



A guide on  
**e-Appointment**

Assistance to file **Income Tax Return / CSG Return**

## TABLE OF CONTENTS

1.0	<b>Introduction</b>	2
2.0	<b>How to make a reservation</b>	3
3.0	<b>Appointment Day</b>	5

## 1. INTRODUCTION

MRA **e-Appointment** is an electronic service for taxpayers to reserve a time slot on a particular day, for assistance to file their Income Tax Return / CSG Return.

**The assistance to taxpayers will be in the form of an interactive session, through a WhatsApp video call.**

## 2. GENERAL INFORMATION

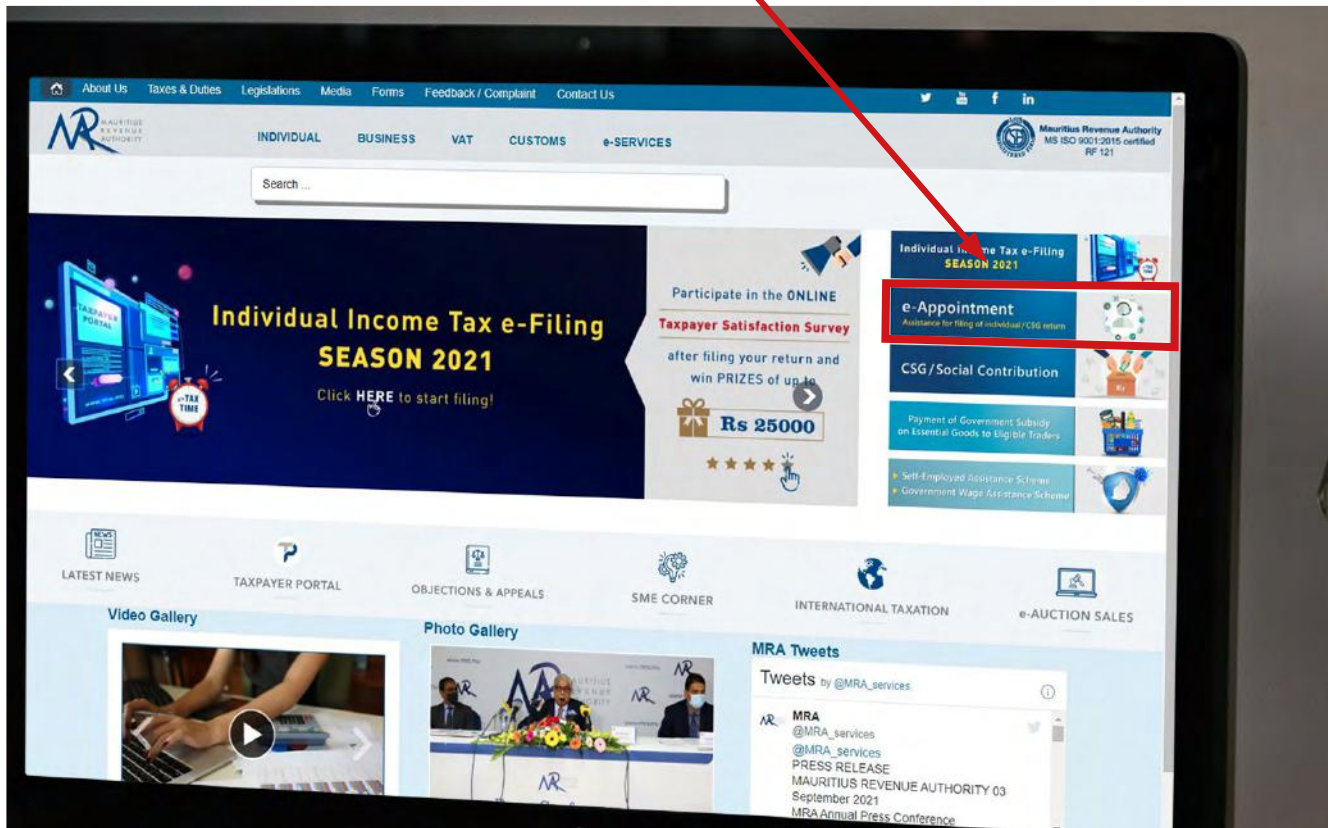
1. The e-Appointment facility will be available only to taxpayers filing their Individual Income Tax Return / CSG Return.
2. The facility will be available during weekdays within office hours. Taxpayers are advised to take advantage of this facility rather than calling at the MRA Customer Service Centre.
3. For the purpose of the e-Appointment, a taxpayer will have to provide his mobile number, either his Tax Account Number (TAN), his National Identity Card Number or his NCID.
4. The mobile number provided by the taxpayer will be used to communicate with him/her.
5. Taxpayers should have all the documents and information ready prior to making the interactive video call session with the MRA officer.



### 3. HOW TO MAKE A RESERVATION

#### Step 1:

Go to **MRA Website: [www.mra.mu](http://www.mra.mu)** and click on **e-Appointment**



#### Step 2:

Click on

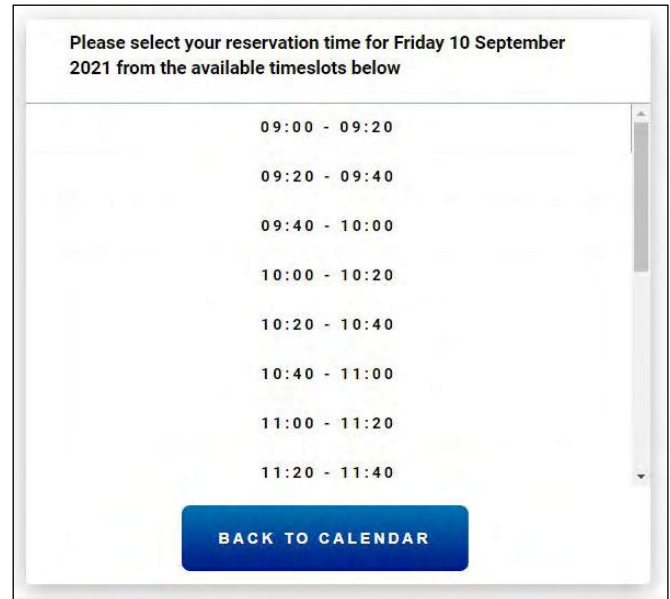
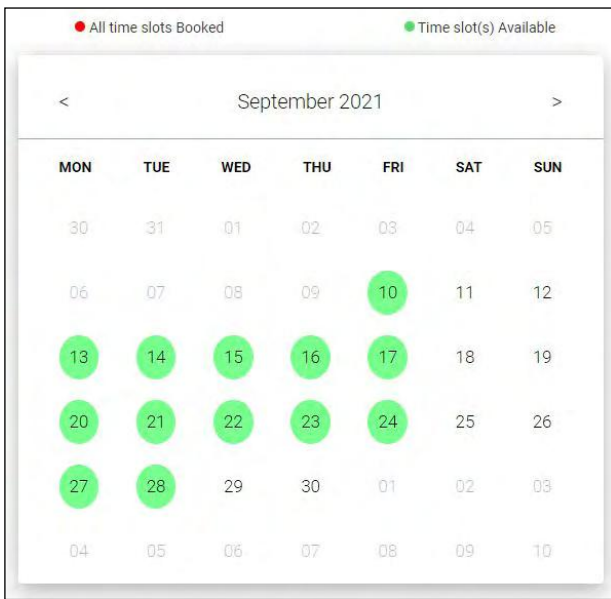
[Click here for Slot Reservation](#)

#### Step 3:

- Choose the **Reservation Type**  
Choose any one of the following: Filing of Income Tax, Filing of CSG Return, Filing of CTax Return or filing of VAT Return.
- Choose the **Identification Type**  
Choose any one of the following to login the platform: National Identity Card Number (NID)/ NCID or Tax Account Number (TAN)
- Enter your **NID/NCID** or your **TAN** based on your choice for Identification Type.
- Enter your **Mobile Number**.
- Click on [CONTINUE](#)

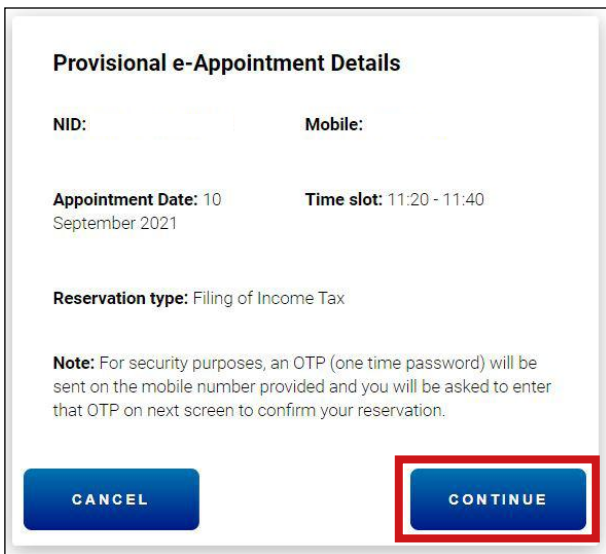
#### Step 4:

Choose an available **Date** (in green) and **Time slot**.



#### Step 5:

Verify the **Provisional e-Appointment Details** displayed on-screen.



→ Click on **Continue**

## Step 6:

You will receive a **One-Time Password (OTP)** via SMS on your mobile number.

To confirm your reservation, enter the 6-digits OTP on the MRA e-Appointment platform. Click on **Confirm Reservation**.

A One-Time Password (OTP) has been sent to you via SMS. Please enter same below and click on Confirm Reservation. In case you did not receive the OTP within the next 3 minutes, kindly proceed with another reservation.

Remaining time to enter OTP: 02:08

**CONFIRM RESERVATION**

A reservation summary will be displayed on screen, and you will receive same via SMS on your mobile.

An SMS with a WhatsApp link will be sent to you prior to the start of the meeting. Kindly ensure that all the necessary documents and particulars are in your possession before the interactive video call session with an MRA officer.

## APPOINTMENT DAY

1. You will receive an SMS on your mobile prior to the meeting:

*' MRA e-Appointment: Click on link below to start a session with an MRA officer within the next 3 minutes.'*

2. Click on the WhatsApp link to start a video call with an MRA Officer.



