

MRA 18th Integrity Advisory Committee

- **The Mauritius Taxpayers Association receives no complaints from taxpayers**

The Mauritius Revenue Authority (MRA) held its 18th Integrity Advisory Committee meeting on 28 October 2024 at the Integrated Customs Clearance Centre (ICCC), chaired by Mr. Sudhamo Lal. This committee brought together a diverse group of external stakeholders, including Mr. Raffick Sufurhally, President of the Mauritius Taxpayers Association, Mr. Ameene Kodabux, Treasurer of the Mauritius Council of Social Service, Mr. Kevin Ramkaloan, Chief Executive Officer of Business Mauritius, and Mrs. Sheila Ujoodha, Chief Executive Officer of the Mauritius Institute of Directors (MIoD), observers Ms. Violet N. Mulubwa from the Zambia Revenue Authority and Ms. Paulette Twhala from the Eswatini Revenue Service. The MRA Management Team was also present to address stakeholders' queries.



The Chairperson of the Committee, Mr. Sudhamo Lal emphasized that the Integrity Advisory Committee acts as a bridge to reinforce MRA's commitment to upholding the highest ethical standards across its operations. *"At MRA, we firmly believe that integrity is the foundation of trust and credibility. It is essential for promoting ethical behaviour, preventing misconduct, and ensuring that integrity remains central to our operations,"* Mr. Lal stated. The Chairperson also noted that the committee reviewed best practices in combating corruption and made recommendations to enhance integrity within MRA. He emphasised that the recommendations from stakeholders are carefully considered and implemented before the next survey takes place. *"Since its establishment in 2006, MRA has taken a proactive approach to combat corruption through a collaborative strategy. After 18 years, with the support of its stakeholders, staff, and the public, MRA is committed to continually seeking valuable feedback and insights to enhance its integrity framework,"* Mr. Lal added.

Mr. Raffick Sufurhally, President of the Mauritius Taxpayers Association, praised MRA effectiveness. *"No complaints have been received from taxpayers, which reflects MRA's effectiveness and integrity,"* he said.

During the meeting, committee members praised MRA for its innovative tax strategies and commitment to a business-friendly, integrity-driven approach. Mr. Kevin Ramkaloan, CEO of Business Mauritius, highlighted MRA's efficiency and commended Mr. Lal's leadership for its significant achievements. *"We are proud to recognize MRA as one of the most efficient institutions that genuinely values integrity,"* he stated.

Mrs. Sheila Ujoodha, CEO of MloD, highlighted the importance of MRA's commitment to maintaining high standards through regular surveys and stakeholder engagement, thereby enhancing transparency and trust within the organization.

Outcome of the 5th Integrity Perception Survey

Mr. Rajeev Gobin, Officer-in-charge at the Internal Affairs Division, MRA, provided an overview of the Integrity Perception Survey (IPS), which has been used since MRA's inception to gauge perceptions of integrity among its stakeholders every 3 to 4 years. He emphasized that MRA has assumed a leadership role in promoting integrity and places significant importance on ethical behaviour and the fight against corruption. Mr. Gobin highlighted that MRA stands out in e-filing services and the ongoing growth of online services, identified as key strengths under the dimension of Automation and Reforms. He further observed that the MRA's overall image encompassing service, reputation, and integrity has improved over time, with a decline in reported incidents of malpractice in 2024 compared to 2020.

The 18th Integrity Advisory Committee meeting highlighted the commitment of MRA to uphold the highest standards of integrity and ethical conduct in tax administration. The positive feedback from stakeholders, along with the continuous improvement reflected in the Integrity Perception Survey, reinforces MRA's success in promoting transparency and trust. As MRA looks to the future, it remains dedicated to collaborative efforts and the implementation of best practices to enhance its integrity framework, ensuring it continues to serve as a pillar of trust, good governance, transparency and accountability in Mauritius.

Observers Ms. Violet N. Mulubwa from the Zambia Revenue Authority and Ms. Paulette Twhala from the Eswatini Revenue Service, praised MRA for its commitment to global best practices in integrity and ethical governance.