
5th Organisational Integrity Perception Survey

Since its establishment in 2006, the Mauritius Revenue Authority (MRA) has been steadfastly dedicated to transforming itself into a modern customs administration and revenue collection agency. Its primary objectives have centered on delivering top-tier services, fostering compliance with revenue laws, and upholding unwavering integrity standards.

MRA's roles have now diversified to encompass the implementation of social measures for improved social justice. To achieve these ambitious goals, MRA has consistently pursued a series of reforms designed to modernize its operational systems and processes even during the COVID-19 pandemic.

In its relentless pursuit of excellence, MRA is embarking on its 5th Organisational Integrity Perception Survey. This pivotal survey is designed to solicit valuable feedback from a wide array of stakeholders, serving as a robust measure to evaluate the degree of integrity prevailing within the MRA and pinpoint specific areas where enhancements can be made, especially in the wake of MRA's revamped roles.

To ensure an impartial and thorough assessment, MRA has engaged the services of Economic and Management (E&M) Consultants Ltd, an esteemed and independent research firm. This comprehensive survey is scheduled to commence on 06th February 2024 and while participation is entirely voluntary, MRA strongly encourages its stakeholders to engage in this exercise.

All personal information will be treated as anonymous. The survey administrator also undertakes to protect such confidential information from unauthorized access or disclosure.

MRA expresses its gratitude to all respondents selected to provide their candid feedback. Your participation is crucial in helping the MRA refine its commitment to excellence and integrity in revenue collection and administration.