

Leadership and Management Development

MRA prepares its middle managers for future lead in collaboration with WCO

The Mauritius Revenue Authority (MRA), in collaboration with the World Customs Organisation (WCO) hosted a 10-day workshop entitled: Leadership and Management Development (LMD), at the Integrated Customs Clearance Centre (ICCC), Plaine Magnien. Around 25 staff from various departments availed themselves of this comprehensive workshop, spanning from 27 March to 07 April 2023. The WCO Leadership and Management Development Workshop aims at preparing staff at the MRA to become effective leaders and managers.



The launching ceremony for the 10-day workshop on Leadership and Management Development was held on Monday 27 March 2023

In his keynote address during the launching ceremony held on Monday 27 March 2023 Mr. Sudhamo Lal, Director-General of the MRA expressed his deep gratitude to the WCO for the relentless efforts in facilitating the LMD workshop in Mauritius. He mentioned that Customs administrations all over the world have a mandate to fulfill various functions, namely, revenue collection, protection of society and security of the nation. *“Our performance has a direct impact on the competitiveness of our state and the welfare of our people. The reforms and modernization programme at Customs are geared towards achieving these objectives. We are all resorting to new ICT based control techniques, reviewing our processes and procedures so as to create and maintain an environment which is conducive to do business and attract investment”*, he added. On this score, he underlined that this strategy is contributing to the economic competitiveness of Mauritius and also developing resilience to recent economic downturns.

According to Mr. Lal, *“it is important for leaders, or anyone heading a group to know how to deal with people, how to manage them, know and understand their behaviors and attitudes, how to motivate them, how and when to delegate, and when to bring to task”*.

In a nutshell, it is about making things happen through people. *“It is through our staff that we can promote our core values, which are, responsiveness, courtesy, fairness, transparency, integrity and good governance,”* he said. Mr. Lal also dwelt on the importance of managing conflicts and having good communication skills.

Mr. Dhoojanaden Maunikum, Director of the Human Resources and Training Department at the MRA, strongly believes that people are the most important asset. MRA has put considerable emphasis on training and development of its staff, he said. Leadership is a critical aspect because leaders are at the forefront of making things happen, he emphasized. Speaking of Leadership and Management Development, he observed that there is a strong demand for this training. It is with this in mind that the MRA invests enormously in conducting comprehensive workshops on different themes.

For Ms Ashina Naicker, Lead Facilitator, WCO, this workshop has provided the opportunity for senior and middle managers to equip themselves with appropriate competencies and skills.

Mr. Vivekanand Ramburun, Director of the Customs Department at the MRA, laid emphasis on the importance of having a good ‘networking’ and developing strategies to align with the current changes in trade and customs.

MRA looks forward to conducting more comprehensive training programs with a view to constantly improving the skills of its personnel.