

19. THE MRA'S PERFORMANCE FOR THE PERIOD JULY 2018 TO JUNE 2019

Objectives	Indicators	Targets		Achievements	
		Tax	Budget Estimates Rs m	Tax	Rs million
1. Promoting Tax Compliance	• Tax revenue collected	Corporate Tax	14,750	Corporate Tax	14,556
		Income Tax	9,800	Income Tax	10,421
		VAT	36,125	VAT	34,909
		Customs Duties	1,440	Customs Duties	1,379
		Excise Duties	20,932	Excise Duties	20,869
		Gambling	2,160	Gambling	2,154
		TDS	1,535	TDS	1,713
		Passenger fee	1,765	Passenger fee	1,602
		Others	2,015	Others	1,894
		Total	90,522	Total	89,497
	• Percentage of cases selected for audit	LTD (non GBL Companies)	20%	LTD (non. GBL Companies)	18%
		MSTD:-		MSTD:-	
		Income Tax (Business)	3%	Income Tax (Business)	2.65%
		VAT	15%	VAT	6.2%
		PAYE	10%	PAYE	7.0%
		Gambling	50%	Gambling	58%
	• Number of cases in which Investigations completed	200		214	
		100		42	
		25		20	
	• Number of cases in which assessments are agreed / compounded				
	• Number of joint investigations by FID & Customs				

Objectives	Indicators	Targets			Achievements		
1. Promoting Tax Compliance (Cont'd)	• Average additional tax demand created per fiscal investigation	Rs 3 million			Rs 4.42 million		
	• Number of operators visited by Flying Squad	200			223		
	• Number of cases recommended for prosecution	20			16		
	• Number of cases identified for investigation following department's intelligence work	150			214		
	• Number of intelligence visits conducted	500			522		
	• Number of surprise visits conducted by the intelligence	100			105		
	• Assessments raised	<i>No target set, position for FY 2017/18</i>					
		Tax	No. of Assessments	Tax Yield (Rs million)	Tax	No. of Assessments	Tax Yield (Rs million)
		Income Tax	4,411	681.6	Income Tax	3,585	494.8
		Corporate Tax	2,845	5,683.3	Corporate Tax	2,676	3,475
	VAT & others	1,123	821	VAT & others	1,006	1,153.3	
	Total	8,379	7,185.9	Total	7,267	5,123.1	
	• Percentage number of cases where business audit is completed within 5 months of its beginning to the total no. of audits completed	60% - MSTD			55.2% - MSTD		
	• Percentage number of cases where business audit is completed within 9 months of its beginning to the total no. of audits completed	100% - MSTD			87.3% - MSTD		

The MRA's performance

Objectives	Indicators	Targets	Achievements
1. Promoting Tax Compliance (Cont'd)	• Arrears collected	N/A	Rs 3,712 million
	• Percentage of total amount of old collectible debt collected to total collectible debt at the start of the year	20%	43.6%
	• Percentage of total collectible debts to total revenue collections	8%	7.5%
	• Number of visits for widening of tax base	75	41
	• Number of items of information placed on system	200,000	180,135
	• Number of sources from which information is to be collected	2,600	2,543
	• Number of new taxpayers as a result of information matching	5,000	5,323
	2. Promoting Taxpayer Education, Communication & Facilitation	• Average number of days for registering taxpayers	3 days
• Number and time taken to effect refunds of Income Tax-Individuals		N/A	58,455 claims received out of which 58,407 processed, 90% refunds made within 10 days
• Percentage of returns filed electronically to total number of returns		100%	99.5%
• Number of awareness raising campaigns organized		200 Activities	375 Activities
• Number of educational seminars/ workshops conducted		50	94
• Number of taxpayer information leaflets/tax bulletins issued, published & distributed		30	32

Objectives	Indicators	Targets	Achievements				
2. Promoting Taxpayer Education, Communication & Facilitation (Cont'd)	• Number of times MRA website is updated	As & when needed	834 times				
	• Time within which tax payers calling at office are served (average waiting time)	10 minutes	5.39 minutes				
	• Conducting Online Taxpayer Satisfaction Survey	November 2018	Completed				
3. Facilitating Trade and Ensuring Border and Society Protection	• Percentage of declaration subjected to physical examination – excluding compulsory inspections	10%	5.88%				
	• Dwell time for cargo	Channels	Sea	Air	Channels	Sea	Air
		Green	30 mins	30 mins	Green	30.20 mins	31.73 mins
		Yellow	3 hrs	40 mins	Yellow	2.91 hrs	5.73 mins
		Red	15 hrs	12 hrs	Red	12.66 hrs	5.39 hrs
	• Maximum time taken to issue a (Binding) tariff ruling	2 days	2 days				
	• Export clearance time	Sea: 2 minutes & Air: 10 minutes	Sea: 1.16 minutes & Air: 0.87 minutes				
	• Contraband Seizures	Drugs – 25 cases Other contraband – 50 cases Value of all contraband seizures – Rs 80 million	Drugs - 105 cases Other contraband – 57 cases Value of all contraband seizures – Rs 739.7 million				
	• Narcotics seizure	N/A		Weight / Qty	Value (Rs)		
				Heroin	32,266.94	508,312,350	
			Hashish	40,811.89	122,435,670		
			Cannabis	39,646.15	23,787,690		
			Cannabis Seeds	387 units	38,700		
			Psychotropic Substances	583 units	48,525		
			Synthetic Cannabinoids	3771.518	56,572,770		
			Subutex	2310	3,465,000		
			Others	-	12,497,050		
			Total	-	727,157,755		
• Total number of Customs Offence Reports(CORs) raised	300	286					
• Amount of revenue raised in CORs (duties, taxes & penalties)	Rs 5 million	Rs 7.9 million					

The MRA's performance

Objectives	Indicators	Targets	Achievements
3. Facilitating Trade and Ensuring Border and Society Protection (Cont'd)	• Amount of duties collected from CORs raised (duties, taxes & penalties)	Rs 5 million	Rs 12.2 million
	• Total number of claims raised	750	1,033
	• Amount of revenue raised in claims	Rs 100 million	Rs 161.0 million
	• Amount of revenue collected from claims raised	Rs 80 million	Rs 135.2 million
	• Total number of post clearance audits during the year	130	98
	• Duties and taxes raised as a result of value upliftments	Rs 20 million	Rs 33.3 million
	• Number of IPR Suspended Clearance	360	627
	• Number of excise offences detected	<ul style="list-style-type: none"> • 10 • Fines & Underpayment for excise offences: Rs 400,000 	<ul style="list-style-type: none"> • 3 • Fines & Underpayment for excise offences: Rs 1.84 million
	• Number of control visits of excise operators	250	238
	• Number of e-Auction sales held	48	52
	• Implementation of e-seal system	September 2018	Completed
	• Implementation of VAT Deferred Payment Scheme	October 2018	Completed
	Integrated Single Window – Coordinated Border Management at Customs	June 2019	Completed

Objectives	Indicators	Targets	Achievements
4. Strengthening Good Governance and Improving Corporate Image	• Number of declaration of assets verified and reports produced	75	86
	• Number of cases of complaints/allegations where enquiries initiated	All	43
	• Number of investigations completed	25	51
	• Number of cases where disciplinary, remedial actions or cases referred to Police/ICAC recommended	All	None
	• Number of Integrity Checks conducted on new recruits, officers selected for promotion	All	66
	• Organisation of integrity workshop	1	Completed
	• Interacting with other institutions/tax administrations to share integrity management experiences	On-going	3 meetings held during the FY 18/19
	• Preparing & implementing Annual Audit Plan using a risk based methodology	September 2018	Completed
	• Number of system audits	8	9 audits completed
	• Number of Transaction audits in main areas of Revenue Systems	15	15 completed
	• Performing IT Security Audit with the assistance of a Consultant	June 2019	Completed
5. Modernising IT	• Extending Paperless Initiative & EDRMS	December 2018	60% Completed
	• Migration to IPv6 network addressing scheme	Deploy new equipment on IPv6 by June 2019	95% Completed
	• Leveraging on the Information Highway	<ul style="list-style-type: none"> • Automatic Sharing of data with other agencies • PIO, NTA & EDB as subscriber by December 2018 • EDB as publisher by December 2018 • Integration with ITAS for CSD, ROC & PIO 	90% Completed
	• Feasibility to use IoT in MRA	June 2019	Completed
	• Contributions Project Phase II	June 2019	80% Completed
	• Implementation of Debt Collection Management	June 2019	25% Completed

The MRA's performance

Objectives	Indicators	Targets	Achievements
6. Developing Processes & Technology -	• Finalization of Performance Indicators and targets / benchmarks for different departments in MRA	September 2018	Completed
	• <u>Maintenance & Sustainability of ISO Certification</u> ➤ Follow up with MSB for MRA's re-certification based on new version of standard ➤ Monitoring the quality audits ➤ Audit of MRA website	On-going	All activities in respect of ISO projects completed during the Financial Year
	• Monitoring performance of different departments against set targets/ benchmarks	Monthly	Monthly
	• Technical upgrade to SAP HANA 2.0	June 2019	Completed
	• Technical upgrade to Oracle E-Business Suite 12.2.7	June 2019	95% Completed
	• Common Reporting System	September 2018	Completed
7. Developing People	• Number of Internal Training Programmes conducted including Customer Care	60	70
	• Percentage of staff who completed Induction Training	100%	100%
	• Number of Man Days provided	15,000	15,426
	• Updating training needs analysis based on Performance Appraisal exercise	October 2018	Completed
	• Recruitment Plan (Staffing Requirements)	Monthly	Discussed on a monthly basis during Management Team Meeting
	• Percentage of posts vacant against total posts	4%	9.5%
	• Time Taken (months) to fill in vacancies after advertisement	Grade I & II – 4 months Others – 2 months	Within 4 months for Grade I & II 2 months
	• Rate of staff turnover	2%	0.55%
	• Conducting Performance Appraisal (PA) Exercise	Every 6 months	Completed
	• <u>Corporate Social responsibility</u> ➤ Training placement for university students	➤ 15	➤ 28
	➤ Food distribution/ donation to an orphanage	➤ June 2019	➤ Completed
	➤ Number of Health & Safety Committees held	➤ 6	➤ 6
	➤ Number of health/ nutrition promotion programme for whole workforce	➤ 3	➤ 6
	➤ Number of social events & welfare initiatives conducted	➤ 10	➤ 13

Objectives	Indicators	Targets	Achievements
7. Developing People (Cont'd)	• Number of informative HR circular communicated to staff & updates posted on the Intranet	15	15
	• Formulation & Implementation of MRA's Equal Opportunity Policy	December 2018	Completed