

FILING PERIOD 2005



Inland Revenue Department
 Ministry of Finance, International Financial Services
 & Economic Affairs
 1st & 3rd Floors | Heraldine Rock Building
 Waterfront | Castries
 St. Lucia
2005

March 31st heralded the annual filing time frenzy, as taxpayers rushed to the Department seeking assistance in filling their return forms, all in an effort to beat the deadline – lest they be penalized with the late filing fee!.

This tradition has been in existence from time immemorial, with each generation of IRD staff recalling the same thing; a swarm of taxpayers here and there further overwhelming the

already overwhelmed IRD staffers with their confetti of documents, salary slips and half-way completed forms.

Once again, the Department offered taxpayers ease and convenience during this filing period, with the establishment of help desks at the *General Post Office, Gablewoods Mall* and the *JQ Mall*. As usual the response was very positive, and most persons who took advantage of the help desks were very pleased with the efficient and effective

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Editorial

Extracted from *Self Solutions*

There is a natural tendency on the part of some people to think that what they do is more important than what others do in an organization. Some of these people are simply ego maniacs who live in a fantasy world where they are in some way superior to everyone else. We talk often about leaving the excess ego at the door when you come to work in the morning. It is difficult for these people to do that. Keep in mind that most ego maniacs are typically covering up for some form of insecurity or inadequacy.

There is no question that the human ego is at the root of a number of problems in businesses everywhere. Egos range from almost none to out of control. A little ego is good since it helps with Confidence levels.

People with runaway egos often are in denial about their behavior. They see themselves as tremendous employees or managers with few, if any, faults. The result of this type of attitude is resentment from fellow employees. Employees will be less likely to open up to the ego-centric employee and will often try to undermine them or work against them to show them up. Egos can have a devastating effect on team work and productivity.

A manager or Supervisor with a

giant ego will often alienate their employees. Big egos can lead to lashing out at employees to make a point. The ego can also force managers and supervisors to make decisions that feed their ego. Those decisions might be good for the individual's self-image, but bad for the organization in some way.

Take a look at your ego. How do your fellow co-workers view you? Do they seem to open up to you or do they keep their distance? Do you feel that you always need to be right? Can you easily say "I made a mistake"? Do you feel secure about your abilities? Or do you in any way come across as superior to others in order to overcome some Insecurity?

If you have been told that you are arrogant or stand-offish, try to change the way you come across to others. Smile more. Take an interest in others. Don't talk constantly about yourself or the faults of others. Take blame when necessary. Try to be more genuine and sincere. Don't live in a world that's all about you. Show genuine concern for others and help them with issues when warranted. Watch you body language carefully. How you carry yourself says a lot about how you view the world and others. Do your best to leave most of your excess ego at the door when you come to work. Now that should not be hard to do. Let us all work towards

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taxin ur brain

anagram game

Unravel these anagrams to reveal common words at IRD

I'm exact, no?	I excellent giant
Concise toll	Nest mess ass
Don asexual hadn't	Glint hoax width
Cretin's mate	Taunt buxom cancer
Castrate as sexy pain	Uneasy or a pay
Excretory, pleasant crap	To not acclaimed to hoax
Jet forced spurn	Vexed, dual data

Coffe break puzzle

ACROSS

- King Midas and the forbidden fruit
- Twin peaks
- Obeah
- Julie's fruit
- St. Lucia's Greek counterpart
- Street melee & musical
- Derek's Iliad
- II/XXII/MCMLXXIX
- Mineral sauna

Facets of st. lucia

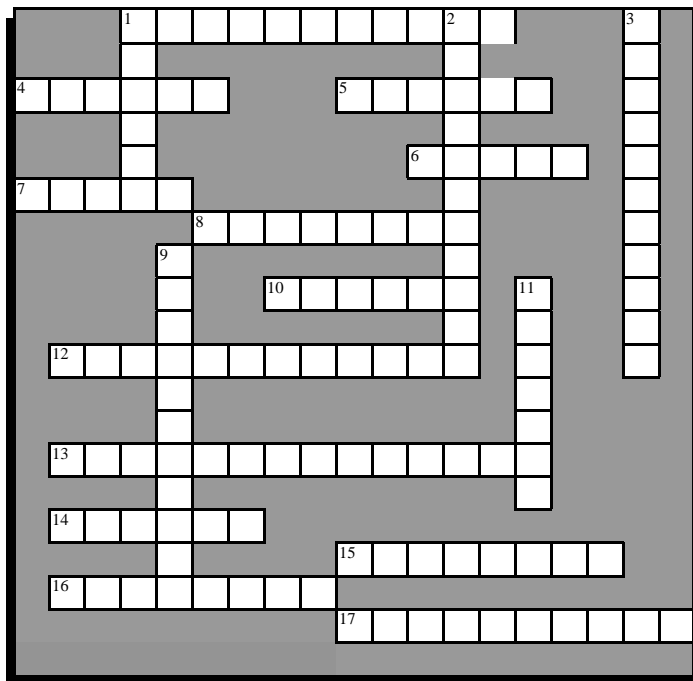
- Citrus roaming
- Jealous
- Carenage's future name
- Rose's foe

DOWN

- Charles & Odlum
- Cow/human seductress
- Jazz' nether getaway
- Bird's focus spot
- Satirical tune

Fill-in the boxes with the appropriate letters. In the end, the coloured boxes should spell out a known name in the Finance sector.

	M		D	S	T
	O		E	L	
	R		C	T	
	O		X		
	C		U	R	
	O	O	N		
	I	E	L	D	



cHuckLeS

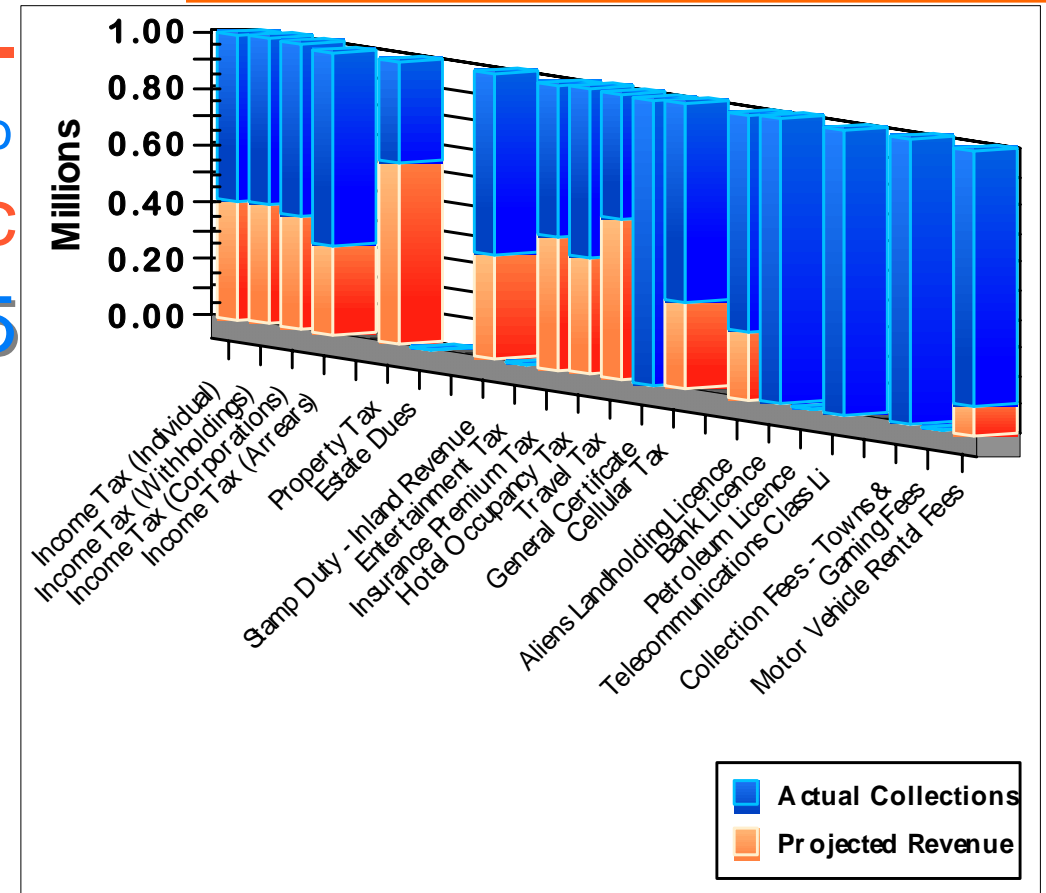


"I promised you a raise at the office party? Surely you can't hold me responsible for the things I say when I'm drunk."



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Janu- to Marc 2005



By: Denise Regis—Asst. Accounts Supervisor

Hooray Folks!!!! We did it again. We surpassed our collections target by approximately **\$20 million** this quarter. Overall Income Year 2004/2005 was a success, as we recorded a surplus revenue of **\$40.1 million**.

The following revenue heads performed exceptionally well: **Income Tax (Arrears, Corporation and Individual)**, **Stamp Duty**, **Cellular Tax** and **Hotel Accommodation Tax**.

Taxpayers continued to take advantage of Tax arrears payment Plan (TAPP) and there were steady increases in the levels

of compliance. The levels of activity in the Banking and Construction sectors are rising while the Telecommunications Sector remains stable.

Let us take a more positive approach as we work towards achieving the goals and objectives of the Department in the new Financial Year. Remember we are a team — keep up the momentum and great work, and let us continue to exceed the expectations of the Government and people of St. Lucia.

Filing Period 2005



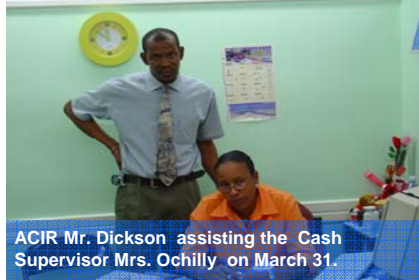
Taxpayers waiting to pay their taxes



Dep. Comptroller assisting taxpayers



Officer giving some advice to taxpayers



ACIR Mr. Dickson assisting the Cash Supervisor Mrs. Ochilly on March 31.



Customer Service Officer Tessa Biroo multi-tasking.

Property Tax staff retreat

The Property Tax Project officers embarked on their first-ever staff retreat. This took place on Jan 13, 2005 at the Indies Conference Room. The day's activities fulfilled the objectives and by the close of the day's sessions officers expressed feelings of re-commitment and enthusiasm needed to handle any work-related challenges that may come up.

Odyssey Consultcinc (consultants from Trinidad & Tobago) did a fabulous job of alerting the Property Tax Section to the importance of a balanced working environment. This is a pertinent aspect in any organization and is directly related to production.

Throughout the day, emphasis was placed on recognizing each other's uniqueness and relevance to the section; consequently creating an environment that is pleasant and fun, yet focused. We did this by an interesting game called *saboteur*.

Its main objective was to identify the individuals who may act as obstacles

in achieving the goals set by the group.

It was much fun to witness the happenings of this game.

We learnt that with regard to various work-related situations, there is a propensity to be considered as nonchalant or phlegmatic in the workplace. This however, is not the correct approach in any organization. Those misconceived characteristics must be respected and not dwelled upon, as the overall objective and focus of individuals should be towards accomplishing the set goals by the department.

The days activities ended with the following officers being recognized for their invaluable contribution to the Property Tax Project Office during the year.

- Best Team** A. Hinds & S. Henry
- Most Professional** A. Hinds
- Most Improved** P. Pamphile



Beyond the cave

By: Kurtwell Felix

Customer Relations Officer

Plato, in his *Republic*, touches on many valid arguments applicable to a society existing some 2500 years beyond Ancient Greece...

One of those philosophies is his *Allegory of the Cave*. In it he narrates a dialogue between his former tutor, Socrates, and a student of his, where Socrates tells the story of persons trapped in a cave since birth. Limbs and neck chained and facing one direction – that of a wall in the cave – the prisoners are unable to move. Behind them in a distance is a huge fire, and between the two is a stage where puppeteers stand with their puppets and objects and cast shadows from the light of the fire onto the wall the prisoners are facing. When the puppeteers speak, only the echoes of their voices are heard by the prisoners. The prisoners then assume that the shadows of the objects are those objects themselves. For example, if a book were held-up by the puppeteers, where its shadow were cast onto the wall, the prisoners would assume the shadow of the book were the book itself and would know nothing of the actual book behind them.

In a twist, though, a prisoner somehow escapes his bondage and is at first bewildered at the fire and objects he sees. Escaping the cave, he is now blinded and perplexed by the sunlight, but gradually, his eyes

become accustomed to the light and observe the objects seen in their true colours and forms. He realizes that he has been perceiving the shadows of the true objects as the objects themselves! He gets to the top of a hill and looks into the sun and is truly enlightened by what he realizes of his former prison.

Now, if we were to replace the cave with a cinema; the wall with a screen; the fire with a movie projector; the puppeteers and objects with a movie reel/tape; the chained seats with theatre seats; and the shadows with an edited and nicely packaged film; I think it would be easier to envisage the scene of the cave. This whole story implies that humankind is a prisoner of what is presented to it as truth, and, like the prisoners, knows nothing of perceiving *beyond* that of what it sees.

We are presented with edited packages of realities going on around us, without any realization that we only perceive *shadows* of the truth of that which we are presented. For example, the media controls and presents all info to the public; however, it should not be accepted as gospel that which the media presents to us, for censorship and editing as well as biased viewpoints take a part in shaping and packaging whatever brand of news or information is presented to us. It should be our onus to go

and seek information *outside* our comfort zone of packaged info, in order to get an objective view of it all.

In 19th century France, the art community had established a standard of what was considered and accepted as art, and what was not. However, a group of young artists began to challenge this standardization of beauty and art and began conceptualizing outside the norm of the art world. Met with resistance at first, they began to be accepted and began to set a new standard of art, paving way for the modern art movements in the proceeding generation of artists. This group of young, edgy artists was known as the Impressionists.

This cave concept can also be applied to all aspects of our lives; whether that be personally, professionally or humor-wise. We all are trapped inside some sort of cave, where we only view things or situations as they appear to us, however shadowy they are. A work situation may seem very non-motivating at an instance, however we may not see the significance of a learning process, as well as the opportunity available to make that work-related situation better for ourselves. It is, therefore, our



Revenue Games 2005



On Thursday March 24, 2005, the members of the Inland Revenue Sports Club and associates joined their fellow comrades on a 5-day trip to Barbados where the Annual Revenue games were being hosted.

Participants welcomed team Guyana who were on board for the first time. They sure did come out to have some good fun and by all accounts they did.

A standing ovation to the organizers of the opening ceremony, which was held at the Sherburne Centre. As we passed through the security gates there, we were all screened like we were going to Fort- Knox.

The sports commenced with a March Pass starting Friday's event.

Participants from each country were sharply dressed with a variety of Colors. Most of them wearing their national colors. The sporting activities were one of the best events of the tournament.

As always we returned home with the football trophy after releasing some good sweat. The Bajans tried to eliminate us very early from the netball competition by reshuffling the matches but we struggled to the finals gaining a second place. We also took part in Dominoes, Tug of war, and Relay.

Saturday was the day set aside for shopping with participants flocking into Cave Shepherds. The evening climaxed with a boat ride. It was reported that it was the boat ride of the Century on the three-deck boat. Participants danced and pranced the night away.

The weekend finally came to an end. We bid farewell to our host country, comrades and friends as we left the hotel at St. Lawrence gap, some made their way to the airport and others who were leaving enjoyed the excitement at a beach party which was "da bomb" - conga line and all!!!!!!

Staff Retreat & Annual Staff Awards "Facing the Future"

The hosting of an Annual Staff Retreat during the month of January has become a fixture on the Calendar of Events of the Inland Revenue Department.

The challenge for 2004-2005 was the subject matter to be discussed. Priding ourselves in being one of the most proactive Departments within the Public Service and keeping the focus on the vision handed down by our policy makers regarding the operations of the two key revenue collecting agencies, our management team in collaboration with Odyssey Consulting of Trinidad & Tobago hosted an interactive one-day programme entitled "FACING THE FUTURE - A CHANGE MANAGEMENT WORKSHOP". The retreat took place at the Indies Conference Centre on Wednesday January 26, 2005.

Working on the premise that change is inevitable in any environment or facet of life, the topics covered for the day included but were not limited to :

- Tuning In
- From Reflection to Reality
- Change Basics
- Applying Change Basics
- Achieving Success Through the Challenge of Change

Throughout the day, the Facilitators engaged staff in lively discussions and provided the ideal opportunity for sharing their concerns, and making positive recommendations for the immediate and future improvement of the Department.

This intervention proved to be a most worthwhile investment for at the end of the day it was felt that the entire team of the Inland Revenue Department were well versed and ready to meet any challenge that may arise as a



result of CHANGE!!!!

As part of the program, the *Staff Awards Ceremony* was held. The awards given were as follows:

Administration	• Supervisor of the Section	Lisa Goodman
	• Employee of the Section	Arlene Williams
Collections	• Supervisor of the Sections	Marcia Vite
	• Employee of the Section	Francius Charles
Data Processing	• Supervisor of the Section	Marva Amos
	• Employee of the Section	Kisna Oscar
Audit	• Supervisor of the Section	Wayne Quinlan
	• Employee of the Section	Sophie Harte
Office of the Deputy Comptroller	• Employee of the Section	Mansley Popo
Vieux-Fort Office	• Supervisor of the Year	Marva Amos
	• Employee of the Year	Arlene Williams

Tax Bulletin

Advance Payment of Tax

All Companies, Traders, Partnerships, Joint Ventures and self-employed persons subject to tax under the Income Tax Act of 1989, Section 101 - **"ADVANCE PAYMENT OF TAX"** are reminded of the installment of Income Tax due for the Current Income Year and payable on or before **June 25, 2005** on Income other than emoluments.

This installment shall be equal to one-third of the tax based on your previous year's profit.

Where an installment of such tax is not paid by the due date a sum of 10% (per centum) shall be added thereto, and Interest at the rate of one and a quarter per cent per year above the prevailing prime rate of interest shall be applied.

If you notice that your business is not doing as good as the previous year, you can apply in writing, to the Comptroller requesting a reduction in your required installment payment. All such claims must be substantiated and the department must be informed prior to the due date of the installment period.

If you do not receive your installment notice please contact the Department.

The following were due and payable on the **15th** of the month:-

- **PAYE**
- **Withholding Tax**
- **10% Contract Tax**
- **Travel Tax**
- **Insurance Premium Tax**
- **Hotel Accommodation Tax**
- **Motor Vehicle Rental Fee**

Remember: June 25, 2005, Tax Installments are due for

- **Companies**
- **Self-employed persons**
- **Professionals**

Staff's Views on the Retreat.

Like a dynamic fiction writer, with the likes of John Grisham, Mr. Watson had me spellbound, hanging on to every word of his delivery. This was certainly a presentation with a difference with the activities just as exciting as the lecture. Most of the information conveyed wasn't new; the difference was that it was put into perspective. However, contrary to the organizational chart presented on 'Communication During Change', I think that Top Management should look down as well as up and out, in order to create an atmosphere of togetherness with lower level staff.

Paulmina Desrose

It is my view that a Staff Retreat should be an essential opportunity to embark on the professional development of every department. It facilitates the review of our past year's events/activities and hurdles — addressing the day-to-day problems and issues that seem to deter individuals from producing efficiently whilst furnishing solutions to those problems identified. Notwithstanding, a lot of these issues are acknowledged but are not brought into fruition by individuals. Nevertheless, I believe that staff members are still not fulfilling the true meaning of a *retreat*, and are moving into a reverse direction, retrogressively. We sometimes spend an entire day indulging in activities, but to no productive avail, because we then return to our workstations and remain continually unchanged. We have our preferred peers, as well as those that we dislike, but we do not have to make it so obvious. Even some Seniors keep the same Juniors down, and the same persons who emphasize on "Harmony in the Workplace" fail to be in accord. So what can I say, we should still hope and pray that people would change, someday.

I didn't attend the last Retreat due to the fact that I was ill, but the latter has been my observations to date.

Carolyn Emmanuel

The staff retreat was well put together and the topic appropriately chosen given our impending situation with the Revenue Authority. Whilst it was appreciated that information on the Authority was not great, the topic would have been excellent if there was something a little more concrete on the formation of the Authority.

The facilitators were excellent and could not have been better chosen.

Marcia Vite.

Though there is not much of the details left in memory, I was pleased with the general layout and outcome of the activity, many issues and scenarios were laid out and discussed which I believe were timely. I believe that a staff retreat should be a time of reflecting on overall past performance and development of staff and this retreat seemed to lend to that purpose. Therefore I would rate it at an 85% success.

Kervin Mitchell

The facilitators were very professional. Many of the issues brought up on the large sheets of paper were important whilst a few (eg. cell phones) were not. The discussions within groups was really good, so was the food. But I think we should go back to having the retreat on a Friday, it allows for a more relaxed atmosphere, rather than worrying about the mid-week hustle. After all, it ought to be work issues being discussed in a relaxed atmosphere. Lastly, I would have enjoyed some more of that food after the retreat was done!!!

John Lawrence

I was quit pleased with the retreat, seeing that it was my first with the department. The facilitators were very professional and the general topic for discussion, CHANGE, was very well executed. I must admit that I gathered a lot of information from the retreat. Staff participation was relatively ok. I look forward to the next one.

Allena Joseph

The Staff Retreat is an excellent idea which in my view was another success this year. It's a privilege of one to have his/her organization sponsor an event like this. We were again given an opportunity to understand ethics and self development traits which will only benefit us whether we work at IRD or venture onto other pastures. Self awareness does not only help us in the working world but in every aspect of our lives and we must begin each day with optimistic attitudes to conquer life's challenges and enjoy the glories.

TRAINING INITIATIVES

The period has traditionally been one where the priority of our Department has been in the hosting of initiatives which ensured that our many clients fulfilled the statutory obligation of Filing of Tax Returns. This, compelled with the fact that the end of the financial year was fast approaching in no way affected the active participation of staff who attended training initiatives which were either hosted internally or by external agencies :

- *Orientation Programme for new staff;*
- *Filing of the Individual Tax Return for New Employees;*
- *DocuShare Training;*
- *Orientation Programme for Public Officers;*
- *Records Management Workshop;*
- *Dale Carnegie Course – Improving Leadership Performance Through Behavior-Based Solutions;*
- *Counterfeit Training Programme for*

By: Lesley-Ann Modest — HR Supervisor

Cashiers;

- *Oracle Users' Conference.*

These programmes were beneficial to participants and sought to improve their skills and knowledge base, thus improving the overall efficiency of the Department.

To Officers who are engaged in further self development programmes and were successful in their examinations...we say Congrats and keep burning the midnight oil as the end results will indeed be rewarding!!!

We continue to urge each and every Officer to do likewise, as you strive to reach your educational and professional aspirations.

Gisele JnBaptiste



Our current issue's *Staff Profile* explores Ms. Gisele JnBaptiste. Born on 1st January, 1974, Gisele, known by her friends as G, grew up as part of an extended family, including nine (9) siblings, in Canaries. She later moved to Castries. While attending the Castries Comprehensive Secondary School, G was an avid and skilled netballer. After secondary school, she continued her studies at the Sir Arthur Lewis Community College and, later on, Midwestern State University.

As part of the IRD team and this month's Staff Profile focus, G gave ReveNews a little insight into the only female member of the Systems Unit...

RN: Hello Gisele, glad to have you as our ReveNews Staff Profile focus for this issue. How long have you been working at the IRD?

G: Since February 2003

RN: How would you describe yourself as a member of the IRD team?

G: I am a valuable member of the IRD Team in the sense that my services are required on a daily basis by members of staff.

RN: What has your experience been working at the Department? How has it been, more specifically, working with Systems?

G: My experience working at the Department is different from my previous work place, in that IRD has more staff members, and younger members at that. However, with my outgoing personality, it feels like I have been working here for a long time now. Working in the Systems Unit has been a bit challenging, because I came here being fairly "green" in the computer field. I enjoy working in the unit because of its flexibility, and the fact that there is always something new to learn. It's never boring in here!

RN: Have you, over the years, developed your career during your tenure at the Department?

G: Definitely. In fact, I've just completed a

Web Site Development course in *Macromedia Dreamweaver MX*, which was quite exciting. In December 2003, I pursued a 5-day course in *Introduction to Oracle: SQL & PL/SQL*. Presently, I am engaged in an online course to further my knowledge in *Microsoft Visual Basic*.

RN: Any particular past-time interest(s) when you're not at the office?

G: When not in office I enjoy a good work out at the gym, two to three days a week. Also, I take pleasure in solving crossword puzzles, or reading any literature to stimulate the brain. Lastly, I was a member of the *Rev Steel Pan Orchestra* for a period of 6 months.

RN: Has there been any inspirational figures who have influenced you professionally at IRD?

G: God is my only inspirational figure. Although I do not have any particular inspirational figure at IRD, I do hang around many positive and encouraging people there.

RN: What is your life philosophy?

G: Live your life everyday as if it were your last day on earth; and be positive, always!

RN: How do you incorporate that philosophy into your work's *modus operandi*?

G: I incorporate my life philosophy into my work by doing my utmost at any task given to me, whatever situation that may arise.

So, there you have it, a modest, spiritual human being; dedicated to developing herself as far as her limitations allow — both personally and professionally; as well as, an extremely valuable member to the IRD team. Gisele JnBaptiste — a

Audit

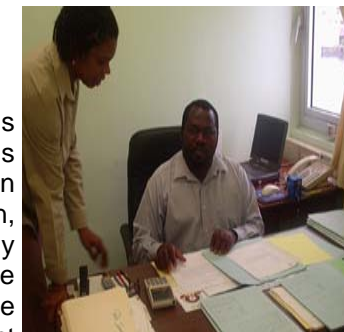
The New Year brought with it many challenges and expectations for the Audit Section. Auditors were on a mission to complete cases and projects carried forward from the preceding year. The beginning of the year was also a transitional period from the holiday break and back into the working environment.

Auditors converged to discuss their new objectives for the year and the most prevalent techniques of implementation. A series of meetings between Supervisors and Auditors was one of the techniques employed. This was in an effort to keep all parties abreast with the progression of the section. It also encouraged a more efficacious Section as the communication channels were broadened.

The month of March speedily arrived, and the filing period had the entire Department operating as one unit. All sections were called to assist in this busy time: Auditors volunteered to man conveniently located help desks and conducted interviews in multitudinous summations at the main office. All hands were on deck during this

laborious time.

The Miscellaneous Tax Unit, which is a sub-Unit within the Audit Section, has recently completed the Motor Vehicle Rental Fee Project and has now commenced the Hotel Accommodation Tax (HAT) conventional Project. Great job guys and keep up the good work!



Our hearts in Audit were also saddened this quarter as we bade farewell to Miss Shanadonne Charlemagne who was transferred to the Customs and Excise Department after many years of dedicated service. Mrs. Innocenta Vincent also departed her post as Miscellaneous Tax officer and joined the Assessments team. We miss you both and wish you success in your

Collections

January to March, 2005, was indeed a very busy period for the officers in the Collections Section. Persons with liabilities were desperately seeking the assistance of the officers and over-crowding the Cash Booth to make payments.

The Cash Unit officers, along with their Supervisor, were at their best handling the rush from taxpayers promptly and seeing to it that their requirements were met.



Te a m members of Collections Section did a remarkable job at bringing in the revenue for this financial year. We congratulate the officers, especially

those whom were awarded Certificates of Merit: Sheena Abraham, Francius Charles and Bernard Cornibert. Special *congratulations* goes to Mrs. Marcia Vité, who received the *Supervisor of the Section* award, and Mr. Francius Charles who received *Employee of the Section* award.

We welcomed new-comers to the Unit: Agnita Jn. Pierre and Jervais Antoine -- hope you guys enjoy working with Collections and the Department. A very special welcome to Ms. Margarita Alfred and Noeliza Jean, who were transferred from the Tax Intelligence Unit and Administration, respectively. The Unit bade farewell to Ms. Ketura Leonard, who left to join the PAYE Action Plan Project.

The staff of Collections would like to thank Ms. Virginia Blasse Ochilly and all the other supervisors for their committed assistance given to the section during the busy period.

Birthday greetings go out to Sheena, Sean, Hydie, Virginia, Priscillia, and Agnita; now that you guys are one year older how do you feel?

Data Processing

Subsequent to the movement of a few staff members from the Assessments Section, things seemed quite composed, yet we would have our exuberant moments when a few of our peers would give some fine jesters: thank you guys -- a little laughter is ALWAYS good for the soul.

Nonetheless, things didn't delay for too long. We were graced with two new members, namely Mr. Dave Ephraim and Ms. Kimberly Sydney, who assumed the duties once belonging to Merle Dupigny and Allena Joseph respectively. From all accounts they have adjusted quite well. This can also be seen through their efficiency.

Ms. Merle Dupigny has joined the Assessments Team as an Assessments Officer. You don't need to go too far to look for her, you just need to hear the sound of her typing away on her keyboard and you'll know she's there. We would also like to take this opportunity to welcome all



new staff to the Section.

Other than the changes and additional staff, we the *Old Folks* are still going strong, despite the tremendous pressure and tedious tasks associated with the section. Recognition and appreciation are in place for those individuals who continue to work diligently at their jobs, and also for those who have contributed towards the Filing Room Project, though it is on pause for now. It may not be by way of monetary award, but, be that as it may, you deserve it.

Congratulations and Happy Birthday to Barbara and Merle. Thank you for the goodies Merle, we appreciated it. Now you both become greater and wiser -- believe that; and to those who continue to rigorously pursue furthering their education: Study! Study! Study! Whenever you get the

Property Tax

Inland Revenue's Property Tax Revaluation Project has now transitioned from the *pilot study* phase to the main revaluation exercise phase. The January to March period saw the completion of valuations in the Northern District.

The public's reaction to the project was generally welcoming, with only a minority reacting in a somewhat oppositional manner at first. Nonetheless, the objectives of the project remained the same. Namely to:

- Update the national property tax roll to ensure that it is complete and accurate;
- Ensure that a fair and equitable property tax system is implemented;
- Provide to the central government a compendium of up-to-date and meaningful information upon which fiscal policy can be developed and implemented.

Meanwhile, the Assessments Section has been fully active in issuing annual assessments to commercial and residential property owners. It also provided property tax updates via demand notices to people who requested those updates. This has led to an increase in the projected property tax revenue. Adversely, Property Tax Clearance requests have significantly increased, since it is mandatory the conducting of transactions within the Financial Sector.

The Valuation Section is under constant restructuring due to the ever-changing needs of the aforementioned Revaluation Exercise. Mix this situation with the abundance of work to be carried-out in the limited time-span of three years, and, voila!: it becomes obvious why the period has proved to be a very hectic and exhausting one!

Office of the Deputy Comptroller

The period January to February was extremely quiet for the staff of The Office of the Deputy Comptroller. As March approached all hands were on deck, assisting with the filling of returns.

As part of the Department's Community Outreach Programme, the officers of the Vieux-Fort Tax Service Centre

visited numerous institutions to conduct informative presentations, and also assisted persons with the filing of their Income Tax Returns.

During the quarter, Ms. Lana Labadie was re-assigned from the Head Office in Castries to the Vieux Fort Tax Service Centre. We welcome her and

wish her all the best.

There was a marked decrease in the number of Objections received during the period. It would appear that taxpayers are a lot better informed as to the allowances they can claim.



Administration

"Thank God it's over!!!!" was the main thought held by members of the Customer Service Unit as the filing period came to an end. This quarter was the most important one for the staff of the Administration Section, especially to those of the Accounts and Customer Service units. All in all, however, things did work together for good. This time of year always brings out the "togetherness" factor as all staff participate in one way or another, ensuring that we provide an efficient and professional service.

The quarter January to March saw an increase in community outreach activities. The Customer Service Unit coordinated and delivered lectures to the Banks, Hotels and other private sector organizations with the assistance of the Chamber of Commerce. The stars of the Department hit the airwaves informing and educating taxpayers of their rights and responsibilities.

Our instructional video assisted

by giving detailed instructions of how to complete the *Income Tax Return Form*. As a result of our public relations drive there was an influx of persons to the Department as early as February. The Unit would like to express its gratitude to all members of staff who assisted above and beyond the call of duty, at the help desk and at the counters during the filing period.

As can be noted, the Department did GREAT overall. Our clients left satisfied. Some were able to clear off their liabilities using prior-year refunds and the Department was able to meet and surpass its collections for the last financial period.

But it was not all about the Customer service staff. The Refunds Unit played a very important role during this period as they lived up to their name.

Scores of taxpayers called-in or wrote, following-up, on outstanding refunds. This was followed by calls of gratitude

and satisfaction from taxpayers all over the island after they were paid out.

The Admin Section welcomed three new officers, namely Kurtwell Felix, Heather Joseph and Shondell Delice. Welcome guys to the best (in our opinion) section. You're in for a wonderful working experience. In this same breath we bade farewell to Noeliza Jean who was transferred to the Collections Section. We hope that all you have learnt will be put to good use in your new role.

"All work and no play makes the tax officer a dull officer." Not wanting to recognize this as true, the *Admin Social Team* invited persons to a fun-filled evening of Karaoke on the first floor. Everyone present had a blast. Some of us tried to sing our hearts out, though, not all of us could! There is a lot of impressive talent from within the section. The Section would like to challenge the other sections to a Karaoke competition some time in the future.