



## **Tax Talk: The New Tax Information System**

The Fijian Government continues to support the Fiji Revenue & Customs Service (FRCS) in its commitment to create simplicity in tax legislation and provide a reliable way where taxpayers are willing to comply. As such, through these legislation refinements, FRCS is able to effectively implement new processes that will ensure a higher level of tax compliance. In the 2017/2018 national budget announcement, the government confirmed new funding for an IT investment that would assist FRCS to design and implement a new tax system.

The investment is designed to enable the tax office to simplify tax administration in Fiji and to create better customer service. It introduces an up-to-date online standard in Fiji where tax services will be made accessible and ensures a higher level of compliance. As such, with effect from 1 August 2019, the Fiji Revenue & Customs Service (FRCS) will be rolling out the New Tax Information System (NTIS) in phases to ensure its effective implementation.

In this week's article we will talk about the current progress of the New Tax Information System and what taxpayers can expect with the new system. The tax office wishes to also re-emphasize the importance of understanding the transition of manual processes to online processes to ensure that proper implementation is effective.

### **The Current Tax System**

The current tax system is called the Fiji Integrated Tax System (FITS). It was first introduced in 1999 and has been used for 20 years by the Service to assist in the administration of taxes in Fiji. It is a manual system that is used by the tax office to capture relevant details for tax purposes. Manual in the sense that all TIN, tax registrations, filing of returns and payments were either lodged physically at the counters or sent through email to the tax office.

### **Online Platform**

Before understanding what the New Tax Information System is all about, it is necessary to first understand more about online platforms. Online platforms essentially involve the use of the internet to enable any user to access specific online services.

### **The New Tax Information System**

The New Tax Information System is a self-service tax system that operates on an online platform. It is designed to assist the tax office to provide a wider range of tax services and more importantly it allows taxpayers to experience and access the wide range of tax services in a more convenient way.

The new tax system is also designed to assist taxpayers in a more personal way that allows them to access tax services through requests like TIN and Joint Card registration, Tax Compliance Certificates, Tax Clearances, Tax Exemptions, Statement of Tax Accounts, Objections etc. on an online platform without having to visit any FRCS office.

### **Accessing the New Tax Information System**

Accessing the new tax information system will involve the use of the internet so in order to access the new tax system, the individual or non-individual who is using the tax service must have internet access. Every individual must understand that this is an online system which only operates where internet access is available.

### **NTIS - Online Processes**

The New Tax Information System is the result of the digitalization of manual functions. This means that the implementation of the NTIS allows taxpayers to access tax services electronically. These includes online registration, online filing, online payments etc. One of the features of the new tax system is the ability to validate information online through an interface. For example, the birth registration number of a birth certificate will be validated through the registrar of births interfaced database.

### **NTIS Compatibilities**

To access a single tax service, the NTIS does not necessarily require the user to have a computer. In other words, users can access their tax services through android electronic gadgets such as phones, ipads, tablets etc. as long as there is accessible internet coverage.

### **NTIS Abilities**

#### 1. Real time

The new tax system is able to transmit and receive data in real-time. The real-time feature enables FRCS to ensure the provision of tax services in a timely manner.

#### 2. Data Validation

Data validation is a vital area of the new tax system as it will ensure that:

- a. the user provides the tax office clean and reliable data; and
- b. FRCS are capturing all relevant information of a taxpayer for tax purposes
- c. Data manipulation is reduced

#### 3. High Level of Data Security

Any NTIS user can rest assured that data or information used in the new tax system is strictly confidential and will be used for tax or official purposes only. In other words, data security is very high as users will be required to go through certain levels of validation process to access any tax information.

#### 4. Information Accessibility

In the New Tax Information System, users are able to access their own tax information without having to visit any of our FRCS offices. This simply means that there will be limited interactions between the taxpayer and the tax office. Every user can access any tax service in just a click of a button.

### Infographic Cycle

