabilities.

TABLE 34 MTED SUMMARY OF NET ASSETS FY 2019/20

Asset Registered as at 30 June 2020	
Asset	Book Value
Building	129,097
Vehicles	350,869
Computer Software	-
Computer Hardware	242,326
Furnitures & Fittings	358,863
Office Equipment	321,877
Other Plant & Equipment	198,131
TOTAL	1,601,163

5.4 NOTES TO THE FINANCIAL STATEMENTS

5.4.1 4.3.5.1. ROOT CROPS EXPORT AND TRUST ACCOUNT BTF 4600

- 1) A Root Crops Export on FY 2019/20 has a Deficit or a loss on Sale of (\$3492.39) or
- 2) Trust Account Project has a Closing Balance of \$586,182.15

5.4.2 REVENUE & EXPENDITURE BUDGET PERFORMANCE

- 1) A total receipt of \$661,925 was collected but it has a shortage of 1% from the estimated target for FY 2019/20
- 2) A Total Actual Expenditure of \$5,314,405 with the saving of \$2,825,458 or 34.7% on the Revised Estimated Budget 2019/20.

5.4.3 BUDGET TRANSFER ANALYSIS PERFORMANCE

- 1) Original Budget was revised with a Budget Transfer of \$716,710 or 9%
- 2) Transfer Budget was comply with Finance instruction Act 2010 of not more than 15% of Original Budget Approval. 9% of our Original Budget was Transfer within our Budget for payout other additional expenses and commitment on FY 2019/20.

5.4.4 COVID-19 BUSINESS EMERGENCY RELIEF FUNDS

A COVID-19 Business Emergency Relief Fund has Disburse \$1,809,244.48 with a Closing Balance of \$1,664,505.48.

5.4.5 STATEMENT OF ASSETS

- 1) A Total Assets Registered on FY 2019/20 with a Book value of \$1,601,163.
- 2) New Assets was Purchasing on FY 2019/20 with a total costing of \$745,154 or 31% of its Budget Estimated of \$2,368,700. Furthermore 69% of Budget estimated for buying of new assets was not utilized due certain issues suddenly incurred such as COVID-19 influences.

5.5 PROCUREMENT

The Ministry had a total of four (4) major projects. These are projects that were over \$10,000 in costing. They are shown in the table below. The total procurement for the ministry in 2019/2020 was \$193,473.70.

TABLE 35 MTED PROCUREMENT FOR 2019/2020

Project Name	Amount TOP\$	Supplier
1. Security Services	14,652.00	Hala Tupoulahi Security
2. Host of PPSR Online System	19,879.81	Paradigm App Inc.
3. Application and Operational Support Services for online business registries	68,295.66	Foster Moore
4. Petroleum Fuel & LPG Price Review	90,646.22	Hale & Twomey
TOTAL	193,473.70	

5.6 ASSETS MANAGEMENT

The following are the physical assets of the Ministry ending June 2020. The following is a summary of total net assets ending June 2020, and new assets purchased during FY 2019/20. The Ministry had a total asset net value of \$1,601,163 (refer to Table 32) and the new asset purchases during the year had an estimated value of \$2,368,700, but only \$745,154 or 31% of new asset were purchased or utilized on FY 2019/20(Referred to Table 33) .

5.6.1 ASSET REGISTERED BOOK

- 1) All assets of the Ministry shall Registered on the Assets Registered Book or electronic records as its requirements stated.
- 2) Assets Count or Assets Stock Count shall start on 1st July of every New Financial year and reported to the Finance Asset Management Division no later than 31st of July of that New Financial Year

TABLE 36 SUMMARY OF ASSET

Asset Registered as at 30 June 2020		
Asset	Book Value	%
Building	129,097	8%
Vehicles	350,869	22%
Computer Software	-	0%
Computer Hardware	242,326	15%
Furniture & Fittings	358,863	22%
Office Equipment	321,877	20%
Other Plant & Equipment	198,131	13%
TOTAL	1,601,163	100%

TABLE 37 NEW ASSETS PURCHASES ANALYSIS REPORT AS AT 30TH JUNE 2020 ON/20

Type of Asset	Account Code	Estimated Asset 2019/20 \$	Actual New Asset 2019/20 \$	Unutilized Estimate Fund \$	Actual Utilize Fund %	Unutilized Estimated Fund %
Building	2000	851,000	184,391	666,609	22%	78%
Machinery	2002	92,000	3,900	88,100	4%	96%
New Office Equipment	2003	1,317,600	424,592	893,008	32%	68%
New Computer	2004	108,100	50,621	57,479	47%	53%
New Vehicle	2005	0	0	0	0%	0%
Furniture & Fitting	2011	0	81,650	-81650	100%	0%
Total		2,368,700	745,154	1,623,546	31%	69%

6 SIGNIFICANT ISSUES AND CHALLENGES

6.1 ISSUES/CHALLENGES

- 1) Vacant Posts was not filled caused the under utilized of fund of \$430,960 or 5.3% on our Budget Estimated 2019/20
- 2) COVID-19 cancelling the Overseas Travels for Meetings and Workshops that contributed to the under spending and collecting on Budget Estimate on Expenditure and Revenue of FY 2019/20
- 3) Staffs cap due to 9 vacant posts was not recruited
- 4) Former Ministers & CEO of past year never return the Ministry assets especially the Electronic Device such as Mobile Phone, Laptops etc. when terminate or complete their contract as detected on Audit Inspection Report number LW14/18/20.

6.2 RISKS AND RISK MANAGEMENT

- 1) Cash Receipts: Its usual Management was stated on Finance Instruction 2010 to be recorded properly on a cash book, correct certified and deposited to the bank on daily basis. Furthermore, Ministry of audit shall audit it. Receipts on FY 2019/20 was audited by the Ministry of Audit with a statement of True and Fair view that comply with Finance Instruction Act 2010.
- 2) Payments Expenditure: Its usual process the payments voucher and correct certified then endorsed by CEO with Stamp. Furthermore, Ministry of audit shall audit it. Expenditures on/20 was audited by the Ministry of Audit with a statement of True and Fair view that comply with Finance Instruction Act 2010.
- 3) Assets: It shall take stocktaking on the 1st of July of new Financial Year and reported to Finance Asset Management Division no later than 31st July of New Financial Year as required on Finance Instruction Act 2010. A staffs that using and keeping ministry's assets shall responsible for those assets to keep it safe and responsible to the cost of damage on neglected action. Assets shall record correctly according to the Fields Requirements of Assets Registered Book.
- 4) Staffs and Daily Pay Attendance: The Ministry implemented the Biometric System using Electronic Finger Print Scanner. Attendance Reports were automatic printed.

7 DISCLOSURES AND LEGAL COMPLIANCE

7.1 AUDIT STATEMENTS

On Auditor Number LW14/18/20 state the following statement on their auditing of FY 2016/17 to FY 2019/20.

- i. True and Fair view on Cash Receipts and Budget Estimated Expenditures of/20 which was compliance with Finance Instruction and Public Fund Management Act 2010.
- ii. Recognized the 2 accidents of Minister's Vehicle and recommended to compliance with Section 2F, 12 of the Public Services Policy Instruction 2010
- iii. The Business License Division should ensure that all documentations in relation for active business licenses should be properly filed
- iv. Each Business License upon renewal should ensure that all its documentations are property updated at all the times to ensure compliance with business requirements
- v. Procurement Practice was compliance with Procurement regulations.
- vi. Audit of the Pack Shed Construction will be review on their next audit visit due to a procurement documents to be provided from Finance Procurement Unit in order to complete the audited of the Pack Shed Project with a total cost of \$148,459.

8 CONCLUSION

The FY 2019/2020 has been a challenging year for the Ministry as it endeavoured to fulfil its obligations to national goals through achievements of its six (6) organisational outcomes. Despite political, strategic, structural and resource challenges, the Ministry remained resilient and was able to adjust quickly to changes and continued to deliver significantly on its outcomes. Through closer partnership with private sector and other key stakeholders, the Ministry was able achieve key highlight achievements that contribute to the national goal of improving the lives of Tongans. Some of these include the development of the informal sector (MSMEs) through the revival of cooperative societies in villages, increased overseas market opportunities for exports through trade negotiations, strengthening public-private dialogues and partnership in key projects, improved ease of doing business, and increased consumer welfare and protection programs.

The Ministry operated with strategic vision in all its work, noting the very important role of reliable and timely data and information for policy formulation and action. Timely and accurate data cannot be understated and the Ministry fully supports and operate in evidence-based decision making and implementation. This was highlighted through our collaboration with the Ministry of Finance to develop and implement a relief fund project to assist businesses who were affected by the COVID-19 pandemic. The Ministry was able to deliver on expectation and fulfil its obligations successfully.

In spite of all its successes, the Ministry notes that there is still much room for development and improvement. Whereas financial and human resource quantity may be considered suffice, there is a need to continually upskill and develop staff capacities to effectively operate and achieve more in a dynamic environment. The Ministry recognises and anticipate working closely with the Public Service Commission and its development partners in this regard.

The Ministry acknowledges and wish to thank all its stakeholders for the partnerships during this reporting period, and look forward to achievement much more in the next financial year.

ANNEX 1: MINISTRY'S LEGISLATIONS

Legislations		Main Purpose
1	<ul style="list-style-type: none"> 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.
	<ul style="list-style-type: none"> 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.
2	<ul style="list-style-type: none"> 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.
	<ul style="list-style-type: none"> i) Registration of Business Name Regulation 2008 ii) Registration of Business Name Regulations 2014 	For the administration of Business Names registration.
3	<ul style="list-style-type: none"> 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.
	<ul style="list-style-type: none"> 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.
4	<ul style="list-style-type: none"> 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.
	<ul style="list-style-type: none"> i) Foreign Investment Regulation 2006 ii) Foreign Investment Regulation 	For the administration of the Foreign Investment Act.
5	Consumer Protection Act 2000	To protect consumer interests and to establish measures to enable consumers to obtain redress.
6	Prices & Wages Control Act 1988	To establish the Competent Authority and to ensure measures to regulate prices and wages.
7	Weights & Measures Act 1988	To provide a uniform standard and units of measurement to be used in the country.
	<ul style="list-style-type: none"> i) Weights & Measures (Amendment) Act 1997 Weights & Measures (Amendment) Act 1998 	

Legislations		Main Purpose
8	Incorporated Societies Act 1988	For incorporation of non-profit organization.
	i) Incorporated Societies Regulations ii) Incorporated Societies (Amendment) Regulations 2010	For the administration of the Incorporated Societies Act.
9	Charitable Trust Act 1993	For registration of a trust board for charitable purposes.
	Charitable Trust Regulations 2010	For the administration of the Charitable Trust Act.
10	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.
	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.
11	Copyrights Act 2002	For the protection of literary and artistic works.
12	Geographical Indications Act 2002	For the protection of particular products which are of such qualities that corresponds to a specific place of origin.
	Geographical Indications Regulations 2008	For the administration of the Geographical Indication Act.
13	Protection of Lay-out Designs (Topographies) of Integrated Circuits Act 2002	For the protection of plans which show the three dimensional location of the electronic components of an integrated circuit.
	Protection of Layout Designs (Topographies) of Integrated Circuits Regulations 2009	To regulate the Protection of Lay-out Designs Act.
14	Protection against Unfair Competitions Act 2002	For the protection against Unfair Competitions between businesses.
15	Personal Property Securities Act 2010	For the registration of personal properties using as collateral to ensure first priorities
	Personal Property Securities Regulations 2009	For the administration of Personal Property Securities Act.
16	Cooperative Societies Act 1973	To regulate the operations of Cooperative Societies in Tonga.
17	Credit Unions Act 1977	To regulate the operations of Credit Unions in Tonga.

ANNEX 2: MTED PERMANENT STAFF LIST ENDING JUNE 2020

	Name	Post Title	Division	Gender	Qualifications	Effective Date
1	Kalolaine Kolotia Fotu	Deputy Secretary	Labour	F	Bachelor of Arts ,USP (Fiji)	31 March 2004
2	Pauline Siasau	Director of Trade	Trade & Investment	F	MBA, USP (Fiji)	31 March 2004
3	Sandradee Fifita	Director for Consumer Affairs	Consumer Protection & Fair-Trade	F	BA Tourism & Public Sector Management, USP (Fiji), Diploma in Business, Wellington Polytechnic, (NZ), MBA, USP (Fiji)	19 May 1993
4	Tevita Kingdon Lautaha	Deputy CEO	Business Support	M	BSc (Fiji)	25 August 2004 / 2 July 2019
5	Lorraine Ma'u Paasi Kauhenga	Deputy Secretary	Policy & Planning	F	Master of Business Administration, USP (Fiji); Bachelor of Commerce, University of Otago (NZ)	29 November 2019
6	Daniel Savia 'Atuekaho	Principal Trade Officer	Trade & Investment	M	Bachelor of Science (USP)	9 September 2003 / 8 August 2017
7	Fielea Schaumkel	Principal Assistant Secretary	Corporate Services	F	BCom (Mgmt. & IS) (USP, Fiji)	7 January 2013 / 17 April 2018
8	Fololenitina Kivalu 'Asau	Principal Policy Analyst	Policy & Planning	F	Master of Public Policy (Victoria University of Wellington)	28 June 2010 / 9 March 2018
9	Makafalani Taulangovaka	Senior System Analyst	Corporate Services	M	BA (CS/IS) (USP, Fiji)	3 January 2012 / 1 July 2019
10	Poinisetia Fifita Paongo	Principal Assistant Registrar	Business Registries & Intellectual Property	F	Bachelor of Arts (USP, Fiji)	23 September 2002 / 14 October 2016
11	Sione Faleafa	Principal Labour Officer	Labour	M	Bachelor of Applied Business Studies, (Whitireia Community Polytechnic)	31 October 2017
12	Uluakimano Pau'u	Principal Assistant Registrar	Business Registries &	M	Master of Intellectual Property Law (Queensland University of Technology)	20 February 2008 / 27 June 2013

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

	Name	Post Title	Division	Gender	Qualifications	Effective Date
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>

Name	Post Title	Division	Gender	Qualifications	Effective Date	
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	<i>Secondary School Certificate</i>	<i>15 January 2018</i>
41	Salote Hoponoa	Assistant Secretary	Business Registries & Intellectual Property	F	<i>B. (Tourism Mgmt.) (Beijing International Studies University (China))</i>	<i>6 July 2015</i>
42	Seini Fakatou Tu'ivai	Assistant Secretary	Business Registries & Intellectual Property	F	<i>Bachelor of Applied Business Studies (Whitireia Community Polytechnic)</i>	<i>14 August 2017</i>
43	Aisake Fifita	Assistant Secretary	Consumer Protection & Fair-Trade	M	<i>Secondary School Certificate</i>	<i>1 July 1993 / 18 September 2014 / 3 March 2020</i>
44	Tomasi Po'uhila	Inspector of Weights, Measures & Price	Business Registries & Intellectual Property	M	<i>Diploma in Accounting Studies (TIHE)</i>	<i>24 March 1993 / 27 June 2013</i>
45	Amanaki Tu'itupou	Senior Credit Union Officer	Business Support & Investment	M	<i>Certificate in Accounting Studies (TIHE)</i>	<i>27 May 2002 / 3 February 2014</i>
46	Aminiasi Hoa	Plumber/Carpenter	Business Registries & Intellectual Property	M	<i>Secondary School Certificate</i>	<i>24 August 1988</i>

	Name	Post Title	Division	Gender	Qualifications	Effective Date
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 Koletu 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	Diploma in Technology Studies	14 October 1986 / 6 July 2015
56	Setefano Fifita	Clerk Class 1	Policy & Partnership	M	Secondary School Certificate	20 August 1990 / 25 June 2010
57	Kato Kakala Langi	Registry Clerk	Corporate Services	F	Secondary School Certificate	7 April 2003 / 12 September 2014
58	Losana To'ia Timani	Computer Operator Grade 1	Business Registries	F	Diploma in Secretariat Studies, St. Joseph's Business College	1 July 2002 / 1 September 2014
59	Lose Pongilau Tonga	Business Registry Officer	Business Registries	F	Diploma in Secretariat Studies, St. Joseph's Business College	16 April 2003 / 22 May 2015
60	Sione Paletu'a	Price Control Officer	Ha'apai	M	Diploma in Tropical Agriculture and Business, Hango Agricultural College	23 June 2008 / 27 June 2013

	Name	Post Title	Division	Gender	Qualifications	Effective Date
61	Fulila Tangata'iloa	Computer Operator Grade 3	Corporate Services	F	Secondary School Certificate	26 April 1989 / 1 July 2000
62	Haitelenisia Pongi	Computer Operator Grade 3	Corporate Services	F	Secondary School Certificate	26 April 1989 / 1 July 2000
63	Kitiosi Tupou	Assistant Security Officer	Corporate Services	M	Secondary School Certificate	24 November 2003 / 3 May 2005
64	Lavinia Finau Kaufononga	Computer Operator Grade 3	Corporate Services	F	Secondary School Certificate	10 February 1999 / 15 April 2004
65	Titali Kolomalua	Sub-Inspector of Weight, Measures & Price	Vava'u	M	Secondary School Certificate	30 May 2005 / 1 July 2015
66	Tofa Faletau Finau	Computer Operator Grade 3	Vava'u	F	Secondary School Certificate	27 July 1988 / 25 June 1999
67	Va'epopua Fotofili Talia'uli	Computer Operator Grade 3	Business Registries	F	Secondary School Certificate	16 February 1993 / 7 January 2000
68	'Alo'isia Fakaanga	Assistant Price Inspector	Consumer Protection & Fair-Trade	F	Secondary School Certificate	22 May 1996
69	Corrie Kimberly Lavemaau	Statistical Assistant	Corporate Services	F	Secondary School Certificate	17 June 2019
70	Kevin Lavemaau	Industrial Assistant	Vava'u	M	Secondary School Certificate	7 August 2008 / 27 June 2013
71	Lesieli Fonua Valevale	Labour Information Officer	Labour	F	Secondary School Certificate	4 January 2016
72	Sisilia Taufu'i Tuai	Senior Cooperative Assistant	Eua	F	Secondary School Certificate	19 January 1994 / 24 January 1994
73	Fe'iloakitau Moala	VIP Driver	Corporate Services	M	Reached Secondary Level	19 July 2011 / 15 June 2015
74	Halatoa Tu'uholoaki	VIP Driver	Vava'u	M	Reached Secondary Level	4 August 2017
75	Maka Havili	VIP Driver	Corporate Services	M	Reached Secondary Level	1 October 2002 / 7 October 2005
76	Meleane Manu Tonga	Computer Assistant	Vava'u	F	Certificate in Computer and Secretarial Study, St. Joseph Business College	30 July 2004 / 17 September 2007
77	Meleane Manu Tonga	Assistant Price Inspector	Vava'u	F	Certificate in Computer and Secretarial Study, St. Joseph Business College	3 March 2020

	Name	Post Title	Division	Gender	Qualifications	Effective Date
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 Toutai 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 3: MTED CONTRACT DAILY LABOURS ENDING JUNE 2020

Name	Post Title	Division	Gender	Qualifications	Effective Date	
1	Tevita Faletau	Cooperative Assistant Officer	Business Support	M	Secondary School Certificate	1 July 2019
2	Ika 'Aluesi	Assistant Cooperative Officer	Business Support	M	Secondary School Certificate	1 July 2019
3	Manuopaea Faitangane	Driver	Corporate Services	M	Reached Secondary Level	10 October 2019
4	Lisa Fisilau	Credit Union Officer / Personal Assistant to CEO	Corporate Services	F	Diploma in Tourism (Tonga Institute of Higher Education)	6 May 2019 / May 2020
5	Talita Fauonuku	Administration Officer	Corporate Services	F	Diploma in Information Technology (Tupou Tertiary Institute)	25 June 2019
6	Heleni Patolo	Revenue Accounting Officer	Corporate Services	F	Diploma in Accounting (Tong Institute of Higher Education)	10 June 2019
7	Latu'otusia Faupula	Human Resource Assistant	Labour	F	Secondary School Certificate (1 course left to complete Bachelor degree from USP)	24 April 2019
8	Ma'ata Tupou'ata	Price Control Assistant	Consumer Protection & Fair-Trade	F	Secondary School Certificate – Form 7, LHS	16 April 2019
9	Mele Tatafu	Assistant Inspectorate Officer	Consumer Protection & Fair-Trade	F	Secondary School Certificate - Form 6, LHS	12 February 2019
10	Sione Halauafu	Cooperative Assistant Officer	Business Registry & Intellectual Property	M	Secondary School Certificate – Form 6, TCT	2 April 2019
11	Sione Mohetau	Cooperative Officer	Business Support	M	Secondary School Certificate – Form 7, LHS	17 June 2019
12	Kristy Tongia	System Support Officer	Business Support	F	Secondary School Certificate – Form 7, THS	27 February 2019
13	Kathleen Walters	System Support Officer	Trade & Investment	F	Bachelor in Information System (BYU, Hawaii)	1 March 2019

	Name	Post Title	Division	Gender	Qualifications	Effective Date
14	Siupeli Paongo	Statistical Assistant Officer	Trade & Investment	F	Diploma in Computer Science & Information System	22 April 2019
15	'Ilisapesi Ve'ehala	Assistant Investment Officer	Trade & Investment	F	Secondary School Certificate	9 March 2020

ANNEX 4: MTED VACANT POSITIONS AS OF JUNE 2020

	Post Title	Division	Qualifications Required
1	Deputy CEO	Corporate Services	<ul style="list-style-type: none"> Relevant postgraduate (Level 8 TNQAB framework: Postgraduate Diploma or BA with honours + 4 years w/experience; Master degree with 3 years w/experience; PHD with 1-year experience) or Specialist qualification + 4 years' experience in similar role Relevant degree + 5 years in a similar role or 10 years' relevant work experience Current TPS employee with 8 years' experience in a similar role
2	Deputy Registrar	Business Registry & Intellectual Property	<ul style="list-style-type: none"> Relevant postgraduate (Level 8 TNQAB framework: Postgraduate Diploma or BA with honours + 4 years w/experience; Master degree with 3 years w/experience; PHD with 1-year experience) or Specialist qualification + 4 years' experience in similar role Relevant degree + 5 years in a similar role or 10 years' relevant work experience Current TPS employee with 8 years' experience in a similar role
3	Senior Inspectorate Officer	Business Registry & Intellectual Property	<ul style="list-style-type: none"> Postgraduate qualification (TNQAB framework Level 8 & up) + up to 1 year of relevant experience Relevant degree + 1 year in a similar role, or 3 years' relevant work experience Relevant diploma + 3 years in a similar role, or 8 years' relevant work experience Current TPS employee with 5 years' experience in a similar role
4	Accountant	Corporate Services	<ul style="list-style-type: none"> Relevant degree + up to 3 years' work experience Relevant diploma + 3 years' relevant work experience Relevant certificate/trade/technical qualification + 5 years' experience in a similar role Current TPS employee with 5 years' experience in a similar role
5	Inspector of Weights & Measures	Consumer Protection & Fair-Trade	<ul style="list-style-type: none"> Relevant Diploma Level 5/6 TNQAB framework + up to 3 years' relevant work experience Relevant certificate level 4/trade/technical qualification + 3 years' relevant work experience Current TPS employee with 5 years' experience in a similar role
6	Computer Assistant	Business Registry & Intellectual Property	<ul style="list-style-type: none"> Form 7 or equivalent of Certificate level 3 Form 6 PSSC or equivalent of Certificate level 2 + 1-year w/experience Current TPS employee with 5 years' experience in a similar role
7	Statistical Assistant	Business Registry & Intellectual Property	<ul style="list-style-type: none"> Certificate level 4 Form 7 or equivalent of Certificate level 3 + 2 years' work experience Form 6 PSSC or equivalent of Certificate level 2 + 4 years' work experience Current TPS employee with 5 years' experience in a similar role