

TAXPAYER SATISFACTION SURVEY 2020: THE MRA IMPROVES THE QUALITY OF ITS CORE SERVICES



The draw of the online Taxpayer Satisfaction Survey (TSS) 2020 was effected at the Head Office of the Mauritius Revenue Authority (MRA), Port Louis, on Friday 30 October, 2020, under the supervision of the Gambling Regulatory Authority (GRA). The names of the winners drawn are as follows:

1st Prize of Rs. 25,000- Surrun Doorga

2nd Prize of Rs. 15,000- Veeren Pragassen Veeren

3rd Prize of Rs. 10,000- Marie Jean Mathieu Olivier

To gauge taxpayers' perception of its services, the MRA launched the fourth edition of the TSS to receive valuable insights from its main stakeholders during the Individual Income Tax e-Filing Season 2020, which ran from Tuesday 01st September till Thursday 15th October 2020.

The following statistics, with regards to the e-Filing Season 2020, have been gathered:

- Out of 192, 553 returns filed during the Individual Income Tax e-filing exercise, 30,553 taxpayers participated in the TSS;
- 94% of the respondents have unanimously confirmed that the “Time taken to e-File a return” was “Very Good/Good” in 2020 as compared to 90% in 2017;
- 90% of the respondents have rated the “e-Payment facilities” as “Very Good/Good” as compared to 82% back in 2017;
- The “Refund of income tax by the MRA” has been rated by 84% of the taxpayers as “Very Good/Good” this year, as compared to 74% in 2017;
- More than 89% of income tax payments by individual taxpayers were received at the MRA, electronically, using the Direct Debit facility;
- 84% of the respondents rated the service delivery of the MRA over the last five years as Very Good or Good;
- 90% of them have rated the user-friendliness of and accessibility to the MRA website as very good or good;
- 80% of the respondents, that is, 8 out of 10, have rated “The overall trust they have in the MRA” as being “Very Good or Good”.

In his address, the Director-General of the MRA, Mr. Sudhamo Lal, stressed that the MRA is committed to improving the quality of services offered to taxpayers and the TSS is one such channel whereby feedback is gathered. He stressed that the MRA has vowed to respond to taxpayers’ needs and expectations as effectively as possible. He highlighted the improvement made by the MRA Team, year-in, year-out, in the quality of the service offered by the MRA. This TSS has been an effective tool in this process, enabling the MRA to identify the gap and take remedial measures.

Mr. Lal expressed his appreciation regarding the close collaboration that exists between taxpayers and their fiscal authority. “This endeavour will help the MRA in Reaching New Milestones Together,” he said.

The names of the winners were drawn by Mr. J. Suhotoorah, Board Member, Mr. M. Oozeer, Director Operational Services Department, and Mr. R. Oree, Assistant Director Research, Policy & Planning Department, respectively.

The names are published in the media and on the website of the MRA. The winners be contacted individually to collect their prizes.