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Filing Time 2007: A Potpourri of Service



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A potpourri indeed, as the Inland Revenue Department braced itself for another Filing Time season. A ménage of services geared toward the taxpayer's comfort and convenience was introduced.

The Department had it all: Interviews on GIS/NTN; Guidelines for Filing; Radio and Television promotions on the times and locations of the various events; Help Desks set-up at the usual locations— the General

Post Office, Gablewoods Shopping Mall & J.Q. Charles Rodney Bay Mall; Help Lines set-up after the regular work hour to assist taxpayers in completing their returns and to answer all queries; Automated Returns available on the I.R.D. website enabling taxpayers to complete their return, print and drop it off.

The traditional over-the-counter service was more comfortable this year, as the Customer Service counters were made-over with a more customer friendly decorum.

As usual, everyone from all over the Department lent a hand and partook of this inescapable tradition; stapling, calculating, correcting, and writing, and a final bidding of: "Thank-you for filing and hope to see you next year." Ooh, we can't wait!

Next Year we hope that with the availability of the above services our counters will be filled with persons wanting to hand in their completed tax return forms.

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TIME MANAGEMENT

BY ANDREW CHIN
EzineArticles.com

Time, while short and fleeting, is something that can be handled even by simple human beings like us. The best way to deal with it is to know early on what we want to happen to our lives and which directions we would like to go, in order for us to map out a more effective life plan. If we do not know what our plans are, then it would not really make sense to get into time management because we will just end up with one big mess of activities. The man who fails to plan, plans to fail.

Determine what you want first and then try to manage your time. Remember, every day is precious, so you need to speed up. It is for your own sake, anyway. You must improve your time management skills to survive in today's world.

One of the tasks we often fail at is managing our time well. There really is no excuse for this. Time spent is gone forever. In spite of what we often believe, we cannot save time. Time never stops and it is used one way or another.

If we waste time, there is no bank where we can withdraw time that we lost.

Regardless of whether you are a student, a web designer, or a CEO of a company, prioritizing your work is critical to your success. Failing to prioritize your work load usually results in being extremely inefficient and extremely

stressed out. How many times have you thought to yourself "I have so much to do today, how am I ever going to get it all done?"

There is no exact science to prioritizing, but there are several tips that should help you become a more efficient, less stressed version of your current self:

Make a list – this may seem obvious but you'd be surprised at how many people try to organize their tasks in their head. You'll often find that you feel a lot better just getting everything out so that you can see it in one place.

Consider time constraints – what absolutely needs to get done today and what can wait until tomorrow or next week. Everything may be important eventually, but some things are more important now.

Consider people constraints – all things equal, move things that other people are waiting on to the top of the list. If you know that your manager can't finish his proposal without your part, that's more important than the thing that you always do on Wednesday that could just as well be done on Thursday.

Consider the consequences – are you going to get fired if you don't do something? Is another task going to give you the inside track on that promotion? Those things should be more important than mildly inconveniencing your manager by responding to their email a day late.

Re-prioritize as necessary – let's face it, priorities change. As they do, update your list. It will give you a sense of control over the situation.

Remove unimportant items – is there something on your list that you always push to the bottom and never end up doing? Then get it off the list. It doesn't belong there.

Don't list EVERYTHING – only list crucial tasks. You don't need to list routine tasks (like lunch) or menial tasks (like checking your email). Also, you're going into too much detail if you put down prioritizing as a task.

Do everything you can to keep your list small – this means saying NO sometimes. You are not other people's gopher. Do your work and help other people with theirs when you have something to offer, but don't do their work for them. Along the same lines, learn to delegate things to the people that are supposed to be doing them. Why book your plane tickets when you have an assistant for that?

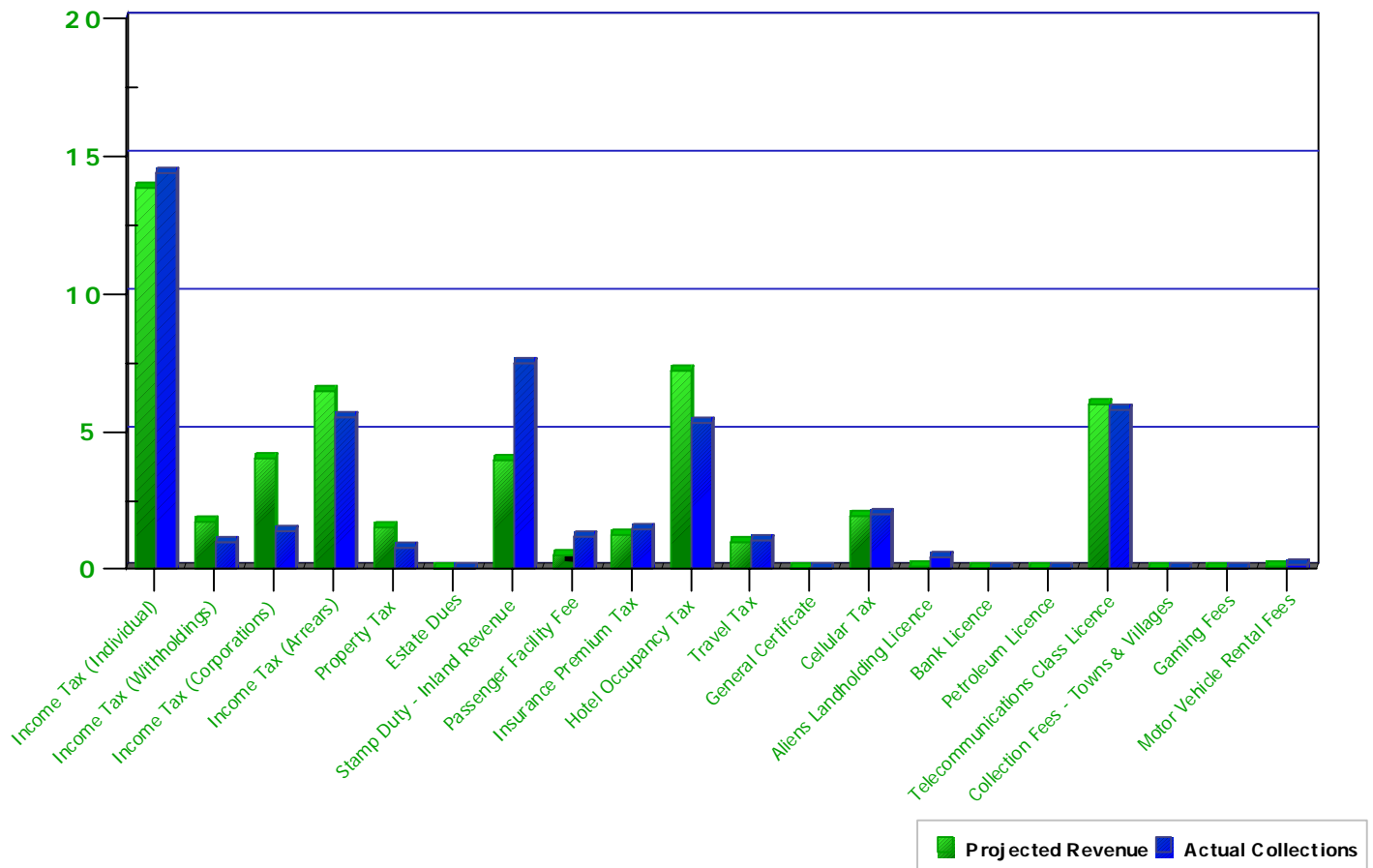
- Time management does not just make things fair for you, but rather, fair for everyone who really cares about doing one's job the right way. Being successful is not all about doing what is supposed to be done, or doing what you have to do in the right way. Though it does tackle that, you must not neglect and ignore time for time serves a very important purpose in everyone's life.

OCTOBER TO DECEMBER 2006

BY DENISE REGIS—MISC. TAX SUPERVISOR

Collections [EC Dollar (Millions)]

Percentage Ratio



The third quarter is traditionally the most conservative in terms of collections for two main reasons, there is no installment period falling within that quarter and there are not many Companies with a Financial year ending 31st October.

However, there is one main tax head that we collect during that period, that is the Telecommunications Class Licence. This tax is based on 3% of the Companies gross revenue and is collectable in November.

Overall, we had an adverse variance of \$1,831,151. The main reason was that, although

most heads performed creditably the projections were unusually high this year.

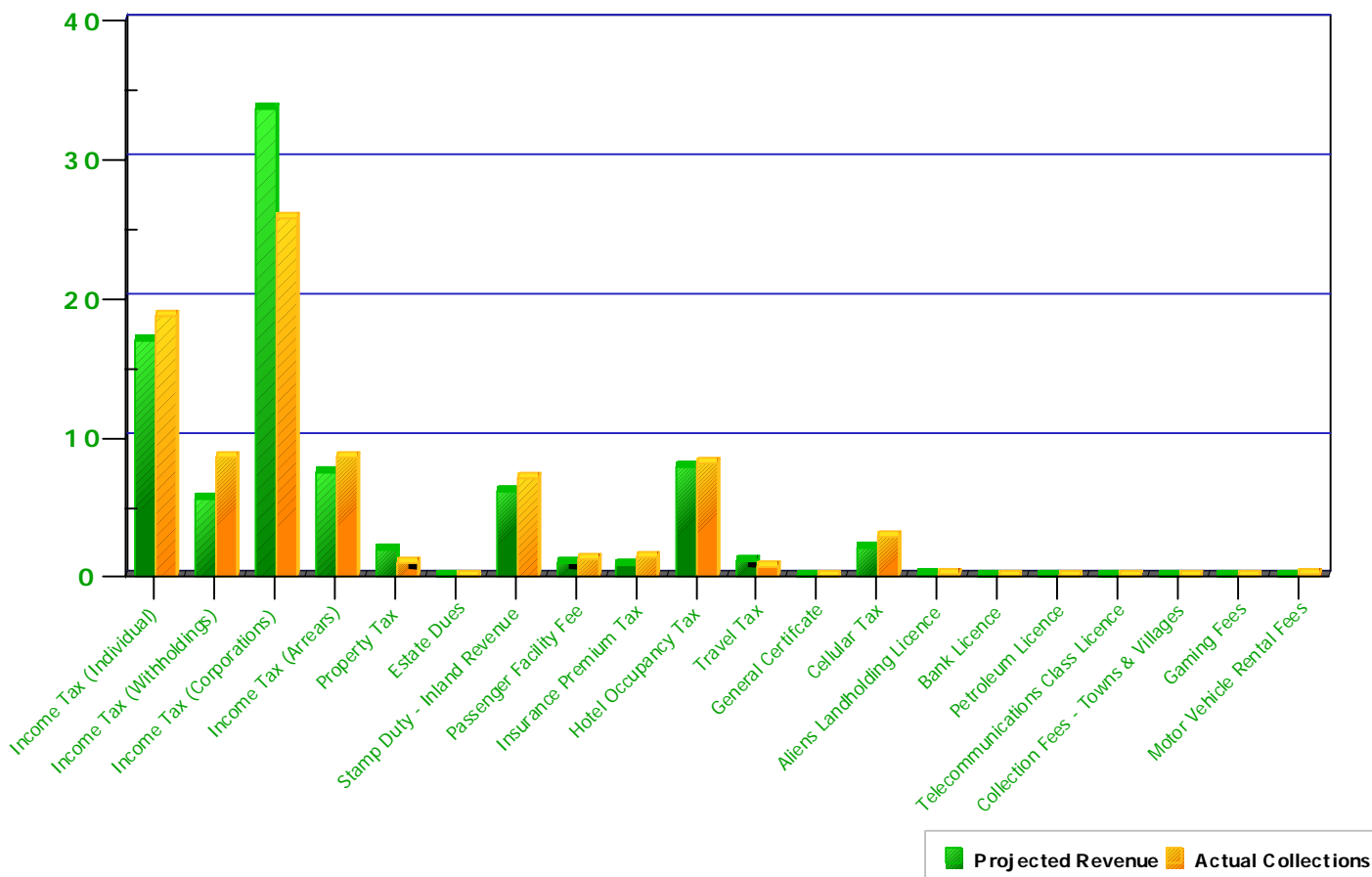
The heads that stood out during this quarter were Stamp Duty, Income Tax Corporation, Arrears, Income Tax Individuals and Hotel Accommodation Tax.

JANUARY TO MARCH 2007

BY DENISE REGIS—ACCOUNTS

Collections [EC Dollar (Millions)]

Percentage Ratio



The quarter was relatively good in terms of collections. However we still experienced a minor shortfall of \$570, 831.61.

The Financial Year 2006/2007 In Review

We surpassed our Approved Revenue by approximately \$17M. Congratulations to Team IRD on a job well done. During the year, we were faced with some challenges, the main one being the shortage of staff. However,

we were able to achieve most of our revenue collections target.

Let us all approach the new Financial Year with vigour and purpose.

All the best.

COLLECTIONS

The Collections Section staffing challenges continued for the quarter under review. This shortage was brought to the fore more so during the holiday season, when only a handful of employees proceeded on vacation or study leave, leaving what may be regarded as a less than a skeleton staff. However, the Section it is hoped, should receive “new blood” additional staffing soon.

Notwithstanding the above, the section did receive some relief as it related to its staffing concerns, with the internal transfer and Mrs. Renatta St. Remy from the Administration Section to the Collection Section.

In December 2006 the Section welcomed Ms. Faye Constable, Mr. Michael Seraphine and Mr. Chad Prosper as Collection Officers. We extend our hands of welcome to the new officers and wish them every success.

It was with sadness that the section witnessed the illness of Mrs. Denise Regis, due to certain working conditions. The section grasp this opportunity to thank Mrs. Regis for her efforts made in trying to improve the standing of the section, and wish her well as she reassumes duties in the Administration section.

As a result of her departure, Mr. Sean Greenidge was assigned the role of Miscellaneous Tax Supervisor, and we believe

that he would fare well given his years of experience within the section.

Social Events

As it is the custom, we had a funtabulous tasty Creole breakfast and lunch. There were lots to eat and drink and everyone must be commended for the way in which they displayed a spirit of cooperation and togetherness. We thank also our many invaders who



were more than welcome to share our meals with us, and who made our meal time even more appetizing, “the more the merrier”. This was truly the collection way and tradition of socializing.

Our Christmas lunch was no exception to the above, for it too bore the same results and I believe that everyone was well pleased with the activity.

And so, we encourage everyone including our friends to join us next time for bigger festivities.

Hip! Hip! Hooray!

Congratulatory commendation are in order for Ms. Margreta Alfred, who after much hard work achieved Second Class Honors in Management Studies by the University of the West Indies and Mr. Sean Greenidge who was successful in being awarded an Executive Diploma in “Business Management” by the Cave School of Business in October 2006.

thank you to the facilitators of the workshop who were:

Mrs. Marcia Vite—
Supervisor, Companies

Ms. Heather Nicholas –
Supervisor; Cash Unit

Mr. Peter Auguste –
Supervisor; Individual

Mr. Sean Greenidge –
Supervisor;
Miscellaneous Taes

In addition to the above the A.C.I.R. Collection attended a four day Functional Management Workshop organized by COTA/OTA in Antigua from the 5th – 9th February 2007.

The section welcomed the return of Mr. Dave Headley from his studies in BSc in Economics/Management. Mr. Headley is presently assigned to the Planning Unit of the Office of the Deputy Comptroller.

We also welcomed additional staff in the persons of Mrs. Emmanuel from Audit, Ms. Jn. Baptiste from Tax Intelligence, Mrs. TessaMarquis from Admin. and Ms. Alfred from the cash unit to the company section.

As we close this quarter of Reve News think on this; “Rank does not confer privilege or give power. It is imposes responsibility, and know that we cannot all be great, but we can attach ourselves to a great cause.

We take this opportunity to wish all staff members a wonderful and productive 2007!!

We wish all other students within the section who are perusing academic advancement courses every success, as they too we are sure, will attain their goals.

Training:

A Basic Collections Training course was conducted for officers of the section, namely: A. Jn.Pierre, K. Leonard, M. Seraphine, T. Biroo, M. Alfred, C. Emmanuel, D. Jn. Baptiste, T. Marquis, B. Fernelon, L.C. Prospere, F. Constable.

The section extends a hearty

OFFICE OF THE DEPUTY COMPTROLLER

This was quite an eventful quarter with Jounen Kwe'yol, Election Day and the Christmas season.

The window drapes were taken away to be shampooed and we were all immediately exposed to the bright light of the sun and notwithstanding, the Good Book reminds us *"And this is the condemnation,.....men loved darkness rather than light," John:3:19.* We had to tolerate the glare for almost two weeks and though this posed a bit

of discomfort for all, our spirits were not dampened.

Election Day was the most exciting day for many, as they exercised their right to vote. It was the day of pink fingers. One just held up the pink finger in response to the all too familiar question. The air was alive with excitement, and this continued until the Christmas season.

The Inland Revenue Team through the Charity Shop contributed a total of \$610 to Ms. Martha Charles' cause during the months October 2006 to January

2007. A cancer patient by the name of Augustus Talam from Oleon Dennerly also received a handsome CD/Radio player with remote control (\$160.00) as a gift for Christmas.

Funds for these worthwhile causes were generated from the Charity Shop as well as generous donations from staff members.

A warm thanks to all who continue to patronize the shop, it is really for a worthy cause. A contribution was also made to the cause of Ms. Felicia

Leon, one of our former colleagues who is ill.

The Compliance & Enforcement Unit and the Objections Unit welcomed Mr. Cyprian Montrope and Mrs Innocentia Vincent respectively. These were welcomed additions as both units have been plagued by staff shortage.

The Basic Collections Course which was held in January 2007 was attended by the Staff of the Vieux Fort Tax Service Center - Virginia Blasse, John Lawrence, Shalan Neptune and Merlin Didier.

T'was

The Season to be Merry at IRD



ADMINISTRATION

THE Administration Section continues to excel at its service delivery during the third quarter of this financial year approaching each operational issues with steadfast determination to succeed.

Our Customer Service Unit continues to provide our clients both corporate and individual with up to date and accurate information on their respective tax status. In keeping with this philosophy, a Talking Taxes Forum was held for Tax Practitioners and Employers during the month of November.

This intervention allowed for a comprehensive and practical approach in addressing the many challenges the Department encounters with the submission of Remittances by our corporate citizens for not only income tax, but especially the miscellaneous taxes. To date, the response from the participants has indicated that our intervention was well planned and executed. Hats Off to Mrs. Marva Amos, Mr. Benedict Joseph, Ms. Sophie Harte and Ms. Lisa Goodman whose wealth of experience in Taxation ensured the success of this programme.

The efficiency of our Refunds and Accounts Unit continues to be seen. The success of the output of staff has been as a direct result of teamwork with not only the Data Processing Unit but our Customer Service Unit. It is no easy task attending to the many needs of our clients in

the disbursement of cheques, but this team though small in number endeavours on a daily basis, despite minor personal and operational issues to deliver quality service. As in all things their Mission remains to provide exceptional professional service. Rest assured that the Supervisor of the Unit has pledged that all attempts will be made to make their Mission a reality!!

The Administrative and operational responsibilities associated with the Section continued to be diverse, with the every day challenges of personnel being of paramount importance. We have noted an increase in the number of staff who have either begun to pursue self development and academic programmes and the finalization of specific areas of study for others. That being said, the Department commends the Officers listed below for their successful accomplishment in the following areas :

BSC Management Studies – Ms. Lisa Goodman, Felicia Elie, Margreta Alfred
Executive Diploma Management Studies – Mr. Sean Greenidge, Ms. Cheryl Philip
ACCA – Mr. Augustus A m e d e e , A A T - Mrs. Cynthia Gabriel.

The time spent in pursuing those goals have come to fruition, your determination and clear vision for your future has begun to reap success!!! Remember, w h a t y o u h a v e accomplished, can never be taken away from you.

On the other hand, we bade farewell to Ms. Shera Jn. Baptiste, Mr. Francius Charles, Ms. Sheena Abraham, Ms. Leandra Felix and Mr. Kisna Oscar who have all gone off to pursue their academic pursuits. We wish them all the best, knowing that every effort will be made on their part to succeed.

“Seasons change, people change”. This appeared to be the modus operandus for the Section, as we bade farewell to Mrs. Renatta St. Remy who was relocated to the Collections Section, Ms. Shondell Delice, who has joined the Assessments Unit and Ms. Lesley Ann Modeste, who is now attached the Planning and Technical Research Unit

Our appreciation is extended for their years of professional and competent service within the Section. Their presence will be missed, for the camaradrie shared can never be replaced. We know however, that these Officers will make a positive difference in their new assignments.

With open arms, we welcomed Ms. Mary Faisal, Ms. Dona Robinson, Ms. Cheryl Philip and Ms. Jean Gaston to our team. These arms opened wider as we included in our welcome, Mrs. Denise Regis who it would appear can't keep away from us!!!

As we enter the last quarter of this financial year, the Administration Section with its sterling leadership and competent team leaders pledges to continue to work diligently with the rest of the

staff of the Department to ensure that our Work Plan not only of our Section, but that of the entire Department is fulfilled.

Training was the norm at Inland Revenue. Mr. Elisha Stanislaus obtained not one, but two computer related certificates. One entitled Ethical Hacking for Security Professionals and Wireless Security in the Enterprise, which was offered by the E-Commerce Consultants, and the CompTIA A+ Certified Professional Program which was offered by the Computer Technology Industry Association. Keep it up Computer Whiz!!!

Mr. Winsten Frederick and Mrs. Marva Amos took part in an International Audit Workshop in November 2006 sponsored by Commonwealth Association of Tax Administration. This Workshop was held in St. Lucia.

Ms. Marlene Leon and Mr. Terrence Ferguson attended the 15th Annual Oracle Conference and Annual General Meeting for the Eastern Caribbean Oracle Users Group, in Trinidad & Tobago.

Our team has expanded once more. We warmly welcome and congratulate the following individuals on obtaining entry into our ever flourishing department.

- Jed Jaron Charles
- Faye Constable
- Shabander Dostalie
- Byron Fernelon

Continued on page 9

PROPERTY TAX SYSTEM TO BE INTEGRATED WITH GIS

A Geographic Information System (GIS) is a system for capturing, storing, analyzing and managing data and associated attributes which are spatially referenced to the earth. In the strictest sense, it is a computer system capable of integrating, storing, editing, analyzing, sharing, and displaying geographically referenced information.

Companies use them to plan store locations, and law enforcement agencies to

fight crime. The Property Tax unit is building and using its GIS to identify and maintain data on properties for property tax purposes. Geographic information systems are ubiquitous computerized mapping programs that help corporations, private groups and governments make decisions.

The Property Tax GIS program works by connecting information of each property stored in a computer database to points

on the map of Saint Lucia. Information is displayed in layers, with each succeeding layer laid over the preceding ones, like transparent sheets on an overhead projector. The resulting maps often reveal trends or patterns that might be missed if the same information was presented in a spreadsheet.

The database has a separate entity with a unique identity (*Block and Parcel Number*) for each property. Information in respect of location, accommodation, type of construction, market

value on a property is linked to the property identity.

The GIS allows users to create interactive queries (user created searches), analyze the spatial information, edit data, maps, and present the results of all these operations. For example you may search for a property using any of the following criteria:

1. Block /Parcel Number;
2. Tax account Number;
3. Address;
4. Market Value; and
5. Name of owner



Continued from page 7

- Vin Pilgrim
- Chad Luther Prospere
- Regine Prospere
- Michael Seraphine, who all joined our ranks in December 2006, while Crystal Latoya Joseph started with us in March 2007.

These individuals have already begun to demonstrate the professional and academic drive of the Department. To date, they have already participated in an Orientation Program, which was held on the 16th January 2007; and also a Basic Collections Procedures Program held from 22nd to 26th January 2007.

We extend further welcoming greetings to Priscillia Dwarkasingh who joined the Administration unit, as the Units' Accountant. Our Administrative team continues to excel not only professionally and academically, but we continue provide the most efficient and professional customer service to our taxpayers as we concluded this quarter with "Filing Time. Frenzy"



AUDIT

In October we came together and celebrated Jounen Kweyol with our usual breakfast and to reinforce the Audit custom we also had lunch.

As we reflect on the quarter, we note that we were "stretched" to the limit, trying to keep up with the many reports from the steady flow of taxpayers. There were days when we perceived that the workday had been lengthened without our knowledge, because no matter what we did the clock stood still. The load was lightened a bit in December, when Ms. Denise Dujon on a study break for the season, came back to the Section. The quarter is gone, but through it all we persevered and survived.

As we take on the challenges of the new-year, uncertain of what is in store for us, remember that we are here (at the Department) for a reason and that is to serve **everybody** with courtesy and fairness, in an efficient, professional manner.

I find it fitting to end with this exert from the book Messages to Young People, "*If each one realize his/her accountability to God for his/her personal influence, he/she would in no case be an idler, but would cultivate his/her ability and train every power that he/she might serve...*"

TAXMAN TARGETING TENNIS LANDLORDS

BY HARRIET ARKELL & SHEKHAR BHATIA,
www.thisislondon.co.uk

THE taxman is hunting down Wimbledon homeowners who earn up to £6,000 renting out their houses during the tournament.

In what has become a popular cottage industry, SW19 residents let their homes to players and officials - many of them using the money to go on holidays for the fortnight. Some families take in the less-established tennis players on a bed-and-breakfast basis.

This year, however, teams from the Inland Revenue will go door-to-door to discover if homes have been rented out or are being used as unofficial boarding houses.

The tax teams will also be patrolling The All England Lawn Tennis and Croquet Club and its environs to catch souvenir traders, sandwich sellers and people who charge tennis fans for parking on their drives. Anyone making a profit - no matter how small - could face a tax demand.

A source said: 'Our team will be mingling with the crowds, traders and

visitors in and around Wimbledon, noting names and addresses and keeping an eye on money changing hands. We are not being petty - we have a legal obligation to ensure the Revenue receives any monies due, no matter how small the sum.

'We know, for example, that many thousands of pounds are made by these traders over the Wimbledon fortnight and some sell counterfeit items such as shirts with the Wimbledon logo and without the permission of the All England Club.

'Some have made the point that people only make £10 or £15 a car by allowing them to park on their drives.

'But if they fit four cars onto their land each day over two weeks that adds up to a sizeable sum and

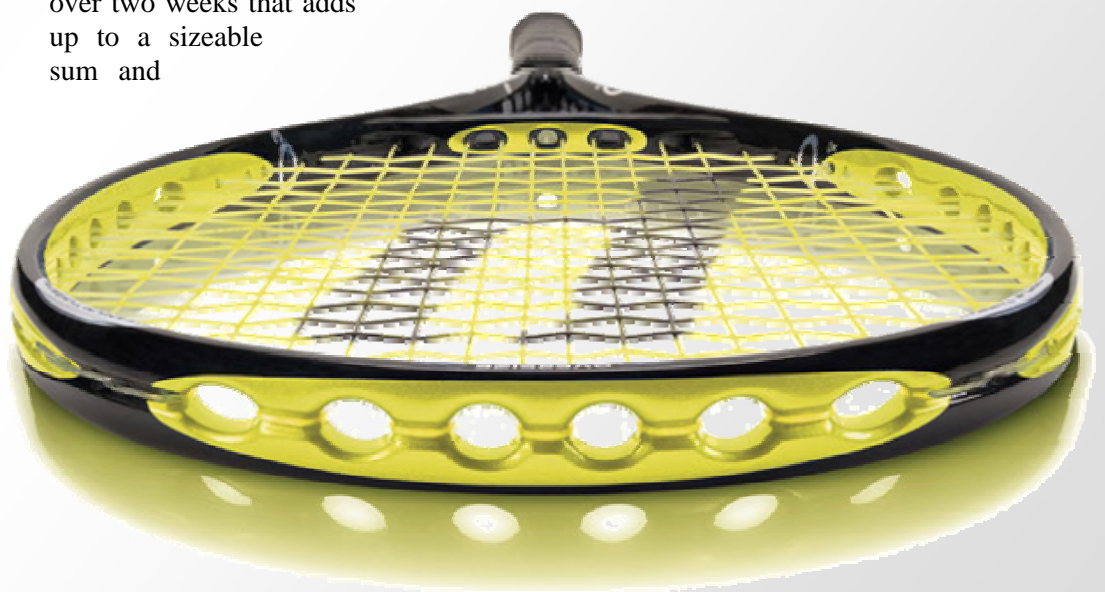
then you multiply that many times for each home which gets involved and you have a lot of money to bring in. We are aware that many people innocently hire their land out to collect-money for charities - but it is not those people we are targeting.'

Joanna Doniger runs Tennis London, a company which helps house people during the championship. 'We organise 150 rentals, with prices up to £6,000 for a house for the fortnight. The demand is huge. Every year I give a list of all my clients to the Inland Revenue,' she said. 'The beds must be big as the players are enormous, there must be a power shower as the foreign players don't do baths, and it must be quiet.'

Wimbledon nets me £1,500 a week

PAUL, a 37-year-old City trader, is letting his three-bedroom apartment on the edge of Wimbledon Common to Australian player Alicia Molik, 22, for the fortnight. He declares his earnings to the Inland Revenue.

He said: 'This is the fourth year I've let my flat through Tennis London and I think it's a great idea. 'We will earn £1,500 a week for the fortnight - four times what we would make if we rented it out at any other time of the year. 'I will use the money to take my wife and son to the South of France on holiday.'



God Wants you for a Friend

www.seekgod.org



GOD created you in His image so that so that He could have a personal relationship with you. God is seeking an intimate heart to heart relationship with you. There are some very good parents that have friendship with their children, while still being parents. God is your Father but He desires friendship with you also. *(James 2:23 NKJV) And the Scripture was fulfilled which says, "Abraham believed God, and it was accounted to him for righteousness." And he was called the friend of God.*

A parent that you can trust as a friend is a refuge of security, someone you will go to without hesitation about any problem, or temptation. God desires that you let Him be that kind of friend to you. *(Psalms 91:1-2 NKJV) He who dwells in the secret place of the Most High Shall abide under the shade of the Almighty. I will say of the LORD, "He is my refuge and my fortress; My God, in Him I will trust."*

Jesus calls us His friends

because He communicates with us. *(John 15:12-17 NKJV) "This is My commandment, that you love one another as I have loved you. "Greater love has no one than this, than to lay down one's life for his friends. "You are My friends if you do whatever I command you. "No longer do I call you servants, for a servant does not know what his master is doing; but I have called you friends, for all things that I heard from My Father I have made known to you. "You did not choose Me, but I chose you and appointed you that you should go and bear fruit, and that your fruit should remain, that whatever you ask the Father in My name He may give you. "These things I command you, that you love one another.*

Our relationship with God is the most personal relationship we can ever have. God is a jealous God; we are not to let anyone or anything come between God and us. *(1 Timothy 2:5 NKJV) For there is one God and one Mediator between God and men, the Man Christ Jesus.*

We are to be in Christ and Christ is in God, it is the Holy

Spirit that unifies us together. God has given us His Holy Spirit to counsel, teach, and comfort us. Jesus said in *(John 14:26 NIV) But the Counselor, the Holy Spirit, whom the Father will send in my name, will teach you all things and will remind you of everything I have said to you.*

Our relationship with God is a personal relationship. Do not let anyone or anything come between you and God. If you are not grounded in God's Word, and you do not know the voice of the Holy Spirit in you, then you are vulnerable to bad advice. *(Ephesians 4:11-16 NKJV) And He Himself gave some to be apostles, some prophets, some evangelists, and some pastors and teachers, for the equipping of the saints for the work of ministry, for the edifying of the body of Christ, till we all come to the unity of the faith and of the knowledge of the Son of God, to a perfect man, to the measure of the stature of the fullness of Christ; that we should no longer be children, tossed to and fro and carried about with every wind of doctrine, by the trickery of men, in the*

cunning craftiness of deceitful plotting, but, speaking the truth in love, may grow up in all things into Him who is the head; Christ; from whom the whole body, joined and knit together by what every joint supplies, according to the effective working by which every part does its share, causes growth of the body for the edifying of itself in love.

God desires that you enter into the secret place of His presence where there is fullness of joy. *(Psalms 16:11 NKJV) You will show me the path of life; In Your presence is fullness of joy; At Your right hand are pleasures forevermore. Psalms 31:19-20 NKJV) Oh, how great is Your goodness, Which You have laid up for those who fear You, Which You have prepared for those who trust in You In the presence of the sons of men! You shall hide them in the secret place of Your presence From the plots of man; You shall keep them secretly in a pavilion From the strife of tongues.*

So today if you hear the voice of the Lord harden not your heart.

Taxin' Ur Brain

SUDOKU

SUDOKU is very easy to play. First you have to fill in all the empty boxes with numbers ranging from 1 to 9. However, each number can appear only ONCE in a row and only ONCE in a column and only ONCE in each group of nine (9) boxes within the grid.

Good luck!

1	6				5			
	4			8				
	5			1	9			7
		8				9		
			2	9	3			
		5				6		
2			9	7			5	
			4				3	
		1					8	9

OFFICE LAUGH

"You're not the only one"



looking forward to your vacation, Sir... we all are!."

CHUCKLES



For further information call the Customer Service Unit of the Inland Revenue Department at telephone numbers (758) 468 4735 / 4781 or e-mail us at ird_relations@candw.lc