

- **Legal liability**- The potential delegation of functions can lead to unclear legal liability as who is to be held responsible if the technology is inaccurate, biased, or applied unjustly.
- **Lack of transparency and accountability**- Large scale state surveillance is being deployed in the absence of any publicly available information on tendering and procurement.
- There is a lack of clarity on who is allowed to bid, the manner in which selection is made, the terms of reference around which such procurement contracts are issued, etc.
- **Drives public policy towards surveillance**- Venture-capital funded FRT companies can provide deep discounts to attract greater and more consistent clients.
- Inside an opaque system, it is unlikely that social pressure will check the efforts to proliferate the technology for surveillance.
- In the past two years, since the surge in the global conversation around FRT, several big names (Amazon, IBM, Microsoft, and most recently Meta) have claimed to impose temporary prohibition on their in-house FRT programmes.
- There are social and legal questions to be answered on the scope of participation by private enterprises, and to establish adequate checks and balances to protect constitutional and legal rights of the citizenry.

3.8 Challenges posed by Automation

What is the issue?

Over the past decade, automation has increased across sector and it is imperative to consider multiple approaches in order to overcome the challenges posed by them.

What is the significance of automation at present times?

- Automation is the fourth irreversible trend after globalization, digitization and mobility.
- According to a report by McKinsey, around 88% of finance and insurance executives, and 76% of IT executives reported an increased implementation of automation since the pandemic.
- **Robotic Process Automation** - RPA is a software technology that is used to build, deploy, and manage software robots that emulate humans actions interacting with digital systems and software.
- **Intelligent automation** – IA, also called as cognitive automation is a combination RPA , business process management (BPM) and artificial intelligence (AI) that streamlines and scales decision-making across organizations.
- Intelligent automation is comprised of three cognitive technologies.
 1. **Artificial intelligence** - This is the decision engine of IA which uses machine learning and complex algorithms.
 2. **Business process management** - It automates workflows to provide greater consistency to business processes.
 3. **Robotic process automation** - It uses software robots, or bots, to complete back-office tasks, such as extracting data or filling out forms.



What are the benefits of automation?

1. Accelerated transformation
2. Major cost savings
3. Greater resilience
4. Higher accuracy