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## **STANDING COMMITTEE ON SOCIAL AFFAIRS**

**Review of the:**

**Fiji Public Trustee Corporation Pte Limited 2019 Annual Report**

**Fiji Public Trustee Corporation Pte Limited 2018 Annual Report**



**PARLIAMENT OF THE REPUBLIC OF FIJI**  
**Parliamentary Paper No. 60 of 2022**

*August 2022*

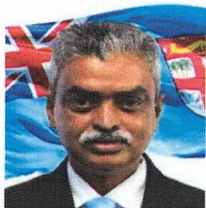
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## COMMITTEE MEMBERSHIP

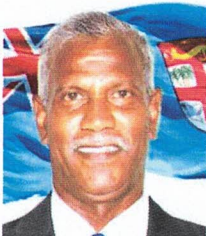


### **Chairperson**

Hon. Viam Pillay MP

Government Member

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### **Deputy Chairperson**

Hon. George Vegnathan MP

Government Member

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### **Member**

Hon. Alipate Nagata MP

Government Member

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### **Member**

Hon. Salote Radrodoro MP

Opposition Member

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### **Member**

Hon. Dr Ratu Atonio Lalabalavu MP

Opposition Member

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## CHAIRPERSON'S FOREWORD

I am pleased to present the report of the Standing Committee on Social Affairs on the annual review of the Fiji Public Trustee Corporation Pte Limited (FPTCL) for 2018 & 2019.

This review was undertaken in accordance with Standing Order 109(2)(b) which mandates the committee to look into issues related to health, education, social services, labour, culture and media. The committee first met to deliberate in May of this year and formulated questions pertaining to the Annual Reports, which were sent to FPTCL for its response. Upon receipt of all relevant information on the committee's queries, the committee compiled its findings and subsequently endorsed its report in June.

Some of the key highlights of the Corporation as at 31 December 2019 were:

- Total value of Estates stood at \$67.1 million. In 2019, 58 new estates were accepted and valued at \$7.8 million;
- 4,293 Wills were registered of which 290 were drafted and 55 executed in 2019;
- Total value of Trusts stood at \$13 million. In 2019, 66 new trusts were accepted and valued at \$66,000;
- The Corporation had a Net Value of \$17 million;
- 6,861 Trusts were administered;
- There were a total of 1,895 Deceased Estates with over 11,000 beneficiaries;
- The Corporation had a total of 30 Permanent Staff of which 65 percent were females and 35 percent were males;
- Partnerships were signed with Telecom Fiji Limited and Fiji Revenue and Customs Service; and
- Eight Charities were assisted with a value of \$130,000.

At this juncture, I wish to thank the Chief Executive Officer of Fiji Public Trustee Corporation Pte Limited, Mr. Atonio Takala, and his staff for their timely assistance in this review process. I also extend my gratitude to my Committee colleagues namely: Hon. George Vegnathan (Deputy Chairperson), Hon. Alipate Nagata, Hon. Salote Radrodoro and Hon. Ratu Tevita Niumataivalu who substituted for Hon. Dr. Ratu Atonio Lalabalavu, for their contributions during the committee's deliberations.

On behalf of the Standing Committee on Social Affairs, I commend this Report to Parliament and request all members of this august House to take note of the Report.

  
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**Hon. Viam Pillay**  
**Chairperson\**

## **RECOMMENDATION:**

The Standing Committee on Social Affairs has conducted the annual review of the Fiji Public Trustee Corporation Pte Limited for 2018 & 2019 and recommends that the House take note of its report.

## **1.0 INTRODUCTION**

The 2018 & 2019 Annual Reports of the Fiji Public Trustee Corporation Pte Limited was tabled in the May 2022 Parliament and referred to the Standing Committee on Social Affairs for its scrutiny.

Standing Orders 109(2)(b) allows Standing Committee on Social Affairs to examine matters related to health, education, social services, labour, culture and media.

Furthermore, Standing Orders 110(1)(c) authorises the Standing Committee to “*scrutinise the government departments with responsibility within the committee's subject area, including by investigating, inquiring into, and making recommendations relating to any aspect of such a department's administration, legislation or proposed legislative program, budget, rationalisation, restructuring, functioning, organisation, structure and policy formulation.*”

### **1.1 Committee Procedure**

We first met in May to deliberate on and formulate questions pertaining to the two Annual Reports, which were sent to FPTCL for its response.

Upon receipt of all relevant information on the committee's queries, we compiled our findings on the Annual Reports and subsequently endorsed it in the early part of June.

We received written response from the Fiji Public Trustee Corporation Pte Limited for this annual review. It is available on the Parliament website, at the following link: <http://www.parliament.gov.fj/committees/standing-committee-on-social-affairs/>

## 2.0 ABOUT THE FIJI PUBLIC TRUSTEE CORPORATION PTE LIMITED

As defined in the Fiji Public Trustee Corporation Act 2006, the principal activity of FPTCL is to act as custodians and provide administrative services to estates of those persons who are deceased, of unsound mind or persons incapable of conducting their own affairs.

## 3.0 COMMITTEE'S OBSERVATIONS

- 3.1 It is pleasing to note the importance placed by the Corporation on maintaining stakeholder engagement and ensuring that customers are satisfied with the level and various type of services provided. In fact, this is one of the key strategies in enabling the organisation to achieve its corporate goals.

We note that the Corporation employs various methods to assess satisfaction levels such as, conducting surveys; collecting feedback during its Community awareness and outreach programmes; addressing queries of stakeholders through various means of communication such as the website, emails and social media; and establishing Memorandums of Understanding, business partnership agreements and other mutual working arrangements with stakeholders.

In addition, we acknowledge the extensive community engagement carried out by the Corporation through its marketing programmes, Will awareness presentations, public outreach, through the internet, social media, and many other platforms. The Corporation also promotes knowledge and benefit of its services through:

- The use of technology to share knowledge through its website, social media, and attending to email queries;
- Community *talanoa* sessions;
- Talkback shows in the local radio stations; and
- Radio and social media promotions and advertisements.

- 3.2 However, more work needs to be done to extend the Corporation's services to those living in rural and maritime areas, villages and peri-urban centres. To this end, currently the Corporation provides its services through collaboration with government centers, district and provincial offices and rural and town councils. In addition, more remote locations are visited areas as part of the Corporation's marketing and awareness programmes and when attending to estate and trust inspections.

- 3.3 We observe that improvements are needed to increase physical accessibility to the Corporation's premises and provide services to persons living with disabilities. We are aware that this is a work in progress for the Corporation and look forward to see a greater number of initiatives put in place by the Corporation to promote disability inclusion and help create inclusive socio-economic development.

- 3.4 We take note of the reengineering exercise currently being undertaken by the Corporation to improve its services with the use of technology such as, Document Management System, Customer Relationship Management System, online services, webchats, and the use of social media to better engage with the public and guarantee business continuity.

## **4.0 COMMITTEE RECOMMENDATIONS**

1. That the Corporation pursue existing forums such as, *Bose ni Yasana/Bose ni Tikina*, advisory councillors, youth/religious conventions, organised farmer groups (e.g. Sugarcane Growers Council), and Co-operatives to raise awareness on its various products and services.
2. That the Corporation consider making its services more accessible to persons living with disabilities, in partnership with relevant Disability Organisations.
3. That the Corporation continue to upgrade and enhance its ICT capabilities for its business enhancement.
4. That the Corporation explore new business opportunities to increase its income streams in order to remain competitive and financially viable in the long-term.

## **5.0 CONCLUSION**

The committee has fulfilled its mandate to review the 2018 & 2019 Annual Reports of the Fiji Public Trustee Corporation Pte Limited. As part of its review process, the committee received written response from the Corporation.

In this review report, the committee has highlighted its findings on the Corporation's financial and operational performance for 2018 & 2019.

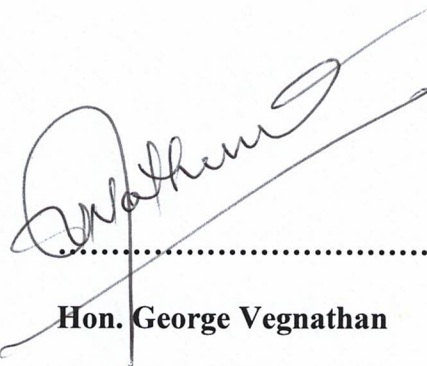
## COMMITTEE MEMBERS' SIGNATURE

We, the Members of the Standing Committee on Social Affairs, hereby agree with the contents of this report:



**Hon. Viam Pillay**

**(Chairperson)**



**Hon. George Vegnathan**

**(Deputy Chairperson)**



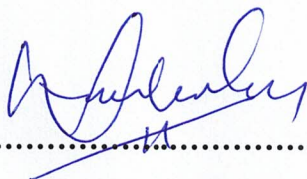
**Hon. Salote Radrodro**

**(Member)**



**Hon. Alipate Nagata**

**(Member)**



**Hon. Ratu Tevita Niumataiwalu**

**(Alternate Member)**

## APPENDIX

### Published written evidence

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Written evidence was received from the Fiji Public Trustee Corporation Pte Limited, which together with the transcript of the public hearing, can be viewed on the Parliament website at the following link: <http://www.parliament.gov.fj/committees/standing-committee-on-social-affairs/>