

An Enhancement in Custom and Taxation Practices through Technological Innovations

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Abstract: Currently, Information and Communication Technology (ICT) plays a crucial role in implementing policies by providing opportunities to automate many manual operations. ICT plays a crucial role in enhancing customer service by facilitating both internal and inter-institutional cooperation processes in public administrations. These processes aim to promote access to services, improve service quality, streamline administrative procedures for citizens and businesses, and enhance the accessibility of information. Each day, the public authority encounters a substantial challenge: reducing personnel expenses while concurrently implementing novel concepts. Public administrations encounter a significant hurdle in simultaneously attaining two objectives: operating in a connected environment by engaging stakeholders and resolving issues through the use of innovative working methods, technologies, and management models. Enhancing resource utilization is a key objective for tax and customs administrations. Consequently, they continuously seek methods to automate internal workflows, minimize manual labor, enhance service quality, streamline administrative procedures, and improve the overall business environment. The objective of this study is to determine the key characteristics that significantly enhance the effectiveness of institutions by analyzing the structure of efficiency indicators.

Keywords: Administrations of taxes and customs, information and communication technology, productivity, efficiency, and manual labor