



Chhatrapati Shahu Ji Maharaj University Kanpur

(FORMERLY KANPUR UNIVERSITY, KANPUR)

Policy

on

E-Governance

A Policy on E-Governance

E-Governance at CSJMU

E-governance plays a pivotal role in establishing a robust administrative system that promotes effectiveness, efficiency, accountability, and transparency within any organization. The e-Governance policy of CSJMU aims to establish a framework for effective and efficient governance practices using digital technologies. It encompasses various aspects of e-governance, including administration, student admission, examination, accounts and finance, library, ICT infrastructure etc. The policy seeks to enhance transparency, accessibility, and accountability while leveraging technology to streamline university operations.

Scope and Applicability:

At CSJMU, e-governance is driven by the goal of improving governance practices and advancing the development of the University through the utilization of innovative technologies that enhance decision-making processes and governance procedures. In order to provide a simpler and more efficient system of governance aimed at fostering decentralized and participatory management, CSJMU shall adopt and implement e-governance in the maximum activities of functioning.

The scope of this policy covers day-to-day operations of various functions and processes of the University such as, student admissions, examinations, student progress monitoring, academics, placements, management information systems, administration, purchase, accounts and finance, ICT infrastructure.

The policy shall apply to all the stakeholders of CSJMU namely faculty members, university officials, administrators, staff, students, and any other stakeholder who uses the University's services. CSJMU shall aim to enhance the existing physical governance infrastructure and facilitate seamless information sharing among all stakeholders within and outside the University.

Areas covered under the E-Governance policy

e-Governance in Administration:

- All administrative offices and departments of the University shall adopt e-Office developed by the National Informatics Centre (NIC) under the National e-Governance

Programme of the Government. This would help in bringing together independent functions and systems under a single framework to enhance transparency and increase accountability

- Administrative processes shall prioritize digital documentation, reducing reliance on paper-based records. Electronic storage systems, databases, and document management solutions shall be implemented to centralize and manage administrative information effectively.
- An integrated Enterprise Resource Planning (ERP) system shall be implemented to automate and streamline administrative functions, including payroll, inventory management, student attendance, fee submission, procurement, finance, and human resources. The ERP system should be user-friendly, scalable, and customized to meet the specific administrative requirements.
- The University shall process all applications for leave and sanctions through the online ERP system
- All functionaries in administrative offices shall be adequately equipped with ICT enabled systems with licensed software and internet facilities, wherever required, for necessary connectivity.
- All processes for recruitment of teaching and non-teaching staff shall be done through online application portal
- The University shall provide robust network infrastructure and high-speed internet connectivity to facilitate seamless communication and data exchange within the departments.
- The University shall adopt and utilize online communication and collaboration tools to facilitate continuous interaction and teamwork among administrative staff. This includes email systems, instant messaging platforms, and video conferencing tools.
- The University shall undertake adequate data security measures to protect the confidentiality, integrity, and availability of data of the University. Access controls, encryption, backups, and regular audits shall be employed to ensure data security and compliance with privacy regulations.

e-Governance for Communication:

- The university website shall provide a comprehensive platform for disseminating information to students, faculty, staff, and the general public. It should provide up-to-date information on vision, mission, programs offered, admissions, examination

schedules, research opportunities, available campus facilities, announcements of activities and achievements, and other relevant notices/announcements. The Project Management Cell of CSJMU shall ensure timely update of all relevant information on the website.

- All stakeholders, including faculty members, students, staff members, should have ready and quick access to information such as academic calendar, syllabi, examination schedule, results, and other important information as per their requirement.
- The university shall establish reliable email and messaging systems to facilitate communication among stakeholders. Official email accounts should be provided to all students, faculty, and staff members, ensuring efficient and secure communication channels.
- For purposes of speedy dissemination of information, the University shall maintain an active presence on social media platforms to engage with the community and provide timely updates. Social media channels shall be utilized for sharing news, events, achievements, and addressing queries.

e-Governance in Teaching-Learning Process:

- The University shall provide necessary digital infrastructure, including computers, high speed internet connectivity in classrooms, laboratories and other learning spaces, and licensed software, to facilitate e-governance in teaching-learning processes. This shall ensure accessibility to digital resources and tools for both students and teachers.
- All the admission related matters of the University shall be managed only through the online admission portal. Prospective students shall be provided the admission brochure and information regarding academic programs, qualification required, fee submission, withdrawal options on the website.
- All the classrooms, conference rooms and the seminar rooms shall be furnished with ICT-enabled smartboards and screens.
- The University shall use a Learning Management System (LMS) to facilitate the sharing of course material, and assignments. The attendance of students shall be maintained online through the ERP portal.
- Faculty members shall be encouraged to create and utilize multimedia content, such as videos, presentations, and interactive simulations, to enhance the learning experience.

- The University shall promote the use of open educational sources such as MOOCs, courses on Swayam Portal, NPTEL as a part of the course curriculum.
- The University library shall adopt an Integrated Library Management system for effective management of resources and efficient user experience such as contactless procurement, accession, and issue/return of books from the library. The library shall have digitization facility for its resources. E-library service shall be provided to all users for remote access of library facilities.

e-Governance in Examinations:

- The University shall adopt online mode of performing exam related processing e.g., generating of admit card, conducting the examination, online evaluation etc as mandated by university from time to time.

e-Governance in Student Support Services:

- The University shall offer online services for student-related activities, including fee payment, issue of provisional degree, marksheets, transcripts, verification purposes. Online grievance portal etc. This shall streamline administrative processes, reduce paperwork, and enhances accessibility for students.
- The University shall provide an online portal for obtaining feedback from the different stakeholders such as students, teachers, parents, alumni, and employers.
- The records of the University Alumni shall be maintained through a dedicated online alumni portal.
- The University shall strengthen its student mentorship practices by maintaining online records of all mentor and mentee meetings.
- To track and examine essential performance metrics, including student retention rates, graduation rates, and research output, the University shall use data analytics in decision-making as these insights will help accelerate the process of continuous improvement.

e-Governance in Finance and Accounts:

- The accounts section shall operate and manage their entire accounting operations on ERP software including payroll related processing.
- The University shall ensure all payments and financial transactions are in digital mode in line with the guidelines provided by the Government of India.

- The University shall perform all TDS related functions on “web e-TDS”.
- The University shall utilize Government e-Marketing (GeM) portal for procurement of all goods and services available on GeM to enhance transparency and efficiency in public procurement.
- All financial transactions and tendering processes shall use digital signatures for enhancing efficiency in processing.
- The University shall provide portal for payments of all fees by the students in the online mode.
- All stocks, inventory and record keeping shall be done in the digital mode at the University.

The University shall prioritize training programs and capacity-building initiatives to ensure the effective utilization of e-governance tools and technologies. Workshops, seminars, and online tutorials should be conducted regularly to enhance the digital skills and competencies of teachers and administrative staff.

The University shall maintain a dedicated helpdesk and support system to address queries and concerns related to e-governance services. Timely and effective support should be provided to students, faculty, and staff members to ensure a smooth user experience.

Revisions

All e-Governance projects implemented shall be reviewed periodically to ensure they meet the policy, standardization, and legal guidelines.

The University reserves the right to revise the terms of this policy at any time. Any such revisions will be noted in the revision history of the policy.




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Kanpur