

These notes are informative only and have no legal force



MAURITIUS REVENUE AUTHORITY

---

# **STANDARD OPERATING PROCEDURES (SOP)**

\*\*\*\*\*

## **OPERATIONAL SERVICES DEPARTMENT**

# **DEBT MANAGEMENT SECTION**

## DEBT MANAGEMENT

### STANDARD OPERATING PROCEDURES

Whenever a debt is not settled within the due date (following a tax return filed without payment or part payment or following issue of Notice of Assessments claiming additional tax or tax unpaid per return), a first reminder is issued to the taxpayer requesting him to settle the tax due together with accrued penalties and interest.

Failure to effect payment of the amount due or to make necessary arrangement for payment thereof, appropriate result in the following enforcement actions are taken to recover the tax due as earliest possible. The enforcement actions include the following:

(i) Attachment of Salary

Where the taxpayer is an employee, a notice is served on his employer to effect monthly deductions of arrears of tax from the employee's emoluments/pension. These are remitted to MRA separately from PAYE. The total amount of tax deduction should not exceed more than 1/3 of the employee's emoluments.

(ii) Attachment in the hands of third parties

For recovery of tax arrears, the MRA may attach any sum that is payable by that third party to the taxpayer. E.g Rent payable by a tenant, amounts held on bank account etc. The attachment is served on the third party by an Usher of the Supreme Court.

(iii) Distress Warrant

Recovery of tax by distress and sale of goods, chattels and effects of the debtor.

(iv) Privilege

Whenever arrears of tax is due by a taxpayer, a privilege is inscribed on all his immovable properties and is erased only after the tax due is settled. Request for partial erasure may be entertained in cases where the taxpayer proposes to sell a property for settlement of his liabilities.

- (v) Temporary closing down of business  
Where a person carrying out a business fails to pay any amount of tax due, the Director-General may issue a notice to that person of his intention to temporarily close down part or whole of the business for a period not exceeding 14 days. Where payment is not effected and security for payment thereof is not given within 7 days of the date of notice, the Director-General may apply to a District Magistrate for an order to temporarily close down the business.
  
- (vi) An objection to departure under Section 4 1(ix) of the Passport and Immigration Act.
  
- (vii) Contrainte Order  
The execution of a compulsory notice "Contrainte" wherein the Director-General applies to a judge in chambers for an order to be issued against the debtor and to be executed on immoveable properties owned by him.
  
- (viii) Prosecution for failure to pay tax.
  
- (ix) The Director-General may issue a notice to the taxpayer, intimating to him that in case of failure to settle the debt on or before a specified date, he shall apply to a Judge in Chambers for an order (contrainte) to be issued against the debtor for the seizure and sale of levy of the immoveable properties owned by him.

**REGISTRATION  
AND  
INFORMATION**

**(1) Registration of Employer**

A person who is an employer for the purposes of the National Pensions Act should register with the Director-General, Mauritius Revenue Authority within 14 days from his becoming an employer by submitting an Employer Registration Form duly filled in by him.

The Employer Number allocated to him for the purposes of the National Pensions Act should be inserted in the application form.

The Mauritius Revenue Authority will process all application forms received within 3 days and inform the employer of his Employer Registration Number and obligations.

**(2) Registration of Employees**

An employer should send to the Director-General of the Mauritius Revenue Authority a list of new employees who do not have a TAN and from whose emoluments tax is to be withheld.

The following details are required respect of each employee:

- (i) Title (Mr, Mrs, Miss, Ms)
- (ii) Surname
- (iii) Other names
- (iv) National Identity Card Number
- (v) Residential Address
- (vi) Single/Married
- (vii) Date of Civil Marriage (if applicable)
- (viii) Maiden name (if applicable)
- (ix) Date of Civil Marriage (if applicable)
- (x) Name of Spouse (if applicable)
- (xi) National Identity Card Number of Spouse (if applicable)

**(3) Registration of individuals covered by the Current Payment System (CPS)**

An individual in receipt of business, professional or rental income in a CPS period (see below) and who does not have a Tax Account Number (TAN) is required to apply for a TAN by filling in the application form which can be collected from the Post Room at Eham Court or downloaded from our website <http://mra.gov.mu>.

**CPS Period:**

- 1 July to 30 September
- 1 October to 31 December
- 1 January to 31 March

**CPS threshold**

Turnover	300,000 rupees for the CPS Quarter
Gross Income from Profession, Vocation or occupation	75,000 rupees for the CPS Quarter
Rent	20,000 rupees per month

**(4) VALUE ADDED TAX (VAT)**

**Compulsory Registration**

- (i) Every person who in the course or furtherance of his business or profession makes taxable supplies as indicated hereunder is compulsorily required to register for VAT purposes:
- ◆ A person whose turnover of taxable supplies exceeds or is likely to exceed 2 million rupees;
  - ◆ Persons engaged in any business/profession specified in Part I and Part II of the Tenth Schedule of the VAT Act (see annexes), irrespective of his turnover of taxable supplies.
  - ◆ where all information have been provided, registration will be processed within 3 days of receipt of application and the registered person will be informed in writing of his VAT TAN and obligations;
  - ◆ where incomplete information have been submitted to enable registration, MRA will within 3 days of receipt of application issue a letter requesting additional information;

- ◆ where the conditions for registration are not met, a correspondence will be sent to the applicant informing him of the decision.

The taxable person should make an application for compulsory registration by submitting an application form.

(ii) **Voluntary Registration**

A person making taxable supplies may apply for voluntary registration as a registered person provided that:

- ◆ he has kept and maintained a proper record of his business for a period of at least one year preceding the year in which the application for registration is made and he continues to do so;
- ◆ he has been discharging his obligations under the revenue laws.
- ◆ where all information have been provided, registration will be processed within 3 days of receipt of application and the registered person will be informed in writing of his VAT TAN and obligations;
- ◆ where incomplete information have been submitted to enable registration, MRA will within 3 days of receipt of application issue a letter requesting additional information;
- ◆ where the conditions for registration are not met, a correspondence will be sent to the applicant informing him of the decision.

Application forms may be collected from the Post Room at Efram Court or downloaded from our website <http://mra.gov.mu>.

(5) **Environment Protection Fee (EPF)**

EPF is payable by designated establishments which consist of the following:

- hotel,
- guest house or tourist residence of more than 4 bedrooms,
- an enterprise engaged in stone crushing or in the manufacture or processing of aggregates, concrete blocks, pre-cast units, coral sand, rock sand or basalt sand,
- an enterprise engaged in the manufacture, assembly or importation of mobile phones, batteries for vehicles and pneumatic tyres.

The manager of the abovementioned designated establishment is required to register the business/establishment for EPF purposes within 14 days of the start of the activity by submitting an application for registration.

The application will be processed within 3 days and the manager will be informed in writing of his EPF number and obligations.

Application forms may be collected from the Post Room at Eham Court or downloaded from our website <http://mra.gov.mu>.

# **TAXPAYER SERVICES**

## **STANDARD OPERATING MANUAL**

### **TAXPAYER SERVICES**

#### **1. Incoming mails**

1. All mails and correspondence whether by post, despatch, fax or email are received and processed at the Post Room. For the Customs Department, Post Room operations are carried out by the Registry Section.
2. All correspondence to MRA should be addressed to the Director-General, MRA. However where it is known by the sender that the subject matter is currently being dealt with by a specific officer of MRA, it is advisable to state the name of that officer by adding “**Attention of Mr/Mrs .....**”.
3. Correspondences to MRA can be deposited at the Post Room situated at the ground floor of MRA Headquarters, Efram Court, Cnr Mgr Gonin and Sir Virgil Naz Streets, Port Louis or the Registry, Third Floor, IKS Building, Trou Fanfaron, Port Louis for customs issues. They may also be deposited in a “Mail Box” at the same locations.
4. Hand delivered mails, with request for acknowledgement in a despatch book, are verified by the MRA staff on delivery. The staff will sign and insert his/her MRA employee number in the despatch book.
5. All letters received are opened and date stamped as soon as they are received. They are recorded in an electronic document register before being forwarded to the concerned officer or department. This operation is carried out twice daily.
6. Emails received on [headoffice@mra.mu](mailto:headoffice@mra.mu) and faxes are forwarded to the relevant officer/department section on the same day for processing.
7. Returns and Statements received are date stamped, acknowledged “received” on the computer system before being forwarded to the Processing Section. All cheques received are recorded on the computer system before being sent to cash office for accounting.

## **2. Customer Service**

- 2.1 Customer Service desks are in operation at Ground Floor of MRA Headquarters, Ehram Court, Cnr Mgr Gonin and Sir Virgil Naz Streets, Port Louis. Two types of services are available namely “General Information Service” and “Application for Refund of Passenger Fee Service”. Receptionists are posted at the entrance to give directional information to the public.
- 2.2 An electronic ticketing system is in operation. Callers for “General Information Service” will issue a ticket of type A and callers for “Application for Refund of Passenger Fee Service” will issue a ticket of type B from a ticketing machine. Waiting seats are available and an electronic display board shows the current ticket number being served as well as the Customer Service Desk at which it is being served.
- 2.3 When the next ticket number is called to be served, the ticket number is displayed on the display board together with the Customer Service Desk number at which it will be served.

## **3. Hotline Service**

- 3.1 Two Hotline Services are available, namely “General Information” on **207 6010** and “E-Filing Service” on **207 6035** from 8:45 hrs to 16:30 on weekdays.
- 3.2 It is advised to use these hotlines for the above services as officers posted on these hotlines have specially been trained for these purposes.