

## CUSTOMER SERVICE AT MRA HEAD OFFICE

The Mauritius Revenue Authority (MRA) informs the public that, in line with the Government's strategy for resumption of economic activities, some 30% of its officers have resumed duty at office on 15<sup>th</sup> of May, 2020, and the rest are working from home.

In order to minimise the risk of infection by the Corona Virus, visitors to the MRA Head Office, Efram Court, Port Louis, will be allowed access **ONLY** on appointment. However, to ensure that operations are running smoothly, the MRA requests taxpayers to abide by the following:

1. All tax returns should be submitted electronically, as provided in the Revenue Laws,
2. All payment of taxes to be effected electronically, preferably through the **Direct Debit** option. In order to benefit from the Direct Debit facility, taxpayers are requested to fill-in and forward to MRA a '**PLACH Direct Debit Mandate**' form which may be downloaded from **MRA's website**, and
3. Applicants having queries regarding the Self-Employed Assistance Scheme or the Government Wage Assistance Scheme, or any issue relating to tax obligations, may phone the MRA Helpdesk on **207 6000** or address a mail to **headoffice@mra.mu**

Arrangements have also been made for the hearing of appeal cases lodged at the Assessment Review Committee (ARC), through tele-conferencing.

**MRA relies on the usual cooperation and understanding of one and all to reduce physical contact with a view to combat the Covid-19 disease.**

MAURITIUS REVENUE AUTHORITY

16 May 2020

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