



MAURITIUS REVENUE AUTHORITY

☎: 2076000 Fax: 207 6034 ✉: [headoffice@mra.mu](mailto:headoffice@mra.mu)

## **Communiqué**

### **Taxpayer Satisfaction Survey**

The MRA is conducting a Taxpayer Satisfaction Survey to gauge taxpayer satisfaction regarding its service delivery, its taxpayer education & communication strategy and the attitude of its staff in dealing with taxpayers. In this respect, officers designated by the MRA would be calling taxpayers and other stakeholders to obtain their feedback.

2. Participation in this Survey is voluntary. However, the MRA is making a humble request to all persons who may be contacted in the context of this Survey to provide us with a genuine opinion on the questions asked. MRA gives you the assurance that all information collected during the Survey will be kept confidential.

3. The feedback received from the Survey will be critical for MRA to assess its strengths and weaknesses, identify areas for improvement and take necessary actions to further improve the quality of services being offered to taxpayers and all our stakeholders.

4. The MRA relies on the collaboration of the public to realise a meaningful Taxpayer Satisfaction Survey and wishes to thank beforehand all persons who will participate in this Survey.

**26 August 2009**

**Mauritius Revenue Authority**