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Taxpayer Satisfaction Survey Draw

To gauge taxpayers' perception of its services, the Mauritius Revenue Authority (MRA) launched the Taxpayer Satisfaction Survey (TSS) to receive valuable insights from its main stakeholders during the Income Tax e-Filing Season 2019, which ran from Monday, 26 August till Tuesday, 15 October 2019. Around 21,600 persons participated in the TSS. Consequently, a draw was organised on 24 October 2019, at the MRA Head Office, to draw the three winners who won Rs. 25,000, Rs. 15,000 and Rs. 10,000 respectively.



In his address, the Director-General stressed that the MRA is committed to improving the quality of the services offered to taxpayers and the TSS is one such channel through which feedback is gathered.



Mr. Sudhamo Lal, Director-General of the MRA, shared the following statistics with regards to the previous Taxpayer Satisfaction Survey.

- 85% of respondents rated the overall service delivery by the MRA over the last five years as Good/ Very Good,
- 80% of respondents had an overall trust in the MRA, and
- 84% and 94% of taxpayers gave us a Good/Very Good rating for refund of income tax and e-filing facilities respectively.

The filled-in questionnaires received during the TSS 2019 are under analysis and the result will be published in our annual report.



CATA Workshop

A workshop on Automatic Exchange of Information (AEOI) Security in Country by Country Reporting (CbCR) was organised by the Commonwealth Association of Tax Administrators (CATA) in collaboration with Her Majesty's Revenue and Customs (HMRC) at the Mauritius Revenue Authority (MRA) Training Academy, Custom House, Port Louis, from 21 to 25 October, 2019. The aim of the workshop was to provide officers of revenue departments with an understanding of the security requirements necessary to comply with the global standard on AEOI.



Mr. Sudhamo Lal, Director-General of the MRA, outlined that Mauritius has always taken the necessary steps to be in compliance with recommended international standards/best practices in different fields. The "Compliant" rating given by the Global Forum on Transparency and Exchange of Information for Tax Purposes, established by the Organisation for Economic Co-operation and Development (OECD), bears testimony to the efforts deployed by Mauritius in matters of transparency.

Since the MRA has been able to successfully implement the AEOI, the CATA has proposed that the MRA share its expertise with jurisdictions which are in the process of implementation. Only two African countries, namely Mauritius and South Africa, have already exchanged information under the Common Reporting Standard (CRS), as they are the only countries having a suitable infrastructure to deal with AEOI.



The workshop was conducted by Mr. Jon Swerdlow, Capacity Building Lead, Her Majesty's Revenue and Customs (HMRC) and his team members. Participants from CATA and ATAF member countries including Mauritius attended the workshop.

MRA signs MoU with FIU

A Memorandum of Understanding (MoU) between the Mauritius Revenue Authority (MRA) and the Financial Intelligence Unit (FIU) was signed by Mr. Sudhamo Lal, Director-General, MRA, and Mr. Guillaume Ollivry, Director, FIU, on Thursday 10 October, 2019.



The MoU sets out the general nature of the co-operative arrangement between the MRA and the FIU whereby the MRA will offer its assistance to the FIU in conducting auction sales, which are subject to Judge's Orders under the Asset Recovery Act.

Standard Operating Protocol between the MRA and FIU

On 24 October 2019, a Standard Operating Protocol (SOP) was signed between the Mauritius Revenue Authority (MRA) and the Financial Intelligence Unit (FIU). The SOP sets out the essential aspects of inter-agency cooperation and information exchange, including feedback, between the MRA and the FIU.



From left to right: Mr. Vivekanand Ramburun, Director, Customs, Mr. Guillaume Ollivry, Director, Financial Intelligence Unit (FIU), Mr. Sudhamo Lal, Director-General, Mauritius Revenue Authority (MRA) and Mr. Soopayah Narrainen, Director, Internal Affairs Division, MRA

The aim of the protocol is to strengthen the effectiveness and efficiency of the existing inter-agency collaboration towards the national fight against money laundering and corruption.

IMF Mission

The Mauritius Revenue Authority (MRA) received Dr. Stuart Hamilton, International Monetary Fund (IMF) Consultant, from Monday, 28 October to Friday, 08 November 2019, for a follow-up mission in respect of Big Data/Data Analytics mission held in August 2019.



The IMF consultant shared recent developments in Big Data Analytics and Fintech with MRA representatives and the different units of the MRA presented on the progress made from the last mission.

National Board of Revenue, Bangladesh (NBRB) on a study tour at the MRA

Bangladesh Customs is embarking on the 'Bond Management Automation Project' in the near future. In that context, the National Board of Revenue, Bangladesh (NBRB) was on a fact finding mission with the Mauritius Revenue Authority (MRA), in particular the Customs Department as from Monday 28 to Thursday, 31 October 2019.



The purpose of the mission was to gain experience and expertise within the areas relating to Bond Management Automation. The delegation comprised eleven officials including the Chairman of the Board, Mr. Md. Mosharraf Hossain Bhuiyan, the Commissioner and other high officials from the NBRB.

A delegation from the State Taxation Administration, China visits the MRA

A delegation of six members from the Shandong Provincial Tax Service of State Taxation Administration (STA) visited the MRA on Monday, 14 October 2019. The purpose of the visit was the exchange of experience in taxation and strengthening tax cooperation between State Taxation Administration (STA) China & the Mauritius Revenue Authority (MRA).



The delegation had working sessions with senior officers of Large Taxpayers Department (LTD), Medium and Small Taxpayers Department (MSTD), Taxpayer Education & Communication Department (TECD), Operational Services Department (OSD) and Information System Department (ISD).

Delegates from Botswana Unified Revenue Service (BURS)

Three senior officials from the Botswana Unified Revenue Service (BURS) visited their Mauritian counterparts from Monday 14 to Thursday, 17 October 2019.



The purpose of the study visit was a benchmarking exercise in Human Resources, Training and Development (HRTD) of the Mauritius Revenue Authority (MRA). Senior officers of the HRTD department made presentations on several topics including organisational development, recruitment process, training strategies and performance management system.

Study tour of a delegation from Cape Verde

A delegation of three members from Cape Verde visited the Mauritius Revenue Authority (MRA) from Monday 14 to Friday, 18 October 2019. The aim of the study tour was to prepare an action plan for the implementation of the Single Window project in Cape Verde assisted by MRA Customs.

The delegates, accompanied by Mr. Vivekanand Ramburun, Director, Customs, and Mr. Charansingh Dabeasing, Section Head, IT/CMS at Customs, paid a courtesy call on the Director-General of the MRA, Mr. Sudhamo Lal.



The single window is a web-based online platform for the submission and processing of import/export permits and respective clearance from state authorities. Several advantages are derived from the National Single Window project by the business communities in general such as reduction in dwell time for import/export permits processing and clearance; reduced cost of doing business; 24/7 access to the portal via internet; and facilities for traders to track the progress of their applications/declarations in real time, among others.

Workshop on Common Reporting Standard

Officers of the International Taxation Section, which falls under the aegis of the Large Taxpayers Department (LTD) of the Mauritius Revenue Authority (MRA), conducted a workshop on the Common Reporting Standard (CRS) for members of the Association of Trusts and Management Companies (ATMC) and Global Finance Mauritius (GFM) on Wednesday, 09 October 2019

The session which lasted three hours was held at the Financial Services Commission (FSC) House in Ebene. The resource persons were Mrs. Yamini Rangasamy, Section Head, LTD, and Mr. Girish Harnamsing and Mrs. Kareemah Pathel Vavra, Officers from the LTD.



The aim of the workshop was to provide a brief overview of the CRS Compliance Strategy which is being implemented by the MRA, explanations on how to identify beneficial owners and how to avoid common errors as regards to CRS Reports. Around 100 persons attended the workshop.

Educational sessions

During the month of October, three other educational sessions were organised at the request of stakeholders.

The beneficiaries were members of the:

- i. Institute for Judicial and Legal Studies of Mauritius (IJLS),
- ii. Small and Medium Enterprises (SME's), and the
- iii. Taylor Smith Group.

Senior Officers of the MRA were the resource persons.



Topics dispensed during those sessions included changes brought by the Finance Act 2019.

