

4th Organisational Integrity Perception Survey

The main objective of the Mauritius Revenue Authority (MRA), since its creation in 2006, is to be seen as a modern revenue collection agency of the State, providing quality services to promote stakeholders' compliance with the revenue laws, in an environment whereby high standards of integrity prevail.

As already communicated, the MRA has launched its 4th Organisational Integrity Perception Survey to seek the views, opinion and perception of stakeholders on MRA's organisational integrity. Through analysis of same, MRA will identify those areas of operation that need new policies, procedures and processes to improve the integrity of its operations. Economic and Management (E&M) Consultants Ltd, an independent research company, is conducting the survey on behalf of the MRA.

Whilst the 1st phase of the survey, involving MRA staff, has been completed during the month of November /December 2019, the 2nd phase will take off as from February 2020 and will target principally, MRA's external stakeholders, such as businesses, company directors, taxpayers'/ importers' representatives. Participants from this group will be randomly surveyed by E&M's surveyors.

The MRA is thankful to participants who will offer their views and insights in this survey. The information collected will help the MRA to further improve the organisation's integrity framework and the quality of the services offered.

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