

# QUALITY POLICY STATEMENT

The MRA is committed to provide **high quality, innovative** and **timely** services in the operation and management of an effective and efficient revenue raising organisation.

In pursuit of this commitment, we shall strive to **promote voluntary tax compliance, trade facilitation** and **protection of our borders and society** through continuous education and communication.

We will consistently aim at meeting or exceeding stakeholders' needs and expectations in a **just, fair, transparent** and **accountable** manner.

We shall endeavour to foster a **safe, healthy, harmonious** and **inclusive environment** that motivates our people to cooperate and contribute consistently towards achieving MRA's goals and objectives in line with its vision and mission.

The MRA will thus continually improve the effectiveness of its **Quality Management System** and comply with applicable requirements.

**M. Sudhamo Lal, G.O.S.K, C.S.K**  
**Director-General, MRA**

**24 June 2024**

*Commitment beyond Revenue*