

MAURITIUS REVENUE AUTHORITY

Ref: MRA/HR/ISOF

21 September 2012

Mr Bhimsen ABACOUSNAC
De Burg Edwards Lane
Floreal

Dear Mr Abacousnac

LETTER OF RECOGNITION & THANKS

Your services were enlisted as **ISO Facilitator** in the Mauritius Revenue Authority (MRA) from 01 September 2010 to 31 August 2012 to design, develop and implement the ISO 9001:2008 in the MRA.

On behalf of the Management Team and MRA Staff, I wish to convey to you our appreciation and sincere thanks for having successfully completed the project on time and as per the MRA's expectations. The award of ISO 9001:2008 Certificate from the Mauritius Standard Bureau (MSB) is a testimony of the seriousness of purpose, dedication and enthusiasm with which staff has worked towards this objective, under your able guidance and leadership.

Throughout the project, you have shown a professional, systematic and ethical approach, and you have always invested extra effort to embark the ISO Team, and each and every department in the implementation of ISO.

Your excellent technical knowledge, management skills and communications abilities have been instrumental in promoting a Quality Culture in the MRA.

I wish you all the best and plenty of success in your future endeavours.

Yours faithfully



S. Lal
Director General

