

MRA Welcomes Newly Appointed Officers After One-Year Traineeship

The Mauritius Revenue Authority (MRA) marked a significant milestone as it formally appointed its latest cohort of officers following the successful completion of a comprehensive one-year traineeship. The Passing-Out Ceremony, held at the MRA Headquarters, brought together the Director-General of the MRA, Mr. Rohit Ramnawaz, senior management, departmental directors, training facilitators, and the newly appointed officers. The event celebrated the conclusion of an intensive learning journey and the beginning of a career in public service committed to fairness, professionalism, and national development.



The Director-General's Call to Duty

In his keynote address, Mr. Rohit Ramnawaz, Director-General of the MRA, congratulated the new officers on the successful completion of their one-year traineeship and welcomed them into the ranks of the organisation. He reminded them of the crucial role the MRA plays in national life, collecting around 90 percent of the government's annual revenue, funds that support essential public services such as roads, schools, hospitals, and other infrastructure. Mr. Ramnawaz stressed that being an officer of the MRA is both a privilege and a responsibility. *"From the very beginning, when you applied as trainees, you embraced the vision of serving your country. Today that dream has become reality. The MRA collects the*

funds that allow government to provide services to the people. If we do not succeed in our mission, the whole system risks collapse for lack of resources.”



He noted that the organisation’s mission is not to harass taxpayers but to ensure that those who can and should pay their taxes do so, so that the state can ensure the sustainability of public services and the welfare state. *“We must carry out this role without bias and without preference,”* he affirmed.

Calling on officers to see themselves as part of the backbone of fiscal governance, Mr. Ramnawaz emphasised that their work directly strengthens the country. *“Every rupee you help collect contributes to the nation’s growth and well-being. Wear this responsibility with pride and remember that you are serving not just the MRA, but Mauritius,”* he stated.

He concluded by highlighting the need to embrace change and innovation. With digital transformation, data analytics, and artificial intelligence becoming key tools, he encouraged the officers to adapt and lead in using technology to improve efficiency, transparency, and taxpayer service and ensuring that the MRA remains a pillar of fiscal stability for the Republic.

The Voice of the 2024 Cohort

Representing the 2024 trainees, Mr. A.Y Pudaruth and Ms. A.F.N Moraby Usmani reflected on what they described as “an enriching and transformative journey.” They emphasised that the intensive curriculum not only deepened their technical expertise in taxation but also strengthened essential soft skills such as communication, adaptability, and problem-solving.



They praised the MRA’s resource persons for their exceptional knowledge and mentorship, which brought clarity to complex concepts and offered valuable real-world insights. Through hands-on exercises, case studies, and direct exposure to operational environments, the trainees developed a high level of preparedness for their compliance roles. They expressed heartfelt thanks to the MRA Training Academy, HR and Training Department, supervisors, mentors, and their families for their unwavering encouragement and support.

A Rigorous Programme Preparing Officers for the Field

In his address, Mr. D. Magen Maunikum, Director of the Human Resources and Training Department, commended the new officers for their determination and dedication. The traineeship combined classroom instruction with extensive on-the-job training in multiple MRA departments. Participants took the oath of secrecy and confidentiality, made their declaration of assets, and underwent induction on MRA policies, customer care, and operational protocols. They also received specialised training in areas such as tax accounting, gaming, tax administration, and compliance enforcement.



Mr. Maunikum noted that the programme incorporated group projects, presentations, coaching sessions, and team-building exercises, all designed to enhance both technical competencies and interpersonal skills. *“The real challenge begins now,”* he told the officers, urging them to remain passionate, continuously improve, and contribute innovative ideas while upholding the MRA’s high standards of service and teamwork.

Setting the Professional Standard

Addressing the officers, Mr. Geerjanand P. Ramkissoon, Director of the Objections, Appeals, and Dispute Resolution Department, outlined the varied and demanding roles they will now assume across the MRA. He spoke of the officers' critical responsibilities in operational services, taxpayer assistance, compliance investigations, dispute resolution, and enforcement.

Mr. Ramkissoon reminded them that tax officers are entrusted with safeguarding the integrity of the fiscal system. *"You will be called upon to apply the law with accuracy, exercise sound judgement, and act with fairness and impartiality,"* he stated. *"Your conduct will directly influence public confidence in the tax administration, and it is through professionalism, empathy, and ethical decision-making that you will earn and keep that trust."*



He also emphasised that legislative and regulatory changes are constant in the field of taxation, which requires officers to be vigilant, adaptable, and committed to continuous learning. *"Your journey does not end here. It begins today, and the MRA counts on you to be ambassadors of integrity and excellence,"* he concluded.

Commitment to the Nation's Fiscal Integrity

As these newly appointed officers step into their roles, they do so with the full support of the MRA's leadership and training teams. Their appointment signifies not only the culmination of a year of rigorous preparation but also the start of a professional commitment to safeguarding revenue, enforcing tax laws, and fostering voluntary compliance. The MRA remains dedicated to investing in its human capital, providing ongoing professional development, and nurturing a culture of innovation, fairness, and public trust.