

**KONRAD
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FICCI

FICCI-KAS Virtual Dialogues

The New Normal Series

Dialogue IV

The Digital Future: Raising the Bandwidth in a Post COVID-19 World

Friday, May 22, 2020; 1115-1245 hrs on Zoom

Moderator

Mr. Pranjal Sharma
Economic Analyst and Author-
India Automated

Shri Abhishek Singh, IAS
President & CEO, NeGO & MyGov
Ministry of Electronics & Information
Technology, Government of India

Mr. TV Mohandas Pai
Advisor, FICCI Skill Development
Committee & Chairman,
Manipal Global Education

Dr. Rajat Kathuria
Director and Chief Executive
ICRIER

Mr. C P Gurnani
MD & CEO
Tech Mahindra

Mr. Peter Rimmele
Resident Representative
Konrad Adenauer Stiftung

Mr. Ashish Aggarwal
Senior Director and Head - Public Policy
NASSCOM

Mr. Suman Bose
Co-Founder
Gofar Advisory & Investments Pvt. Ltd

Mr. Dilip Chenoy
Secretary General
FICCI

FICCI-KAS VIRTUAL DIALOGUES

THE NEW NORMAL SERIES

DIALOGUE IV

THE DIGITAL FUTURE: RAISING THE BANDWIDTH IN A POST COVID-19 WORLD

A REPORT

MAY 22, 2020

1115-1245 HRS

ON ZOOM

THE CONTEXT

Given the global pandemic outbreak, we are faced with the 'New Normal' in all aspects of societal living. The impact of COVID-19 is overwhelming across the globe. Nations are grappling with the impact of the global pandemic to contain the spread of this pernicious virus. In the light of the present crisis of global pandemic, it is imperative that we adapt and adjust to this 'New Normal'.

FICCI in partnership with Konrad-Adenauer-Stiftung (KAS) organises the FICCI-KAS Virtual Dialogue Series on topics of strategic, geo-economic and contemporary relevance. The FICCI-KAS Virtual Dialogue Series is a proposal to stay connected and ideate on vital issues and concerns of today's challenges faced by the society at large. The fourth Dialogue of the Series "The Digital Future: Raising the Bandwidth in a Post Covid-19 World" was organised on May 22, 2020. The Dialogue brought together stakeholders from government, industry, academia and media sharing their views on the evolving digital world strengthening pillars of innovation and connectivity. Over the years, technology has changed our lives. Through the platforms of internet, mobile, social media, computing innovations, technology has changed the way people connect with each other globally as well as within the national spectrum.

According to the report of the UN Secretary-General's High-level Panel on Digital Cooperation, the efficiency, innovation, and speed of a digitally connected world can expand what is possible for everyone, including those who historically have been marginalised. Globally, 29 per cent of young people aged 15 to 24 worldwide, around 346 million are not online. Young people in Africa are the least connected. Around 60 per cent of population aged 15-24 in Africa are not online, compared with 4 per cent of those in Europe.¹

Today's world is more interconnected than ever before wherein the world has seen a transformation from zero digital wireless devices to more than 4 billion wireless devices. Greater digital connectivity equates to more opportunities for consumers to peruse and purchase both goods and services on digital channels. The society needs to participate in digital transformation, including rural population which is currently experiencing worse broadband access. While the growth of digital commerce is a universal concept, digital has

¹<https://www.generationunlimited.org/our-work/promising-ideas-innovation/digital-connectivity>

and will continue to manifest itself differently depending upon industry verticals and their respective levels of digital maturity. Digital innovation is persistently rewriting the rulebook in this era. In today's dynamics, digital competencies needs to be upgraded for businesses and governments especially in post COVID-19 period as the world is increasingly becoming virtually interconnected.

The internet of things is here to stay and as the Industrial Revolution 4.0 is influenced by the force of digital connectivity, the future of institutions, both state and non- state, must be prepared to go digital. All stakeholders, both public and private, ought to hold hands to build a strong foundation and provide digital infrastructure systems for citizens across the globe. The digital ecosystem, which will eventually drive the future of governments and enterprises across the world, needs to be sustainable and inclusive as well.

PROGRAMME OVERVIEW

The world is grappling with the changes under the New Normal which comprise of virtual connections to educate, learn, medicate, socialise, purchase, pray and collaborate in a new manner. Although digital connectivity has rapidly increased in the past few decades, the world has been forced to realise how acutely dependent we all are on digital solutions. To assess the impact of corona outbreak on the future of digital and to widen the opportunities offered by the digital landscape, FICCI in partnership with the India Office of the Konrad-Adenauer-Stiftung (KAS), organised the Fourth Dialogue in the FICCI-KAS Virtual Dialogues 'The New Normal Series'.

The dialogue witnessed the presence of scholars and thought leaders in various fields.

Eminent speakers who graced the event are:

- **Mr. TV Mohandas Pai**, Advisor, FICCI Skill Development Committee & Chairman, Manipal Global Education
- **Shri Abhishek Singh IAS**, President & CEO, NeGD & MyGov, Ministry of Electronics & Information Technology, Government of India
- **Dr. Rajat Kathuria**, Director and Chief Executive, Indian Council for Research on International Economic Relations (ICRIER)
- **Mr. C P Gurnani**, MD & CEO, Tech Mahindra
- **Mr. Ashish Aggarwal**, Senior Director and Head – Public Policy, NASSCOM
- **Mr. Suman Bose**, Co-Founder, GoFar Advisory & Investments Pte. Ltd
- **Mr. Pranjal Sharma**, Economic Analyst and Author- India Automated (*Moderator*)

AIMS AND OBJECTIVES

The fourth FICCI-KAS Dialogue examined the digital future with a view on connectivity, innovation and transformation in a world affected by this global pandemic. The speakers deliberated on the critical challenges which humanity faces with regard to sustainable digital solutions as well as inclusive digital future for all stakeholders especially with regard to access and affordability across the world.

The Dialogue answered the following queries:

- How does future of digital connectivity appear to be? Would society be able to offer swift and innovative solutions to the challenges posed by connectivity issues?
- It is vital and important that all national policy responses place digital inclusivity and sustainability - at the fulcrum - if they are to have the essential impacts. How would policy making be transformed to make this possible?
- What are the greatest challenges that hinder an evolved digital landscape moving to a higher trajectory in the time of Corona? What would be some of the strategies and policies required towards evolving a well-developed digital life for the world?
- How does society grapple with the challenges and opportunities posed by the increasing usage of sophisticated digital technology and platforms?
- What are the ramifications for commerce and industry based on the future of digital connectivity?
- How does digital influence skills ecosystem and allocation of resources?
- Digital innovations and collaboration across borders and PPP solutions could potentially shape our digital future. In order to achieve this, what strategies do we need to devise?

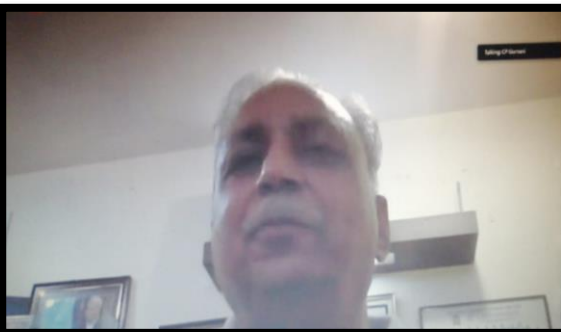
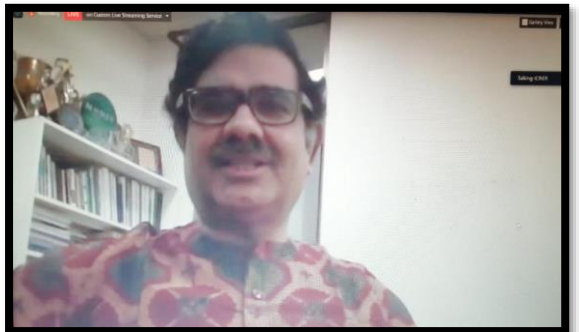
KEY TAKEAWAYS

1. COVID-19 has accelerated the process of digitalisation. **Technology is being inculcated into human habit and a behavioural change with respect to adapting to the New Normal** and is also being incorporated into working patterns, social distancing, using proactive measures of social media or technological innovation.
2. **Digital connectivity** plays a huge role in our everyday lives and is not only an **economic necessity** but also **social necessity**.
3. There is a need to understand the **difference between digitisation and digitalisation and to redefine the term digital**.
4. Digital technology **enhances markets, addresses market failure and enhances people to people connect** as well as creates new business models.
5. Businesses need to **better equip themselves in order to keep up with Industry 4.0 and Manufacturing 4.0** and adapt to the changing patterns of way of work, consumption and way of life.
6. Companies are working in a remote manner and are moving towards Future of Work which is centred around **digital collaborations like remote meetings, record keeping, platforms to connect**.
7. Organisations have been struggling to recover revenue, rethink organisational structure, rebuild operations and accelerate digital processes. **Business continuity planning** has been recognised by the world as a tool of actual productivity gains.
8. The current pandemic has led to a **surge in numbers of women in workforce** and has created opportunities for participation of women in remote work.
9. It is important to **develop digital technology, in a sustainable manner and calibrated efficient usage**. In this New Normal, focus is on digitalisation and the development of digital economy by developing e-commerce, telemedicine, e-learning, digital entertainment.
10. It is important to have **multilateral collaborations for enhancing technological innovations and advancement**. It is necessary to have schemes to digitalise those at the bottom of the pyramid.
11. In the **education sector, e-learning** modes need to be further developed. Online classes need to be introduced in both private and government schools wherein 40%

of the syllabi could be completed online and classroom teaching could be used for project and practical research related work. Students could be provided with tablets preloaded with educational software and Government initiatives like the 'Swayam Prabha Programme' could be enhanced through creation of content in regional languages.

12. The **agriculture sector can benefit with the integration of digital agriculture** through data creation with regard to land records, weather data, crop history in different regions, and customised Agri-advisories to farmers in their regional language. The agricultural start-ups should be encouraged and the next generation needs to be trained and skilled on the proper utilisation of digital technology.
13. The healthcare sector which has been through rough waters in the current pandemic, needs a boost wherein **healthcare facilities, telemedicine and online consultations can be made available**. The government's initiative to build a telemedicine switch to ensure the availability of basic healthcare services in both urban and rural areas, can help citizens to connect with healthcare service providers on a digital platform. This would require the right legal framework to maintain electronic health records and ensure security of health data.
14. The **digital divide needs to be addressed and bridged** especially in rural India through the enhancement of low-cost digital connectivity and devices. Making apps accessible in feature phones to enhance digital connectivity in the rural areas is the need of the hour.
15. The constraints in the usage of platforms for digital transactions and digital currencies need to be addressed in the policy sphere. With regard to **digital pervasiveness, policies need to be re-designed**, data security and cyber security need to have proper regulatory regimes.

GLIMPSES



KEY STATEMENTS

- The world has become digital and to keep up with it, business enterprises will also have to become digital in order to reach consumers in the New Normal.

Mr. TV Mohandas Pai

Advisor, FICCI Skill Development Committee & Chairman, Manipal Global Education



- As per Government's order, a telemedicine switch is being built which will help citizens to connect with healthcare service providers on a digital platform.

Shri Abhishek Singh IAS

President & CEO, NeGD & MyGov, Ministry of Electronics & Information Technology, GOI



- Digital economy can be leveraged by creative digital pervasiveness and re-designing of policy and creating regulatory response.

Dr. Rajat Kathuria

Director and Chief Executive, ICRIER



- There is a need to address the digital divide by introducing apps in feature phones as well as by investing in connectivity in the rural areas.

Mr. C P Gurnani

MD & CEO, Tech Mahindra



- Remote working is the New Normal wherein aspects of automation, technology solutions and gig economy will undergo major change.

Mr. Ashish Aggarwal

Senior Director; Head – Public Policy, NASSCOM



- The term digital needs to be redefined and there has to be a confluence of digital and physical to become inclusive.

Mr. Suman Bose

Co-Founder, GoFar Advisory & Investments Pte. Ltd



- COVID-19 has accelerated the process of digitalisation where the strength of a country is also being defined by its technological prowess.

Mr. Pranjal Sharma

Economic Analyst Author – India Automated



WELCOME REMARKS

Mr. Peter Rimmele, Resident Representative to India, KAS



Mr. Peter Rimmele extended a warm welcome to the eminent guests at the 4th FICCI-KAS Virtual Dialogue and remarked that the New Normal has led to a phase of virtual connect and conceptualisation of webinars, which were the future of digital connectivity just a few months ago, but now are a widespread reality. He also mentioned that digital connectivity plays a huge role in our everyday lives and is not only an economic necessity but also a social necessity.

Furthermore, he presented a German perspective and shed light on the aspects of broadband connectivity especially for rural communities, importance or the lack of a country-wide digital infrastructure for automotive and various other industries as well as the growth of Germany's innovative service sector.

Mr. Rimmele emphasised on the constraints and challenges with respect to digitalisation such as the issue of public data security, access to information on the internet, changing value of information and digital knowledge. He mentioned that data is the key resource of the digital economy and one should think about data the way one gives importance to natural and energy resources such as coal or oil.

Additionally, he also talked about privacy of information and protection of personal data which he said has become a legal issue and needs to be addressed.

He concluded by remarking that in order to adapt to the digital age and to promote digital economy, it is important to address the challenges since 'digitisation is not a choice, it is not a nice add-on but is a basic necessity that we all will have to inculcate in our daily lives.'

INTRODUCTORY STATEMENT

Mr. Pranjal Sharma, Economic Analyst and Author- India Automated



Mr. Pranjal Sharma alluded that the entire human race is faced with a grim situation which has changed the way of life. He said that in India, about 500 million people have online access and more than 50% people in rural areas are being connected through mobile phones. Thus, there is a great change and COVID-19 has accelerated that change as well as the process of digitalisation.

He also remarked that while one talks about technology as an enabler, it is crucial to not lose sight of Sustainable Development Goals (SDGs) as there is a need to amalgamate the needs of the society with sustainable practices with the efficient use of technology. He also emphasised on the importance of multilateral collaboration which he said would be important in enhancing technological innovation.

He further opined that the strength of a country is not only defined by its geopolitics and diplomacy, rather its standing in the global order is decided by its technological prowess. According to him, technology, in the present context, is the defining factor and there's also a shift and rebalancing of centre of gravity wherein countries like India are de-risking themselves to have an upper hand in innovative technological solutions.

KEY SPEECHES

Mr. TV Mohandas Pai, Advisor, FICCI Skill Development Committee & Chairman, Manipal Global Education



Mr. TV Mohandas Pai commenced his remarks by stating that the COVID-19 pandemic has led to a drastic change in human habits especially with respect to usage of technology. He stated that the way people have resorted to technology in the period of lockdown, is incredible. He also mentioned that while the digital era is round the corner, people of all age groups are increasingly becoming tech savvy which has also resulted in bridging the generation gap with regard to technology. He stated that about 5.6 billion people have cell phones and 4.5 billion people have internet connection worldwide, whereas in India, there are about 1.2 million mobile connections and about 560 million people are connected to the web.

Mr. Pai remarked that the lockdown has resulted in people being restricted to their homes and with limited access to the physical world, they are now buying supplies through e-commerce portals, connecting to doctors through video conferencing and making use of telemedicine. He also talked about schools having initiated e-learning and there is the facility of professors tutoring and online classes for college students. Moreover, with proliferation of digital media and a rise in digital entertainment, the media and entertainment industry have been witnessing a considerable change.

He also enunciated that with the availability of cheap data and cheap smartphones, data consumption has skyrocketed. He further emphasised that the post pandemic situation would be such that people won't immediately go back to normal or resume the same lifestyle as pre-pandemic but the New Normal would see a slow-steady activity which would comprise of

elements of practices of the pandemic period including physical distancing, decline in outdoor activities such as going out to the malls, theatres, travelling, etc.

In the case of business models, Mr. Pai mentioned that business enterprises will have to become accessible and this can be done through upgrading them to digital in order to reach a large consumer base. In the present scenario, some companies, especially IT companies, have transitioned swiftly to work from home model, better client dealings with the help of project and management skills along with smarter use of technology. Also, some companies have announced that even when the lockdown is lifted and life resumes back to normal, still about 25-30% of their employees will continue to work from home.

He also mentioned that with a section of society not being able to have access to technology, the Government needs to work on Direct Benefits Transfers (DBT) in a large way as it had done in the past by transferring 11 lakh crores through DBT. He suggested that the Government will have to devise schemes to digitalise those at the bottom of the pyramid and provide cell phones. Those schemes will also have to revolve around education wherein 25-30% classes could be online for both private and government schools and 40% of the syllabi could be completed online while classroom teaching could be used for project and practical work. He opined that provision of tablets preloaded with educational software to children of school going age and introduction of more school education portals like BYJUs and channels, could help in digitalising the education sector.

He also highlighted the development of e-commerce in the recent years and mentioned that it needs to be further developed where small retailers could be involved in the process and can become digital through new and improved ways of digital marketing. In terms of healthcare, he alluded that most of the healthcare facilities are only accessible to the urban population which can be changed through the mechanism of telemedicine and online consultations.

Mr. Pai also talked about the amendments in the agriculture sector and remarked that the government needs to ensure that Agri start-ups are given a boost. There is also the need for skilling and training children of agriculturists and artisans to help them become entrepreneurs and use digital technology to evolve their businesses. He concluded by saying that the world is on a path where digitalisation will have to be accelerated as well as people will have to

equip themselves in order to keep up with Industry 4.0 and Manufacturing 4.0 and the changing patterns of work, consumption and way of life.

Shri Abhishek Singh IAS, President & CEO, NeGD & MyGov, Ministry of Electronics & Information Technology, Government of India



Shri Abhishek Singh elucidated the importance of behavioural change in adapting to the New Normal be it the way of working, social distancing, use of sanitisers and masks or the use of proactive measures such as social media, technological innovation and so on. He also emphasised on future of work where he opined that many companies will carry out their activities in a remote manner and will focus on opportunities for creating tools for digital collaboration like remote meetings, record keeping, digital platforms to connect. This will also affect the way businesses are run and collaborations form and will have an effect on urban planning, traffic, pollution control, climate change and composition of workforce with a surge in women workforce.

He highlighted the importance of e-learning modes which is being focussed on through programmes like the Swayam Prabha Programme which is already operational and is also being expanded as well as content is being created in regional languages to broaden the spectrum to run more educational channels in rural areas.

Mr. Singh also noted that telemedicine is being developed by the Government which has decided to build a telemedicine switch which will help citizens to connect with healthcare service providers on a digital platform and interact with doctors through video, text and audio means. This will help in providing basic healthcare services at one's doorstep and will ensure that privacy and security of health data is maintained. A right legal framework will be developed to help maintain electronic health records.

He also alluded to the importance of addressing the digital divide through the enhancement of low-cost digital connectivity and devices. Further, he talked about the integration of digital agriculture through data creation with regard to land records, weather data, crop history in different regions, and customised Agri-advisories to farmers in their regional language to help

them to understand the specific agricultural procedures that need to be adopted as well as the availability of necessary materials and equipment to ensure good yield.

He also talked about the measures taken by the Government in terms of UPIs which allows tax-less system, Aadhar which allows faceless governance system and Digi locker which allows paperless system. He reiterated that while all these measures are being systematically carried out, there is also the need for addressing cyber security issues.

Dr. Rajat Kathuria, Director and Chief Executive, Indian Council for Research on International Economic Relations (ICRIER)



Dr. Rajat Kathuria stated that India has a goal of a trillion-dollar digital economy in macro-space of \$5 trillion economy and the pandemic has pushed India back in terms of realising this goal. However, with the enhanced role of digital economy and a change in behavioural patterns, a trend has been set in terms of usage of digital technology. He spoke about the previous events such as demonetisation which he said has enhanced the usage of platforms for digital transactions and digital currencies and brought about digital pervasiveness.

Dr. Kathuria also highlighted the challenges in policy sphere with regard to digital pervasiveness and emphasised on the importance of re-designing policy and regulatory frameworks to leverage digital economy. He mentioned that digital technology enhances markets and people to people connect while addressing market failures as well as creating new business models. But the issue is that of policy lag and it is necessary to devise policy in a way that it is more enabling and can keep up with the changes in the private market.

Furthermore, he highlighted the development of the telecom sector in terms of contributing to digital economy by reducing the regulatory burden. He remarked that the convergence of services in terms of triple play or quad play, bridging the digital divide through policy and institutional measures and developing a regulatory response, can help us to leverage digital economy to full extent. He also talked about the foundation of digital economy in India which he said, would be based on better policy and regulatory regimes as well as reducing the trust deficit.

Mr. C P Gurnani, MD & CEO, Tech Mahindra



Mr. C P Gurnani spoke about the response of the Indian IT industry wherein he remarked that about 93% of people are working from home. In terms of the sustainability of the model of work from home, there have been responses of varying degrees where people have commented on the long-term impact of this model. He also mentioned that this phase has resulted in some unanswered questions or rather dilemmas wherein there is an increase in productivity and innovation but the questions are- that is it only a temporary aspect of the lockdown or is it here to stay and what are the parameters to assess and judge the right ideas and innovations?

In terms of customer relations, he mentioned that one has to understand that the present situation is such where everyone is restricted to a limited environment and whether it is conducive to continue the B2B relationship or not, is a matter of concern.

Mr. Gurnani further highlighted the importance of an organisational culture and sense of belonging which might get disrupted in the current situation. He also noted that while the telecom companies have presented the population with a mobile infrastructure, yet that infrastructure does not include fibre optics. He presented with another argument of apps being accessible only through smartphones and not feature phones, which essentially creates a digital divide. Talking about connectivity in the rural areas, he outlined the issue of low investment in connectivity in India in general and rural India in particular.

Furthermore commenting on Government of India's call for being self-reliant and "Vocal for Local", Mr. Gurnani remarked that measures taken by some big companies such as Maruti Suzuki, TVS and Mahindra Group, in creating ventilators and PPE, needed to be translated into local practices through proper execution of ideas.

Mr. Ashish Aggarwal, Senior Director and Head – Public Policy, NASSCOM



Mr. Ashish Aggarwal stated that the current situation might have a backlash in terms of organisations struggling to recover revenue, rethinking organisational structure, rebuilding operations and accelerating digital processes yet business continuity planning has made the world realise that there is a chance of actual productivity gains. But the question is that of sustainability where the focus is not on remote working but on harnessing the potential of remote working. He noted that while work from home could have happened before but due to lack of technological advancement in terms of cloud and telecom infrastructure, it could not get transformed from theory to practice.

He enunciated that in the present context where one talks about technology as being the foundation for everything, now is the time to leverage work with the help of technology. This would require adoption in a way where the employee working from home continues to see the consumer surplus. In this regard, Mr. Aggarwal emphasised on the adoption of technology in the Government sector, especially with the development in the past few weeks, with the government bodies and officials making use of technological means to work.

He further alluded that the telecom sector needs to be developed and focussed on in the New Normal wherein aspects of automation, technology solutions and products and gig economy will be the prime focus. He also opined that this situation has created opportunities for women participation in workforce through remote working.

He also talked about the decentralised way of working and remarked that the BPO industry which works by offshoring has now adopted decentralised offshoring but in the case of SMEs, it will be a challenging task to adapt to the New Normal. He expressed his concern over the issue of tech start-ups surviving the next quarter and the ways they can be helped to deliver the software products and technological solutions.

Mr. Suman Bose, Co-Founder, GoFar Advisory & Investments Pte. Ltd



Mr. Suman Bose elucidated the micro and macro aspects of the crisis where he mentioned that on the macro side, this crisis has led to a cause of concern for the vulnerable, co-morbid, older but affluent and poor population. He reiterated that the issue is here of trust and emphasised on the need to acknowledge that the effect of this has been on everyone despite the fact who is vulnerable and who is not.

He talked about the micro aspect where he mentioned that the Ford Auto Industry Revolution is not related to digitisation, but it is related to digitalisation and there is a need to redefine the term digital. He also stated that the world will consume physical and so there has to be a confluence of digital and physical- “phygital”.

Mr. Bose also talked about food security and remarked that hunger is a major worry which can be addressed through digital by creating supply chains and by reducing losses. This will have to be done by going beyond technology and making use of multi-modal material technology. He further remarked that sustainable technologies need to be developed to have better cold storages and chillers as well as digital metering for creating micro grids which can support a cold storage. This, he remarked, can prove to be a great opportunity for India as this would address the hunger crisis faced in the country which has escalated in this time of pandemic. He also enunciated about digital inclusion and sub-telecom level transmission for education. He concluded by stating that for all these ideas to become a reality, the society needs to work as a whole and rebuild trust as a community in a sustainable manner.

INTERVENTIONS

Q. How can schemes like 'One Nation, One Ration Card' as well as measures of digital connectivity, technology and connecting the marginalised groups, can help to build trust between various stakeholders in the society?

A. This can be done and a way to build trust can be through the development of digital economy. When people see that the direct benefit transfers are working and so are the banking system and Aadhar linkages, that will build trust. In India, across the spectrum, people have tried to make private provisioning of public services and digital economy is a way to address the deficit by ensuring that the common services are working, and citizens get their services. It is something that cannot be imposed from the top but something which will happen at the bottom and only when people experience the change will the trust be restored.

Q. Do you see a change in thinking at every level of government in terms of innovation and collaboration through PPP and involving everyone from large to small companies towards achieving a common goal?

A. Without innovation and collaboration, nothing can be executed successfully. All key projects undertaken by the government in making India digitally empowered and offering services through Adhar or UPI or Digi Locker projects, have been carried out through collaboration with the private sector. Also, the creation of Aarogya Setu was done through joint collaborations between the government, the private sector and academia. This however isn't possible without building trust which is the underlying basis for any successful collaboration and one needs to ensure that trust is built between the government and industry on one hand and government and citizens on the other hand. In the current context as well, Government is working with the private sector on several projects and we are trying to support start-ups and smaller companies as the solutions that they provide will not only benefit government but will also support the industry.

Q. How can India leverage the opportunities present in the international arena?

A. This can be done through greater engagement. India has comparative advantage in software but also needs to have that in hardware. With the adoption of a self-reliant yet open

economy with respect to participation in the international fora, and in global value chains, to attract investments for electronics, pharmaceutical and auto products. This would require a sustainable and inclusive deep structural reform in various sectors along with improving digital infrastructure.

Q. Do you see a fundamental change in business models which will shift due to an increased use of technology but being more collaborative?

A. There can be a possibility of a change as the Indian IT industry itself will be transformed and will cater to the worldwide market. Moreover, with digital being the key, greater impetus would be given to digitalisation within the Indian market.

Q. Is there a possibility of finding business models in social goals where businesses, rather than chasing profits and selling what they have, will now be focusing on manufacturing of essential goods and services?

A. This is absolutely true and whereas till now in business we only looked at the availability of markets and did market planning based on cost models but in the current scenario, markets will have to be created for the goods which are not marketed. The biggest opportunity lies in transforming non-consumers into consumers which is happening wherein small businesses are repackaging and downsizing their schemes into smaller chunks. This is basically a process of creating products around a market, thus, creating innovations wherein one needs to consider that although there are gaps in the market but is there a market in the gap.

SOCIAL MEDIA COVERAGE



FICCI @ficc_india · May 22
In New Normal, digitalization needs to be accelerated by developing e-commerce, telemedicine, e-learning, digital up-scaling up of businesses, digital entertainment & schemes to digitalize those at bottom of pyramid: FICCI Skill Development Committee Advisor Mr @TVMohandasPai.



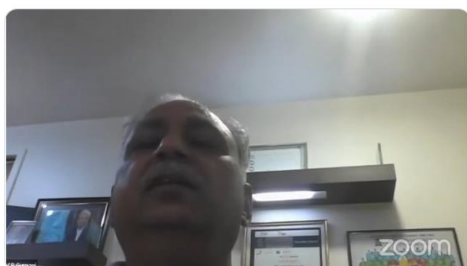
FICCI @ficc_india · May 22
Speaking at FICCI-KAS Dialogue, Mr Abhishek Singh, President & CEO, NeGD & @mygovindia, @Gol_MeitiY highlighted on the need to create content in regional languages, address digital divide through low-cost digital connectivity & devices to overcome issues of privacy & security.



FICCI @ficc_india · May 22
Speaking at the FICCI-KAS Dialogue, Dr @kathuria_rajat, Director & Chief Executive, @icrier talks about the importance of digital pervasiveness and re-designing of policy and regulatory aspects to leverage a sustainable and inclusive digital economy.



FICCI @ficc_india · May 22
Speaking at the FICCI-KAS Dialogue, Mr @C_P_Gurnani, MD & CEO, @tech_mahindra, highlighted the need for the data protection measures & governmental policies to translate into policy actions to bring digital innovation.



FICCI @ficc_india · May 22
Mr @AA_speaks, Senior Director & Head – Public Policy, @NASSCOM highlighted that remote working is the New Normal wherein aspects of automation, technology solutions and products and gig economy have undergone a change.



FICCI @ficc_india · May 22
Speaking at FICCI-KAS Dialogue on 'The Digital Future: Raising the Bandwidth in a Post COVID-19 World', Mr @SumanBose, Co-founder, GoFar Advisory & Investments Pte Ltd spoke about the importance of working as a society as a whole as well as the convergence of digital & physical.



FICCI-KAS Virtual Dialogues

The New Normal Series

Dialogue IV:

The Digital Future: Raising the Bandwidth in a Post COVID-19 World

Friday, May 22, 2020; 1115-1245 hrs

The Dialogue was livestreamed on YouTube: https://www.youtube.com/watch?v=7u-L_C7I0KY

Programme

1105 – 1115 hrs	Logging into respective devices for webinar
1115 – 1120 hrs	Welcome Remarks by FICCI
1120 – 1125 hrs	Remarks by Mr. Peter Rimmele, Resident Representative to India, KAS
1125-1230 hrs	<p>Input Statements by Key Speakers followed by panel discussion moderated by Mr. Pranjal Sharma, Author, India Automated</p> <ul style="list-style-type: none"> • Mr. TV Mohandas Pai, Advisor, FICCI Skill Development Committee & Chairman, Manipal Global Education • Mr. Abhishek Singh, IAS, President and CEO, NeGD & MyGov, Ministry of Electronics and Information Technology, Government of India • Dr. Rajat Kathuria, Director and Chief Executive, Indian Council for Research on International Economic Relations (ICRIER) • Mr. C P Gurnani, Managing Director and Chief Executive Officer, Tech Mahindra • Mr. Ashish Aggarwal, Senior Director and Head – Public Policy, NASSCOM • Mr. Suman Bose, Co-Founder, GoFar Advisory & Investments Pte. Ltd
1230-1245	<ul style="list-style-type: none"> • Audience interventions, Q & A • Closing Remarks by Key Speakers • Summing up by Moderator

FICCI-KAS Virtual Dialogues: The New Normal Series

Dialogue IV

The Digital Future: Raising the Bandwidth
in a Post COVID-19 World

Friday, May 22, 2020; 1115-1245 hrs

Speaker Profiles

EMINENT KEY SPEAKERS

Shri Abhishek Singh IAS, President & CEO, NeGD & MyGov, Ministry of Electronics & Information Technology, Government of India



Shri Abhishek Singh is an officer of the 1995 batch of IAS with diverse experience of administration, managing law and order, implementing development programs, and of policy formulation at Central Government with regard to use of Technology for improving Governance.

He is presently posted as CEO MyGov with additional charge of President & CEO NeGD. He has done Masters in Public Administration from Harvard Kennedy School of Government as a Mason fellow in May 2013. He did his B Tech and MTech from IIT Kanpur.

He has worked in Nagaland (1995-2001 & 2006-2009) and Uttar Pradesh (2001-05). He has also worked in close coordination with international and multilateral agencies like World Bank, DFID, UNICEF and WHO.

Mr. Ashish Aggarwal, Senior Director and Head – Public Policy, NASSCOM



Mr. Ashish Aggarwal is Senior Director and Head – Public Policy at NASSCOM. He is in charge of driving regulation and policy making for the digital economy in a manner that improves trust in the technology industry, enables competition and innovation, and promotes ease of doing business. Previously, he led the technical assistance to the Indian Ministry of Finance (till June 2018) as part of the National Institute of Public Finance and Policy which was aimed at improving the regulatory architecture around payments.

Earlier, as an entrepreneur, he had co-incubated a technology led social enterprise which enabled low income workers on a pan India basis to save for old age. He was part of the team that helped the Government to design and rollout the National Pension System. He began his career as an economic journalist. He is an MBA in Finance and IT from Guru Gobind Singh Indraprastha University, Delhi.

Mr. C P Gurnani, MD & CEO, Tech Mahindra



Mr. CP Gurnani (popularly known as ‘CP’ within his peer group), is the Chief Executive Officer and Managing Director of Tech Mahindra. An accomplished business leader with extensive experience in international business development, start-ups and turnarounds, joint ventures, mergers and acquisitions, CP led Tech Mahindra's transformation journey, and one of the biggest turnarounds of Indian Corporate History - the acquisition and merger of Satyam. His inimitable style of leadership, combined with his sharp focus on customer experience has helped Tech Mahindra emerge as one of the leading digital IT solution providers of India.

In a career spanning 38+ years, CP has held several leading positions with Hewlett Packard Ltd, Perot Systems (India) Ltd. and HCL Corporation Ltd. CP has also served as a Chairman of NASSCOM for the year 2016-2017. An outstanding people manager, CP has an entrepreneurial style of management that is a blend of enthusiasm and dynamism. He has always focused on people's strength to bring out the best in them. 'Work hard and play hard' is his motto and he applies it to all aspects of his life with complete passion. A chemical engineering graduate from the National Institute of Technology, Rourkela, he is a distinguished and active alumnus of the Institute. CP has also been felicitated with an honorary Doctorate degree by Veer Surendra Sai University of Technology and Sharda University. His passion in the field of education even resonates today.

He is on-board with Mahindra Ecole Centrale and is also the Chairman of IIM Nagpur. CP's endeavours are self-explanatory which won him numerous accolades that include winning Gold at the CEO World Awards 2018 for his Organization's Wide Reskilling Initiative and the Business Today 'Best CEO' Awards 2019 in the IT & ITES category. His clinical leadership strategies have always been honoured at various platforms over the years counting in the 'Asia One Global Indian of the Year - Technology' in 2016, 'Best CEO of the Year' at the Forbes India Leadership Awards in 2015, Business Standard 'CEO of the Year' in 2014, Ernst and Young

‘Entrepreneur of the Year, CNBC Asia’s ‘India Business Leader of the Year’, Dataquest ‘IT person of the Year’ - in 2013.

CP strongly believes in promoting child education. He is an active member of the Tech Mahindra Foundation – launched in 2007 to help the underprivileged children with 116,000 beneficiaries & counting. CP, along with his wife Anita, have founded ‘Titliyan’, an NGO located in Noida spreading smiles, happiness and education to more than 240 under privileged children – a dream project for the Gurnanis. This is definitely a perfect culmination of his leadership capabilities in all spheres of life.

Mr. TV Mohandas Pai, Advisor, FICCI Skill Development Committee & Chairman, Manipal Global Education



Mr. TV Mohandas Pai is currently the Chairman of Aarin Capital, Chairman of Manipal Global Education, an Advisor to the Board of Manipal Education and Medical Group, a Member of the Board of Havells India, a Member of the Board of Ascendas Property Fund Trustee, the Trustee-Manager of Ascendas India Trust, Member of the Board of Manipal University and the Institute of Public Enterprises, Chairman of the FICCI Skills Committee, President of the All India Management Association, Chairman of the Regulatory and Financial Technology Committee of the Securities and Exchange Board of India (“SEBI”), Founder-Trustee of the Akshaya Patra Foundation, an Investment Committee Member of the SIDBI India Aspiration Fund and the India Fund of Funds, and a Member of the Board of the National Stock Exchange of India.

Previously, Mr. Pai has served as a Member of the Board and CFO at Infosys, one of India’s largest software services companies. Over a 17-year period, he was voted ‘CFO of the Year’ multiple times, spearheaded the first listing of an India-registered company on NASDAQ, headed several additional departments such as HR, L&D, and Infrastructure, and lead business units such as FinacleSM.

In 2000, he co-founded the Akshaya Patra Foundation, Bangalore - a mid-day meal program for school children. Today, this program feeds over 1.6 million children each day in 13,500+ government schools across twelve Indian states. Mr. Pai has also helped launch over 14 different investment vehicles across private equity and venture capital which have cumulatively invested in over 250 companies with a capital base of \$400+ Million. He was awarded the Padma Shri award by the President of India in 2015 and the Karnataka Rajyotsava Award in 2004.

Mr. Pai holds a bachelor's degree in commerce from St. Joseph's College of Commerce, Bangalore, a bachelor's degree in law (LLB) from Bangalore University, and is a Fellow Member of the Institute of Chartered Accountants of India as an All-India Rank Holder. He is based in Bangalore, India.

Dr. Rajat Kathuria, Director and Chief Executive, Indian Council for Research on International Economic Relations (ICRIER)



Dr. Rajat Kathuria is Director and Chief Executive at Indian Council for Research on International Economic Relations (ICRIER), New Delhi. He has over 20 years of experience in teaching and 15 years of experience in economic policy. His research interests include a range of issues relating to regulation and competition policy. He has worked with the World Bank, Washington DC as a Consultant and carried out research assignments for a number of international organizations, including ILO, UNCTAD, LirneAsia, World Bank and ADB. He has published in international and national journals, besides in popular magazines and newspapers. He is founder member of Broadband Society for Universal Access and served on the Board of Delhi Management Association. He is on several government committees and on the research advisory council of SBI. He has an undergraduate degree in Economics from St. Stephens College, a Masters from Delhi School of Economics and a PhD degree from the University of Maryland, College Park.

Mr. Suman Bose, Co-Founder, GoFar Advisory & Investments Pte. Ltd



Mr. Suman Bose has 30 years of multi-continent experience with Siemens, Dassault and Hewlett Packard. He has co-founded GoFar Advisory and Investments out of Singapore, with operations across Asia, Europe and Africa. GoFar aims to meaningfully better the lives of the next 500 million people globally by using frugal-innovation and technology.

Independently as a board member, Suman also consults organisations on their growth and operating strategies, globalisation, market-entry, product-services portfolio rationalisation, and application of critical technologies.

Suman is actively engaged with impact projects and funds, working around the frameworks of the Environmental, Social and Governance (ESG), the UN Sustainable Development Goals 2030 (SDG 2030), and related global initiatives in areas of health, education, environment, agriculture and livelihood. He also serves as a trustee of a school for the underprivileged children in the Himalayan foothills.

MODERATOR

Mr. Pranjal Sharma, Economic Analyst and Author- India Automated



Mr. Pranjal Sharma is an Economic Analyst, Advisor and Author who focuses on technology, globalisation and media. He guides projects on economic forecasting, business intelligence and public diplomacy with Indian and global organisations. He serves on boards of enterprises and non-profit entities which leverage emerging technologies for sustainable, equitable growth. Pranjal curates and develops research projects that interpret policy impact on industry and society. He is visiting and guest faculty at post graduate schools.

Previously, he has served as a member on the Global Agenda Council on Transparency and Anti-Corruption at the World Economic Forum for eight years. He is now a member of its expert network. His new book is *India Automated: How the Fourth Industrial Revolution Transforming India*. His previous book *Kranti Nation: India and The Fourth Industrial Revolution*, published in 2017 was the first to chronicle the impact of emerging technologies in India. Pranjal was also the co-author of *The Z Factor*. He has written and edited several reports and papers on economic development. He is columnist with Business Standard newspaper and Business World magazine among other publications.

He has also worked in print, internet and TV media, mostly in leadership roles with focus on India's economic engagement with the world. He has served as Advisor Strategy to India's public service broadcaster Prasar Bharati, (Ministry of Information & Broadcasting, Government of India) where he helped bring in industry best practices and enabled creation of digital media teams. As Founding Executive Editor at Bloomberg UTV, he helped launch and run the channel. At TV Today Network, his team pioneered business news content for non-English audiences. Pranjal received the News Television Award for best business show in 2007.

ORGANISERS

Mr. Dilip Chenoy, Secretary General, FICCI



Mr. Dilip Chenoy is currently Secretary General of the Federation of Indian Chambers of Commerce and Industry (FICCI). He leads the permanent secretariat of the industry chamber, which is the largest and oldest apex business organisation in India, and a potent voice for policy change. FICCI represents over 2,50,000 members through Member Bodies covering all the States of India.

Before joining FICCI, Dilip served as Managing Director & CEO of the National Skill Development Corporation (NSDC). NSDC fosters private sector investment and initiatives in training and skill development.

Dilip has also worked in several key industry organizations, including SIAM as its Director General. He was a member of the Harvard Business School project under Professor Michael Porter that worked on the competitiveness of Indian industry. With varied experiences of working in the private sector, he advises start-ups including organisations in the digital, education, skills and livelihood space. Dilip has also served as Chairman of an Engineering Institute.

A fellow of the World Academy of Productivity Science (WAPS), he was awarded the Indian Achievers Award in 2018, The Game Changer Award in 2015 and the Rashtriya Media Ratan Award in 2013.

Mr. Peter Rimmele, Resident Representative, Konrad Adenauer Stiftung (KAS)



Mr. Peter Rimmele is currently the Resident Representative of Konrad-Adenauer-Stiftung Office, India.

He has a First Law Degree from Freiburg University, as well as a Second Law Degree from the Ministry of Justice Baden-Württemberg, Germany and a M.A. in Geography.

After working as, a jurist, judge and lecturer, he took public office as Ministerialrat, Head of Division at the State Ministry of the Interior in Saxony, Germany, from November 1991 on until 2000.

There he first served in the Police and Security and later in the Local Government Department.

On behalf of the German Foreign Ministry he served in East Timor as Registrar General, Head of Civil Registry and Notary Services (UNTAET), and became later the principal Advisor for Governance Reform for GIZ (German International Cooperation) to the Ministry of Administrative Reform and the Anti-Corruption-Commission of the Republic of Indonesia, where he served for 7 years. He then moved to Rwanda, also as Principal Advisor Good Governance/Justice Program. Earlier he was Resident Representative Lebanon, Director of Rule of Law Program Middle East North Africa, Konrad-Adenauer-Stiftung.

Mr. Manish Singhal, Deputy Secretary General, FICCI



Mr. Manish Singhal is currently the Deputy Secretary General, FICCI and Head, International Affairs. He has been with FICCI since 2012 and oversees the global outreach of FICCI, to further the business interests of Indian industry and strategic approach of Govt of India. He also oversees the Resource Conservation & Management (RCM) and FICCI Quality Forum (FQF) Divisions which focus on audits, improvement planning and related capacity building initiatives with industry in India and abroad. Prior to FICCI, he has spent over 22 years with some of the best in class Indian transnational companies like Tata Motors, Eicher (Volvo), Tata Autocomp Systems, Moser Baer and BEML. Career involves immense exposure to global multi-cultural business environment, covering over 60 countries, besides India.

About the Partners

Federation of Indian Chambers of Commerce and Industry (FICCI)

Established in 1927, FICCI is the largest and oldest apex business organisation in India. Its history is closely interwoven with India's struggle for independence, its industrialization, and its emergence as one of the most rapidly growing global economies.

A non-government, not-for-profit organisation, FICCI is the voice of India's business and industry. From influencing policy to encouraging debate, engaging with policy makers and civil society, FICCI articulates the views and concerns of industry. It serves its members from the Indian private and public corporate sectors and multinational companies, drawing its strength from diverse regional chambers of commerce and industry across states, reaching out to over 2,50,000 companies.

FICCI provides a platform for networking and consensus building within and across sectors and is the first port of call for Indian industry, policy makers and the international business community. FICCI's vision is to be the thought leader for industry, its voice for policy change and its guardian for effective implementation.

Konrad-Adenauer-Stiftung (KAS)

Freedom, justice and solidarity are the basic principles underlying the work of the Konrad-Adenauer-Stiftung (KAS). The KAS is a political foundation, with a strong presence throughout Germany and all over the world. We cooperate with governmental institutions, political parties and civil society organisations building strong partnerships along the way. In particular, we seek to intensify political cooperation at the national and international levels on the foundations of our objectives and values. Together with our partners, we contribute to the creation of an international order that enables every country to develop in freedom and under its own responsibility. The Konrad-Adenauer-Stiftung has organized its program priorities in India into five working areas:

- Political Dialogue and cooperation
- Foreign and Security Policy including Energy Policy
- Economic policy and management

- Rule of Law
- Media and training programmes for students of journalism

The Konrad-Adenauer-Stiftung's India office takes great pride in its cooperation with Indian partner organisations who implement jointly curated projects and programmes.