

3. OUR VALUE CREATION PROCESS

INPUTS

Financial Capital

- Grant from Ministry of Finance and Economic Development (MoFED)

Intellectual Capital

- Strong IT culture
- Performance Oriented Organisation
- Standard Operating Procedures (SOP) for all processes
- Strategic directions from the MRA Board
- International Benchmarking & best Practices
- Research and Planning

Human Capital

- Strong executive and leadership teams
- Engaged and capable employees
- Blend of seasoned and young employees
- High-performance ethical culture
- Equal opportunity policies
- Well established safety and health policies

Manufactured Capital

- 3 main offices and several outstations
- Robust IT system (ITAS/CMS)
- Non-intrusive equipment for border control

Social & Relationship Capital

- Strong Strategic Partnerships with the business community
- Memorandum of Understanding (MoU) with several organisations
- International networking with other authorities/institutions

OUR STRATEGIC FOCUS

- Easing Tax Compliance
- Promoting Taxpayers' Education, Communication and Facilitation
- Developing People, Processes and Technology
- Trade Facilitation and Reinforcement of Borders
- Strengthening Good Governance and Improving Corporate Image

OUR PROCESSES....



OUR PRODUCTS

Taxes for Government

- Corporate Tax
- Personal Income Tax
- Tax Deduction at Source
- Value- Added Tax
- Customs Duties
- Excise Duties
- Taxes on Gambling
- Passenger Fees
- Passenger Solidarity Fees
- Environment Protection Fees
- Advertising Structure Fee
- Special Levy on Banks
- Special Levy on Telecommunication

Agency Taxes

- National Pension Fund (NPF)/ National Savings Fund (NSF) Contributions
- HRDC Training Levy
- Lotto Fund
- National Corporate Social Responsibility Foundation
- Responsible Gambling and Capacity Building Fund
- Workfare Program Fund
- Mauritius Cane Industry Authority

Social Benefit Payments

- Negative Income Tax Allowances
- Special Allowances

OUR CHANNELS

- MRA Hotline/ Call Centre
- MRA Website
- Taxpayer Portal
- E-Services
- Customer Service Desks
- FITA centres
- Mobile Application
- Infohighway
- Twitter
- YouTube

OUR CAPABILITIES

- Tax/ Customs Risk Management
- K9 Unit
- Anti Money Laundering Unit
- Customs Anti - Narcotics Section (CANS)
- Fiscal Investigation Department
- High Net Worth Individual Unit
- Small and Medium Enterprise (SME) Unit
- International Tax Unit
- Training Academy
- Skilled and Dynamic workforce

OUTPUTS

Financial Capital

- Tax revenue collected

Intellectual Capital

- Income tax returns filled electronically
- More payments made electronically
- MSB accreditation achieved
- Ranked 6th in paying taxes worldwide

Human Capital

- Higher budget allocation on training and development of our people
- Low staff ratio turnover
- Improvement within the MRA gender ratio
- Top employer of choice

Manufactured Capital

- More efficient narcotics seizure
- Higher number of audits completed resulting in more assessments raised on non compliant taxpayers
- Better efficiency in debt collection
- Larger number of tax returns processed
- Enhanced data security measures

Social & Relationship Capital

- Annual blood donation at our offices
- CSR activities for the underprivileged
- Memorandum of Understanding (MoU) network expanded

VALUE FOR STAKEHOLDERS

- Achieving revenue target set by the Government
- Providing key figures to government bodies for the production of National Statistics
- Fast Track Income Tax and VAT refunds
- Expeditious refunds / repayments
- Timely release of goods at the Customs
- Deferred payment facilities for imports
- Single Window for coordinated cargo clearance
- Expansion of Double Taxation Agreement (DTA) network
- Taxpayer Education Programs (Schools, Radio, business partners etc..)
- Publications, Guides and Brochures
- Excellent taxpayer experiences as shown by the Taxpayer Satisfaction Survey
- Regular meetings with the MRA Union