

## Taxpayer Satisfaction Survey Draw 2022

### 93% of respondents trust the MRA

The sixth edition of the **Taxpayer Satisfaction Survey (TSS) Draw 2022** was organised on Friday 28 October 2022 at the Head Office of the Mauritius Revenue Authority (MRA), Port-Louis in the presence of Mr. Kritananda Naghee Reddy, MRA Board Member, Mr. Sudhamo Lal, Director-General of the MRA, member of the Management Team.

The draws were effected under the supervision of representatives of the Gambling Regulatory Authority (GRA), namely Mr. Kavincha Cheeneebash, and Mr. Ridwan Oomar.

In his address, Mr. Sudhamo Lal, stated that *“the Taxpayer Satisfaction Survey is one of the tools that allow the MRA to collect data from taxpayers in view of sensing their needs and expectations, measure progress in service delivery and take corrective actions on shortcomings reported by respondents”*.

He added that 93% of respondents have expressed that they have trust in the MRA as a tax administrator, and 90% of them have stated that MRA staff have high levels of integrity and ethical standards.

Mr. Lal further stressed that 90% of respondents believe that the MRA enforces the tax laws fairly and impartially. 92% of respondents were of the view that the MRA helped them to understand their tax obligations.

Out of the 19,921 individual taxpayers who have participated in the Annual Taxpayer Satisfaction Survey, three winners were chosen through a draw.

## The winners are as follows:

The first prize, i.e a cash prize of Rs. 25,000 went to Bhoobun Navic Kumar. Bhugaloo Ubaid Ullah won the second prize of Rs. 15,000 and Kistnen Logambal received the third prize of Rs. 10,000.

The Director-General explained that, additionally, MRA has received seven thousand comments/suggestions from taxpayers, and this valuable feedback will be taken on board when developing the annual operational plan.

Mr. Lal seized the opportunity to highlight the revenue for the Financial Year ending 30 June 2022. He indicated that 64,000 taxpayers have declared additional tax of Rs 2.87 billion during e-Filing Season 2022, which represents a surge of 12% as compared to last year.

The number of e-filers of Individual Income Tax Returns has increased with some late filers: *“it is now slightly more than 236,000 which represents an increase of 11% as compared to the same period last year”*, he said.

Mr. Lal also underlined that MRA has already refunded some 70,000 taxpayers for an amount of Rs 537 million, representing a 22% increase, as compared to last year.

## The link below leads us to a video on TSS Draw 2022



[Click here for video on TSS Draw 2022](#)