

## Client Service Charter

We are the Department of Customs and Inland Revenue.

### Our Mission

For the good of Vanuatu, collect revenue, protect our borders and facilitate legitimate trade.

### Our Role

- Collect Government tax revenue
- Protect our borders and our community from prohibited and restricted goods
- Facilitate legitimate trade
- Enforce the law as it relates to international trade, travel and revenue.

### Our Service Standards

As officers of the Department we will:

- Deliver our services professionally, ethically, and with integrity;
- Work to deliver improved client service while managing areas of risk;
- Treat you fairly, with courtesy and respect;
- Invest in innovative and automated solutions to promote process improvement;
- Be fair, open and reasonable in all that we do;
- Give you clear, accurate and timely information or help you find it;
- Provide the Government with advice which is frank, honest, timely and based on the best available evidence.
- Consult with clients and stakeholders to assess the impact of decisions before they are made.

### You can help us deliver our services by:

- Actively familiarising yourself with the relevant Departmental requirements;
- Being open and honest with us;
- Being courteous and respectful towards our staff and work with us to solve problems within the parameters of the law;
- Ensuring anything you submit to us is accompanied by all the information/documents required at the time of lodgement and by the due date;
- Not offering us gifts, money or other favours;
- Reporting corruption, misconduct, and unethical behaviour;
- Providing feedback on our service whether positive or otherwise.

We welcome feedback on our performance in achieving the standards outlined in this charter. Feedback can be provided in person, on our face-book page, or at our website.