

Vidhya POOKON wins the First Prize of the Taxpayer Satisfaction Survey (TSS) 2021

The Taxpayer Satisfaction Survey (TSS) 2021 Draw was organised on Friday 29 October, 2021 at the seat of the Head Office of the Mauritius Revenue Authority (MRA), Port Louis in the presence of the Management Team of the MRA, Board Members and representatives of the Gambling Regulatory Authority (GRA).

The winners of the TSS Draw 2021 are follows:

First Prize (Rs 25,000) - POOKON, VIDHYA

Second Prize (Rs 15,000) - GOOMANY, AVISH KUMAR

Third Prize (Rs 10,000) - BEERJOO, SATYAM



The first prize was drawn by Mr Bheekhee, MRA Board Member and the second & third prizes were respectively drawn by Mr Suhootoorah, MRA Board Member and Mr Oree, Assistant Director, Research, Policy & Planning Department.

Mr Sudhamo Lal, Director-General, stated that this is the fifth consecutive electronic taxpayer satisfaction survey carried out by the MRA. Some 29,000 taxpayers participated in the survey, online.

The Taxpayer Satisfaction Survey included three different surveys, namely:

- (a) A Customs Stakeholders Survey targeting customs stakeholders such as importers, exporters, freight forwarders, customs brokers, among others;
- (b) A Tax Stakeholder Survey targeting accounting firms, tax advisers, MIPA registered persons; and;
- (c) The General Public Taxpayer Satisfaction Survey.

Mr Lal underlined that, in addition to receiving the general feedback from the public annually, there was a need for technical feedback on the work carried out by MRA officers such tax audits, handling of tax objections, customs clearances, valuation of goods, scanning operations, among others. The feedback could be obtained from technical questions included in dedicated surveys that were earmarked for MRA stakeholders in tax and customs operations. "We have ensured that each category of stakeholders, after having filed their return, obtain only one survey questionnaire which is relevant to them for submitting their views", he emphasized.

Mr Lal highlighted some salient features of this year's survey:

- 90% of the taxpayers from the General Public (that is, 9 out of 10 people) think the MRA has met their expectations since its setting up in 2006;
- 78% of respondents believe that there has been an improvement in integrity and ethical behaviour of MRA staff over the years;
- 83% of tax stakeholders believe that there has been an improvement in the service delivery of the MRA over the last five years, and;
- 86% of customs stakeholders consider that the overall service delivery by MRA Customs is Good/Very Good.

In addition to the rating of the quality of MRA services, some 11,000 valuable comments and suggestions were received. "These proposals will be scrutinised and viable actions will be taken as part of MRA's endeavour to better serve our stakeholders and thus enhance our internal efficiency", Mr Lal concluded.