

## WORLD BANK DOING BUSINESS REPORT

# EASE OF PAYING TAXES: MAURITIUS RANKED 5<sup>TH</sup>



Mauritius bagged the 5<sup>th</sup> position in the Ease of Paying Taxes Index of the World Bank Ease of Doing Business Report 2020. This was announced by the Director-General of the Mauritius Revenue Authority (MRA) on Thursday 24 October, 2019 during the Taxpayer Satisfaction Survey (TSS) Draw 2019. Mauritius previously ranked at the 6<sup>th</sup> position.

The MRA happens to be the best Tax Administration in Africa and it is also ahead of countries such as Canada, France, South Africa and Finland.

To gauge taxpayers' perception of its services, the MRA launched the TSS to receive valuable insights from its main stakeholders during Income Tax e-Filing Season 2019, which ran from Monday 26 August till Tuesday 15 October 2019. Consequently a draw was organised yesterday, 24.10.19, at the seat of the MRA to justly draw the three winners who will win 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 services offered to taxpayers and the TSS is one such channel whereby feedback is gathered. Mr. Sudhamo Lal also shared the following statistics with regards to the e-Filing Season 2019:

- 185,612 income tax returns were submitted electronically (almost 100%) in 2019, as compared to 177,134 last year
- More than 54,000 persons were refunded in excess of Rs. 330 million
- Around 21,600 persons participated in the TSS
- 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

- Only 4% of taxpayers thought that the MRA did not administer the tax system with fairness
- 84% and 94% of taxpayers gave us a Good/Very Good rating for refund of income tax and e-filing facilities respectively.

The names of the taxpayers who were drawn in the presence of Gambling Regulatory Authority (GRA) representatives and journalists are as follows:

1<sup>st</sup> Prize Winner- Law Hong Waye

2<sup>nd</sup> Prize Winner: Bissessur Kaviraj

3<sup>rd</sup> Prize Winner: Lesourd Melanie.

The names of the winners will be published in the media and on the website of the MRA and they will be contacted individually to collect their prizes.