

## MRA hosts its 13th Integrity Advisory Committee (IAC)

The Mauritius Revenue Authority (MRA) hosted its 13th Integrity Advisory Committee (IAC) on Wednesday 13 October, 2021 through the Zoom platform. The IAC is a committee where MRA officers, representatives from the business and trade community and members of the civil society enter into a dialogue on integrity of the services provided by the MRA.

This year the IAC met under the chairmanship of Mr. Sudhamo Lal, Director-General of the MRA, in the presence of several Directorates of the MRA. Mr Allen Sandrazie, President of The Mauritius Taxpayers Association (MTPA), Ms. Aruna Radhakeesoon, Chairperson of the National Committee on Corporate Governance (NCCG), Dr. Yousouf Ismael, Secretary General of the Mauritius Chamber of Commerce and Industry (MCCI), Mr Kevin Ramkaloan, CEO of Business Mauritius, Mr Vivek Gujadhur, Chairperson of the Mauritius Institute of Professional Accountants (MIPA) and Mr Ameen Khodabux, Treasurer of the Mauritius Council of Social Service attended the Committee, as external members.

Mr Lal emphasized on the organisational integrity that prevails when an organisation's operational systems, its corruption prevention strategies and its ethical standards are aligned with the guiding values of the organisation. He added that integrity is the lifeblood of MRA's reputation, trustworthiness, service delivery and sustained efficiency. The driving force of the integrity strategies of the MRA lies in the design of its operational systems and procedures, he added. As such, he emphasized that each process has a standard operating procedure to maintain and assure quality standards.

Various operations at the MRA are contactless. This new normal has been enhanced by the sustained support of development in Information and Communication Technologies at the MRA. Contactless business continuity was highly effective during the lockdowns when, thanks to ICTs, around 250 MRA officers worked from home to implement the Self-employed Assistance Scheme (SEAS) and Government Wage Assistance Scheme (GWAS) and many other fiscal and customs commitments.

The customs department has recourse to body worn cameras in the examination of goods where simultaneous monitoring of the images by officers in a central control room upholds the integrity perception image of the service.

The latest Integrity Perception Survey demonstrated an increase in Organisational Perception Index from 73.9 in 2016 to 76.3 in 2019 as a result of different integrity strategies implemented by the MRA.

External stakeholders present in the Committee expressed their appreciation of the laudable initiatives undertaken by the MRA to promote integrity in the supply chain.