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**PROCEEDINGS OF THE TWO-DAY
NATIONAL SEMINAR
ON
INDIAN ECONOMIC PROGRESS
TOWARDS ACHIEVING THE SDGs**

**IN COLLABORATION
WITH
INDIAN ECONOMIC ASSOCIATION**

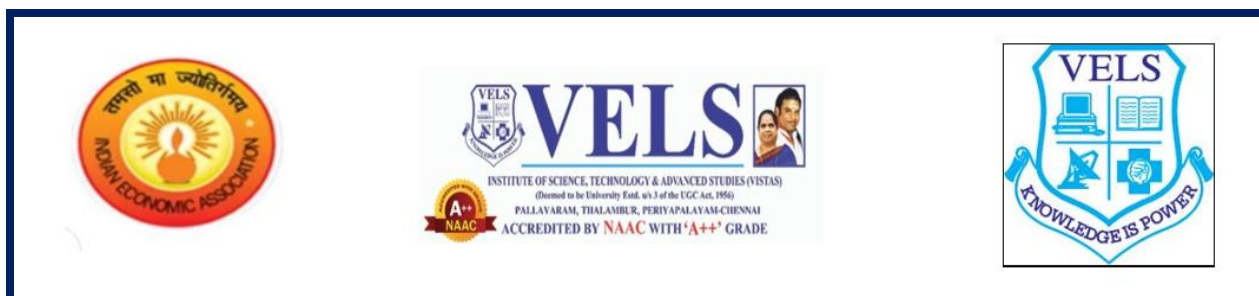
25th and 26th April 2025

**Organized by
Department of Economics**

**School of Commerce and
Economics**

VISTAS

Pallavaram, Chennai - 600117



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The Role of Digitalization in Enhancing Efficiency In Port Operations

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Abstract

Digitalization plays a vital role in enhancing port operations by modernizing communication systems essential for efficient coordination among stakeholders like port authorities, customs, and logistics providers. Traditional manual methods are often slow and error-prone, while digital platforms enable real-time data sharing, transparency, and automation. Port Community Systems (PCS) centralize communication, reduce clearance delays, and improve berth scheduling and cargo tracking. Digital tools support resource optimization and safety through data-driven insights and quick risk responses. However, challenges such as investment needs, cybersecurity, and workforce training persist. With strategic planning and support, ports adopting digital communication can improve throughput, reduce costs, and become more competitive in the global supply chain. **Keywords:** *Digitalization, port operations, efficiency, Port Community Systems (PCS), real-time information sharing, cargo tracking.*

Challenges Faced by CHA With Reference to Pegasus Forwarding Service Pvt Ltd

SAINA CLEETU, MBA Shipping And Logistics Management, 2nd Year, VISTAS

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Abstract

Customs House Agents (CHAs) play a pivotal role in facilitating international trade by acting as intermediaries between importers/exporters and customs authorities. This study explores the various operational, regulatory, and administrative challenges faced by CHAs in carrying out their duties. Through primary data collection via interviews and surveys with licensed CHAs, along with secondary research, this study identifies key issues such as procedural delays, lack of digital integration, frequent changes in customs regulations, bureaucratic inefficiencies, and limited coordination among stakeholders. Additionally, challenges like high compliance costs, inadequate training, and the pressure to meet tight timelines are examined in detail. The research highlights the impact of these problems on the efficiency of customs clearance processes and overall supply chain operations. It also explores how digitalization, regulatory reforms, and capacity-building measures can support CHAs in overcoming these challenges.

Keywords: Customs House Agent (CHA), International Trade, Customs Clearance.