

QUALITY POLICY STATEMENT

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

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

In pursuit of this commitment, we shall continue to **promote tax compliance** through education & communication, **facilitate trade**, and **ensure border & society protection**.

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

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



Sudhamo Lal, C.S.K
Director-General, MRA

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Commitment beyond Revenue