

Remission of Penalties

User Manual



**FIJI REVENUE AND
CUSTOMS SERVICE**



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Basic Information

As per Section 48(6) of the Tax Administration Act (TAA) of 2009, a person liable to pay a penalty may apply for remission of penalty payable and as per Section 48(7) of TAA CEO may, upon receipt of an application from the taxpayer or on the CEO's motion remit, in whole or in part, any penalty payable by a person.

There are some specific remission powers such as Section 110(12) of the Income Tax Act (ITA). The specific remission powers override the general remission power, and they may provide limited grounds to remit the penalty.

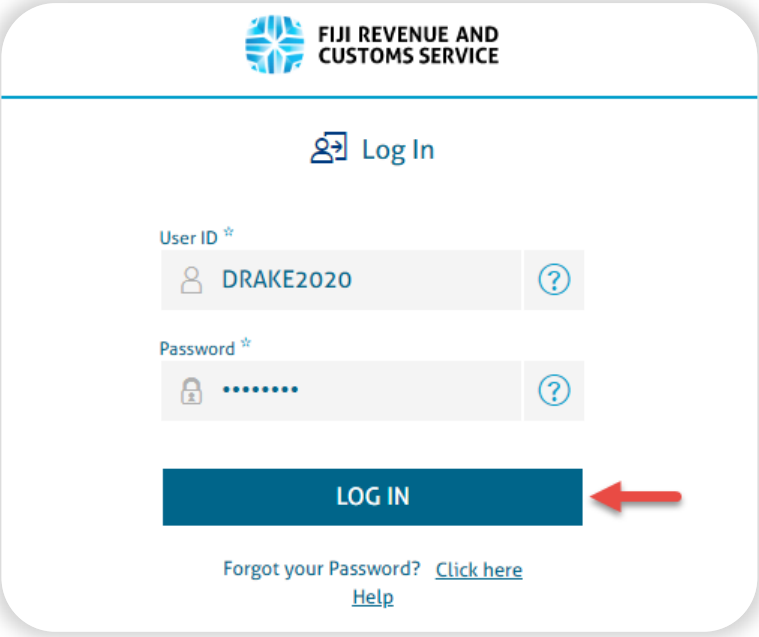
The current practice is that the request for remission of penalty from taxpayers is considered after the principal tax amount is paid.

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Remission of Penalties from TPOS

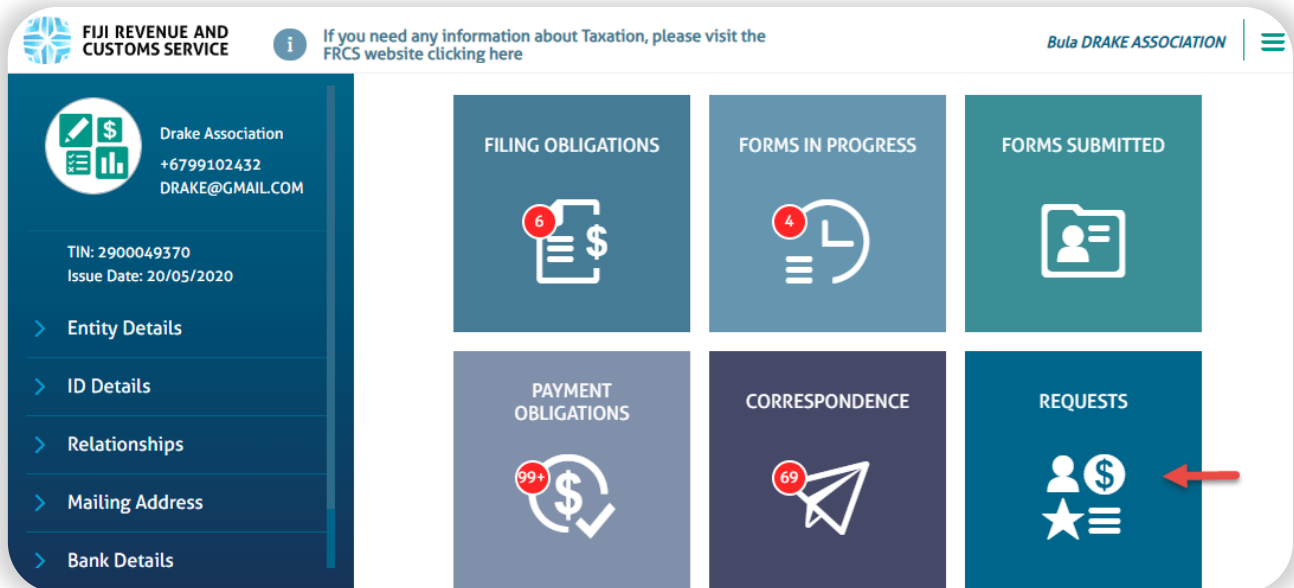
- The user needs to access the FRCS Portal via a public link on <https://tpos.frcs.org.fj/taxpayerportal#/Logon>
- On entering this portal URL, the log-in page will be displayed where the taxpayer needs to enter their valid log-in credentials and click on the login button.



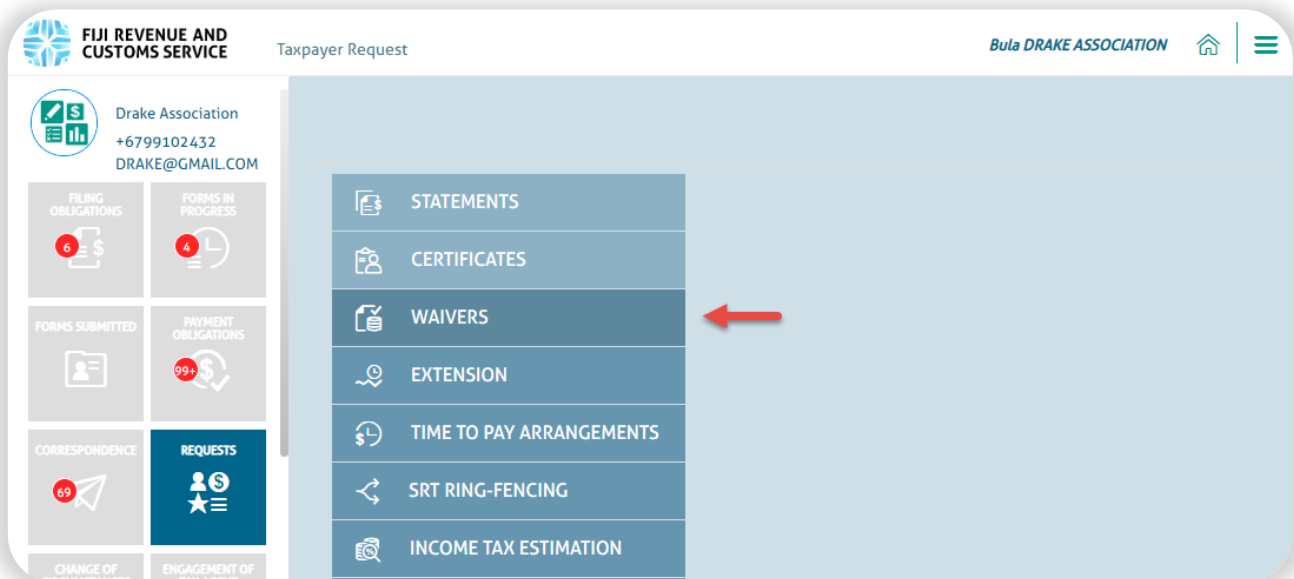
The screenshot shows the 'Log In' page of the Fiji Revenue and Customs Service (FRCS) Taxpayer Online Services (TPOS) portal. At the top, the FRCS logo and name are displayed. Below this is a 'Log In' heading with a user icon. The page contains two input fields: 'User ID *' with the value 'DRAKE2020' and a help icon, and 'Password *' with masked characters and a help icon. A prominent blue 'LOG IN' button is located below the password field, with a red arrow pointing to it from the right. At the bottom, there are links for 'Forgot your Password? Click here' and 'Help'.



- After clicking on the Log-In button, the system will navigate to the taxpayer dashboard and the taxpayer needs to click on the "Requests" tile.

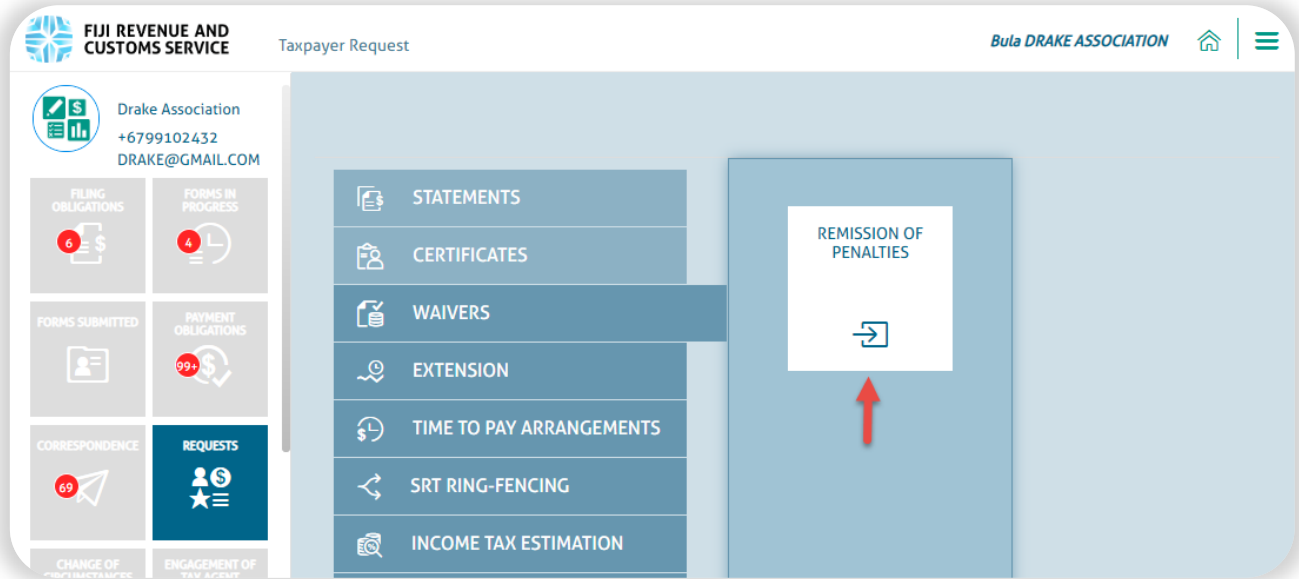


- All the possible types of Requests for the TIN holder will be displayed on the screen.
- Select the "Waivers" option from the list available.





- "Remission of Penalties" tile will be available for selection once taxpayer select "Waivers"

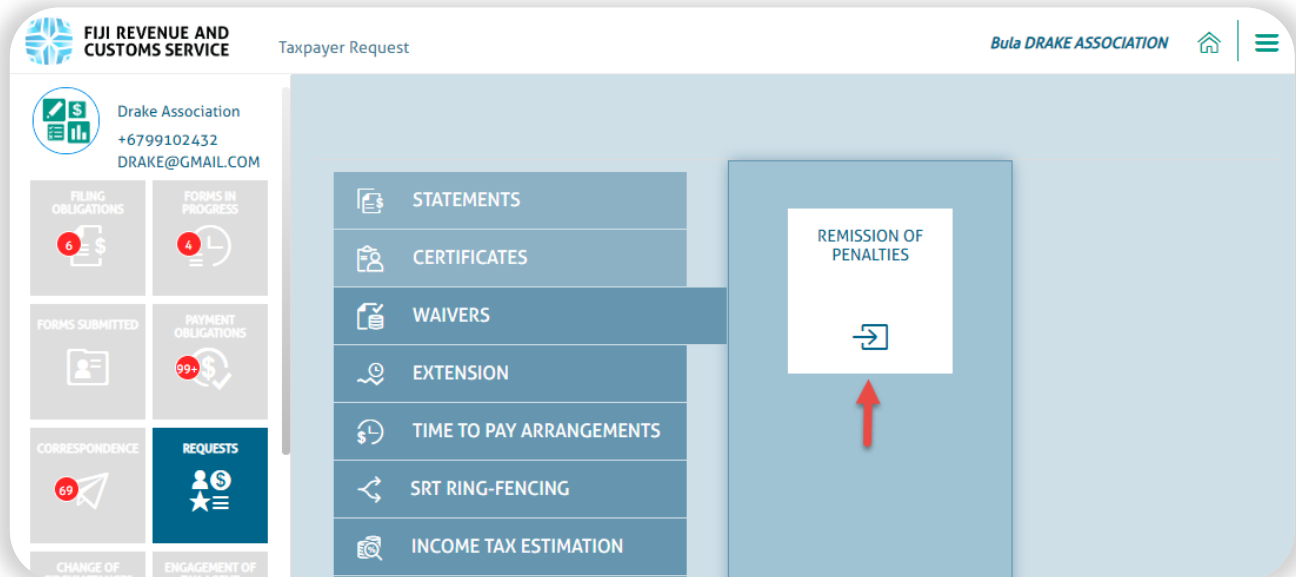


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Remission of Penalties

- The taxpayer will click on the tile 'Remission of Penalties' to access the application form.





Instructions

- Clicking on 'Remission of Penalties' will open the application form and navigate to the Instructions page where the taxpayer would be required to read the instructions carefully and tick the checkbox to proceed to the next step.

FIJI REVENUE AND CUSTOMS SERVICE REMISSION OF PENALTIES

Bula DRAKE ASSOCIATION

25%

INSTRUCTION REFERENCE NUMBER REMISSION REASON DECLARATION

PLEASE READ THE FOLLOWING INSTRUCTIONS BEFORE PROCEEDING:

- Enter the relevant filing reference number and the administrative penalties imposed will be displayed.
- If filing reference number is not available, select the tax type and the related period for which you are requesting the relief from penalties.
- Enter the amount by which you want to reduce the penalty amount in the "Remission Amount" field.
- Enter all mandatory information to proceed.
- Please provide the reason for requesting for remission of administrative penalties.
- You can request for remission of more penalties using the button "Add more References".
- Upload supporting documents for the request. The attachments can be of maximum 5MB each file in PDF, JPEG, PNG, DOCS, or XLSL formats.
- Make sure that the tax amount is paid before you request for remission of penalty.
- Upon submission, the acknowledgment shall be generated online, and you can download a copy.

☒ I declare that I have read and understood the instructions above.

CONTINUE TO NEXT STEP: "REFERENCE NUMBER"

ADD NOTES SAVE

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Reference Number

- The taxpayer will redirect to the reference number section for providing the remission amount details.

**FIJI REVENUE AND
CUSTOMS SERVICE**

REMISSION OF PENALTIES - Form Number 320000002950

Bula **DRAKE ASSOCIATION**

INSTRUCTION

REFERENCE NUMBER

REMISSION REASON

DECLARATION

Do you have Reference Number ?*

Tax Type*

Period*

ADD REFERENCE

+

REF. NUMBER

TAX TYPE

TAX PERIOD

PENALTY DATE

PENALTY TYPE

PENALTY AMOUNT (FJD)

REMISSION AMOUNT

No data

TOTAL

CONTINUE TO NEXT STEP: "REMISSION REASONS"

PREVIOUS STEP

ADD NOTES

SAVE



- The taxpayer will answer the "Do you have Reference Number?" question and according to the answer, further options will be available to proceed.
- By default, "No" will be selected as an answer to 'Do you have Reference Number?' question.
- All tax type for which taxpayer have penalties will appear under Tax Type dropdown. The taxpayer will be required to select the tax type from the dropdown for which the taxpayer wants to file remission of penalty in case the taxpayer does not have the reference number.

FIJI REVENUE AND CUSTOMS SERVICE REMISSION OF PENALTIES - Form Number 320000002950 Bula DRAKE ASSOCIATION

50%

INSTRUCTION REFERENCE NUMBER REMISSION REASON DECLARATION

Do you have Reference Number ?*

☐ Yes

☒ No

Tax Type*

Period*

ADD REFERENCE +

REF. NUMBER	TAX TYPE	PENALTY TYPE	PENALTY AMOUNT (FJD)	REMISSION AMOUNT
No data	Environment & Climate Adaptation Levy (ECAL)			
	Income Tax			
	Miscellaneous			
	Pay As You Earn (PAYE)			
	Provisional Tax			
	Service Turnover Tax			

CONTINUE TO NEXT STEP: "REMISSION"

PREVIOUS STEP ADD NOTES SAVE



- Period will consist of all the periods for which the selected tax type has penalties. After selecting the tax type, the taxpayer will select the "Period" for which the taxpayer wants to file the remission of penalty.

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INSTRUCTION REFERENCE NUMBER REMISSION REASON DECLARATION

Do you have Reference Number ?*

Yes No

Tax Type* Pay As You Earn (PAYE) v

Period* v

ADD REFERENCE +

REF. NUMBER	TAX TYPE	TAX PERIOD	PENALTY DATE
No data			
TOTAL			

CONTINUE TO NEXT STEP: "REMISSION REASONS"

PREVIOUS STEP

ADD NOTES SAVE

- After selecting the 'Tax Type' and 'Period', the taxpayer will click on the 'Add Reference' button



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50%

INSTRUCTION REFERENCE NUMBER REMISSION REASON DECLARATION

Do you have Reference Number ?*

☐ Yes

☒ No

Tax Type* Pay As You Earn (PAYE) v

Period* January 2019 x v

ADD REFERENCE +

REF. NUMBER	TAX TYPE	TAX PERIOD	PENALTY DATE	PENALTY TYPE	PENALTY AMOUNT (FJD)	REMISSION AMOUNT
No data						
TOTAL						

CONTINUE TO NEXT STEP: "REMISSION REASONS"

PREVIOUS STEP ADD NOTES SAVE

- If the taxpayer selects 'Yes' as an answer to 'Do you have Reference Number?' question, an option to enter reference number will be available

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INSTRUCTION REFERENCE NUMBER REMISSION REASON DECLARATION

Do you have Reference Number ?*

☒ Yes

☐ No

Reference number*

ADD REFERENCE +

REF. NUMBER	TAX TYPE	TAX PERIOD	PENALTY DATE	PENALTY TYPE	PENALTY AMOUNT (FJD)	REMISSION AMOUNT
No data						
TOTAL						

CONTINUE TO NEXT STEP: "REMISSION REASONS"

PREVIOUS STEP ADD NOTES SAVE



- The taxpayer will enter the reference number of the tax type for which remission of penalty needs to be applied.

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INSTRUCTION REFERENCE NUMBER REMISSION REASON DECLARATION

Do you have Reference Number ?*

☒ Yes ☐ No

Reference number*

201000005853

ADD REFERENCE +

REF. NUMBER	TAX TYPE	TAX PERIOD	PENALTY DATE	PENALTY TYPE	PENALTY AMOUNT (FJD)	REMISSION AMOUNT
No data						
TOTAL						

CONTINUE TO NEXT STEP: "REMISSION REASONS"

PREVIOUS STEP ADD NOTES SAVE

- After entering the 'reference number', the taxpayer will click on the 'Add Reference' button

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INSTRUCTION REFERENCE NUMBER REMISSION REASON DECLARATION

Do you have Reference Number ?*

☒ Yes ☐ No

Reference number*

201000005853

ADD REFERENCE +

REF. NUMBER	TAX TYPE	TAX PERIOD	PENALTY DATE	PENALTY TYPE	PENALTY AMOUNT (FJD)	REMISSION AMOUNT
No data						
TOTAL						

CONTINUE TO NEXT STEP: "REMISSION REASONS"

PREVIOUS STEP ADD NOTES SAVE

- An Information popup will appear to let the taxpayer know that data for the tax type has been loaded. The taxpayer will click on 'OK' to close the popup



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INSTRUCTION REFERENCE NUMBER REMISSION REASON DECLARATION

Do you have Reference Number ?* ☒ Yes ☐ No

Reference number* ADD REFERENCE +

Information

Data is loaded

→ OK

REF. NUMBER	TAX TYPE	TAX	ALTY AMOUNT (FJD)	REMISSION AMOUNT
201000005853	Pay As You Earn	190	0.00	
201000005853	Pay As You Earn	190	0.00	
201000005853	Pay As You Earn	1901	01/06/2020 Late Payment Penalty 2' 175.00	
201000005853	Pay As You Earn	1901	26/05/2020 Late Payment Penalty 5' 490.00	
201000005853	Pay As You Earn	1901	26/05/2020 Late Payment Penalty 5' 515.00	
TOTAL			1,630.00	0

PREVIOUS STEP ADD NOTES SAVE

- The taxpayer can add multiple reference numbers for requesting the remission of penalty



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CUSTOMS SERVICE**

REMISSION OF PENALTIES - Form Number 320000002950

Bula DRAKE ASSOCIATION

50%

INSTRUCTION

REFERENCE NUMBER

REMISSION REASON

DECLARATION

Do you have Reference Number ?*

☒ Yes

☐ No

Reference number*

ADD REFERENCE

+

REF. NUMBER	TAX TYPE	TAX PERIOD	PENALTY DATE	PENALTY TYPE	PENALTY AMOUNT (FJD)	REMISSION AMOUNT
201000005853	Pay As You Earn	1901	01/06/2020	Late Payment Penalty 2'	250.00	
201000005853	Pay As You Earn	1901	01/06/2020	Late Payment Penalty 2'	200.00	
201000005853	Pay As You Earn	1901	01/06/2020	Late Payment Penalty 2'	175.00	
201000005853	Pay As You Earn	1901	26/05/2020	Late Payment Penalty 5'	490.00	
201000005853	Pay As You Earn	1901	26/05/2020	Late Payment Penalty 5'	515.00	
TOTAL					1,630.00	0

CONTINUE TO NEXT STEP: "REMISSION REASONS"

PREVIOUS STEP

ADD NOTES

SAVE

- The taxpayer will provide the "Remission Amount" for which remission of penalty is requested



- "Remission Amount" can be applied in full or partial as per taxpayer's need

REMISSION OF PENALTIES - Form Number 320000002950

Bula DRAKE ASSOCIATION

50%

INSTRUCTION

REFERENCE NUMBER

REMISSION REASON

DECLARATION

Do you have Reference Number ?*

Reference number*

Yes

No

ADD REFERENCE

+

REF. NUMBER	TAX TYPE	TAX PERIOD	PENALTY DATE	PENALTY TYPE	PENALTY AMOUNT (FJD)	REMISSION AMOUNT
201000005853	Pay As You Earn	1901	01/06/2020	Late Payment Penalty 2'	250.00	250.00
201000005853	Pay As You Earn	1901	01/06/2020	Late Payment Penalty 2'	200.00	100.00
201000005853	Pay As You Earn	1901	01/06/2020	Late Payment Penalty 2'	175.00	175.00
201000005853	Pay As You Earn	1901	26/05/2020	Late Payment Penalty 5'	490.00	490.00
201000005853	Pay As You Earn	1901	26/05/2020	Late Payment Penalty 5'	515.00	15.00
TOTAL					1,630.00	1,030.00

CONTINUE TO NEXT STEP: "REMISSION REASONS"

PREVIOUS STEP

ADD NOTES

SAVE



- After providing all the details for the reference number step, the taxpayer will move to the next step clicking on **CONTINUE TO NEXT STEP: "REMISSION REASONS"** where he will provide the reason for remission request.

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REMISSION OF PENALTIES - Form Number 320000002950

Bula **DRAKE ASSOCIATION**

50%

INSTRUCTION

REFERENCE NUMBER

REMISSION REASON

DECLARATION

Do you have Reference Number ?*

☒ Yes

☐ No

Reference number*

ADD REFERENCE

+

REF. NUMBER	TAX TYPE	TAX PERIOD	PENALTY DATE	PENALTY TYPE	PENALTY AMOUNT (FJD)	REMISSION AMOUNT
201000005853	Pay As You Earn	1901	01/06/2020	Late Payment Penalty 2!	250.00	250.00
201000005853	Pay As You Earn	1901	01/06/2020	Late Payment Penalty 2!	200.00	100.00
201000005853	Pay As You Earn	1901	01/06/2020	Late Payment Penalty 2!	175.00	175.00
201000005853	Pay As You Earn	1901	26/05/2020	Late Payment Penalty 5!	490.00	490.00
201000005853	Pay As You Earn	1901	26/05/2020	Late Payment Penalty 5!	515.00	15.00
TOTAL					1,630.00	1,030.00

CONTINUE TO NEXT STEP: "REMISSION REASONS"

PREVIOUS STEP

ADD NOTES

SAVE

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Remission Reason

- The taxpayer will click on the "Add Reason" button under the "Remission Reasons" section to provide a reason for requesting the remission of penalty.

The screenshot shows the 'Remission Reason' form in the TPOS system. The form is titled 'REMISSION OF PENALTIES - Form Number 320000002950' and is associated with the 'Bula DRAKE ASSOCIATION'. The progress bar indicates 75% completion. The form is divided into four sections: INSTRUCTION, REFERENCE NUMBER, REMISSION REASON, and DECLARATION. The 'REMISSION REASON' section is currently active and contains a table with three columns: '*REASON FOR REQUESTING REMISSION', 'EXPLAIN THE REASON IN DETAIL', and '*ATTACHMENT SUPPORTING EVIDENCE'. The table is currently empty, showing 'No data'. Below the table, there is a red arrow pointing to the 'ADD REASON' button. At the bottom of the form, there is a 'CONTINUE TO NEXT STEP: "DECLARATION"' button and a 'PREVIOUS STEP' button. The bottom navigation bar includes 'ADD NOTES' and 'SAVE' buttons.

FIJI REVENUE AND CUSTOMS SERVICE REMISSION OF PENALTIES - Form Number 320000002950 Bula DRAKE ASSOCIATION

75%

INSTRUCTION REFERENCE NUMBER REMISSION REASON DECLARATION

REMISSION REASONS

*REASON FOR REQUESTING REMISSION	EXPLAIN THE REASON IN DETAIL	*ATTACHMENT SUPPORTING EVIDENCE
No data		

ADD REASON

CONTINUE TO NEXT STEP: "DECLARATION"

PREVIOUS STEP ADD NOTES SAVE



- The taxpayer will select the reason from the available list of reasons in dropdown

FIJI REVENUE AND CUSTOMS SERVICE REMISSION OF PENALTIES - Form Number 320000002950 Bula DRAKE ASSOCIATION

75%

INSTRUCTION REFERENCE NUMBER REMISSION REASON DECLARATION

REMISSION REASONS

*REASON FOR REQUESTING REMISSION	EXPLAIN THE REASON IN DETAIL	*ATTACHMENT SUPPORTING EVIDENCE
Casualty Death Fire Inability to obtain records Incapacitation Natural Disaster	Type Here	 

ADD REASON +

ADD NOTES SAVE

- The taxpayer can choose to explain the reason in detail

FIJI REVENUE AND CUSTOMS SERVICE REMISSION OF PENALTIES - Form Number 320000002950 Bula DRAKE ASSOCIATION

75%

INSTRUCTION REFERENCE NUMBER REMISSION REASON DECLARATION

REMISSION REASONS

*REASON FOR REQUESTING REMISSION	EXPLAIN THE REASON IN DETAIL	*ATTACHMENT SUPPORTING EVIDENCE
Fire	business loss due to in workplace fire	 

ADD REASON +

CONTINUE TO NEXT STEP: "DECLARATION"

PREVIOUS STEP ADD NOTES SAVE



- Before uploading the supporting documents please click on the "Save" button on the bottom right hand corner.
- The taxpayer will click on attachment icon to add the mandatory 'supporting evidence'

The screenshot displays the 'REMISSION OF PENALTIES' form (Form Number 320000002950) for the user 'Bula DRAKE ASSOCIATION'. The progress bar indicates 75% completion. The form is divided into four main sections: INSTRUCTION, REFERENCE NUMBER, REMISSION REASON, and DECLARATION. The 'REMISSION REASONS' section is currently active, showing a table with columns for 'REASON FOR REQUESTING REMISSION', 'EXPLAIN THE REASON IN DETAIL', and 'ATTACHMENT SUPPORTING EVIDENCE'. A red arrow points to the attachment icon in the 'ATTACHMENT SUPPORTING EVIDENCE' column. Below the table, there is an 'ADD REASON' button and a '+' icon. At the bottom, there is a 'CONTINUE TO NEXT STEP: "DECLARATION"' button and a 'PREVIOUS STEP' button. The bottom navigation bar includes 'ADD NOTES' and 'SAVE' buttons.

*REASON FOR REQUESTING REMISSION	EXPLAIN THE REASON IN DETAIL	*ATTACHMENT SUPPORTING EVIDENCE
Fire	business loss due to in workplace fire	 

ADD REASON **+**

CONTINUE TO NEXT STEP: "DECLARATION"

PREVIOUS STEP **ADD NOTES** **SAVE**

- The taxpayer will click on the "+" icon and upload the required document



FIJI REVENUE AND CUSTOMS SERVICE REMISSION OF PENALTIES - Form Number 320000002950 Bula DRAKE ASSOCIATION

INSTRUCTION

REMISSION REASONS

*REASON FOR REQUESTING REMISSION EXPLAIN THE REASON

Fire business loss

CONTINUE TO NEXT STEP: "DECLARATION"

PREVIOUS STEP CLOSE ADD NOTES SAVE

Upload Documents

Attachments (0)

+

No files found.

Drop files to upload, or use the "+" button.

DECLARATION

ADDITIONAL SUPPORTING EVIDENCE

ADD REASON

- The taxpayer will upload the mandatory "Attachments" successfully. Close the Pop-up now

FIJI REVENUE AND CUSTOMS SERVICE REMISSION OF PENALTIES - Form Number 320000002950 Bula DRAKE ASSOCIATION

INSTRUCTION

REMISSION REASONS

*REASON FOR REQUESTING REMISSION EXPLAIN THE REASON

Fire business loss

CONTINUE TO NEXT STEP: "DECLARATION"

PREVIOUS STEP CLOSE ADD NOTES SAVE

Upload Documents

Attachments (1)

+

0_Test document_000.pdf

DECLARATION

ADDITIONAL SUPPORTING EVIDENCE

ADD REASON



- The taxpayer can click on the cross icon in red. A pop up will appear to delete the file by clicking on the 'OK'.

The screenshot shows a 'Delete File' pop-up dialog box centered over the 'Remission of Penalties' form. The dialog box has a title bar 'Delete File' and a message: 'Are you sure you want to delete '0_Test document_000.pdf'?'. Below the message are two buttons: 'OK' and 'CANCEL'. A red arrow points to the 'OK' button. The background form is dimmed, showing the 'REMISSION REASONS' section with a table containing 'Fire' and 'business loss c'. The 'Upload Documents' section is also visible at the top of the form.

- The taxpayer will click on CONTINUE TO NEXT STEP: "DECLARATION" after providing all mandatory details in "Remission Reason" step

The screenshot shows the 'Remission of Penalties' form with the 'Remission Reason' step selected. The form has a progress bar at the top indicating 75% completion. The 'REMISSION REASONS' section contains a table with the following data:

*REASON FOR REQUESTING REMISSION	EXPLAIN THE REASON IN DETAIL	*ATTACHMENT SUPPORTING EVIDENCE
Fire	business loss due to in workplace fire	

Below the table is an 'ADD REASON' button with a plus icon. At the bottom of the form, there is a 'CONTINUE TO NEXT STEP: "DECLARATION"' button with a red arrow pointing to it. The 'DECLARATION' step is also visible in the progress bar.

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Declaration

- A declaration screen will appear where the Taxpayer will declare the information provided in the application.
- In the case of a non-Individual taxpayer, TIN and designation fields will be available for taxpayers to file as shown below.
- Enter a valid TIN in the TIN section on the declaration page. The full name will be auto populated.

FIJI REVENUE AND CUSTOMS SERVICE REMISSION OF PENALTIES - Form Number 320000002950 *Bula DRAKE ASSOCIATION*

75%

INSTRUCTION REFERENCE NUMBER REMISSION REASON DECLARATION

TIN* **2900048276** Designation* Designation

Full Name: MISHTI CHAUHAN
Lodgement Date: 07/07/2020

☐ I declare that the information in this application is true and correct in every detail.

IT IS A SERIOUS OFFENCE TO PROVIDE FALSE INFORMATION TO THE CHIEF EXECUTIVE OFFICER.

PREVIOUS STEP ADD NOTES SAVE



- Select the Designation of the person whose TIN is entered on the declaration page from dropdown.

FIJI REVENUE AND CUSTOMS SERVICE REMISSION OF PENALTIES - Form Number 320000002950 *Bula DRAKE ASSOCIATION*

75%

INSTRUCTION REFERENCE NUMBER REMISSION REASON DECLARATION

TIN* 2900048276 Designation* Director

Full Name: MISHTI CHAUHAN
Lodgement Date: 07/07/2020

☐ I declare that the information in this application is true and correct in every detail.

IT IS A SERIOUS OFFENCE TO PROVIDE FALSE INFORMATION TO THE CHIEF EXECUTIVE OFFICER.

PREVIOUS STEP ADD NOTES SAVE

- By declaring the information, the Taxpayer will click on the declaration checkbox and by this "Submit" button will be enabled.

FIJI REVENUE AND CUSTOMS SERVICE REMISSION OF PENALTIES - Form Number 320000002950 *Bula DRAKE ASSOCIATION*

75%

INSTRUCTION REFERENCE NUMBER REMISSION REASON DECLARATION

TIN* 2900048276 Designation* Director

Full Name: MISHTI CHAUHAN
Lodgement Date: 07/07/2020

☒ I declare that the information in this application is true and correct in every detail.

IT IS A SERIOUS OFFENCE TO PROVIDE FALSE INFORMATION TO THE CHIEF EXECUTIVE OFFICER.

PREVIOUS STEP SUBMIT ADD NOTES SAVE



- In the case of an Individual taxpayer, the name of the taxpayer lodging the application will be prepopulated.
- Select the declaration checkbox and the submit button will be enabled.

FIJI REVENUE AND CUSTOMS SERVICE REMISSION OF PENALTIES - Form Number 320000002957 Bula MISHTI

100%

INSTRUCTION REFERENCE NUMBER REMISSION REASON DECLARATION

Full Name: MISHTI CHAUHAN
Lodgement Date: 08/07/2020

☒ I declare that the information in this application is true and correct in every detail.

IT IS A SERIOUS OFFENCE TO PROVIDE FALSE INFORMATION TO THE CHIEF EXECUTIVE OFFICER.

PREVIOUS STEP SUBMIT ADD NOTES SAVE

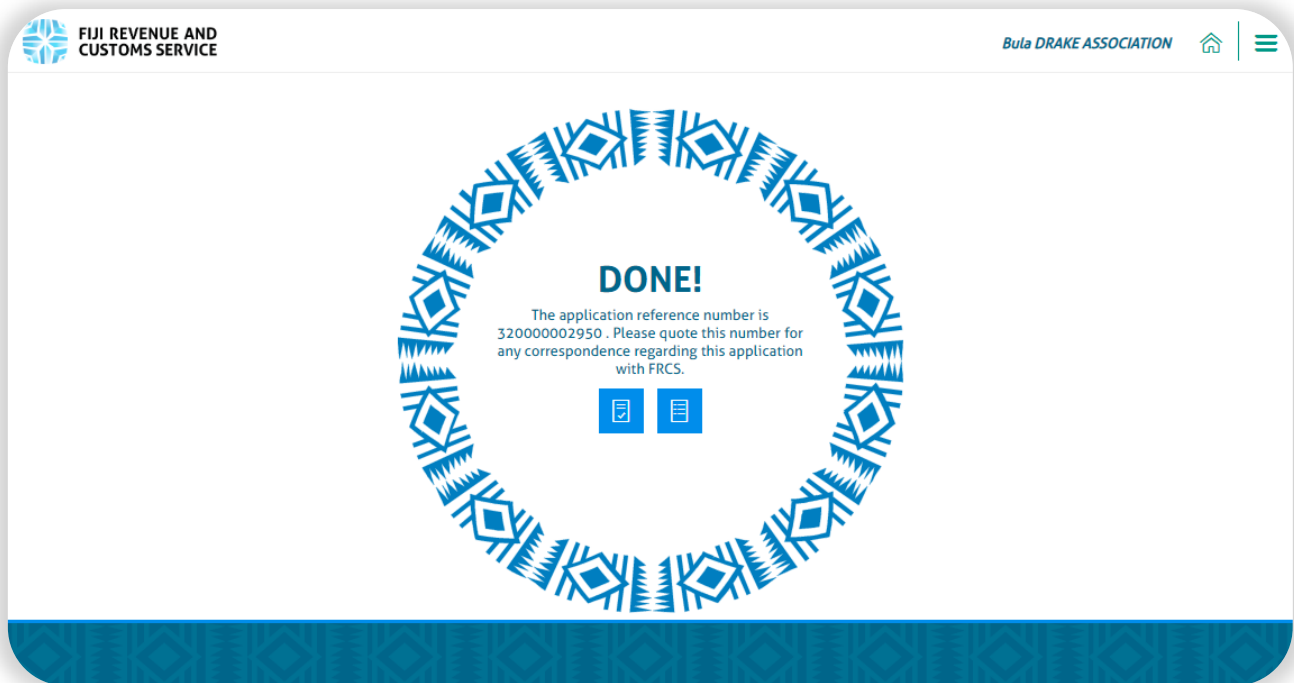


- On clicking the "Submit" button an ACKNOWLEDGEMENT screen will appear with Reference Number and two buttons:

1. Download the acknowledgment button



2. Apply for another request





- Clicking on the Download acknowledgment button will download an acknowledgment letter.

ACKNOWLEDGEMENT: REQUEST FOR REMISSION OF PENALTIES

Dear Sir/Madam,

We acknowledge receipt of your Request for Remission of Penalties dated 06/09/2020.

You will be notified once a decision is made or if we require more information.

Please quote this reference number: 320000003278, if you have any enquiries on the status of your application.

For further clarification and information, please contact the Customer Service Center at Nasese Complex, Building 1, Ground floor or telephone on (+679) 324 3000 or fax (+679) 331 5537 or email info@frcs.org.fj.