

References

- Department of Inland Revenue, (2017). *Consolidated Text of the Economic Service Charge Act, No.13 of 2006* .Colombo.
- Department of Inland Revenue, (2009).*Consolidated Text of the Nation Building Tax Act, No. 09 of 2009*.Colombo.
- Department of Inland Revenue, (2002). *Consolidated Text of the Value Added Tax Act, No 14 of 2002*. Colombo.
- Department of Inland Revenue, (2006). *Consolidated Text of the Inland Revenue Act, No.10 of 2006*. Colombo.
- Department of Inland Revenue, (2016). *Performance Report of the Commissioner General of Inland Revenue 2016*. Colombo.
- Crawford, D. (2013). *Details Guidelines for Improved Tax Administration in Latin America and the Caribbean*. USA: Deloitte Consulting LLP.
- Dharmasiri, A.S. (2015). *HRM for Managers*. Colombo: The Postgraduate Institute of Management.
- Injazz, J.C. (2003). Understanding Customer Relationship Management (CRM): People, Process and technology. *Business Process Management*, 9(5), 19-27. Retrieved from <http://doi.org/10.1108/14037150310496755>.
- Lucero, C. (2017). *Automating the Appeals and Grievances Process*. FIS white paper. Presented at FLS Insurance Conference at Beverly. Retrieved from www.fisglobal.com.
- Sabine, B. (1983). *The Tax Appeals Handbook*. London: Butterworth & Co.
- Singh, A. (2005). *Administrative Reforms: Towards Sustainable Practices*. New Delhi: SAGE Publications.
- Turban, E., Volonio, L., & Wood, G. R. (2016). *Information Technology for Management*. New Delhi: Wiley India (Pvt) Ltd.
- Werner, J.M., & Desimone, R. A. (2010). *Human Resource Development: Foundation, Framework and Application*. India: Cengage Learning.
- Wade, H.W.R., & Forsyth, C.F. (1994). *Administrative Law*.UK: Oxford Clarendon Press.