

Emerging Opportunities for CA's in Digital India Era

Government is in the business of providing Service to its citizens. Progressive governments have taken note of the inherent challenges in Service Delivery and have wholeheartedly adopted Digital as the means to ensure seamless service delivery. The world today is facing many problems such as pollution, water scarcity, climate change on account of globalisation and urbanisation. Many of such challenges can be tackled with smart infrastructure like energy efficient buildings, electric vehicles, waste management, better usage of resources and use of technology. Using Digital methods service delivery can be target and better results can be achieved.

Introduction to Digital Economy

Everyone wants to go digital. The first step is truly understanding what that means.

The term digital can have different meanings. In fact, technology has brought diverse perspective to society. For policy makers and business it may



act as tool for governance and managing things. For certain industry, it may provide tool for better production and quality enhancement. For others, it may connote a tool for better service delivery. The diversity may challenge the manner in which service are delivered by big and small organisation, even by government. Singapore is a great example of services being provided to citizens digitally. Digital in our view is defined as technologies which carry the following attributes:

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service delivery. The diversity may challenge the manner in which service are delivered by big and small organisation, even by government. Singapore is a great example of services being provided to citizens digitally. Digital in our view is defined as technologies which carry the following attributes:

- Relevance
- Smart Analytics
- Context Based Interaction
- Innovation
- Customer Experience
- Automation
- Artificial Intelligence

Digital Journey is all using data to make smarter and faster decisions, democratising decision making to next levels, and developing much more interactive, immersive and iterative ways of service delivery for Governments. Thinking in this way shouldn't be limited to

Industry-Specific

just a handful of functions. It should be holistically infused creatively partnering with external companies to outsource necessary capabilities. A case in point of Indian Govt. would be the Passport Seva Kendra (It is a phenomenal success story of a truly digital experience)

Some Key Indian Government Digital Initiatives

A digital mind-set institutionalises cross-functional collaboration, flattens hierarchies, and builds environments to incubate new ideas.

Aadhar	UPI (BHIM)	CERT-IN
Digilocker	DBT (Direct Benefit Transfer)	EPFO
eSampark	eVisa	GSTN
IRCTC Connect	Jeevan Pramaan	NSM (National Supercomputing Mission)
Aaple Sarkar (MH)		

Digilocker, cloud storage of important documents

DigiLocker is a platform for issuance and verification of

documents and certificates digitally to eliminate use of physical document. Citizens of India can sign up to create a DigiLocker account to avail dedicated cloud storage space that is linked to their Aadhaar (UIDAI) number. Documents can be kept safely in the locker and can also be delivered directly as the Organisations registered with DigitalLocker can push electronic copies directly into digital lockers of citizens. These documents can cover driving license, Voter ID, School certificates, and so on. e-Sampark is a mechanism to connect with citizens

The government through e-Sampark platform connects directly with the citizens by running mailers, SMS messages and outbound dialing. It is

a proactive tool for sharing informational and public service messages. The platform not only provide seamless communication between the government and citizens, but also maintains a database of contacts of the nodal officers, representatives and citizens.

Booming Opportunities for Professionals

Let's look at some key areas of interest relevant for Chartered Accountants where Government of India has done digitisation or what government can do in future and hence what new opportunities it would lead to our community

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Legal

Current State	Future State (How can Government drive transformation using digital)
<p>This area has moved with slow pace in terms of Digitisation, Though the cases are now online and orders are also registered online but still, it has a lot of potential.</p> <p>A positive development which has happened is data base of all case laws are available online that can be used for various purposes.</p>	<p>Blockchain can be used to:</p> <ul style="list-style-type: none"> Issue of notices over email instead of physical delivery and acknowledged online on the network. Written arguments to be filed online and served simultaneously online through the network. An AI based engine can suggest auto judgements to the judge based on past case laws relevant to the case being handled. Finally, the lawyers would still put their arguments and judge would also make his judgement, but it can expedite the process. Chatbots can be used to answer simple questions on Notary, applicable sections or act and the court numbers. Robotic process automation can automate mundane work like scanning, filing, authorisation, creating petitions and notary, etc.

Chartered accountants in future can get into more value added and high-end services for their clients if these digital initiatives are done. They will end up having effective arguments or refining laws especially in the areas of cyber-crimes instead of mundane work of filing or creating petitions.

Stock Exchanges

Current State	Future State (<i>How can Government drive transformation using digital</i>)
<p>These are into more advanced stage of automation than Legal with Online terminals for trading, Information available on mobile and usage of automation for trade settlement.</p> <p>Document storage is also completely digitised with DEMAT and online KYC, etc.</p>	<p>Real time settlement with what most stock exchanges are aiming for in future.</p> <p>With Blockchain, this is very much possible where one party sells on the network, the other party acknowledges, Bank transfers the funds and Depository transfers the securities on the same network (Canada stock exchange recently did a pilot but failed due to unavailability of National Digital currency).</p> <p>The key to have this is National Digital currency because funds have to be transferred in Digital format on a network.</p>
<p>Chartered Accountants can add a lot of value here in terms of risk management, governance and continuous audit of the transaction on the network.</p>	

Banking

Current State	Future State (<i>How can Government drive transformation using digital</i>)
<p>With mobile enabled payments, Online banking, Online KYC, Aadhar led payments, BHIM UPI and Chatbots helping to open bank accounts this is one of the most advanced industry where Govt. including RBI has heavily invested in digitisation.</p> <p>NPCI has been setting new benchmarks with initiatives like BHIM, etc.</p>	<p>With talks of Digital currency and Aadhar led payments, the existence of bank branches may be questioned in the long run. Eventually, there will be democratisation of payment ecosystem where any petrol pump attendant or grocer will be able to shell out cash for a very small fee thereby freeing up supply/demand constraints using technology.</p> <p>With the power of conversational interfaces, payments and receipts would soon be automatically recorded in bank accounts with API protocols. The clearance mechanism with RBI would also be automated using the same.</p> <p>Data mining and Data selling through aggregators approved by RBI (like CAMS) would be the new business opportunity for banks.</p> <p>The money transfer business would soon be completely automated with the concepts of blockchain and transfer on the network.</p>

Industry-Specific

Systems audit, Risk management, algorithm audits would be the key new areas where Chartered Accountants would continue to add value to this industry. Audit of Data, Data governance and ownership would be another new area to look into specific to this industry.

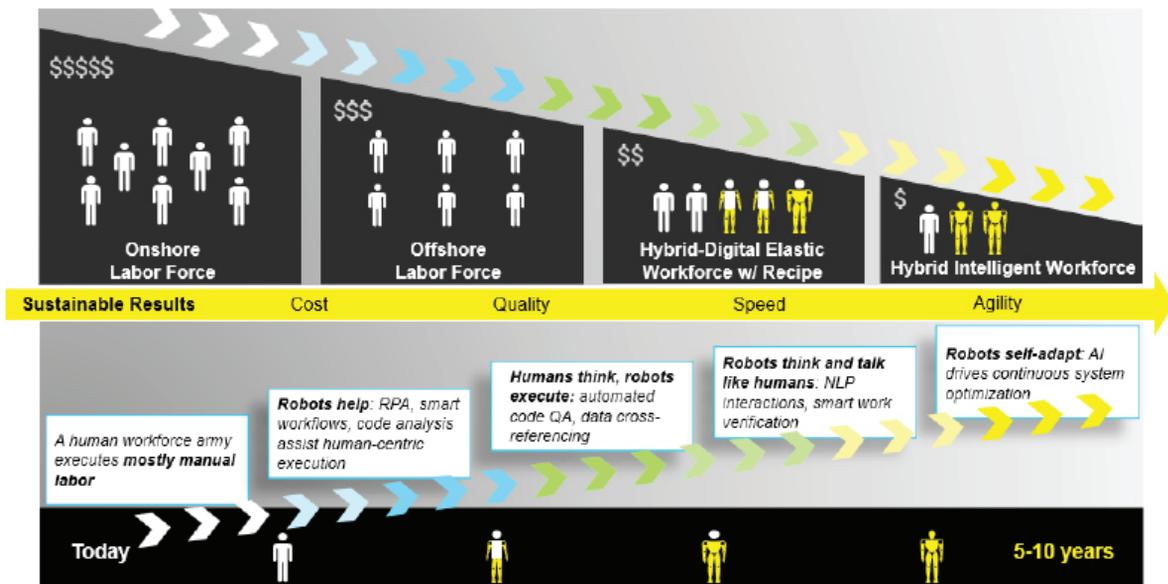
Taxation

Current State	Future State (<i>How can Government drive transformation using digital</i>)
<p>This is another one of the most advanced area where Govt, has brought automation. Whether its Direct tax or Indirect tax, the digitisation and transformation in this area has been phenomenal.</p> <p>With 26AS, online return filing and faster refunds – Govt, has been setting new benchmarks.</p> <p>With GST, the online matching and e-way bill generation has brought in lot of controls and streamlined input credit mechanism and now e-Invoicing would be the next game changer to bring in further controls and real time return filing.</p>	<p>An important thing to observe is PAN No. is common between direct and indirect tax. The vendor is also common in both areas who has developed the logics in application.</p> <p>Big Data technology will be a big game changer that will be used by Govt. to analyse behavior patterns of employees with a common key like PAN number in both areas and enhance tax compliance. Big Data project for assessing tax payers using AI is now the focus of the Government.</p> <p>Govt. during assessments would combine references of Direct and indirect tax returns data using technology to improve tax compliance.</p> <p>Analytics and AI will be heavily used to check trends on tax payments, detect anomalies, expedite tribunal matters.</p>

Chartered Accountants will have to start playing role of data analysts and data scientists by proactively analysing the data patterns in both areas of taxes and ensure tax planning for corporates / their clients and help better tax compliance for Government.

In fact, all different areas like SEZ, STPI, GST, corporate taxes, Export incentives etc can be linked on the cloud by chartered accountants to ensure proper planning is done for clients to ensure all tax compliances.

Automation is transforming our industry at a staggering pace



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Role of CAs in Govt. Initiatives would Change forever from being 'Auditor' to a 'Trusted Advisor'

Considering the automation mentioned above in next 5 to 10 years, the role of Auditors will have to become that of a trusted advisor by contributing more to business insights for their clients and contributing to Government to amend/ bring in new laws as per the changing needs.



While the intent of Government is very clear to continue to invest in Digital technologies, Chartered Accountants in practice need to scale up since Digital world would open up new

Role of Automation in Government



opportunities as mentioned below for professional colleagues :

- Digital Transformation – Readiness Assessment.
- Cyber security audit especially Banking and Insurance.
- Internal audits using Advanced Data Analytics platform to provide business insights/ anomalies.
- Revenue leakage / Automated Contract Management audits (with ecommerce / discount campaign).

Are we as Chartered Accountants ready to embrace the change, since it is not so much about the future of Government, but it is all about Government of future which will be completely eGovernment.

Trail effectiveness – Block Chain.

- Testing of new launches – Certified by auditors.
- Data sets / Architecture and Algorithm setup for Big Data and Robotics.
- Data governance and ownership audits.

Thus to conclude, automation and digitisation will play a big role in coming years and Govt. of India is well poised to take the next leap.

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