

e-Appointment **Assistance for e-filing of Income Tax / CSG Returns**

The Mauritius Revenue Authority (MRA) wishes to inform the public that it has put in place an **e-Appointment system** to help taxpayers get assistance through a **WhatsApp Video Call** to file their individual income tax / CSG returns.

The e-Appointment system is available on the MRA website: www.mra.mu and allows taxpayers to reserve a time slot on a particular day, at their convenience.

Assistance will be provided through a **WhatsApp Video Call** on the day and time of the appointment.

The following simple steps should be followed for an appointment.

1. Go to MRA Website on www.mra.mu
2. Click on “**e-Appointment**”;
3. Insert your TAN (user ID) or NID / NCID and your mobile number;
4. Choose a time slot for an available date on the calendar; and
5. Confirm the reservation of your slot with the One Time Password (OTP) sent on your mobile number.

On the day of the appointment, the taxpayer will receive an SMS with a WhatsApp link on his mobile number. He should click on the WhatsApp link to start the video call with the MRA Officer. Taxpayers are advised to ensure that they have all the documents and information ready prior to making the interactive session with the MRA officer.

The MRA strongly recommends taxpayers to avail themselves of the e-Appointment facility for assistance to file their returns electronically and to kindly avoid calling, in person, to the MRA Customer Service Centre, given the actual Covid-19 pandemic prevailing in Mauritius.

For further details, kindly visit the MRA website: www.mra.mu or phone the MRA Helpdesk on **207 6000** during working hours or send an email at headoffice@mra.mu.

