CAREC Digital Trade Forum

Advancing Digital Solutions and Deepening Regional Cooperation for Trade

Use of Emerging Technologies and Digital Public Infrastructure
Georgia Revenue Service

NINO JINCHARADZE

Strategic Vision of GRS for Digitalization

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Automating and Digitalizing Different Customs Processes Using Robotics and Artificial Intelligence (AI) Technology

BENEFITS

Areas Benefiting from the Process Automation and Digitalization.

- **Customs Declaration Processes**
- **Assessment of Tax Liabilities for "Yellow Channel" Goods**
- **Closing Procedures of Internal Transit Document (T1)**
- **Automation of the Process of Arriving/Releasing Carriers at the Two Customs Clearance Zones**
- **Issuance of Certificates of Origin**

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Impacts of digitalization on indicators

Customs Declarations for export;
Number > 53000;
Growth rate 27%

- Before:
  - Time per declaration 30 min
  - Human resource > 30 000 hours per year

Assessment of Tax Liabilities for "yellow channel" goods;

- Before
  - Only Time per certificate - 10 minutes
  - Human resource > 3 000 hours per year

Certificates of origin;
Number > 29 000;
Growth rate 27%

- Before:
  - Human resource - 4 full time employee
  - Additional costs for SMS

GEORGIA REVENUE SERVICE

European Bank for Reconstruction and Development

ADB ASIAN DEVELOPMENT BANK

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Technologies:
- ✓ RPA (Robotic Process Automation)
- ✓ OCR (Optical Character Recognition)

AFTER:

- Time per declaration: 3 min
- Working hours saved per year 27 000

AFTER

- Service - available 24/7
  - No human involvement
  - No additional costs for SMS

AFTER

- Time per certificate: 1.5 min
- Working hours saved per year 2 500

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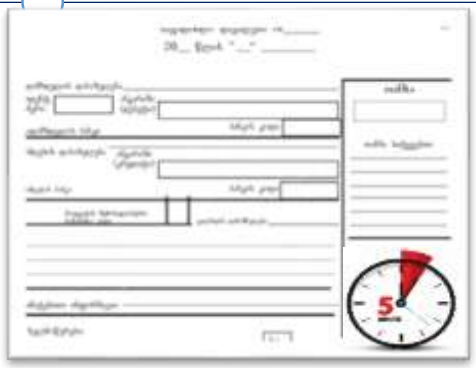
Assessment of Tax Liabilities for "Yellow Channel" Goods – First step of Automatization



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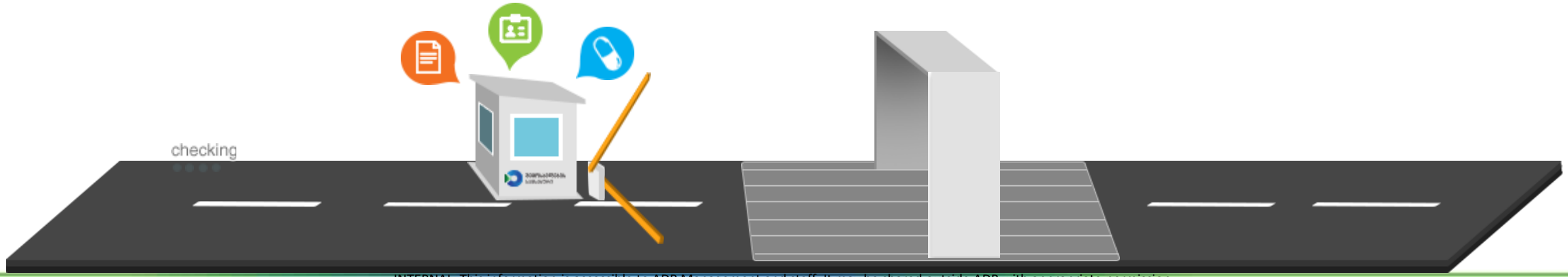
Assessment of Tax Liabilities for "Yellow Channel" Goods – After Implementation of AI/ML



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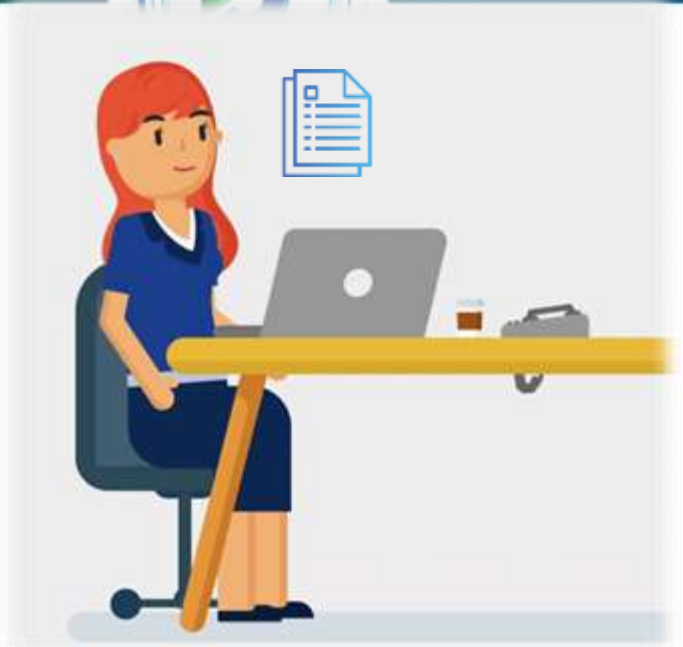
Customs Declaration process for Export – After Implementation of AI/ML



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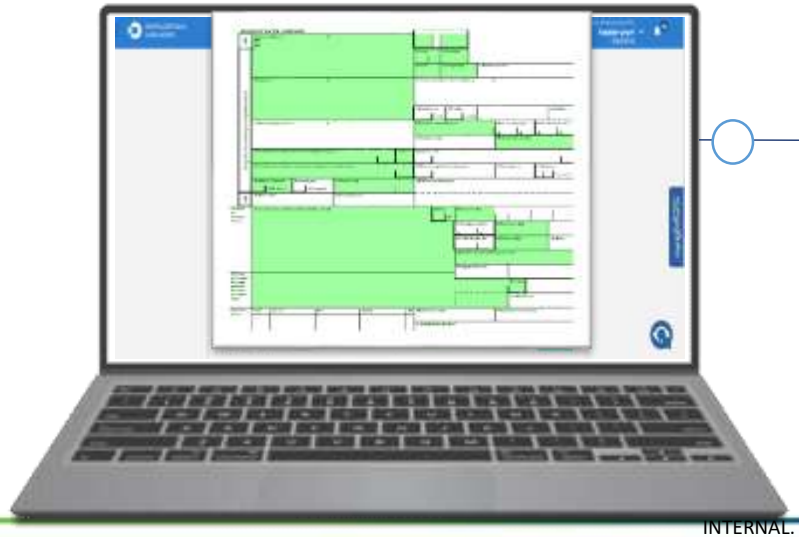

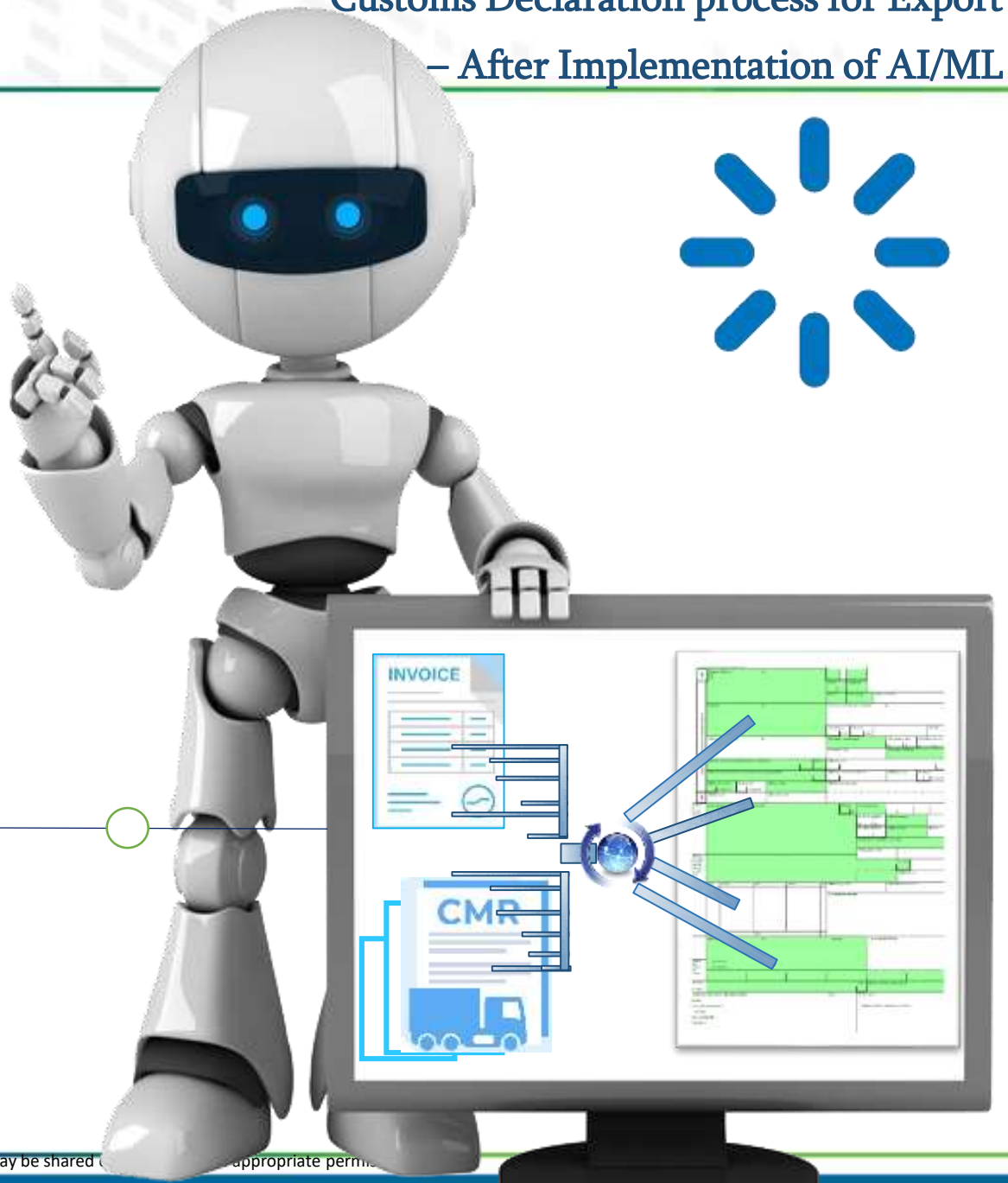

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Customs Declaration process for Export – After Implementation of AI/ML

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Completed Tasks:

Document Identification

Data extraction from documents

Data input validation

- *Completion of Customs Declarations for export goods*
- *Issuance/ Validation of certificates of origin*
- *Assessment of tax liabilities for "yellow channel"*

Ui Application for HS-code validation

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- **Lack of Unified Documentation- Standardization and Scalable Software Design:**
  - Documentation Standardization: Advocate for and implement standardized document forms to ease processing and compatibility.
  - Modular and Distributed Software Architecture: Design software to be modular for ease of updates and capable of operating in distributed environments to enhance reliability.

- **Strategic Technology Selection and Process Reengineering:**
  - Technology Compatibility: Ensure new technologies like RPA and OCR fit seamlessly with existing systems.
  - Legal and Software Adaptation: Update legal frameworks and modify existing software to align with new technological capacities.

- **Validations, Human Involvements and Engagement:**
  - Intuitive UI for Validation Tools: Develop user-friendly interfaces for validating important information (such as HS codes, Stamps etc.), ensuring accuracy and compliance.
  - Training and Awareness Programs: Create targeted educational campaigns and training to accommodate varying levels of user technical expertise.

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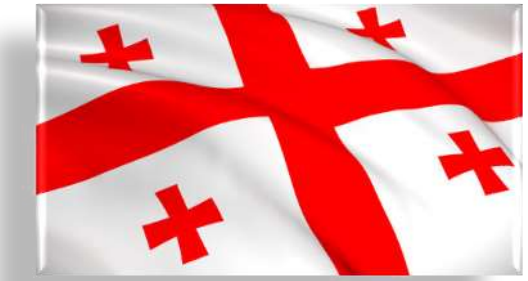

THANKS FOR THE ATTENTION

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