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EDITORIAL NOTE

Dear Readers,

At MRA, we are driven by a mission to operate a highly effective and efficient revenue organization, staffed by motivated and skilled professionals. In keeping with this mission, we are thrilled to introduce our innovative Mentoring Programme. Mentoring programme establishes structured learning relationships within an organization, providing employees with valuable guidance from experienced colleagues possessing specific skills and knowledge. Research shows that 88% of mentors and mentees agree that their productivity increased as a result of their mentoring experience.

As September unfolds, our focus turns to individual taxpayers who have until 16 October 2023 to file their income tax returns and pay the appropriate tax, if any. As at 30 September, we have already received 117,280 returns, representing 43% of the expected total for this e-filing season in 2023.

Moreover, MRA's commitment to capacity building and partnerships continues to gain momentum. Mauritius, with its strategic location and well-established customs infrastructure, is the ideal host for our capacity-building initiatives. Our proven track record in implementing modern customs practices and our unwavering commitment to excellence make us the perfect partner for African countries seeking to enhance their customs capacities. Besides, the World Customs Organisation (WCO) has set up its Regional Training Centre (RTC) at the Custom House, Mer Rouge, for the East and Southern African Region.

We are pleased to announce that MRA will host a regional training of trainers seminar on the Harmonized System next month. This prestigious initiative will strengthen customs administrations across the continent, foster economic growth, and enhance international trade. Stay tuned for a detailed exploration of the significance of this event for African nations in our upcoming e-newsletter.

Thank you for your continued support, and please enjoy reading this edition.

Sincerely,

Editorial team

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MRA launches its innovative Mentoring Programme: A LEAP TOWARDS EXCELLENCE



The Mauritius Revenue Authority (MRA) launched a Mentoring Programme on Friday 08 September 2023 in the presence of the Director-General of the MRA, Mr. Sudhamo Lal, Management Team of the MRA, mentors and mentees, at Custom House, Mer Rouge, Port-Louis. The Mentoring Programme is aimed at providing MRA mentees with guidance and support to develop specific knowledge and skills necessary for their personal and professional growth.

A Vision for Excellence and Partnership

The highlight of the event was the keynote address delivered by Mr. Sudhamo Lal. His speech was not merely a formality but a testament to MRA's unwavering commitment to excellence and continuous improvement. Mr. Lal acknowledged the historic moment the MRA was embarking upon, with the launch of its mentoring Programme. He stressed that this initiative marked a significant step in the organization's journey towards excellence.

The Power of Mentoring

Mr. Lal stressed on the pivotal role that mentoring plays in professional growth and development.



Mr. Sudhamo Lal, Director-General, MRA

He emphasized that mentoring was not just a transactional process but a transformational journey, wherein experienced mentors impart their wisdom and insights to nurture future leaders.

He stated, *"Mentorship is a powerful tool for personal and professional growth. It's a partnership, a relationship built on trust, respect, and a genuine desire to learn and teach. Through mentorship, you have the opportunity to tap into the knowledge, experience, and insights of those who have walked the path before you."*

Taxpayers as Partners

In alignment with the MRA's tagline, **"Partners in Progress,"** Mr. Lal reiterated that taxpayers are not mere clients but key partners in the nation's progress. Mr. Lal highlighted that the mentoring programme would further consolidate this attitude by fostering a culture of respect, empathy, and transparency towards taxpayers. He emphasized that MRA's role goes beyond revenue collection; it encompasses serving taxpayers with integrity, fairness, and commitment.



Leadership Development

The Director-General outlined the critical importance of leadership development within the MRA. He emphasized that the mentoring programme aimed not only to develop individuals but also to create a leadership pipeline that would guide the organization into the future.



Mr. Lal highlighted the need for mentorship to extend beyond just skills and knowledge, encompassing values, ethics, and a commitment to serving the public interest. He envisioned a future where MRA leaders were not only technically proficient but also exemplified the highest standards of integrity and service.

"Mentoring Programme is a transformative force that will alter the trajectory of our people in the right direction", Mr. Lal concluded.

Shaping the Future through Mentorship

For Mr. Dhanraj Ramdin, *"Mentorship is not just about passing on knowledge; it's about passing on a legacy. As mentors, we have the privilege and responsibility of guiding the next generation of leaders, ensuring that they carry forward the torch of excellence".*

He urged mentors to approach their roles with dedication and empathy, highlighting the importance of personalized guidance and holistic development in the mentoring process.



Mr. Dhanraj Ramdin, Director, Medium and Small Taxpayers Dept.

Pioneering Excellence in Mentorship

In his speech, Mr. Magen Maunikum, Director, Human Resources and Training Department at MRA, elaborated on the strategic significance of the mentoring programme within the organization. He also emphasized the programme's role in nurturing leadership and talent within the MRA, underlining its potential to create a positive ripple effect across the organization.



Mr. Magen Maunikum, Director, Human Resources and Training Dept., MRA

He added, *"Through mentorship, we not only empower individuals to reach their full potential but also create a supportive network that propels the MRA towards greater achievements. Our mentors and mentees are the architects of our future success."*

A Promise of Support and Guidance

The presence of Miss Yashvi Ramparsad, Officer at MRA, on stage demonstrated the enthusiastic commitment of mentees to receive guidance and support on their journey of growth and development. She emphasized the importance of two-way communication in the mentoring relationship, where both mentors and mentees have valuable lessons to share.



Miss Yashvi Ramparsad, MRA Officer and Mentees' Representative

In her opening remarks as Master of Ceremonies, Mrs. Aroona Mugon said: *"Today we embark on a journey that holds immense promise and potential. Our mentoring programme signifies not only MRA commitment to personal and professional development but also dedication of the Organisation to the principles of partnership and progress."*



Mrs. Aroona Mugon, Master of Ceremonies

In conclusion, the launching ceremony of the Mauritius Revenue Authority's mentoring Programme was a momentous occasion that reaffirmed the organization's commitment to excellence, partnership, and continuous growth. It marked the beginning of a transformative journey where mentors and mentees, guided by a shared vision of progress, would collaborate to shape a brighter future for the MRA, its employees, and the taxpayers of Mauritius.



MRA MENTORING PROGRAMME

A leap towards excellence

... another milestone in human resource management

A Vision for Excellence and Partnership

MRA Mentoring Programme is a transformational journey, wherein experienced Seniors Officers/ Directors impart their wisdom to nurture future leaders...

The power of Mentoring

Through mentorship, staff members have an opportunity to tap into the knowledge, experience, and insights of those who have walked the path before.

Collaboration and Growth

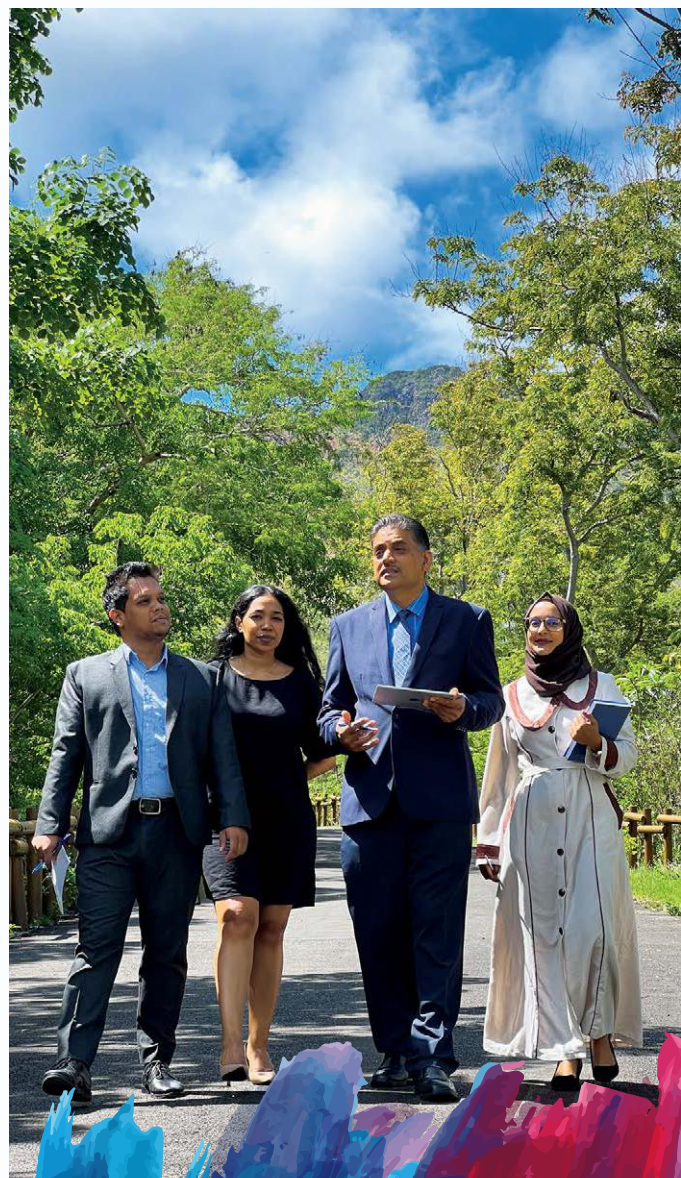
While mentors offer guidance, mentees bring fresh perspectives and innovative ideas to the organisation.

A Promise of Support and Guidance

Mentees at MRA are eager and prepared to soak up knowledge, embrace valuable experiences, and gain profound insights. But more importantly, they stand ready to be MRA's pillars of support - navigating the challenges and opportunities that lie ahead.

The MRA mentoring initiative is a leap towards a future where every member of the MRA family is not just an employee, but a torchbearer of excellence...

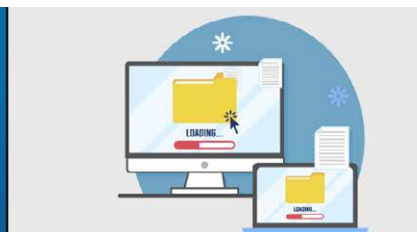
A Partner in Progress!



e-Filing Season 2023:

117,280 RETURNS RECEIVED AS AT 30 SEPTEMBER 2023

► Individual Income Tax Returns e-Filing Season 2023



As at Saturday, September 30, 2023, MRA has received a total of 117,280 Individual Income Tax Returns. The e-Filing exercise involves the submission of Income Tax Returns by individual taxpayers, based on income derived during the period from July 1, 2022, to June 30, 2023. This exercise encompasses individuals from both the public and private sectors, as well as self-employed individuals and expatriates.

We seize this opportunity to thank all taxpayers who have already submitted their income tax returns and made the necessary tax payments. For those who have not yet submitted their income tax returns, we wish to inform you that the deadline for filing the returns and effect payments, if any, is Monday, October 16, 2023.

Payment of Tax

Taxpayers have several payment options. They can avail themselves of the Direct Debit facility available on MRA website. Additionally, online payment of tax by credit card is possible for amounts not exceeding Rs. 25,000.

Refund of Excess Tax Paid

Individual taxpayers eligible for a tax refund are encouraged to provide and verify their personal bank account details while filing their returns. After necessary verifications, MRA will then transfer the refund amount directly to the provided bank account.

Assistance for Filing Individual Income Tax Returns

To assist taxpayers in the filing process, MRA has introduced MyRA, a Virtual Assistant available 24/7 on our website. Taxpayers can access MyRA once they have logged into the taxpayer portal. MyRA offers prompt responses to questions related to Individual Income Tax Returns.

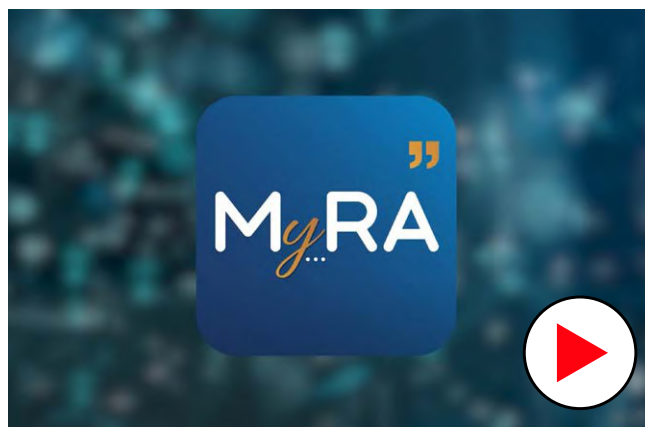
e-Appointment

We also offer e-Appointments, allowing taxpayers to book a convenient time slot on the MRA website. MRA Officers will provide assistance for filing income tax returns via a **WhatsApp Video Call** on the scheduled day and time. We recommend that taxpayers who choose this option have all necessary documents ready, including their National Identity Document (NID), statement of emoluments, and bank details before the virtual meeting.

For further assistance, MRA Helpdesk Unit is available. Taxpayers can contact MRA Customer Service Centre on 207 6000 during working hours. As at date, MRA has assisted some 17,000 individual taxpayers.

For further information on e-Filing, please visit MRA website: www.mra.mu

Short videos on e-Filing may be accessed [here](#)



Saint Matthew's Mass:

MRA'S MASS AT ST. LOUIS CATHEDRAL - FOSTERING UNITY AND SPIRITUALITY



The Mauritius Revenue Authority (MRA) celebrated the traditional Saint Matthew Mass on Friday, September 22, 2023, at St. Louis Cathedral, Port-Louis. This annual event pays homage to Saint Matthew, the Patron Saint of tax collectors and accountants. This year's theme was: **"Like Saint Matthew, God Invites Us to True Fraternity."** This fundamental principle encourages kindness, empathy, and mutual respect in our interactions with others.

The ceremony was attended by notable individuals including Mr. Sudhamo Lal, the Director-General of MRA, Father Labour, Administrator of the Diocese of Port-Louis, Father Grégoire, Pandit Pramod Kumar Shamjhu, and members of the MRA Management Team, along with the dedicated staff of the MRA.



During his keynote address, Mr. Sudhamo Lal highlighted the significance of this event and emphasized the values promoted by Saint Matthew. He stated, *"As a tax authority, it is essential for us to reflect on the values extolled by Saint Matthew and the lessons we can derive from his life to achieve our goals. Saint Matthew reminds us that personal growth is within reach for everyone, and each individual can become an instrument of love and compassion in our society."*

Mr. Lal added, *"The act of collecting taxes demands meticulous attention to detail, a deep sense of responsibility, and a sustained commitment to the values that define us: integrity, fairness, transparency, responsibility, and responsiveness."*



Mr. Sudhamo Lal, Director-General, MRA

This annual event not only fosters a sense of unity among MRA employees but also provides an opportunity to embrace spirituality and well-being within the organization. Mr. Lal emphasized that, *"By participating in today's event, our employees undoubtedly feel more valued and engaged at work, inspired by the teachings of Saint Matthew."*

He further stated, *"Taxation is not merely a fiscal exercise; it is an instrument of social progress and economic development. The funds we collect are not ends in themselves; they are the means by which the government builds schools, hospitals, roads, and bridges. They are the means by which we provide vital services and support to the most vulnerable in our society."*



"As a dedicated and responsible authority, we have been working towards the betterment of society through our financial assistance schemes. It is not just an obligation; it is our moral duty, a duty of care," he added.

Mr. Lal concluded, *"As we celebrate St. Matthew's Day today, let us renew our commitment to better serving our taxpayers. Let us remember that St. Matthew's Day is not only a celebration of the past but a reminder of the noble profession that we exercise."*



From Left: Father Labour and Father Grégoire

In his discourse, Father Labour explained, *"Matthew was a sinner before he became one of Jesus' apostles. Before his conversion, Matthew worked as a tax collector for the Roman Empire, a profession considered sinful at that time. However, after meeting Jesus, Matthew left his old life behind and dedicated himself to following Jesus and spreading his teachings."* Father Labour commended MRA for its noble work as tax collector.

Father Labour also praised the MRA for its unwavering commitment to implementing financial assistance programmes that support the most vulnerable in society and contribute significantly to socio-economic projects in the country.

Pandit Pramod Kumar Shamjhu, in his speech, focused on human values. He emphasized, *"Each of us is unique, with talents and skills, so we cannot compare ourselves to others. By focusing on comparisons, we risk neglecting our own strengths and downplaying our successes. It is essential to recognize and value our own qualities, rather than measure them against those of others."*



This year, MRA staff collected donations for **Foyer Monseigneur Leen**, a charitable institution in Rose-Hill that provides a home for girls aged 5 to 18 years old.

The traditional Saint Matthew Mass was a resounding success and concluded with the customary cutting of a delicious cake. This event provided an opportunity to strengthen community bonds and promote evangelical values in daily life.

We extend our heartfelt gratitude to all who participated in and contributed to this meaningful event.



Snapshots of the event



Strengthening Security:

MRA EMPOWERS CUSTOMS OFFICERS WITH WEAPON HANDLING TRAINING



In the pursuit to enhance border control, the Mauritius Revenue Authority (MRA) has taken significant strides to enhance security measures. In this context, an official launching ceremony for Weapon Handling Training was conducted on Thursday, September 28, 2023. The objective of the Weapon Handling Training was to instill the correct attitude and mindset regarding the handling of weapons.

The first batch of Weapon Handling Training included a combination of theoretical and practical sessions, culminating in live firing exercises, held from September 29 to October 5, 2023. Resource persons from the Mauritius Police Force expertly facilitated the safe execution of training for this initial group.

It is worth noting that comprehensive planning and preparation are underway for the second and third batches of training, scheduled for November and December 2023, respectively. Further details regarding these upcoming sessions will be communicated in due course.

This initiative underscores MRA's commitment to ensuring the safety and preparedness of its customs officers, ultimately contributing to the overall security of the region.



AWARENESS CAMPAIGNS

In a bid to promote tax compliance and enhance public awareness regarding the latest changes in tax regulations, MRA conducted various educational campaigns.

This month, MRA conducted nine informative sessions for various stakeholders, namely the Mauritius Export Association (MEXA), the Central Water Authority, the Development Bank of Mauritius Ltd, the Agricultural Marketing Board, the Wastewater Management Authority, the Mauritius Institute of Education, the National Women Entrepreneur Council and the Business Mauritius.

Participants were provided with comprehensive information on Individual Income Tax Returns, on e-Invoicing and changes brought by the Finance Act 2023.

The resource people were Mr. M. N. Oozeer, Director, Operational Services Department, Mr. A. Lolljee, Section Head, Medium and Small Taxpayers Department, and Mr. D. Ramdin, Director, Medium and Small Taxpayers Department, Dr. R. Thecka, Team Leader, TECD and other MRA officials.



Educational campaigns in Rodrigues

Educational campaigns play a pivotal role in sensitizing individuals, raising awareness, and instigating positive change. In pursuit of this mission, Mr. Chandraduth Lochun, Team Leader at TECD, and Mrs. Sylvie Dangeot, Customs Officer I, conducted a series of educational sessions during their visit in Rodrigues Island from September 25 to September 29, 2023. Their efforts were focused on empowering individuals, businesses, local entrepreneurs, and SMEs in Rodrigues on two significant topics: the e-Filing Season 2023 and the New Financial Assistance Scheme 2023.

This educational campaign was also designed to promote compliance by ensuring that taxpayers have a clear understanding of their tax obligations, ultimately safeguarding the well-being of Rodrigues' business community.

Sensitizing over a hundred individuals in just one month stands as a remarkable accomplishment for MRA. It demonstrates a keen interest and active engagement from the community in learning about crucial tax matters and MRA's Financial Assistance Schemes.



MRA INVITED TO HIGH-LEVEL DIALOGUE WORKSHOP ON NATIONAL HEALTH FINANCING



In collaboration with the African Union (AU), the African Union Development Agency - New Partnership for Africa's Development (AUDA-NEPAD), the Southern African Development Community (SADC), and the Global Fund, the Ministry of Health and Wellness organized a High-Level Dialogue Workshop on National Health Financing. This workshop took place from Monday, September 11th, to Wednesday, September 13th, 2023, at the Maritim Resort and Spa Mauritius, BalACLava.

The primary objective of this High-Level Dialogue Workshop was to explore strategies for making more funds available to the government in a sustainable manner. With a view to continually enhance Mauritius' healthcare system, ensuring that all individuals in need of healthcare treatment can access it without facing undue financial hardship. In this context, a representative from the Mauritius Revenue Authority (MRA) was invited to participate in this High-Level Dialogue Workshop. Mrs. Linda Chung Tun Wong, an Officer at the Taxpayer Education and Communication Department (TECD), was nominated to represent MRA at this significant event.

The workshop saw the participation of approximately 100 individuals, including representatives from various ministries, such as the Ministry of Finance, Economic Planning and Development, as well as departments, parastatal bodies such as the Economic Development

Board, the Mauritius Revenue Authority, the private sector, civil society, non-governmental organizations (NGOs), technical partners, and development partners.



MRA in the Media:

RADIO/ TV PROGRAMMES



In its continuous effort to maintain open communication with stakeholders and keep them informed about tax, customs matters, and financial assistance schemes, MRA employs various communication tools, including television, radio, Facebook, YouTube, the MRA website, communiqués, and press releases.

For this month, TECD produced **20 "one-minute radio programmes"** that were broadcast on Kool FM and MBC Radio. Additionally, MRA made **4 appearances on television** and participated in **113 radio interventions**.

On September 21, 2023, Mr. Mahmad Oozeer, Director, Operational Services Department (OSD), MRA, and Mrs. Mokshada Gangaram, Technical Officer, OSD, took part in a radio programme called "Explik ou Ka." The discussion covered topics such as Individual Income Tax Returns e-filing, the Independence Scheme of Rs 20,000, the Housing Loan Relief Scheme, the CSG Child Allowance, among others. Listeners also had the opportunity to ask questions during this radio broadcast.



Mr. Amick Teeluckdharry, Assistant Director, TECD, Dr. Rakesh Thecka, Team Leader, TECD, and Mr. Kewal Jeetun, Support Officer I, TECD, participated in the "Aaj ki charcha" programme in Bhojpuri on MBC radio. They provided listeners with guidance on how to file the Individual Income Tax Returns.



From Left: Mr. Amick Teeluckdharry, Dr. Rakesh Thecka and Mr. Kewal Jeetun

Explanatory Videos:

TECD produced 2 short explanatory videos on **"Individual Income Tax Returns e-filing season 2023"** and **"e-Appointment."** These videos serve as a step-by-step guide to assist taxpayers in navigating the e-Filing process.



MRA in the Media: Rodrigues

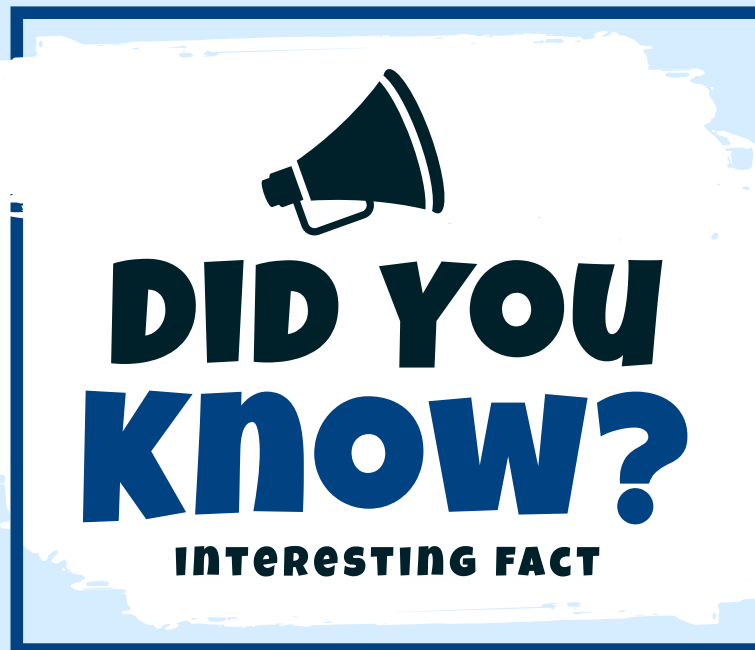
MRA is dedicated to meeting the needs of the Rodrigues population by extending its communication services to residents of the island. In this regard, MRA broadcasts a variety of radio and television programmes covering topics related to taxation, customs, and the various financial support schemes provided by MRA. These programmes are made accessible to the Rodrigues community through local radio and TV channels on the island, specifically Rodrigues FM and TV Rodrigues. These programmes are designed to align with those already broadcast by the MBC in Mauritius.

During the month of September 2023, Rodrigues FM aired **20 "One-minute radio programmes."** In addition, TV Rodrigues featured the following TV programmes during the same month:

A 13-minute programme on "New Financial Assistance Schemes and Housing Relief Scheme."

A 35-minute programme on "e-Filing Season 2023."

Furthermore, a 52-minute radio programme on "e-filing Season 2023" was broadcast on Rodrigues FM on September 29, 2023.



HELP US SERVE YOU BETTER: TAXPAYER SATISFACTION SURVEY (TSS)

As is the tradition every year, the Mauritius Revenue Authority (MRA) extends an invitation to all taxpayers to participate in the Taxpayer Satisfaction Survey (TSS), following the submission of their Individual Income Tax Returns. The invaluable insights gained from these surveys have significantly enhanced our understanding of taxpayers' behavior and attitudes. This understanding, in turn, enables us to formulate more robust and effective strategies, ultimately improving our overall customer service delivery.

This year, a few changes have been introduced to the previous questionnaire, aimed at gathering additional feedback for informed decision-making. The new questions encompass:

- i. Preferred methods of interaction with the MRA.
- ii. Primary reasons for engaging with MRA.
- iii. The most prominent channels (radio, TV, social media) through which taxpayers receive information from the MRA.
- iv. Additionally, the survey continues to include questions about MRA efficiency, website effectiveness, the performance of MRA Customs and taxpayers' trust in MRA.

Participating taxpayers in the TSS will automatically become eligible for a draw scheduled for Tuesday, October 31, 2023, at 10:30 AM in the Customer Service Area at our Head Office, Efram Court, Port-Louis.

Three fortunate winners will be selected, with cash prizes of Rs. 25,000, Rs. 15,000, and Rs. 10,000, respectively.

MRA wishes you the best of luck and eagerly anticipates your active participation in the TSS draw.

Individual Income Tax Returns
e-Filing Season 2023

Participate in the **ONLINE Taxpayer Satisfaction Survey** after filing your return and win **PRIZES** of up to **Rs 25000**



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