



REPUBLIC OF PALAU

Taxpayers' Charter

Helping you understand your rights and entitlements
and meet your obligations



Our commitment to you

We are committed to providing you with advice and information you can rely on.

If you feel this publication does not fully cover your circumstances, please seek help from the Tax Office or a professional adviser.

The information in this publication is current at July 2023.

We regularly revise our publications to take account of any changes to the law, so make sure that you have the latest information.

If you are unsure, you can check for a more recent version on our website www.palau.gov.pw/taxreform or contact us.

taxhelp@palau.gov.org

Director's foreword



Our ongoing efforts to modernize tax collection methods in an equitable manner are of great importance as we strive to achieve our vision for the Bureau of Revenue and Taxation (BRT) – an organization renowned for its effectiveness, efficiency, and excellence in tax administration, trusted by our community.

We are committed to continually enhancing the experience for both taxpayers and our staff, nurturing a culture that prioritizes service and emphasizes early intervention and support rather than corrective measures.

At the heart of our mission in Palau lie the values of service, integrity, accountability, partnership, and professionalism, guiding everything we do.

Ensuring that taxpayers have a clear understanding of their rights and obligations is paramount to us, which is why we have established the Taxpayer Charter.

The Charter serves as the cornerstone for building a relationship grounded in mutual trust and respect with our community.

Within this Charter, we make a firm commitment to acting professionally, treating taxpayers with fairness and reason, and assisting them in fulfilling their obligations through the provision of accurate, dependable, and transparent information.

It outlines the standards by which we conduct ourselves when interacting with taxpayers and addresses:

- The rights of taxpayers
- The obligations of taxpayers
- Remedies available to taxpayers dissatisfied with our decisions, actions, or service
- The level of service that taxpayers can expect from us.

Elway Ikeda

Director, Bureau of Revenue Taxation

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Taxpayers' Charter

As administrators of the tax system, our role as the Bureau of Revenue and Tax (BRT) is to build the community's confidence in the tax system to encourage people to do the right thing.

To foster that confidence, we need to have a relationship with the community based on mutual trust and respect. We will develop that relationship by:

- being open, transparent and accountable in our dealings with the community
- being professional, responsive and fair when considering people's circumstances and previous compliance behavior
- trying to make it as easy as possible for people to comply with their obligations supporting those who want to do the right thing
- being firm with those who try to avoid their obligations, and effective in bringing them to account.

The Taxpayers' Charter explains what you can expect from us and our commitments in our dealings with you.

Who is the Taxpayers' Charter for?

The Charter is for everyone who deals with us on tax matters. It applies to individuals, companies, partnerships and other organizations.

What is in the Charter?

The Charter outlines:

- your rights as a taxpayer,
- your obligations as a taxpayer
- our performance standards.

Your Rights as a Taxpayer

Tax Liability

You only have to pay the amount of tax due under the law. You are also entitled to clear and concise information and educational materials, so that you are aware of and understand your legal obligations.

Courteous Treatment

You are entitled to courteous, fair and impartial treatment without preference or favor rendered in the spirit of mutual respect in your dealings with us.

Professional Service

You are entitled to receive our service in a timely manner in accordance with our performance standards. You can expect assistance from us to help you understand and meet your tax obligations. You can expect us to act in an impartial, professional and fair manner.

Privacy and Confidentiality

You are entitled to expect that the information you provide us will be used only for purposes the law allows and that it will not be disclosed to anyone, except as authorized by law.

Access to Information

You are entitled access to your own tax information held by us, as permitted by the law.

Complaints and Appeals

You can question the information, advice and service we give you. We will inform you about options available for resolving disagreements and we will work with you to try and reach an outcome quickly and simply.

Transparency and Good Governance

You also have the right to:

- request an explanation of any tax decision
- a review of any administrative decision
- request that we advise you of the procedures to be followed in lodging an objection or appeal
- insist on knowing the name of the person serving you.

Steps to take if you are not satisfied and you would like a review of an assessment or a decision that affects you

If you disagree with the amount of your tax assessment, or other decision we made, you have the right to seek an informal review of the assessment or decision by the Director. If not satisfied with the review decision, you have the right to appeal the decision at court.

You must apply for an informal review within 15 days of the assessment or decision. It is very important you act promptly and contact us as soon as possible if you are not satisfied with an assessment or decision that affects you.

If you believe we have made a mistake in our assessment or decision, we will work with you to resolve your concerns as quickly as possible.

There are several steps you can take

if we have not met your expectations, or you think we have not followed the Charter:

1. In the first instance, discuss your concerns with a BRT officer who will try to resolve your issue.
2. If you're not satisfied, ask to talk to that officer's manager.
3. If speaking to the manager still does not resolve your concerns, you can lodge request for review by:
 - **emailing us** – taxhelp@palaugov.org
 - **writing to us** – Bureau of Revenue and Taxation, P.O. Box 6069, Koror, Republic of Palau, 96940
 - **telephoning us** – (680) 488 2465/2580/3303

General Complaints

It is important to us to know when you are not satisfied so we can continue to improve our service. If you're not satisfied with the performance of the Bureau generally or have a complaint about the way you have been dealt with by the Bureau.

We treat all complaints seriously and aim to resolve them quickly and fairly. Making a complaint will not affect your relationship with us.

Complaints about or service may be made by:

- **emailing us** – taxhelp@palaugov.org
- **writing to us** – Bureau of Revenue and Taxation, P.O. Box 6069, Koror, Republic of Palau, 96940
- **telephoning us** – (680) 488 2465/2580/3303

Your Obligations as a Taxpayer

Honesty

You must be honest in your dealings with us.

Lodgment of Returns, Documents and Information

You must file correct returns and documents and provide complete and accurate information within time limits specified.

Tax Payment

You must pay any tax due on time. If you owe tax, we expect prompt and full payment.

If you cannot fully pay your tax on time, we expect you to contact us so that a mutually acceptable arrangement for payment can be reached.

Being Cooperative

We prefer to work with you cooperatively, providing you with help to meet your obligations voluntarily. We ask that you treat us with the same courtesy, consideration and respect we are expected to give you.

Record Keeping

You must keep sufficient records to enable your tax liability to be ascertained accurately.

Keeping us Informed

You must keep us informed when you change your business or correspondence address, including the authorized contact for the business. You also need to advise us of any change to business ownership or other contact details.

- To update your taxpayer information, complete form **TAX-001C**.
- To update information to a specific business, complete form **TAX-001D**.

Both forms are available on www.palau.gov.pw by selecting (Tax Registration Applications) from the 'PalauGov Services' listing.

Not complying with your tax obligations such as filing or paying taxes on time may attract heavy penalties and interest. We encourage all taxpayers to ensure they are careful when filing and pay on time.

The Public's Role

We welcome your comments or suggestions on the way these services are delivered. Please send them to the Chief of Taxpayer Services, Bureau of Revenue and Taxation.

If you are not satisfied with our service, you have the right to comment on or complain to the Director of the Bureau of Revenue and Tax, or to the Minister of Finance.

For this Charter to work effectively, we rely on each taxpayer to provide all the relevant information when dealing with us.

Bureau of Revenue and Tax Performance Standards

Our first priority is to serve our community to the best of our ability. The level of service we provide may be influenced by exceptional circumstances and heavy workloads during peak periods.

Taking these factors into account, see the following table for the standard response times we aim to achieve for a range of service.

Activity	Our Standard
Phone calls	We will answer 95% of calls within 5 minutes.
Written general enquiries (by email through BRT mailbox or other form of correspondence)	After receiving all required information, we will send written replies to: <ul style="list-style-type: none"> • 90% of enquiries within 10 working days • remaining 10% in the next 5 working days.
Written enquiries on technical matters	After receiving all required information, we will send written replies to: <ul style="list-style-type: none"> • 90% of enquiries within 20 working days • remaining 10% in the next 20 working days.
Tax Assessment Notices for PGST, BPT and other returns that require acknowledgment or transmittal advice	After receiving the notice or other return, we will send acknowledgement or transmittal advice to: <ul style="list-style-type: none"> • 90% within 5 working days for filing • remaining 10% within the next 5 working days.

Activity	Our Standard
Tax Identification Numbers (TIN)	After receiving all required information, we will issue a TIN to: <ul style="list-style-type: none"> • 90% of applications within 5 working days • remaining 10% within the next 5 working days.
PGST refunds	After receiving all required information, we will issue a refund to: <ul style="list-style-type: none"> • 90% within 20 working days • remaining 10% within 30 days.
Other refunds	Refund overpaid salary and wages taxes (general): <ul style="list-style-type: none"> • within 30 days of application. Refund wages and salary tax to Palau Citizens (under \$15,000 income): <ul style="list-style-type: none"> • within 60 days of application. Refund donations and school fees made by employees: <ul style="list-style-type: none"> • within 90 days of application.
Tax clearance certificate requests	After receiving all required information, we will issue a tax clearance certificate to: <ul style="list-style-type: none"> • 90% within 10 working days • remaining 10% within the next 5 working days.
Acknowledgment of Request for Review of Decision	We will acknowledge the request to: <ul style="list-style-type: none"> • 90% within 5 working days • remaining 10% within the next 5 working days.
Acknowledgment of notice of appointment of appointed person (receiver, executor etc)	We will acknowledge the request to: <ul style="list-style-type: none"> • 90% within 5 working days • remaining 10% within the next 5 working days.
Consideration of request for review (including setting hearing date)	We will undertake reviews of decisions within 60 days of receiving all required information.

Activity	Our Standard
Notice of result of review hearing (including notice of adjustment to assessment)	We will notify you on the decision made on a review within 15 days of date of hearing.
Handling of complaints	We will respond to complaints within 5 working days of receiving it.
Maintain public registers on website	<p>We will update registers on our website within 10 working days of notice of change.</p> <p>This includes:</p> <ul style="list-style-type: none"> • PGST registered Taxpayers • Business Licenses • Non-Profit Corporations.
Reporting	<p>Annual report</p> <p>We will publish a BRT annual report on our website after consultation with Minister within 4 months of the end of each fiscal year.</p>

Contact information

Email Address: taxhelp@palaugov.org

Mailing Address: Bureau of Revenue and Taxation
P.O. Box 6069
Koror Republic of Palau
96940

Telephone Numbers: (680) 488 2465/2580/3303

Fax Number: (680) 488 3844

