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:
- Registration
- Debt Collection
- Taxpayer Education
- Objections/Appeal
- E-filing & E-payment
- Assessment/Claim
- Process & Validate
- Audit/Investigation
- Refund/Repayment
- Objections/Appeal