CASE STUDY

EMSIGNER · GOVERNMENT & PUBLIC SECTOR · INDIA

A Central Government Ministry in India Digitises Over 60 Million Pages of Annual Filings with eMudhra to Achieve a Legally Compliant, Paperless Ecosystem

SECTOR	REGION	SOLUTION
Government & public sector	India	emSigner

CLIENT OVERVIEW

The organisation is a central government ministry in India responsible for the administration and regulation of corporate entities under the Companies Act. As the official agency overseeing the governance and compliance of all registered companies in the country, it handles a vast volume of annual filings, periodic submissions, and regulatory documents from hundreds of thousands of organisations. Ensuring the integrity, authenticity, and legal validity of every document filed is fundamental to the ministry's regulatory mandate and to the broader goal of transparent corporate governance in India.

THE CHALLENGE

The ministry faced a significant and growing operational challenge: the sheer volume of paper-based annual filings from registered companies had reached 60 million sheets of paper per year, with the number of companies filing expected to more than double over the following decade. Manual, physical document processing was creating substantial turnaround time delays, storage cost burdens, and risks to document integrity. Real-time or historical access to corporate filing data was limited by the physical nature of the archive.

The ministry required a solution that would enable authorised signatories of companies to digitally sign and submit forms for filing and approval — completely eliminating physical paper movement. The solution needed to provide legally valid digital signatures issued by a licensed Certifying Authority in India, ensuring that documents were tamper-proof and that the origin, integrity, and non-repudiation of all filings could be established with certainty. All access to the system needed to be governed by digital signatures to ensure complete traceability for audit purposes.

> *"We were dealing with 60 million sheets of paper annually and the number of companies registered with us was only going to grow. A digitally signed, paperless filing ecosystem was not just an efficiency goal — it was essential to maintaining the integrity of corporate governance records and meeting our compliance obligations under the Companies Act.."*
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> **Director of e-Governance and Digital Filing, Corporate Affairs**

THE SOLUTION

eMudhra, as a licensed Certifying Authority in India, issued Digital Signature Certificates to the directors of registered companies for use in all document filings with the ministry. Prior to issuing each Digital Signature Certificate, eMudhra performed KYC verification in accordance with the Controller of Certifying Authorities guidelines, ensuring that every digital signature used by a director was traceable, identity-verified, and legally valid as a substitute for a physical or wet signature.

A workflow-based solution was developed and deployed, enabling authorised company signatories to digitally sign PDF forms and submit them for filing and approval entirely online. By using Digital Signatures within PDF documents, the solution validates both the signer's identity and the contents of the document before accepting any submission — ensuring error-free, tamper-proof filings with the ministry. All access to the system is governed by Digital Signatures, creating a complete and immutable audit trail.

The Digital Signature Technology deployed operates on the Public Key Infrastructure framework using a cryptographic key pair — a private key held securely by the signatory and a corresponding public key — for secure data access and transmission. This framework is aligned with the model law prescribed by UNCITRAL for international trade and commerce, ensuring the solution's compatibility with global standards. The solution was built with scalability as a core design principle, designed to grow as the number of registered companies and filing volumes increased year on year.

The usage of Digital Signatures was subsequently extended beyond the original company filings scope to encompass Income Tax filings by companies, Customs Department submissions, e-Procurement processes, State Value Added Tax, Service Tax, and a range of Government-to-Citizen services across India.

RESULTS

The digital signing solution delivered transformative improvements across the ministry's filing and governance operations, eliminating paper from the annual filing cycle and establishing India as a leader in government e-governance adoption.

METRIC	BEFORE	AFTER
Annual paper volume in filings	60 million sheets of paper per year	Zero — fully digital filing and submission
Filing turnaround time	Days to weeks — physical processing and routing	Significantly faster — real-time digital submission and validation
Document integrity assurance	Vulnerable — physical documents at risk of tampering	100% tamper-proof — PKI-based digital signatures
Signature forgery risk	Present — physical wet signatures forged	Eliminated - identity-verified digital signatures with non-repudiation
Anywhere/anytime filing	Not possible — physical submission required	Enabled — filing from any location at any time
Scope of digital signature adoption	Company annual filings only (initial)	Extended to Income Tax, Customs, e-Procurement, GST, and G2C services

About eMudhra. eMudhra is a globally trusted provider of digital trust services, offering eSignatures, PKI, Certificate Lifecycle Management, Multi-Factor Authentication and Identity & Access Management solutions. Licensed by the Controller of Certifying Authorities (CCA), India, eMudhra serves 1,000+ enterprises across 40+ countries, helping organisations build secure, compliant and paperless digital ecosystems.

Customer name withheld for confidentiality.