

MRA Launches its Innovative Mentoring Program:

A Leap towards Excellence

The Mauritius Revenue Authority (MRA) unveiled its ground-breaking mentoring program on Friday the 8th of September, 2023 at the MRA Training Academy, Mer Rouge, under the chairmanship of Mr. Sudhamo Lal, the Director-General of MRA. The whole of the Management Team members were also present.



A Vision for Excellence and Partnership

The highlight of the event was the keynote address delivered by Mr. Sudhamo Lal. His speech was not merely a formality but a testament to MRA's unwavering commitment to excellence and continuous improvement. Mr. Lal began by acknowledging the historic moment the MRA was embarking upon with the launch of its mentoring program. He stressed that this initiative marked a significant step in the organization's journey towards excellence. He said, *"Today, we take a leap towards a future where every member of MRA is not just an employee but a torchbearer of excellence, a partner in progress."*

The Power of Mentoring

Mr. Lal elucidated the pivotal role that mentoring plays in professional growth and development. He emphasized that mentoring was not just a transactional process but a transformational journey, wherein experienced mentors impart their wisdom and insights to nurture future leaders.

He stated, *"Mentorship is a powerful tool for personal and professional growth. It's a partnership, a relationship built on trust, respect, and a genuine desire to learn and teach. Through mentorship, you have the opportunity to tap into the knowledge, experience, and insights of those who have walked the path before you."*

Taxpayers as Partners

In alignment with the MRA's tagline, "*Partners in Progress*," Mr. Lal reiterated that taxpayers are not mere clients but essential partners in the nation's progress.

Mr. Lal highlighted that the mentoring program would further consolidate this attitude by fostering a culture of respect, empathy, and transparency towards taxpayers. He emphasized that MRA's role goes beyond revenue collection; it encompasses serving taxpayers with integrity, fairness, and commitment. He underlined the importance of not only meeting but exceeding taxpayers' expectations, acknowledging their contributions to the nation's development.

Leadership Development

The Director-General outlined the critical importance of leadership development within the MRA. He emphasized that the mentoring program aimed not only to develop individuals but also to create a leadership pipeline that would guide the organization into the future. Mr. Lal highlighted the need for mentorship to extend beyond just skills and knowledge, encompassing values, ethics, and a commitment to serving the public interest. He envisioned a future where MRA leaders were not only technically proficient but also exemplified the highest standards of integrity and service.

A Culture of Learning

Mr. Lal stressed the significance of creating a culture of continuous learning within the organization. He encouraged mentees to approach the program with an open heart and a thirst for knowledge, viewing it as a lifelong journey. He stated, "*Learning often happens through trial and error. Do not be afraid to make mistakes; it is through these mistakes that we grow and learn. Embrace the challenges and setbacks as opportunities for growth.*"

Collaboration and Growth

Highlighting the collaborative aspect of the mentoring program, Mr. Lal emphasized that the bonds formed during this journey would extend beyond the program's duration, enriching professional lives and reinforcing the "*Partners in Progress*" philosophy.

He stated, *"Remember that mentoring is a two-way street. While mentors offer guidance, mentees also bring fresh perspectives and innovative ideas to the table. Together, we can achieve more than we ever thought possible."*



Mr. Sudhamo Lal, the Director-General of MRA

"Mentoring programme is a transformative force that will alter the trajectory of our people in the right direction", Mr. Lal concluded.

Shaping the Future through Mentorship



Mr. Dhanraj Ramdin, is the Director of the Medium and Small Taxpayers Department at MRA. As one of the senior-most directors, Mr. Ramdin brought a wealth of experience and wisdom to his address. In his speech, he said: *"Mentorship is not just about passing on knowledge; it's about passing on a legacy. As mentors, we have the privilege and responsibility of guiding the next generation of leaders, ensuring that they carry forward the torch of excellence"*. He urged mentors to approach their roles with dedication and empathy,

highlighting the importance of personalized guidance and holistic development in the mentoring process.



Mr. Dhanraj Ramdin

Pioneering Excellence in Mentorship

The event reached another milestone with the intervention of Mr. Magen Maunikum, Director of the Human Resources and Training Department at MRA. In his speech, Mr. Maunikum elaborated on the strategic significance of the mentoring program within the organization. He stated, *"The launch of our mentoring program is a testament to our commitment to fostering a culture of continuous learning and growth. It reflects our belief that every individual within the MRA has the potential to excel, and mentorship is the bridge that leads us there."*

Mr. Maunikum emphasized the program's role in nurturing leadership and talent within the MRA, underlining its potential to create a positive ripple effect across the organization.



He added, *"Through mentorship, we not only empower individuals to reach their full potential but also create a supportive network that propels the MRA towards greater achievements. Our mentors and mentees are the architects of our future success."*

For Mr. Maunikum, the definition of success varies from person to person. *"Some people work hard and output is zero, and some people work less with much output. For hard work also, you should know how to work hard. We talk about smart work today, not hard work. But consistency and discipline are important at work"*, he stressed.



[Mr. Magen Maunikum](#)

A Promise of Support and Guidance



Miss Yashvi Ramparsad, Officer at MRA. Her presence on stage symbolized the enthusiastic commitment of mentees to receive guidance and support on their journey of growth and development. Miss Ramparsad's speech resonated with a sense of shared responsibility and a commitment to the progress of fellow colleagues.

She stated, *"As mentees, we stand ready to absorb knowledge, experiences, and insights. But more importantly, we stand ready to be your partners in progress, your pillars of support as you navigate the challenges and opportunities that lie ahead."*

She emphasized the importance of two-way communication in the mentoring relationship, where both mentors and mentees have valuable lessons to share. Her words underscored the idea that mentorship is a collaborative endeavour that benefits everyone involved.



Miss Yashvi Ramparsad



In her opening remarks as Master of Ceremonies, Mrs. Aroona Mugon said: *“Today we embark on a journey that holds immense promise and potential. Our mentoring program signifies not only MRA commitment to personal and professional development but also dedication of the Organisation to the principles of partnership and progress.”*

In conclusion, the launching ceremony of the Mauritius Revenue Authority's mentoring program was a momentous occasion that reaffirmed the organization's commitment to excellence, partnership, and continuous growth. It marked the beginning of a transformative journey where mentors and mentees, guided by a shared vision of progress, would collaborate to shape a brighter future for the MRA, its employees, and the taxpayers of Mauritius.

As the mentoring program unfolds, it is poised to become a cornerstone of the MRA's culture, nurturing leadership, fostering collaboration, and solidifying the organization's role as a beacon of excellence in revenue administration. The MRA's *"Partners in Progress"* philosophy is not just a tagline; it is a living testament to its unwavering dedication to the welfare and prosperity of the nation.