

ReveNews



INLAND REVENUE'S QUARTERLY NEWSLETTER

Volume 7, Issue 4
October to December, 2002

Contact us at ird_relations@candw.lc



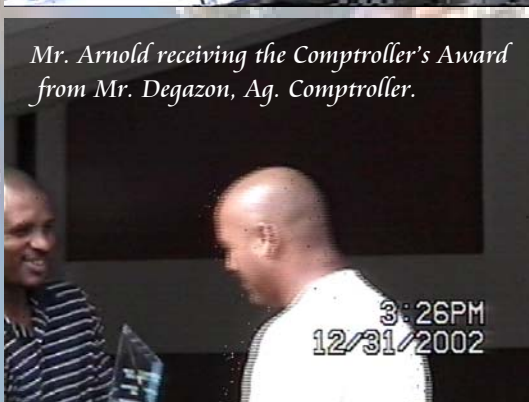
Leton receiving his Award
for Employee of the Section.



Tessa, Cheryl & Primus looking interested.



IRD Pan Side provided great entertainment
for the Luncheon.



Mr. Arnold receiving the Comptroller's Award
from Mr. Degazon, Ag. Comptroller.

DEPARTMENT'S ANNUAL STAFF LUNCHEON & AWARDS CEREMONY

On Tuesday December 31, 2002 the Inland Revenue Department held its Annual Luncheon and Staff Awards. During which members of staff were rewarded for their outstanding performance to the Department during 2002.

Ms Soudatt, Assistant Comptroller of Administration, in her address to the gathering, reminded staff that the activity was held in their honor for their outstanding contribution to the various Sections and programmes to which they are associated. She went on to state that without their collective effort the Department could not have achieved its objectives. Its reputation, its ideals, its energetic spirit have been forged through hard work and uncommon loyalty of all. She called on staff to continue striving for excellence in the deliverance of quality service to the public.

Certificates of Merit were awarded to members of staff whose performance during 2002 was above and beyond normal job requirements.

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Editorial: Mr. Lyndon Arnold

Ag. ACIR—Data Processing

Change has always been hard to accept by some us. This is a typical human reaction and holds especially true for those of us who are comfortable doing the same daily mundane routines. In some cases this is not really a bad thing because implementing change in our daily routines without properly thinking it through can spell disaster at worst.

But on the other hand, there are always those within our midst with that bright idea of improving the way we do things to enhance efficiency and improve customer service, always of the belief that we can do things better. These individuals must never be stifled but rather given the opportunity to express their opinions on the relevant aspects of change. Sometimes their ideas might not be complete but with further discussions, it can be fine tuned into a brilliant aspect of change within our business processes.

From time to time, we are graced with consultants with fancy titles such as Business Process Engineers and simply put all of these people are trained individuals who will examine your business processes with a view to identifying weaknesses and wastages within the your business environment, and make the necessary recommendations to correct such deficiencies.

That is why we must allow those within our midst to be creative and to hear their opinions on how best we can improve our daily routines to maximize our limited resources and at the same time improve the delivery of service to our numerous clients. We must accept that the culture of our clients is bent on the utilization of modern technology for faster and more efficient customer service. We must also accept the fact that our customer base has grown tremendously and we can no longer employ the old age attitude of a 100% review of documents submitted by our taxpayers.

For us to become efficient and to address the growing concerns of our taxpayers, we must accept some element of risk within our operations. What this simply means is that whilst we improve our front-end processes and eliminate the 100% review of returns filed, we need to now strengthen our back end processes such as Audit and Objections operations to minimize the level of leakage that might occur.

To the average taxpayer, it will mean receiving an assessment from the department in a timelier manner and to those who might attempt tax avoidance through this process redesign, the enhanced Audit and Objection procedures will address this issue.

So we must all therefore from time to time, sit back and critically examine our daily routines, not only in our work environment but whatever we are involved in, with a view to changing these processes to gain efficiency and maximize resources.

Editorial Committee



Peggy Ann Soudatt
Ag. Assistant Comptroller -
Administration
Chief Editor



Lisa Goodman
Taxpayer Relations Supervisor
Associate Editor, Writer



Arlene Williams
Taxpayer Relations Officer
Writer, Layout & Design

Liaison Officers:



Carolyn Morgan-Emmanuel
Data Processing



Priscilla Dwarkasingh,
Audit



Benita Monerville,
Property Tax



Heather Nicholas,
Collections



Dilia Jn Baptiste,
Administration



John Lawrence,
Vieux-Fort Tax Service Centre

Rags to Riches:- Relocation & Opening of the Vieux-Fort Office



Vieux-Fort Staff packing items away.



Mr. Arnold and crew carrying stuff up to the new offices.



John, Wayne & Caron carrying tables.



Mr. Bernard Black, Customs & Excise addressing the opening of our New Offices.



Mr. T. Brathwaite, Ag. P.S.—Ministry of Finance addressing the opening.

AT LAST! The Staff of the Tax Service Centre in Vieux-Fort exclaimed, as work on their new offices in the Daher Commercial Building was completed and they would be able to move to their new premises. During the month of October you could find Inland Revenue staff from both Vieux-Fort and Castries carrying boxes, desks, files and a host of other office stuff to the new office. Indeed, this was a milestone for the staff of the Vieux-Fort Office. Bigger, brighter and better facilities would certainly assist in the prompter execution of our duties.

The official opening of the Vieux-Fort Tax Service Centre took place on Friday, November 1, 2002 in collaboration with the Customs & Excise Department, who opened their Vieux-Fort Office as well.

The lobby of the New Daher Building was decorated with blue, gold and white streamers and balloons.

On the programme to address those who gathered for the opening were Mr. Agosta Degazon, Ag. Comptroller - IRD; Mr. Claude Paul, Comptroller - Customs & Excise Department; Mr. Trevor Brathwaite, Ag. Permanent Secretary—Ministry of Finance, International Financial Services & Economic Affairs; the Master of Ceremonies was Mr. Bernard Black and the Vote of Thanks was given by Ms. Peggy Ann Soudatt, Ag. ACIR Administration, IRD.

After the opening, persons were invited to tour the offices.



Mr. A. Degazon, Ag. Comptroller of IRD making his address at the opening.



Mr. C. Paul, Comptroller of the Customs & Excise Dept. making his address at the opening.



Ms. P. Soudatt, Ag. ACIR Administration delivering the Vote of Thanks.



Mr. Degazon cutting the ribbon to officially open the office. Trisha looking on.



Touring the New offices.

View Point

The following extract is taken from an article by Michael P. Nicholas (1995)

Internet address: www.winstonbrill.com

"Why won't he even listen to my idea?" "Why am I cut off before I provide the whole story?" How many times have you been frustrated by someone not listening to what you have to say? How many times have you frustrated others by not listening to them?

We tend to think that listening is the same as hearing; but listening really is being alert to those situations in which the person you're with needs to be understood. Listening problems can be serious, not only at work, but with family and friends.

Many times we jump in to say what's on our minds -- before we've even acknowledged what the other person has said -- short circulating the possibility of mutual understanding.

Good Managers are Good Listeners

Managers are expected to lead and direct the people under them. Unfortunately, people are promoted because they were good at the jobs they were doing, not because they've proven themselves as managers. In fact, according to the Peter Principle, people tend to advance until they reach their level of incompetence. As a result, many executives and managers pay more attention to the product than to the people producing it -- to the detriment of both.

Effective managers are proactive listeners. They don't wait for members of their staff to come to them; they make an active effort to find out what people think and feel by asking them. The manager who meets frequently with staff members keeps informed and, even more important, communicates interest in the people themselves.

Most people don't listen with the



intent to understand; they listen with the intent to reply. Even at work, where performance takes priority over relationships, listening carefully to understand the other person's point of view, before you even think about replying, is the key to productive communication.

It's important to realize that failure to listen isn't necessarily a product of a meanness or insensitivity. Anxiety, preoccupation, and pressure can undermine the skills of even a good listener. The point is, really, that at work, as in every other arena of life, listening is important and may require a little effort.

Effective managers develop a routine in which communication time is an integral part of the job. They meet with their staff and ask questions. They don't react before gathering all the facts. If they don't know what their people are thinking and feeling, they ask -- and they listen.

What if Your Boss Doesn't Listen?

If at this point we were to leave the subject of listening in the workplace, we would have fallen into the easy habit of reducing a complex subject to a simple formula: thoughtful managers listen to what their employees have to say. Where does

that leave those who don't get listened to at work? Feeling sorry for themselves.

When we don't feel heard by our superiors, few of us give up right away. We write memos, we ask to meet with them, we try to communicate our needs and convey our points of view. Then we give up. Frequently, we complain to our co-workers and our family and friends.

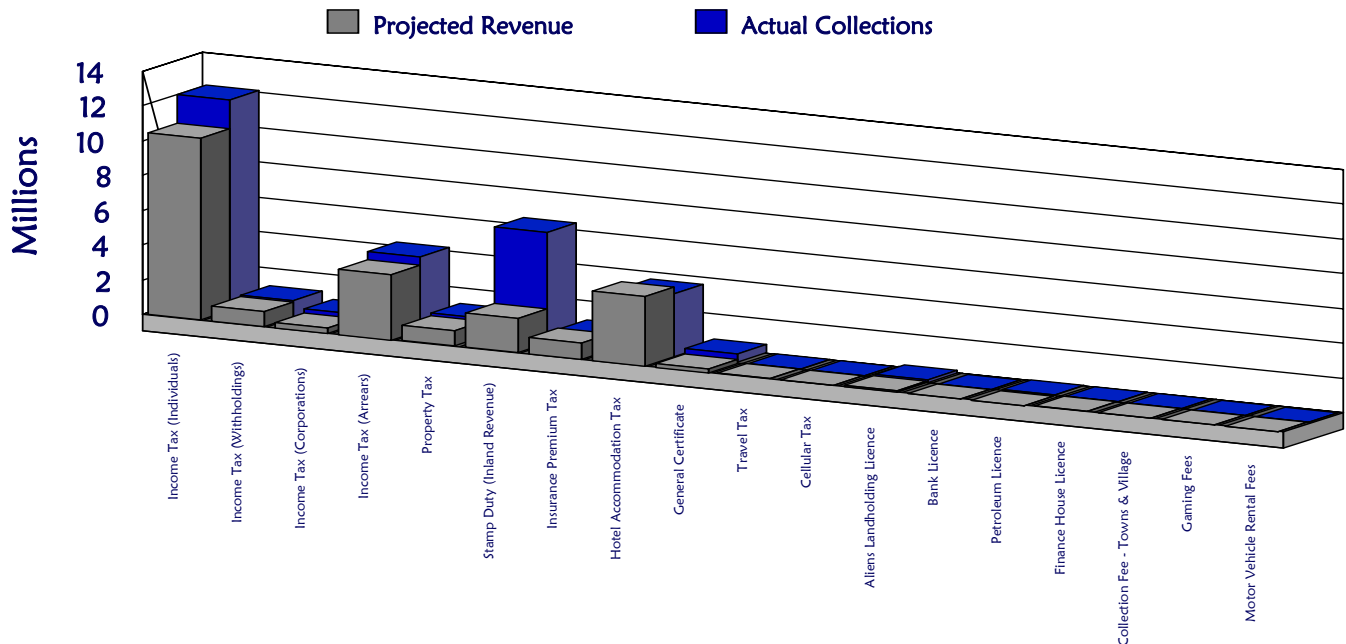
Venting feelings of frustration with third parties rather than addressing conflicts at their source can take on epidemic proportions in work settings. Sometimes it takes on the form of gossip, running down someone who's not present.

Letting off steam by complaining to sympathetic listeners about other people is a perfectly human thing to do. The problem is that habitual complaining about superiors locks us into passivity, helplessness, and mean-spiritedness. We may have given up trying to get through to them, but we certainly don't mind saying what we think of them -- as long as they aren't within earshot.

The mistake people make in trying to get through to unreceptive superiors is the same mistake most of us make in dealing with the difficult people in our lives. We try to change them. And when that doesn't work, we give up.

Instead, start by examining your own expectations. What do you want, and how are you programmed to go about getting it? Are you expecting to have your personal needs met at work? Do you work hard and wait patiently for the boss to tell you that you're doing a great rather than competent, or by being pleasing rather than productive?

Revenue Collections: OCTOBER - DECEMBER, 2002



Projected Revenue - \$24,021,900
Actual Revenue - \$30,756,400

Actual Revenue collections for the quarter showed a \$6.7m increase over what was projected.

Taxes on Income and Profits showed a slight increase over what was projected.

Income Tax (Individuals & Arrears) were the main revenue heads which contributed to the increase. There were two, one-off payments, over \$1m each that were made during the quarter.

Taxes on Domestic Sales continued to contribute to the increase in Collections for that period. Stamp Duty was the main contributing factor. There were two major Stamp Duty transactions which resulted in the \$4.4m surplus for that quarter.

Training: Tax Auditing Programme

Staff, in particular Officers from the Audit Section, benefited tremendously from a two week **Tax Audit Training Course** which was held at the Conference Room, Bay Gardens Inn from November 11-22, 2002.

This programme was sponsored by the Caribbean Regional Technical Assistance Centre (CARTAC). A funding agency which continues to render

assistance to the institutional strengthening of our Department.

This comprehensive, in-depth and technical programme which was facilitated by Mrs. Rose Byam, Tax Consultant from Trinidad, drew participants from St. Kitts, Dominica and St. Lucia and included Officers of the Customs and Excise Department.



Annual Staff Luncheon & Awards Ceremony

Mr. Arnold receiving his Comptroller's Award.



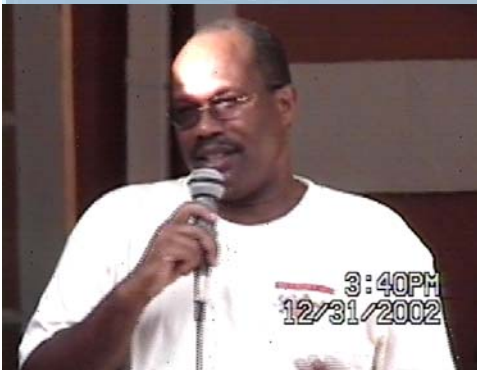
Our Pan side playing a rendition.



Mr. Laurencin receiving a gift on behalf of the Employee of the Year - Sean Greenidge.



Mr. Brathwaite addressing the gathering.



Leton receiving his award for Employee of the Section.



Wayne Q. receiving his Supervisor of Section Award.



Tobs having a lager. Denise looking on.



Lesley Ann announcing the Award for employee of the Section for Collections.



Ames, Tessa, Primus & Beggin enjoying themselves.



Lucky Sophia accepting her hamper.



Wayne Q. accepting his gift from his ACIR, Mr. Arnold for taking the coveted award of the Supervisor of his Section.



We were happy to see that Joan was able to attend the lunch.



Our pan lady, Leandra getting into the groove.



Ag. Comptroller Degazon addressing the gathering.



Miss Sonson receiving an extra-special award on behalf of Giselle from Keith.



Peggy's Secret Smile.



Ketura, Ivy & Gary having a moment.



Inno giving the Vote of Thanks.



3:50PM 12/31/2002

3:32PM 12/31/2002

What is Essential Tremor (ET)? Are you suffering from Essential Tremor (ET)?



Essential tremor (ET) is a nerve disorder characterized by uncontrollable shaking, or "tremors", in different parts and on different sides of the body. Areas affected often include the hands, arms, head, larynx, or voice box (making the voice sound shaky), tongue, chin and other areas. Rarely, the lower is affected.

ET is not a life-threatening disorder, unless it prevents a patient from caring for him/herself. Most people are able to live normal lives with this condition - although they may find everyday activities like eating, dressing or writing difficult, which leads them to withdraw socially. But it is only when the tremors become severe that they actually cause disability.

Symptoms of Essential Tremor

The term "tremor" is used to describe the uncontrollable shaking, but that's a symptom that can be caused by a multitude of different factors and diseases - including Parkinson's disease, multiple sclerosis, fatigue after exercise, extreme emotional distress, brain tumors, some prescription drugs, metabolic abnormalities and alcohol or drug withdrawal.

Tremors can be classified as those that occur when:-

- A person is moving (action tremor),
- A person is not moving (rest tremor), or
- A person attempts to maintain posture against gravity (postural tremor), as in holding arms out in front of his/her body.

Essential tremor is a postural tremor, so symptoms are usually relieved with rest. But as the disorder advances, the tremors of ET may begin to occur when the muscles are relaxed.

What Symptoms Indicate That I Have Essential Tremor Rather Than Another Type?

- Uncontrollable tremors that occur for brief periods of time
- A shaking voice
- Nodding head
- Tremors that worsen during periods of emotional stress
- Tremors that get worse with purposeful movement
- Tremors lessen with rest
- Tremors are the only symptoms, although rarely a person with ET may suffer from balance problems.

Meeting with Taxi Association



The Taxpayer Relations Team assisted by the Taxpayer Assistance Supervisor and the knowledge man himself Mr. Dickson, made presentations to two Taxi Associations, namely the Holiday Taxi Association and the Vigie Taxi Association.



The Presentations were on the Role of the Inland Revenue Department, their responsibilities as Taxpayers. Participants were informed of what books and records they should keep and how they should go about completing an income tax return form. The taxi drivers left there with a wealth of information that we hope will help increase voluntary compliance.

Supervisor of the Year:- Mr. Eucharius Auguste

The Award for

Supervisor of the Year 2002 was presented to Mr. Eucharius Auguste of the Collections Section. Mr. Auguste has worked with the Department for the past 22 years acquiring a wealth

of knowledge in matters concerning the day to day operations of the Department. Mr. Auguste, through his genuine love for and dedication to his work is always willing to advise his officers in an effort to achieve



efficiency. He believes that the more knowledgeable the taxpayer is, the simpler the Departments job would be in the quest to achieve compliance on the part of our taxpayers. Mr. Auguste is a very sociable

individual and encourages persons to become involved in social activities taking place in the Department. As a result he helps foster a sense of camaraderie which in turn helps promote harmony at work.

Employee of the Year:- Mr. Sean Greenidge

The Award

for Employee of the Year 2002 went to Mr. Sean Greenidge of the Collections Section for the 2nd Year. Mr. Greenidge continued to excel in his performance during the year

2002 and always goes the extra mile in assisting both taxpayers and his colleagues



in order to achieve the best quality service. Besides his excellent performance in his field of work he is actively involved in the Departments Sport Club and is one of the top pannist with

the newly formed Inland Revenue Sports Club Steel Orchestra.

One-day Job Training Programme



The Department welcomed the idea and participated in a one day "Career Day" Activity organized by the Leon Hess Comprehensive School.

A total of ten students spent the day working in different sections of the Department, learning the various functions of the various units. The students were later treated to a session by the Taxpayer relations team on "Taxation" as a Career. They were also informed about the role of the Department, the taxes we collect as well as the overall function of the various Units within the Department.

Most of the students showed keen interest into what exactly the Government does with the taxes collected as well as the Auditing function of the Department.

At the end of the Session the students were presented with Certificates by the Ag. ACIR Administration.



Property Tax Community Meetings

During this quarter the Taxpayer Relations Unit teamed up with the Property Tax Unit to educate residents of Canaries and Anse-la-Raye on Property Taxes and any other tax issues as requested by the residents.



Along for the ride was Mr. Euharius Auguste from the Collections Section. Mr. Auguste introduced the residents to the Department's Payment Plan— TAPP.



From all accounts on that night residents were more interested in TAPP and Personal Income Tax than Property Tax. It seems that the residents of Anse-la-Raye and Canaries have paid their property taxes to date and are enjoying the benefits.



Property Tax Forum with Surveyors

The Property Tax Unit on Tuesday, November 26, 2002 held a discussion Forum with Recognised Valuers on the island. This session proved to be a learning experience for both the Department's representatives as well as the Valuers present. The focus of the discussion was on Commercial Valuations and the proper completion of the Valuation Forms. The Valuers made notable recommendations that they hoped would be made in an effort to improve the valuation form. Overall this forum was well appreciated by all whom attended and the Department looks forward to hosting another one in the not to distance future.



Christmas Bag Buddies



Shhh! There was much excitement in the air on the 1st Floor from December 16th, 2002, as the secret Christmas Bag Buddy initiative commenced. Persons dipped for their secret pals' name. With much enthusiasm, persons began to fill bags with Christmas treasures. Some bags grew more rapidly than other, which added to the excitement.



The big secret was revealed on Christmas Eve, December 24, 2002, by then, some bags were bursting at the edges.



Persons were satisfied with their treasures. Other opted to open their gifts on Christmas day.

All in all, this initiative was very successful. It is hoped that it becomes a Christmas tradition for not only the 1st Floor, but the whole Department.



Inland Revenue meets 5th Form Students of the Corinth Secondary School

On Friday, October 11, 2002, the Taxpayer Relations Unit made a presentation on Taxes to a 5th Form Business Class of the Corinth Secondary School. This presentation was designed to assist young persons in understanding the basic concepts

of taxes and why taxes are paid.

This activity proved to be very interesting as the students had many questions about taxes. They seemed to be very interested in know where their parents' tax dollars went.



TAXIN' YOUR BRAIN . . .

- AWARDS
- CEREMONY
- CERTIFICATES
- CLEMVILLE GARDENS
- COMPTROLLERS AWARD
- DRINKING
- EATING
- EMPLOYEE
- EUCHARIUS
- FOOD
- GROOVING
- LAUGHING
- LUNCHEON
- MUSIC
- PRIZES
- RENDITION
- SEAN
- SPEECHES
- STEELPAN
- SUPERVISOR
- TALKING
- TOGETHERNESS

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 C B Y P V G M B N D E E Y T U G G N O X O X S U C C F K K C
 Q E D X L B R D N Y H S P Q O W M D U L F T X M I Z O U V H

Chuckles



"Okay your father managed to get a mouse. Now how do we use it?"

Other Publications

- Know Your Taxes
 - A to Z of Taxation
 - Tax Facts—Personal Allowances & Deductions
 - Tax Facts—Corporations
 - Tax Facts—Small Business Enterprises
 - Tax Facts—RHOS Plan
 - Property Tax - Our Vision
 - Income Tax Return Guide for Individuals
- Check out our website: www.irdstfucia.gov.lc