

Taxpayer Satisfaction Survey Draw 2023

93% of taxpayers say:

“MRA administers the tax system effectively”

The seventh edition of the **Taxpayer Satisfaction Survey (TSS) Draw 2023** was held on Tuesday, October 31, 2023, at Eham Court, Port-Louis, in the presence of MRA Board Members, namely, Mr. Dinay Reetoo, and Mr. Kritananda Naghee Reddy, Mr. Sudhamo Lal, Director-General of MRA, and members of the Management Team. The first prize, a cash prize of Rs. 25,000, went to **SHAH MUHAMMAD JALEEL KURREEMBUKUS. JAYECOOMAR DOOKY**, won the second prize of Rs. 15,000, and **DHINESH CAHOOLESSUR** won the third prize of Rs. 10,000.

The draws took place under the supervision of representatives of the Gambling Regulatory Authority (GRA), namely Mr. Ridwan Omar and Mrs. Vidusha Bhagreeth.



In his keynote address, Mr. Lal stated that the outcome of the surveys conducted till date has allowed MRA to improve the quality of the services it offers to taxpayers year-in year-out. 35,919 taxpayers responded to this year's survey which represents an increase of more than 80% as compared to last year.

The Director-General highlighted some salient results of this year's survey. *“93% of surveyed taxpayers are of the opinion that MRA administers the tax system fairly, and 98% say it has become easier to comply with their tax obligations. 82% of taxpayers assert that it is easy to report fraud and other illegal activities to MRA.*



Speaking about drug detection and border protection, Mr. Lal pointed out that “82% of respondents affirm that the measures implemented by Customs to combat drug trafficking are working well.”

The survey also revealed that 94% of the participants are of the opinion that the trust of taxpayers in MRA has improved, while 90% affirm that MRA is doing a lot to detect tax evasion.

MRA received more than 32,000 valuable comments and suggestions from taxpayers during this exercise. “These suggestions will be scrutinized and viable suggestions will be given due consideration as part of our endeavour to serve our stakeholders better and enhance our internal efficiency”, Mr. Lal reassured.



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e-Filing season 2023

MRA received 276,936 returns for the 2023/24 Income Tax Filing Season, which represents an increase of 17.1% over the 236,438 returns received last year. 72,758 taxpayers paid additional tax to an amount of Rs 2.8 billion while submitting their individual returns, over and above Pay As You Earn (PAYE) / Current Payment System (CPS). MRA also received 87,123 claims for refund from taxpayers, 12% more than last year. As at date, 86,069 taxpayers (99%) have already been refunded.

Mr. Amick Teeluckdharry, Assistant Director, Taxpayer Education and Communication Department (TECD) elucidated that “in our service chain, some touch points are crucial in shaping the overall taxpayer experience. Understanding and managing those touch points is essential to ensuring customer satisfaction.”



The Taxpayer Satisfaction Survey, led by Mr. Roshan Oree and his diligent team from the Research Policy and Planning Department, MRA, is a valuable tool that allows taxpayers to evaluate its services during the e-Filing of Individual Income Tax Returns Season 2023. The survey also provides feedback on areas that need improvement.