Digital Transformation and Process Reengineering Group of ICAI Taps Information Technology Potential

The Institute of Chartered Accountants of India has been putting in its best efforts to undergo a paradigm shift in its services to members by embracing technology and technology-driven capacity. In this regard, its Digital Transformation and Process Reengineering Group (DTPRG) has been playing a proactive role, keeping abreast the latest in technology to better serve the members and other stakeholders. Adopting and adapting to the latest trends of technology, the DTPRG drive has continued unabated in this council year to better serve the members. Following are the important activities and initiatives completed by DTPRG in this Council Year so far. Read on…

Important DTPRG Activities Completed Recently

- The Self-Service Portal for Members and Students has been launched on 1st July, 2018. Currently Online Forms Enrollment as Member (FORM 2), Online Submission of Restoration of Membership (FORM 9), Register for Certificate of Practice (FORM 6), Restoration of A Certificate of Practice (FORM 101), Register as A Fellow (FORM 3), Condonation Fees for Membership Restoration and Certificate of Practice, Duplicate Identity Card, Duplicate Certificate, Firm Condonation Fee Only (Form 18) etc. are available in system.
- Online Facility for Change in Email ID & Mobile - DTPR Group has recently launched an Online Form for Members by which they can update their Mobile number and e-mail IDs which are currently available in ICAI records. It's an OTP based form after due verification

(Contributed by Digital Transformation and Process Reengineering Group of ICAI. Comments can be sent to dtprc@icai.in)

of data from the Member ends only the same will be updated in ICAI records. Members can make use of the said form and update their details accordingly. The said form is available in the Dashboard of Members which can be accessed using e-Services Section of ICAI.org

- Online Facility for Change in Address – DTPR Group has recently launched one more Online form under the dashboard for members related to Change of Address. This facility will help the members at large to change their address online without any physical paper or any manual intervention. After due verification of data with all statutory requirements members can avail this facility. The said form is also available in the Dashboard of Members which can be accessed using e-Services Section of ICAI.org
- Students & Members E- Sahaayataa now available on ICAI Mobile APP:

  e-Sahaayataa Grievance facility is now available on ICAI NOW mobile app (Android and iOS Platform). The said App has undergone various enhancements since it was launched keeping in mind the Industry Best Practices, Upgradation of Technology and feedback received from Students, Members and other stakeholders. Since its inception, the app has got a tremendous response and has got an average rating of 4.2. The Mobile App ICAI Now has been downloaded by many users and the number is increasing by leaps and bounds. ICAI Mobile App ICAI Now has been instrumental in bringing another revolution in disseminating information, knowledge and expertise to empower students, members and other stakeholders anytime, anywhere. ICAI e-Sahaayataa https://help.icai.org to address the queries, complaints and grievances of our stakeholders pertaining to the day to day working of the Institute. Grievances are being expeditiously catered to and are being resolved.■

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Non-Receipt of *The Chartered Accountant* Journal

This is for the information of Members/subscribers who fail to receive ***The Chartered Accountant*** journal despatched to them either due to un-intimated change of address or postal problems.

Members and Students are requested to inform the respective regions immediately after you change the address to ensure regular and timely delivery of journals to you as the mailing list is drawn from ICAI's centralised database updated till 15th of every month. Subscribers are requested to mail their changed address to eb@icai.in.

Members can also update their address online in the 'Members' section placed on the top bar of ICAI website. The required link in the 'Members' section is titled 'Members: Update Your Residential and Professional Addresses' (http://www.icai.org/addupdate/). Fill the Membership No and Date of Birth to open the Form. Fill the Form to update your changed address.

After updating the address online, the member is also required to download the updated Form and submit the same at their respective regions with their signature. Please note that once updated in the respective regional head offices' records, the new address gets automatically updated in the centralised data base of the Institute, from where the journal mailing list is prepared.

While updating the address members can opt for their 'Residential Address' to receive the copy of the journal by clicking the option "Do you want to get your journal on Residential Address" at the bottom of the Form. Thereafter you will get your copy of the Journal at your residential address.

Any queries or clarifications in this regards can also be sought by email at journal@icai.in **(for members)** and eb@icai.in **(for students and subscribers)** or contact at 0120-3045921. **For dynamic and monitored online complainant resolution, readers are encouraged to login to "e-sahaayataa"at https://www.icai.org/help**.

War is only a cowardly escape from the problems of peace. - Thomas Mann