At the Mauritius Revenue Authority (MRA), we create the future today! Ever since its inception in 2006, the MRA has been innovating. So much so that in 2018, the World Bank ranked Mauritius at the 6th position in the **Ease of Paying Taxes Indicator** out of 190 countries.

The **Three-Box-Solution** has proved to be highly effective at the MRA.

1. **We manage the present efficiently**
2. **We selectively forget the past**
3. **We create the future by adapting to change**

**Value-based approaches:**

- **e-Services**
  - e-Filing
  - e-Payment
  - e-Auction
  - e-Procurement
  - e-Objection
  - e-Taxpayer Satisfaction Survey

- **Good Governance & Integrity**
  - with a Quality Management System (QMS)
  - based on ISO 9001:2015

- **Audit Intelligence Investigation**

- **Cooperative Compliance**
  - SME Partnering Programme
  - Trade/Business Facilitation
  - Fast-Track Individual Income Tax & VAT Refund

- **Intelligent Border Control**
  - Drone
  - Fast Interceptor Boat (FIB)
  - Cargo Fast Track Initiative
  - K9-Unit
  - Customs Anti-Narcotics Section
  - Online Currency Declaration

- **Mobile Apps**
  - MRAeasy
  - Customs@MU

- **Income Support**
  - Negative Income Tax
  - Special Allowance

- **Collection of Contributions**
  - NPF
  - NSE
  - HRDC Training Levy

- **Social Media presence**
  - MRA YouTube Channel
  - MRA Twitter account @MRA_services

We, at the MRA, will keep on striving to remain amongst the leaders. We know that we can only adapt to change by further developing breakthrough innovations.

*A concept by Prof. V. Gosalbeswaran, Harvard Business School*