

## Taxpayer Satisfaction Survey 2024

- **89% of participants acknowledge MRA's efforts in identifying tax evasion**
- **81% commend Customs' measures in the fight against drug trafficking**
- **297,000 taxpayers filed their returns by the deadline**

The Mauritius Revenue Authority (MRA) unveiled the outcomes of the Taxpayer Satisfaction Survey 2024 on October 29, 2024, during a draw ceremony at MRA's Head Office in Port-Louis. Each year, the survey questions are refined to reflect shifting taxpayer expectations, and responses are carefully analysed to identify potential areas for improvement, ensuring that MRA continues to enhance its services and meet the evolving needs of taxpayers.



In his keynote address during the Taxpayer Satisfaction Survey Draw, Mr. M. Sudhamo Lal, Director-General of MRA, highlighted the response to this year's MRA Survey, which saw the participations of 26,354 taxpayers. He pointed out that 97% of these taxpayers' trust that their information is kept safe and secure by MRA, while 93% affirmed that financial allowances are disbursed within a reasonable timeframe and the tax system is administered fairly. Additionally, 81% of participants found Customs' measures against drug trafficking to be effective, and 89% acknowledged MRA's efforts in identifying tax evasion. Furthermore, 82% expressed that reporting fraud and illegal activities to MRA is a straightforward process, and 94% reported an increase in their trust towards MRA over the past year. Mr. Lal reassured that *"over 23,000 valuable comments gathered from taxpayers will be meticulously analysed in the coming days."*

Mr. Amick Teeluckdharry, Assistant Director of the Taxpayer Education and Communication Department (TECD) at the Mauritius Revenue Authority (MRA), emphasized that this survey transcends mere feedback collection; it fundamentally underpins enhancements to MRA's operations. This proactive strategy, he asserted, underscores MRA's ongoing commitment to delivering services that meet the highest standards. He concluded that MRA takes great pride in viewing taxpayers as collaborative partners in the journey toward progress.





The eighth edition of the Taxpayer Satisfaction Survey Draw 2024 was held on Tuesday 29 October 2024, 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 cash prizes serve as a token of appreciation for taxpayers' feedback and participation. The first prize, a cash prize of Rs. 25,000, goes to Chaumoo Nuzhah Begum. Lim Feng Chow Laval Kwet Thin wins the second prize of Rs. 15,000, and Grandsable Yannick wins 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 Oomar and Mr. Arjoon Niranjan.

The Mauritius Revenue Authority extends its gratitude to all participants.



## **Individual Income Tax Returns e-Filing Season 2024: 297,000 e-Filers**

By the deadline of October 15, 2024, 297,000 taxpayers submitted their income tax returns, as compared to 276,000 last year. By now, MRA has refunded some 81,000 taxpayers a total of Rs 750 million. Emphasizing the benefits of the progressive tax system, the Director-General pointed out that 138,000 beneficiaries of the tax reform have collectively saved Rs 5.5 billion.