



Guide on
**Complaint Management
System**

March 2022

Introduction

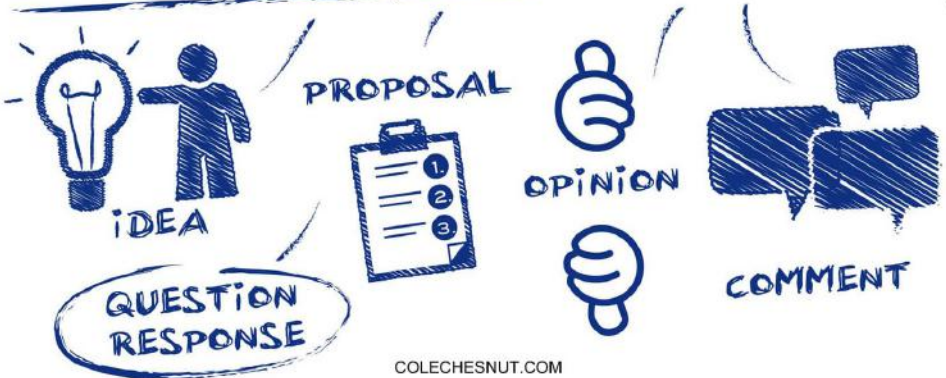
In its endeavour to provide a prompt, efficient, effective and quality service to taxpayers, stakeholders and the public at large in an effort to exceed their expectations, the Mauritius Revenue Authority (MRA) has put in place an online complaint system to allow the public to tell us where we have not been able to meet their expectations.

This facility allows you to lodge a complaint, give feedback or whistle blow information concerning our staff or on the quality of our services.

Some examples of complaints are:

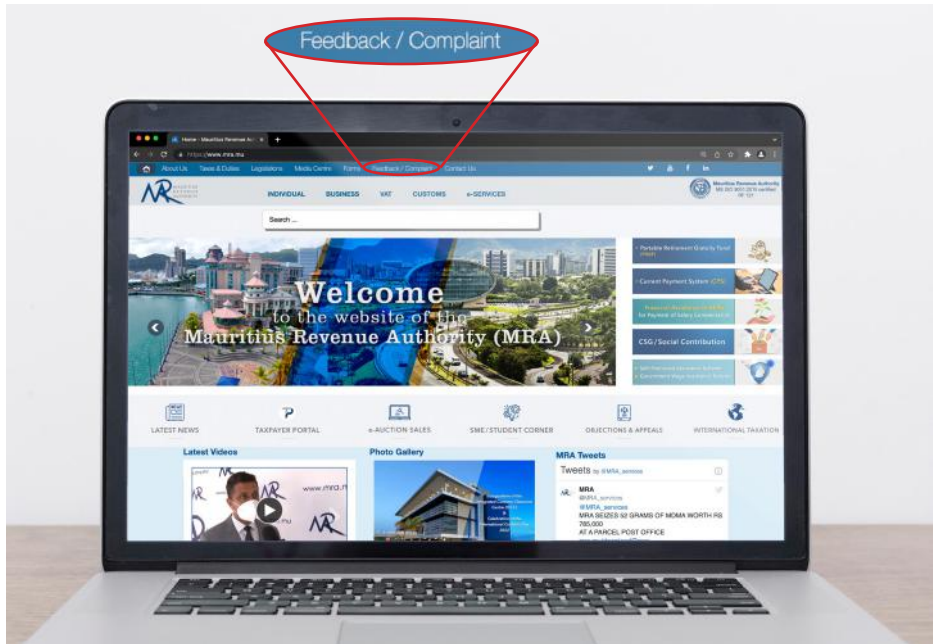
- Rude or unruly behaviour
- Poor level of service
- Accepting or asking for gifts or gratification

Feedback

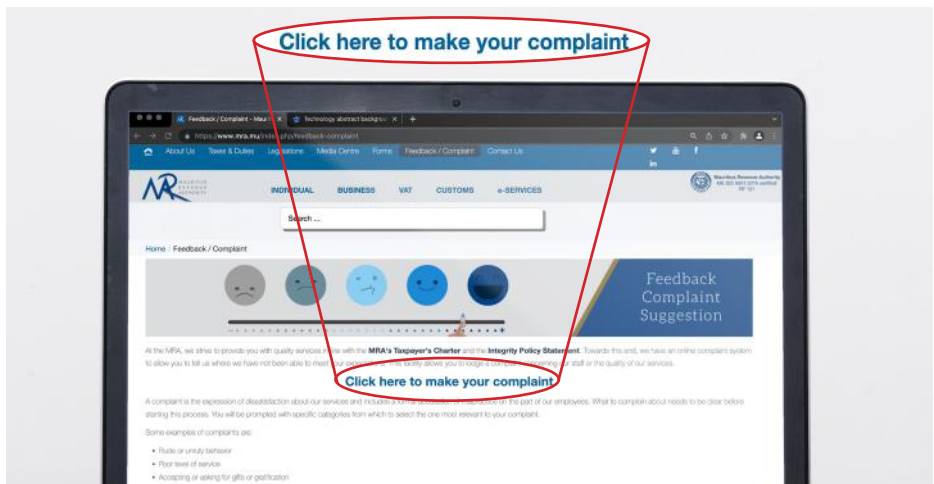


How to make a complaint online?


1. Go to the website of MRA: www.mra.mu
2. Click on **Feedback/Complaint** as portrayed below:



3. Click on **Click here to make your complaint.**



4. You can fill in the fields below or you can skip this in case you want to remain anonymous.


Mauritius Revenue Authority
Filing of Complaint/Compliment/Suggestion/Feedback

DETAILS OF FILER

Your First Name:

Your Last Name:

Your Correspondence Address:

Your Telephone No.:

Your Mobile No.:

Your Email Address:

Your Tax Account No.:

Your Business Registration No.:

5. The fields marked with * should be filled (mandatory).

Your Email Address:

Your Tax Account No.:

Your Business Registration No.:


DETAILS OF COMPLAINT/COMPLIMENT/SUGGESTION/FEEDBACK

Category: *

Description: *

PROVE YOU ARE NOT A BOT

Type the text shown below:

 *

ATTACHMENT

Supporting documents may be attached here: No file chosen

For Information :

- Fields marked with * are mandatory.
- Maximum size of file to upload is 4 MB.
- Only PDF and JPG files may be uploaded.

6. Choose the category of complaints you want to make from the drop-down list.

The screenshot shows a web form for filing a complaint. At the top, there are four input fields: "Your Mobile No.", "Your Email Address", "Your Tax Account No.", and "Your Business Registration No.". Below these is a section titled "DETAILS OF COMPLAINT/COMPLIMENT/SUGGESTION/FEEDBACK". The "Category:" field has a dropdown menu open, showing a list of options: "Please select...", "Customer Service", "Tax Evasion/Fraud Issues", "Other Tax Issues", "Refund and Repayment", "Customs Issues", "Complaint against an MRA officer", "HR Issues", "Other categories", and "Compliment/Suggestion/Feedback". The "Description:" field is empty. Below this is a "PROVE YOU ARE NOT A ROBOT" section with a captcha image showing the number "64413" and an empty input field. The "ATTACHMENT" section has a "Choose file" button and "No file chosen" text. At the bottom are "Submit" and "Cancel" buttons.

7. Insert the Captcha to prove that you are not a robot.

This screenshot focuses on the "PROVE YOU ARE NOT A ROBOT" section. It shows the instruction "Type the text shown below:" followed by a captcha image displaying the number "81643" and an empty input field for typing the number. Below this is the "ATTACHMENT" section header.

8. Finally, if you want to attach supporting documents (Only PDF and JPG files), same can be done by clicking on **Choose File** and **Submit** respectively.

This screenshot shows the entire form with a red box highlighting the "ATTACHMENT" section and the "Submit" button. The "ATTACHMENT" section includes the text "Supporting documents may be attached here:", a "Choose file" button, and "No file chosen" text. The "Submit" and "Cancel" buttons are at the bottom of the form.



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