



TAX TALK

FRCS MAKES SERVICE A PRIORITY

This week the Fiji Revenue and Customs Service (FRCS) announced a strategic move to expand its service delivery that is part of the overall repositioning of the Organisation that commenced with the change of the Organisation logo in September 2019. The FRCS logo depicts a modern tapa motif representing a forward thinking Fiji and Organisation, responding to changing times in order to create opportunities for all Fijians.

In responding to change, FRCS is committed to modernise the tax legislations and simplifying its guidelines and information being disseminated. Below are some of the initiatives taken by FRCS to enhance its services.

Extending service hours

Enhancing accessibility of FRCS services to Fijians is crucial to the Organisation. As such from 2 May 2020, FRCS has extended its opening hours for Offices in Suva, Lautoka, Nadi, Nausori and Labasa to Saturdays from 9am to 1pm.

In addition, from May 1 2020, FRCS has set up a Pop-up Service Desk at the Housing Authority of Fiji, Head office in Valelevu, Nasinu. Some of the services provided from here include lodgment of returns, issuance of Tax Compliance and Tax Clearance Certificates, Certificate of Exemption, stamping of remittance and cashier services for payment of taxes. These new initiatives are to prioritise our services to all our customers including those who may face difficulties in accessing it on weekdays.

To further enhance quality service to Fijians, FRCS has a dedicated Contact Centre to respond to queries faster. Fijians can call on 1326 or email on info@frcs.org.fj for any queries they have. This will be attended by trained professionals.

The operational hours for the Contact Centre has also been extended from Saturday 2 May 2020 and in addition to providing services from 7am to 6pm from Mondays to Fridays, the Contact Centre Services will also be extended to Saturdays from 9am to 1pm.

Digitilisation of tax system

In line with the global trend, FRCS is also digitalising the tax system in Fiji from the current manual functions being carried out by the customers and FRCS. The benefits of this is enormous as it is supposed to ease tax compliance, reduce tax collection costs and increase administrative efficiency.

The launch of the Taxpayer Online Portal (TPOS) in December 2019 has allowed our customers to access a wide range of tax services from the comfort of their homes with just a click of a button; increasing accessibility of our services to our customers without having to visit any of FRCS Offices.

First phase of the TPOS launch includes filing of tax returns, including VAT, Environment and

Climate Adaptation Levy (Plastic bag and prescribed services), Fringe Benefit Tax, Service Turnover Tax, Telecommunications Levy. Phase 1 of TPOS also allows taxpayers to register and get a new Taxpayer Identification Number (TIN) and obtain a Joint ID Card.

It allows customers the ability to register and file returns online, access the system anytime of the day. TPOS also enhances the processing time for applications. Processing time is faster and customers will not have to wait in a queue. The data provided to FRCS will be automatically stored and will assist in record keeping. Current taxpayer information can also be updated through TPOS without the need to visit any FRCS Office.

Gold Card Services

To enhance voluntary compliance and to provide timely service to businesses, FRCS established a one-stop shop, the Gold Card Service section, assisting businesses who have been compliant with tax and customs laws.

The Gold Card section provides both tax and customs services to more than 78 businesses who are its members. Services include issuance of tax compliance and clearance certificates, registration, assessment of customs duties, accepting payments and assisting businesses with the Fiji Authorised Economic Operator (AEO) program.

Customer surveys

FRCS greatly values customer and stakeholder views and opinions on our services through customer surveys and works towards improving customer satisfaction. Some initiatives undertaken by FRCS through the feedback in the introduction of the QMS ticketing machine at its Head Office in Nasese. The ticketing machine has improved customer service turnaround time. FRCS will be introducing the QMS ticketing machine to Labasa, Lautoka and Nadi Offices in the coming months. Plans are also in pipeline to introduce a Cloud based, instant customer feedback system. Through this system, customers can provide their feedback while being served at the counter.

Education and awareness on tax and customs issues

Tax issues can be intimidating for many people and businesses. Tax education and awareness is important for better understanding of tax and customs legislations and its processes. FRCS educates its customers through a number of mediums such as workshops, roadshows, weekly tax talk articles and through CEO's forums.

FRCS also conducts extensive awareness programs in schools, universities, work places and in rural and maritime islands. FRCS takes its services down to the people and assists them in acquiring services such as TIN and Joint Card registration.

Taxpayers who need assistance to file returns or need to have queries answered can always visit any FRCS Office nearest to them or can email us on info@frcs.org.fj.



Now open on Saturdays

From 9 am to 1 pm in Suva, Lautoka, Nadi, Nausori and Labasa. Contact Center is also open on Saturdays.



Pop Up Service Desk

Services can now be accessed from the Housing Authority Head Office, Valelevu, Nasinu.



Taxpayer Online Services (TPOS)

Online registration. Also filing of tax returns for some tax types.



Gold Card Services

Priority service for Gold Card members.



Customer Surveys

To identify areas where our services can be improved.



Stakeholder Engagement

Through stakeholder forums, seminars, workshops and community outreach.

For more information, email info@frcs.org.fj or call 1326 or 3243000 or go to www.frcs.org.fj