



In this issue...

Fight against drug trafficking:
A Ship-in-a-Box Simulator Facility to enhance training of Customs Officers

Page 3

Enhancing Disaster Preparedness:
MRA adopts an innovative approach to fire drill

Page 6

Border Security:
UNDP offers three organic scanners to MRA

Page 8

Sustainability:
MRA implements eco-friendly measures

Page 10

MRA Annual Prayer:
Work is worship

Page 12

Fight against drugs:
Sniffer dogs at work

Page 14

Educational Sessions hosted by the MRA

Page 15

DID YOU KNOW?
Customer Service Feedback Terminal (CSFT)

Page 19

EDITORIAL NOTE

Dear Readers,

The Mauritius Revenue Authority (MRA), being a pivotal institution responsible for revenue collection and customs enforcement, has launched a Ship-in-a-Box Simulator Facility and three organic scanners, thanks to the support of its international partners, namely the United Nations Office on Drugs and Crime (UNODC) and the United Nations Development Programme (UNDP).

UNODC assists member states in building their capacity to counter the challenges awaiting MRA in its relentless fight against drug trafficking. As part of this effort, the organization handed over a Ship-in-a-Box Simulator Facility to MRA.

On the other hand, UNDP provides technical assistance, funding, and policy advice to countries to help them strengthen their capacities and institutions for sustainable development. As part of this support, UNDP offered MRA with three organic scanners through the Ministry of Agro-Industry. These state-of-the-art tools will boost the overall operational efficiency of the Customs Department, at the port and airport. This forward-thinking approach of blending human capital with the use of equipment and sniffer dogs has yielded impressive results, particularly in the area of drug and psychotropic substance seizures.

And that's not all! In an era where safety at the workplace is paramount, MRA conducted an innovative "Simulation Fire Drill Exercise". By simulating such real-life emergency situations, MRA is effectively equipping its staff with the knowledge and skills necessary to respond promptly during an actual fire incident. This exercise also identified shortcomings in the existing safety measures, allowing MRA to take immediate corrective actions thanks to the concerned stakeholders, such as fire services/ambulance etc.

Also featured this month, is the MRA Annual Prayer, which serves as a reminder of the importance of integrity, honesty, and ethical behavior within the organization. This event saw the participation of MRA employees, stakeholders, and the public at large. As the Director-General of MRA rightly pointed out, "Work is worship".

We wish you a pleasant and fruitful reading!

Sincerely,

Editorial team

Disclaimer

This e-Newsletter is for information purposes only. The information should not be reproduced or reedited without the prior authorisation of MRA.

Fight against drug trafficking:

A SHIP-IN-A-BOX SIMULATOR FACILITY TO ENHANCE TRAINING OF CUSTOMS OFFICERS



The United Nations Office on Drugs and Crime (UNODC) handed over a Ship-in-a-Box Simulator Facility to the Mauritius Revenue Authority (MRA) on Wednesday 15th of November 2023. The handing over ceremony took place at QUAY E in Port-Louis in the presence of the Honourable Pravind Kumar Jugnauth, Prime Minister of the Republic of Mauritius, Dr. the Honourable Renganaden Padayachy, Minister of Finance, Economic Planning and Development, Mr. Sudhamo Lal, Director-General of MRA, Mr. Tobin Bradley, Deputy Assistant Secretary for Africa and the Middle East, US State Dept. Bureau of International Narcotics and Law Enforcement Affairs, His Excellency Mr. Henry V. Jardine, US Ambassador to the Republic of Mauritius and Seychelles, and other eminent personalities.

The newly launched Ship-in-a-Box is a major milestone in MRA's efforts to enhance maritime and border security. It consists of stacked cargo containers that have been internally modified to stimulate a ship's

interior. This training tool enables Customs Officers and law enforcement agencies to practice proper ship search procedures.

The Ship-in-a-Box Simulator Facility cost approximately US \$200,000 and has been funded by the United Nations Office on Drugs and Crime (UNODC) with the support of the US State Department Bureau of International Narcotics and Law Enforcement Affairs (INL).





Hon. Pravind Kumar Jugnauth, Prime Minister

In his keynote address, Hon. Pravind Kumar Jugnauth expressed his enthusiasm for this pioneering project aimed at enhancing the techniques for boarding, searching and tactical operations which will help in the combat against illicit trafficking of drugs and narcotics and other contraband carried in ships.

The Hon. Prime Minister recalled that the proposal to construct the Ship-in-a-Box Simulator Facility was discussed with the UNODC representative during the 2nd Ministerial Conference on Maritime Security (MASE) and the 22nd Plenary Session of the Contact Group on Piracy off the Coast of Somalia (CGPCS) held from 18th to 20th June 2019 at the Intercontinental Resort, Balaclava.

Relentless fight against drug abuse and illicit trafficking

Hon. Pravind Kumar Jugnauth commended the vital role that MRA, the police and other authorities play in preventing the entry of illicit drugs and narcotics in Mauritius. To this end, necessary funds were provided for MRA to acquire drones for surveillance and information gathering in the port and its surroundings. Among other projects, a mobile scan van to scan consignments at freight stations and at the cruise jetty for the screening of passenger luggage. It also involves the deployment of fast Interceptor Boats and rigid hull interceptors to enhance intervention and surveillance within and outside the harbor. The Government will continue to support the MRA in its fight against drugs, said the Prime Minister.



MRA aligns its efforts with the Government

The fight against illicit drug trafficking requires a united front, and the Mauritius Revenue Authority and the Government are leading the charge. In his address, Mr. Sudhamo Lal, the Director-General of MRA, underlined that MRA is fully committed to combatting transnational organized crimes which threaten national security and hinder the socio-economic, political and cultural development of society.



Mr. Sudhamo Lal, Director-General, MRA

Mr. Lal pointed out that this simulator will be used for practical training for MRA, as well as other regional enforcement agencies, to enhance boarding, searching and tactical operations to combat contraband, reinforce and mitigate risks of transnational organized crime at sea. He is confident that this will be hugely beneficial in producing highly skilled and qualified maritime and law enforcement personnel, including Customs Officers, the National Coast Guard (NCG) and the Anti-Drug and Smuggling Unit (ADSU), among others.



Mr. Tobin Bradley, Deputy Assistant Secretary for Africa and the Middle East

For his part, Mr. Tobin Bradley, Deputy Assistant Secretary for Africa and the Middle East, US State Dept. Bureau of International Narcotics and Law Enforcement Affairs highlighted that "Mauritius plays a key role in leading efforts to increase Maritime

Security in the Western Indian Ocean". He underlined that "the Western Indian Ocean hosts vital trade routes that maintain the global supply networks and carry goods all over the world. Unfortunately, transnational criminal organizations also take advantage of these trade routes to create illicit trafficking networks".



Mr. David O'Connell, Head of the Indian Ocean West Programme, UNODC

For Mr. David O'Connell, Head of the Indian Ocean West Programme, UNODC, "Maritime law and enforcement skills are of critical importance in Mauritius. Thus, this facility will offer the opportunity for realistic practice training and other maritime operations without significant costs." The Ship-in-a-Box stimulator facility will also serve as an additional tool for Mauritian maritime personnel who are already leaders in the region, he concluded.



Mr. Henry V. Jardine, US Ambassador to Mauritius and Seychelles

For Mr. Henry V. Jardine, US Ambassador to Mauritius and Seychelles, "advancing regional maritime security in this region is a top priority for the U.S. Embassy, the Department of State, and U.S. Government as a whole". He expressed his appreciation regarding the ongoing cooperation with the Government of Mauritius to address shared challenges, including drug trafficking, human smuggling, illegal fishing, or other criminal activities that undermine the stability of the Indian Ocean region. The United States, he concluded, remains a willing partner in the sustained effort to ensure peace, stability, and prosperity in the Western Indian Ocean.



Enhancing Disaster Preparedness:

MRA ADOPTS AN INNOVATIVE APPROACH TO FIRE DRILL



The Mauritius Revenue Authority (MRA) conducted an innovative “Simulation Fire Drill Exercise” at the Custom House Mer Rouge, in Port-Louis, on Friday, 10th of November 2023. Coordinated by the Human Resources and Training Department of the MRA, this groundbreaking approach focused on the live evacuation of a few trapped staff members from the building.

The Simulation Fire Drill Exercise was a resounding success, fulfilling its purpose of evaluating the effectiveness of emergency response procedures and assessing the coordination between MRA and the Mauritius Fire and Rescue Services (MFRS).

Prompt response and logistical expertise

During the “Simulation Fire Drill Exercise”, MFRS replicated a real-life emergency situation by simulating an artificial fire on a specific floor in the Custom House. To ensure the utmost safety, MFRS actively participated in the Simulation Fire Drill Exercise, with representatives of the National Disaster Risk Reduction Management Centre (NDRRMC) acting as observers.



Creating a realistic scenario

In his keynote speech after the Simulation Fire Drill Exercise, Mr. Sudhamo Lal, Director-General of MRA explained that the security of the staff is of the utmost priority. MRA recognizes the importance of maintaining a culture of safety within the organization. Every year, MRA conducts Fire Drills, as a disaster preparedness activity, to test the facilities in place and familiarise its employees with evacuation procedures. "Today's Simulation Fire Drill exercise showcases our dedication to equipping all employees with the necessary knowledge and skills to handle emergency situations effectively", Mr. Lal added.

For his part, Mr. Nemraj Dayal, Principal, MRA Training Academy, affirmed that the "Simulation Fire Drill Exercise" has provided participants with a realistic experience that closely resembles an actual fire emergency. "At the MRA, we prioritize the importance of continuous learning and improvement in fire safety protocols", he concluded.

Mr. Naushad Ally Elaheebocus, Station Fire Officer, Special Operations Division, MFRS pointed out that the simulation exercise in a fire drill should accurately reflect real-life situations. It is crucial for ensuring that people are prepared to respond effectively in case of a real fire emergency. This requires realistic scenarios, proper training, and the use of appropriate equipment in real conditions. He further added that such practices can significantly improve the effectiveness of fire drills and enhance overall safety preparedness at MRA.

Mr. Mohit Hemraj, Chief Inspector, National Disaster Risk Reduction Management Centre, commended MRA for ensuring clear and effective communication with all participants during the simulation exercise. However, he pointed out that security guards should also be included in emergency response procedures to provide valuable support to both staff and participants during the exercise. Their involvement can enhance the overall preparedness and effectiveness of the fire drill, making it an essential component of the simulation exercise.

In her debriefing address, Mrs. Shyamili Ramgolam Jheelan, Technical Officer, Safety and Health at the MRA elucidated that "today's event marks a significant milestone for the MRA as we delve into uncharted territory with our first-ever simulation fire drill." This initiative is a crucial component of MRA's Disaster Preparedness Strategy and the exceptional performance as Fire Wardens and First Aiders has not gone unnoticed, she concluded.



Mr. Sudhamo Lal, Director-General, MRA



Mr. Nemraj Dayal, Principal, MRA Training Academy



Mr. Naushad Ally Elaheebocus, Station Fire Officer, Special Operations Division, MFRS



Mr. Mohit Hemraj, Chief Inspector, National Disaster Risk Reduction Management Centre



Mrs. Shyamili Ramgolam Jheelan, Technical Officer, Safety and Health at the MRA

Border Security:

UNDP OFFERS THREE ORGANIC SCANNERS TO MRA



The United Nations Development Programme (UNDP) handed over three scanners to the Mauritius Revenue Authority (MRA) on Wednesday 29th of November 2023, at the Integrated Customs Clearance Centre (ICCC) in Plaine Magnien. These organic scanners address the challenges of sophisticated smuggling techniques, enabling Customs Officers to quickly and accurately identify substances.

Distinguished guests, including the Hon. Teeruthraj Hurdoyal, Minister of Agro-Industry and Food Security, Mr. Sudhamo Lal, Director-General of MRA, Ms. Amanda Serumaga, UNDP Resident Representative, MRA Management Team, and other personalities were also present at the handing over ceremony.



Hon. Teeruthraj Hurdoyal, Minister of Agro-Industry and Food Security

In his keynote address, Hon. Teeruthraj Hurdoyal dwelt on the threats posed by the invasive alien species (IAS) to Mauritius' unique and rich terrestrial and marine biodiversity. "As more people visit our island and more products are brought in, there is a higher likelihood of unintentionally introducing non-native species that can disrupt the local ecosystem. It is vital to implement strict biosecurity measures to mitigate the potential impacts of the IAS on Mauritius' unique biodiversity," he stated.

To address this challenge, the Minister strongly believes that the use of organic scanners demonstrates an innovative approach. For example, the organic



scanners utilize advanced technology to detect and identify invasive species in a non-invasive and environmentally friendly manner.

Hon. Hurdoyal underlined that our island harbors several terrestrial and marine flora and fauna species which are unique to the country or the region. Around 46% of all higher plants, 80% of birds, 94% of reptiles, and 40% of bat species in the country are endemic. He further added that *“the extensive reef system surrounding the islands, with 290 marine families comprising 1,656 species, 50 of which have economic importance, including fish, mollusks, lobsters, and shrimps.”*

The Honourable Minister observed that *“despite the exponential increase in environmentally harmful human activities, natural calamities, and climate change, Mauritius continues to stand as a remarkable jewel in the world, boasting rich biodiversity and an abundance of natural resources. It is internationally recognized as a Global Biodiversity Hotspot.”*



Mr. Sudhamo Lal, Director-General, MRA

In his speech, the Director-General of MRA elaborated on MRA's investments in state-of-the-art tools and equipment, including the acquisition of advanced scanning technology and organic scanners. They have significantly strengthened the Customs Department's ability to detect concealed contraband. These vital tools are instrumental in uncovering various types of drugs and psychotropic substances that criminals attempt to smuggle across borders, Mr. Lal affirmed.

Ongoing training programs, he added, have equipped Customs officers with the necessary expertise to effectively utilize the newly acquired tools and equipment, thereby maximizing their potential impact on border security.

In a concluding note, Mr. Lal expressed his gratitude to UNDP for considering MRA as a valued partner and more importantly, engaging MRA on this laudable project. By capitalising on such technology, the Director-General of MRA reassured the stakeholders that MRA would continue to combat illegal trade

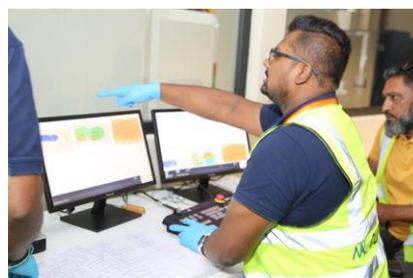
and protect Mauritius' borders with efficiency and integrity.

For her part, Ms. Amanda Serumaga, UNDP Resident Representative, is confident that the organic scanners will significantly enhance the capabilities of the Customs Department and contribute to the overall safety and security of Mauritius. The organic scanners, she added, will provide Customs officers with a powerful tool to detect hidden contraband and illicit substances, enabling them to take swift and effective action.

In a brief statement to the press after the handing over ceremony, Mr. Vivekanand Ramburun, Director of the Customs Department, stressed the vital role of MRA in protecting borders and detecting contraband and illicit goods. He expressed his gratitude to UNDP for providing these scanners, under the project 'Mainstreaming Invasive Alien Species (IAS) Prevention, Control & Management', thus ensuring the smooth flow of trade, and protecting the citizens of Mauritius from potential threats.

The Director of Customs reassured the stakeholders that MRA would make optimum use of the equipment and rightly justify the investment made in its acquisition. One scanner is used at Plaisance Air Transport Services (PATS) for the clearance of air cargo, and the other two scanners are installed at the Parcel Post Office in Port-Louis, he concluded.

The handing over ceremony was followed by a live demonstration of the organic scanners at the Plaisance Air Transport Services.



Sustainability:

MRA IMPLEMENTS ECO-FRIENDLY MEASURES

The Mauritius Revenue Authority (MRA) believes that safeguarding our environment is not just a responsibility but a commitment and a duty of care towards the citizens of the Republic of Mauritius. To this end, MRA has implemented many eco-friendly measures in line with the holistic approach promoted by the United Nations Environment Programme.



Reduction of paper usage

One of the key initiatives implemented at MRA is the reduction of paper usage. In its digital journey, MRA has significantly reduced its dependence on paper. Through the user-friendly website www.mra.mu, individuals and businesses can access a wide range of services at their fingertips, without having recourse to paper. From e-filing of tax returns to electronic payments, MRA has simplified its processes to minimize the need for physical documentation and reduce its carbon footprint.



MRA has adopted a laudable approach for sorting of office waste like paper, cartons, and plastics for recycling purposes.



Green Initiatives

- The NGO Mission Verte installed Recycling bins at the Custom House for waste collection.
- Documents reaching their retention period are also industrially shredded by registered recyclers. MRA recycled some 30 tons of paper over the last 3 years.
- At the Custom House, various measures have been implemented to enhance sustainability and efficiency. The Building Management System (BMS) has been upgraded to optimally control the chiller for the Air Conditioning system (ACs). The waterproofing has been replaced with a higher solar reflectance index material minimizing heat radiation into the building.



Custom House

- Rainwater is harvested in 9000 liter tanks and used for irrigation and washing of MRA vehicles.
- All vehicles procured by MRA comply with European Emission Standards - EURO NORMS.
- Used oils and spare parts are recycled. For some MRA vehicles, retreading of worn tyres has resulted in an estimated 15,000-20,000 kilometers of extra life per tyre.
- MRA vehicles are equipped with GPS tracking system as a way to reduce fuel costs, keep its vehicles at fuel-efficient speeds and improve routing.



Environmental Protection

Designed in accordance with the Building Control Act, the Integrated Customs Clearance Centre (ICCC) is one of a kind with a modern eco-friendly architectural design encompassing “green” concepts such as the use of solar energy, maximum use of natural lighting, natural ventilation and rain-water harvesting systems.



Ehram Court

LED lights have been installed at Ehram Court, and they are programmed to turn on and off at specific times in order to conserve electricity.

Environmentally Compliant IT Equipment

- MRA procures IT equipment from leading brands which are environmentally compliant and use 20-30% less energy compared to noncompliant alternatives.
- The disposal of used computers and other hardware follows environmentally responsible practices set by recyclers approved by the Ministry of Local Government and Disaster Risk Management. Over the past three years, around 700 units have been recycled in accordance with these norms.



Tree Planting and Plant Distribution

Around 200 trees have been planted at Custom House, and approximately 16,000 plants have been given out across the Island as part of MRA Blood Donation initiatives.

MRA Blood Donation 2023

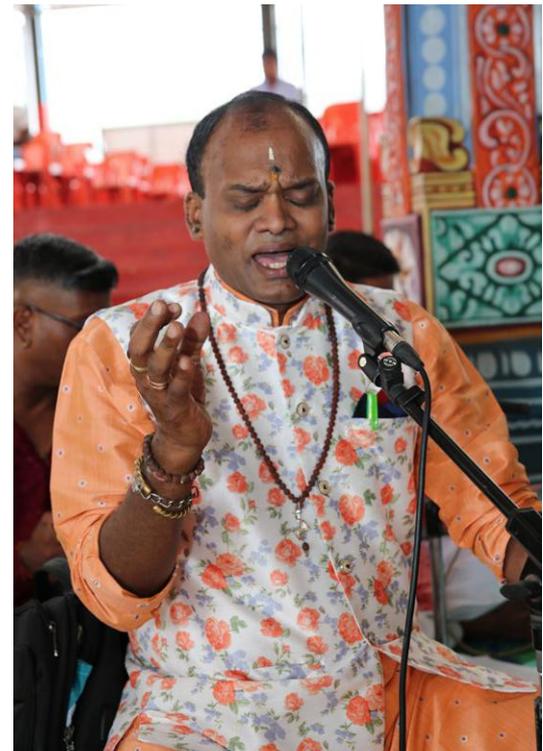
As we move forward, MRA is committed to further enhancing its eco-friendly measures, and we will continue exploring innovative technologies, promoting energy efficiency, and integrating sustainable practices in all MRA operations.



MRA Annual Prayer: WORK IS WORSHIP

The Mauritius Revenue Authority (MRA) organized its Annual Prayer at the revered Shri Kannanur Mariamen Kovil, Port-Louis, on 23 November 2023. This event brought together MRA employees, stakeholders, members of the community and the public to seek blessings and express gratitude for the past year's achievements.

The ceremony began with Pooja Vidhi performed by Aaya Iraiven, the Officiating Priest. Bhajans and kirtans by MRA staff punctuated the whole ceremony. This is a significant event on MRA's calendar, symbolizing the organization's commitment to fostering unity, spirituality, and well-being among its workforce and the wider community.



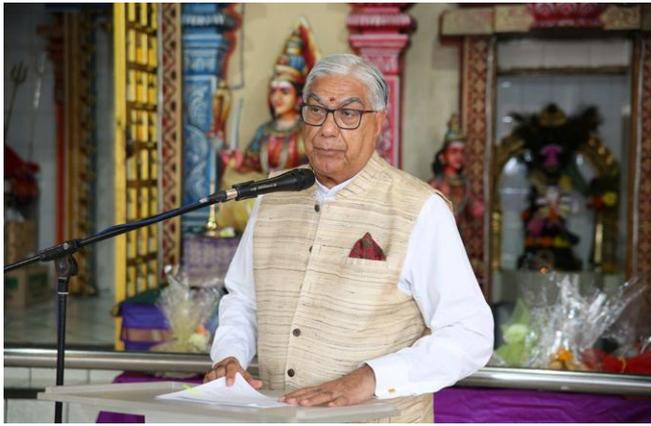
Synchronizing Work and Dharma

MRA Annual Prayer not only highlights MRA's commitment to fostering unity and spirituality but also sets an inspiring example for other organizations in Mauritius.

In his keynote address, Mr. Sudhamo Lal, the Director-General of the Mauritius Revenue Authority (MRA), expressed his pride in the institution's unique tradition of organizing annual prayers for its staff. "By encouraging spiritual practices, MRA acknowledges the importance of addressing the spiritual dimension in an employee's life, which can contribute to their overall satisfaction and motivation at work", Mr. Lal affirmed.

The inclusion of annual prayers in MRA's calendar reflects the institution's commitment to nurturing a holistic work culture. Recognizing that employees have not only professional but also personal and spiritual needs, MRA ensures that its staff members are provided with an environment that caters to their overall well-being. The Director-General also dwelt on the profound connection between work and dharma. "Every action we perform can be considered an act of worship. Our work can be seen as a means of expressing our devotion and faith. By recognizing our work as our duty, our dharma, we can infuse it with spiritual significance, contribute to the greater good, thus finding fulfillment to MRA's mission. Moreover, we must approach our work with dedication, integrity, and a sense of service, knowing that it is not just a means of livelihood but a sacred path towards righteousness for our beloved Mauritius", he said.





To conclude, Mr. Lal cited Lord Krishna in the Bhagawad Gita: No man can live without work even for a single moment. Work makes us healthy and active. Work provides us with food, shelter and everything that is needed to live a happy life. One who does his or her duty honestly gets good results..."

Embracing Karma Yoga and Dharma

In his inspirational speech, Mr. Vivekanand Ramburun, Director of Customs, MRA, emphasized on Karma yoga, the path of selfless action and Dharma (righteousness). "Through karma yoga, we learn to perform our duties with faith (shraddha), dedication, integrity, and selflessness, understanding that our actions can create positive change in society.

However, Dharma is not limited to societal roles but encompasses all aspects of our lives, including relationships and professional, and personal growth", he added.



Mr. Ramburun concluded by saying that these concepts can offer guidance on how to live a fulfilling life by aligning our actions with our higher purpose.

Harnessing the Power of Daily Prayer

Aya Iraiven elucidated that in a materialistic world, daily prayer serves as a powerful tool to cultivate positive energy, inner peace, gratitude, and self-reflection. "Amidst the chaos, there exists a powerful practice that can ground us and infuse our lives with positive energy - daily prayer. It provides an opportunity to connect with our inner selves and seek guidance from a higher power. Through prayer, we tap into a source of strength that enables us to face challenges with resilience, courage, and a positive mindset", he said.

The ceremony culminated with Mangal Aarti, which was followed by Maha Prashaad.



Fight against drugs: SNIFFER DOGS AT WORK

The Mauritius Revenue Authority (MRA) has recourse to various measures in its fight against the entry of illicit products, such as drugs, in the Republic of Mauritius, and the prevention of illegal activities. Among those tools, the deployment of sniffer dogs plays an important role.

The K9 Unit at MRA has 16 dogs with an exceptional sense of smell, and they are particularly adept at detecting currency, hidden contraband, including drugs such as cocaine, heroin, methamphetamines, explosive items, and illegal weapons. Their exceptional sense of smell allows them to identify even minute traces of these substances, making them an integral part of the MRA's strategy to combat smuggling and illicit drug-related activities.



An overview of drug seizures conducted by the MRA sniffer dogs between January and November 2023

Name of Dog	Number of Drug Seizures for Year 2023			
	Drug Type	Number of seizures	Weight (grams)	Street Value (Rs.)
Maverick	Hashish	1	12.73	63,650
	Heroin	1		
Nacre	Cocaine	1	6.25	93,750
Oscar	Cannabis	3	109.12	161,265
Ceazar	Cannabis	2	4080	4,896,000
Honey	Cannabis	1		
Scarlet	Cannabis Seeds	1	24 Units	2,400
	Cannabis	1	1.82	2,184
	Heroin	1	1840	27,600,000
Otto	Cannabis	1	7.17	8604
Daisy	Cannabis	1	0.65	780
Rulah	Cannabis	1	1170	1,404,000
	Khat	1	76.73	92,076
Orage	Cannabis	3	1835.61	2,202,732
Alice	Cannabis	1	220	264,000
	Cocaine	1	2030	30,450,000
Total		21	11,390.08g +24 Units	67,241,441

TWO DRUG SEIZURES MADE BY MRA THIS MONTH

Officers of the MRA Customs Anti-Narcotics Section (CANS) seized [1.84 Kg of heroin worth around Rs 27,600,000](#) on the 04th of November, 2023 at the SSR International Airport. A South African passenger, aged 65, travelling on Air Mauritius Flight MK852, from Johannesburg was intercepted by MRA CANS officers while he was leaving the green channel.

The passenger's luggage was scanned and examined. A hard-cover carton box, partly wooden, in the form of a book, was found among his personal belongings. The hard-cover carton box was inspected and a black parcel was found concealed therein, which, in turn, was found to contain a large quantity of a granular substance.

A presumptive field test for Heroin was carried out. The latter revealed to be positive. K9 Dog Scarlet was then deployed and it reacted positively to the exhibits. The exhibits were secured and referred to ADSU for further enquiry.

On the 13th of November, MRA seized [2.03 kg of cocaine worth Rs. 30,450,000](#), at the SSR International Airport. A Bolivian passenger aged 30, travelling by Emirates Flight EK701 from Dubai was targeted by CANS Officers while she was leaving through the green channel, based on established risk profiles.

The passenger's luggage was scanned and the images looked suspicious. The passenger, together with her luggage, was then directed to CANS office. Upon examination, the luggage was found to be abnormally heavy, and the inner linings were found to be unusually thick.

The luggage's inner lining was cut open, and it was found to contain two rectangular parcels with a certain quantity of powder suspected to be dangerous drugs. A presumptive field test for cocaine was carried out. The latter was revealed to be positive. When weighed, both parcels were found to be around 2Kg heavy. K9 Dog Alice was then deployed, and it reacted positively to the exhibits. The exhibits were secured and referred to ADSU for further enquiry.

EDUCATIONAL SESSIONS HOSTED BY THE MRA

One of the priority objectives of the MRA is to empower its stakeholders with the required knowledge so that they are able to fulfil their tax obligations with confidence.

In line with this commitment, a series of 'Sensitisation Programmes' is regularly conducted by the MRA. To this end therefore, the MRA representatives have carried out one informative session focusing on "e-invoicing" on Wednesday 15 November 2023 for the benefit of the members of the Mauritius Export Association (MEXA). About 35 participants availed themselves of such briefing session.

Resource Persons:

- Mr. D. Ramdin (Director of the Small and Medium Taxpayer Department at the MRA)
- Mr. S. Moti (Section Head of the Information Systems Department at the MRA)
- Ms. Y. Ramparsad (Invoicing Team)
- Mrs. K. Purmah (Invoicing Team)

e-invoicing project

The e-invoicing project is being implemented by the MRA at a national level in Mauritius under various phases, with the first phase launched in June 2023 for software developers and solution providers. With this system, economic operators will be required to generate invoices or receipts, using an Electronic Billing System (EBS), and fiscalise the details in real time with the MRA before issuing those invoices or receipts to customers.

First phase

The initial phase applies mainly to software developers who work for EBS manufacturers / solution providers or, other than those who work for the in-house ICT department of a public or private organisation using an EBS for issuing invoices or receipts. As a first step under the first phase, EBS software developers and EBS solution providers, through the MRA e-Invoicing Developer Portal, must register, customise, test and self-certify their EBS for compliance with the MRA e-Invoicing system.

Second phase

In the second phase, businesses having a turnover exceeding Rs. 100 m would be required to on-board their Electronic Billing System (EBS) after it has been made compliant by their EBS software developers or EBS solution providers. Some tests prescribed by the MRA will then have to be carried out successfully to cross-check compliance before the EBS is allowed to join the MRA e-Invoicing system. This second phase will be further broken down into stages. Economic operators will be provided with enough advanced notice to allow them sufficient time to make their EBS compliant with the MRA e-Invoicing system.



MRA in the Media: RADIO/ TV PROGRAMMES



The MRA's presence in the media, particularly through radio and television, serves as a means to inform the public about their tax responsibilities, ensuring compliance and promoting a transparent tax system.

Thus, for the month of November 2023, the MRA was involved in the production of Radio / TV Programmes as follows.

Mauritius

83 Radio interventions

20 "One minute radio Programmes" broadcast on Kool FM and MBC Radio.

3 TV Interventions

Rodrigues

20 "One minute radio Programmes" on Rodrigues FM

1 26-minute TV programme entitled "Enquête Administrative" broadcast on 15 November 2023

1 26-minute Radio programme entitled "Housing Loan Relief Scheme" broadcast on 30 November 2023

1 13-minute TV programme entitled "TSS Draw 2023", broadcast on 22 November 2023

MRA YOUTUBE CHANNEL

Nouvelles Mesures Fiscales 2023/24 ▶ Play all



Housing Loan Relief Scheme - Percevez une allocation...
Mauritius Revenue Authority
3.6K views • 6 months ago



Independence Allowance, CSG Child Allowance, CSG...
Mauritius Revenue Authority
2.2K views • 8 months ago



Independence Allowance, CSG Child Allowance, CSG...
Mauritius Revenue Authority
2.3K views • 8 months ago



Tout savoir sur le CSG Child Allowance de Rs. 2,000
Mauritius Revenue Authority
7.6K views • 8 months ago



Independence Allowance - Rs 20,000
Mauritius Revenue Authority
4.2K views • 8 months ago



Monthly Home Loan Allowance de Rs. 1,000 - La...
Mauritius Revenue Authority
12K views • 8 months ago

Student Corner ▶ Play all



Educational Tour at the MRA - Instilling a tax culture based...
Mauritius Revenue Authority
358 views • 8 months ago



Today's youth are tomorrow's taxpayers
Mauritius Revenue Authority
1.8K views • 1 year ago



History of Taxation
Mauritius Revenue Authority
8K views • 2 years ago



The importance of Taxation
Mauritius Revenue Authority
1.7K views • 2 years ago



The evolution of Income Tax in Mauritius
Mauritius Revenue Authority
1.4K views • 1 year ago

Pa bliye! Demann ou recu... ▶ Play all



Ki informations bizin ena lor enn VAT invoice (recu)?
Mauritius Revenue Authority
2.3K views • 3 years ago



Verife ou recu apres sak achat ki ou fer dan enn...
Mauritius Revenue Authority
1.7K views • 3 years ago



Kifer ou bizin demann enn recu pou sak achat ki ou fer?
Mauritius Revenue Authority
1.7K views • 3 years ago



La MRA encourage les consommateurs à exiger un...
Mauritius Revenue Authority
486 views • 3 years ago



Mieux comprendre la TVA
Mauritius Revenue Authority
920 views • 3 years ago



DID YOU KNOW?

INTERESTING FACT

CUSTOMER SERVICE FEEDBACK TERMINAL (CSFT)

In its endeavour to provide a prompt, efficient, effective and quality service to taxpayers, stakeholders and the public at large the Mauritius Revenue Authority (MRA) has put in place a Customer Service Feedback Terminal (CSFT) at Eham Court, Port-Louis, and Customs House, Mer Rouge, to gauge taxpayer satisfaction relative to the services it offers. A set of such devices are also being installed at the SSRN International Airport.

In addition, to the CSFT, there are also various other channels through which MRA receives customer satisfaction feedback and complaints, such as the Customer Support Portal (CSU), the Taxpayer Mailing Service, and MRA website etc



Customer satisfaction, feedback & complaints received	
Details	Number
Total number of Complaints/Feedback received of which:	10,506
Customer Service Feedback Terminals (CSFTs)	
- Eham Court	5,596
- Customs House	3,028
Citizen Support Portal (CSU)	553
Taxpayer Mailing Service	1,284
Website (CMS)	45

Source : Integrated Annual Report 2021/22





Ehram Court, Cnr Mgr. Gonin & Sir Virgil Naz Streets, Port Louis, Mauritius
T: +230 207 6000 | F: +230 211 8099 | E: headoffice@mra.mu | W: www.mra.mu

