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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**

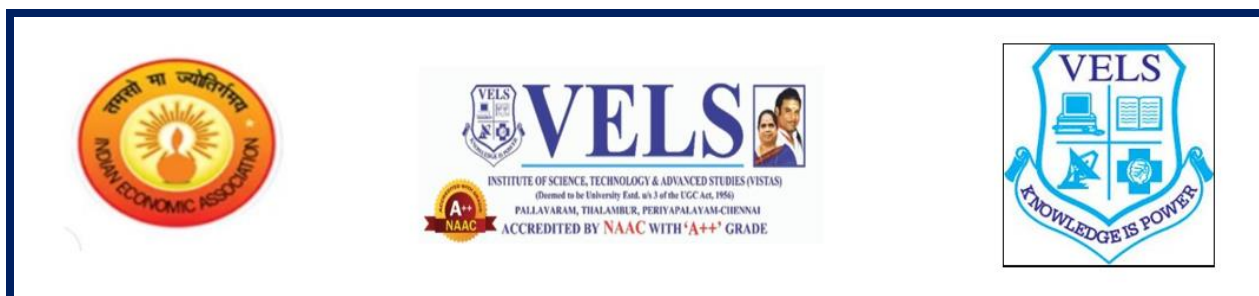
25th and 26th April 2025

**Organized by
Department of Economics**

**School of Commerce and
Economics**

VISTAS

Pallavaram, Chennai - 600117



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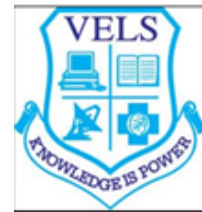
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A Study on Service Quality Provided by Freight Forwarders In Import and Export Operations

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Abstract

Freight forwarders play a crucial role in global logistics, impacting supply chain efficiency, customer satisfaction, and business competitiveness. Key service quality aspects include reliability, timeliness, cost-effectiveness, transparency, customer support, and regulatory compliance. Reliable freight forwarders ensure safe, on-time deliveries, minimizing disruptions and financial losses. Technology, such as tracking systems and digital documentation, enhances transparency and real-time communication with clients. Cost-effectiveness is achieved through optimized routing and strong carrier partnerships, while customer service ensures tailored solutions. Compliance with trade regulations and effective risk management further elevate service quality. Forwarders adopting AI, IoT, and blockchain improve efficiency and accuracy, contributing to smoother global trade and maintaining a competitive edge.

Keywords: *Reliability, Timeliness, Cost-effectiveness, Transparency & Compliance.*

Digital Transformation of Air Customs Clearance. A Study On Reducing Delay Through Technology

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Abstract

This study examines the role of digital technologies like automation, AI, blockchain, and data analytics in enhancing air customs clearance processes. By replacing paper-based methods, digital systems reduce clearance times, minimize human error, and improve transparency. The research analyzes how these technologies streamline communication, reduce bottlenecks, and improve data accuracy. Case studies from airports that have successfully implemented digital tools highlight both challenges and benefits. The study aims to propose strategies for accelerating the adoption of digital solutions in air cargo customs, enhancing global supply chain efficiency and reducing logistics costs for stakeholders and policymakers.

Key words: *Digital transformation, Air customs clearance, Automation, Artificial intelligence, Blockchain, Data analysis, Supply chain, Customs automation*