

In this issue...

Individual Income Tax e-Filing Season 2020



192,000+
e-Filers

**Thank
you!**

More than 192,000 Individual taxpayers e-filed their Income Tax returns for the 2020 e-Filing Season

The Individual Income Tax e-Filing Season 2020 came to an end on Thursday 15 October 2020 and more than 192,000 individual taxpayers filed their income tax returns through the MRA website and MRAeasy.



This year the MRA innovated by introducing the e-Free Income Tax Assistance (e-FITA), whereby taxpayers, needing assistance to file their income tax returns, were encouraged to book a slot with an MRA officer for online assistance. The interaction between the MRA officer and the taxpayer was held through video call via WhatsApp. For this e-filing season, the total number of reservations attended by MRA was 315.

Short explanatory videos on how to file their income tax returns, on how to retrieve their TANs and PASSWORDS and on e-FITA were produced and posted on the MRA website and [MRA YouTube channel](#).



Taxpayers were encouraged to participate in the Taxpayer Satisfaction Survey, whereby they could provide valuable information on MRA services while filing their returns.

192,553 individual taxpayers e-filed their Income Tax Returns by midnight on 15 October 2020, through MRA website and MRAeasy.

The MRA wishes to thank all taxpayers for submitting their returns for the Year of Assessment 2020- 2021 within the prescribed delay.

Taxpayer Satisfaction Survey 2020: The MRA improves the quality of its core services

To gauge taxpayers' perception of its services, the MRA launched the fourth edition of the Taxpayer Satisfaction Survey (TSS) to receive valuable insights from its main stakeholders during the Individual Income Tax e-Filing Season 2020, which ran from Tuesday 01 September till Thursday 15 October 2020. The following statistics, with regards to the e-Filing Season 2020, have been gathered:

- 30,553 taxpayers participated in the TSS out of 192, 553 who filed their Individual Income Tax during the e-filing exercise;
- 94% of the respondents have unanimously confirmed that the "Time taken to e-File a return" was "Very Good/Good" in 2020 as compared to 90% in 2017;
- 90% of the respondents have rated the "e-Payment facilities" as "Very Good/Good" as compared to 82% back in 2017;
- The "Refund of income tax by the MRA" has been rated by 84% of the taxpayers as "Very Good/Good" this year, as compared to 74% in 2017;
- More than 89% of income tax payments by individual taxpayers were received at the MRA, using the Direct Debit facility;
- 84% of the respondents rated the service delivery of the MRA over the last five years as Very Good or Good;
- 90% of them have rated the user-friendliness of and accessibility to the MRA website as very good or good;
- 80% of the respondents, that is, 8 out of 10, have rated "The overall trust they have in the MRA" as being "Very Good or Good".



The draw of the online Taxpayer Satisfaction Survey (TSS) 2020 was effected at the Head Office of the Mauritius Revenue Authority (MRA), Port Louis, on Friday 30 October, 2020, under the supervision of the Gambling Regulatory Authority (GRA). The names of the winners drawn are as follows:

1st Prize of Rs. 25,000 - Surrnun Doorga

2nd Prize of Rs. 15,000 - Veeren Pragassen

3rd Prize of Rs. 10,000 - Marie Jean Mathieu Olivier

On that occasion, the Director-General of the MRA, Mr. Sudhamo Lal, stressed that the MRA is committed to improving the quality of services offered to taxpayers and the TSS is one such channel whereby feedback is gathered. He highlighted that the MRA has vowed to respond to taxpayers' needs and expectations as effectively as possible. This TSS has been a proper tool in this process, enabling the MRA to identify the gap and take remedial measures.

Mr. Lal expressed his appreciation regarding the close collaboration that exists between taxpayers and the MRA. "This endeavour will help the MRA in Reaching New Milestones Together," he said. The names of the winners were drawn by Mr. J. Suhotoorah, Board Member, Mr. M. Oozeer, Director Operational Services Department, and Mr. R. Oree, Assistant Director, Research, Policy & Planning Department, respectively.



Integrity Advisory Committee Meeting

The 11th Integrity Advisory Committee meeting, chaired by Mr. Sudhamo Lal, Director-General of the MRA, was held on Friday 23 October 2020. The Integrity Advisory Committee is a platform where representatives of the MRA, the business and trade community and the Civil Society meet to discuss on integrity of services provided by the MRA.

The Director, Internal Affairs Division, Mr. Soopayah Narrainen, gave an overview of the Division's activities whereas Mr. Vivekanand Ramburun, Directors, Customs Dept., Mr. Mahmad Oozeer, Director, Operational Services Dept. and Mr. Soobhash Sonah, Director, Information Systems Dept. made respective presentations on 'Business Continuity during lockdown.'



Members who were present shared their experiences and made valuable suggestions for promoting integrity at all level of services provided by the MRA. It was also positively noted by participants that MRA has improved a lot in terms of integrity and transparency of its people, systems and procedures.

MRA promotes safety at the sea

The MRA is equipped with two Fast Interceptor Boats (FIB), two Rigid Hull Interceptor Boats (FHIB) and one speed boat. These boats are used by Customs Officers to conduct surveillance patrol in the harbour as well as in the vicinities of the Port.

With a view to promoting safety at sea, the MRA Training Academy mounted a training course on swimming for the benefit of Customs Officers engaged in Port surveillance and Anti-Narcotics operations. The intake of Trainee Customs Officers in September 2018 was the first batch of officers who got the opportunity to be trained in swimming at Plaine Verte Swimming Pool, once a week for about 3 months.

The positive response and success of this first experience led the Training Academy to organize other sessions for serving Officers. The aim is to enhance the security of Customs Officers who in the performance of their duties are called upon to patrol the harbour and its vicinity, mount on ships by climbing on pilot ladders, conduct rummage of ships (often outside harbour), conduct search and pursue drug related operations.

Officers from Port Surveillance & Enforcement Unit (PSEU) and Customs Anti-Narcotics Section (CANS) were identified to follow the course. The training for the third batch started on 24 September 2020 with a team of 30 officers and was held at Les Salines swimming pool. Its duration was 8 sessions of two hours each on Tuesdays and Thursdays, with a few sessions held at the sea.

The course was conducted under the expert guidance of Life Savers from the National Coast Guard, namely Messrs Ghoorah, Hosanee and Samjhu. The coordination and supervision of the training was carried out by Mr P.Bheechook, Technical Officer Customs.



Panel Discussion at Roger's Capital/ ENL Group

Mr. Mahmad Oozeer, Director, Operational Services Department at the MRA participated in an online panel discussion on Thursday 08 October 2020 following a request from Roger's Capital/ENL Group.

The theme of the discussion was 'Finance Act 2020, navigating through the changes from an economic and fiscal perspective'. Other panellists included representatives of Business Mauritius, Juristconsult Chambers and Rogers Capital.



Education session in Secondary Schools

The Taxpayer Education and Communication Department conducted a series of educational sessions at the premises of secondary schools to sensitize students on the 'Importance of Taxation in our daily life'. Four sessions were organised during the month of October 2020 at the following educational institutions:

- Rengananden Seeneevassen SSS, Port Louis
- Quartier Militaire SSS
- Mootocoomaren Sangeelee SSS, Surinam
- Riviere des Anguilles SSS



Drug seizures

Seizure of synthetic drugs worth Rs. 763,200

The Mauritius Revenue Authority (MRA) seized 50.88 grams of Synthetic Drugs worth Rs 763,200 at a Courier Warehouse on Thursday 17 September 2020. The drug in provenance from France was sent on Flight Air Mauritius MK015 of 17 September 2020 and was concealed in a transparent plastic sachet addressed to a consignee residing in Vacoas. Upon suspicion, the parcel was selected by the Customs Anti-Narcotics Officers of the MRA for examination.

After verification, the sachet was found to contain 50.88 grams of a yellowish granulated substance suspected to be synthetic drugs. A field test was carried out on the substance therein and it revealed to be synthetic cannabinoid. The drugs was secured and handed over to ADSU and one person was arrested during a controlled delivery exercise.

Seizure of 1 kg of heroin worth Rs. 15 million

The South African Police Service (SAPS) seized 1 kilogram of heroin worth Rs 15,000,000 in a Courier Station on Wednesday 07 October 2020. The drug, destined for Mauritius, was concealed in the flaps of a carton box addressed to an individual residing in Petite Riviere.

Upon verification, the interlining of the carton box was found to conceal a transparent plastic sachet enclosing a white substance suspected to be Heroin.

Drug seizures with similar modus operandi; that is; concealed in the interlining of carton boxes shipped from South Africa, have been detected by MRA Customs Anti-Narcotics Section (CANS) in the past, in Mauritius, as a result of the close collaboration between MRA Customs and equivalent authorities in the region.

Furthermore, a certain quantity of cannabis was seized by MRA CANS during the examination of a consignment containing personal effects shipped from South Africa, on Thursday 08 October 2020.



Members of the public may report suspected drug/ illicit activities to the MRA through the Stop Drug platform or by calling on 8958.



e-PAYMENT OF TAXES

Services redefined

Register yourself for the
DIRECT DEBIT facility

HOW?

Download a
PLACH DIRECT DEBIT MANDATE form
from MRA website: www.mra.mu

Print a copy and
fill-in the required information.

Send a signed copy of the form to the
head office of the MRA,
Ehram Court, Port Louis.

For additional information, visit MRA website or
phone MRA helpdesk on 207 6000.

