e-Governance Policy

VERSION - 1.0

GAUUHATI UNIVERSITY

NAAC 'A' GRADE INSTITUTION

1948 - 2023
Gauhati University

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Policy Statement

Gauhati University is committed to streamline administrative processes, enhance transparency, and improve overall efficiency through the use of digital technologies. The key focus areas of e-governance at Gauhati University encompass examinations, admissions, daily departmental operations, academic affairs, placements management information systems, and stakeholder engagement. The objective is to strategically plan and implement robust infrastructure to support the adoption of advanced applications and solutions, thereby ensuring efficient administration across the institution.

Scope

The scope of e-governance in Gauhati University is extensive and covers various aspects of institutional management and operations. This includes but is not limited to:

Digital Infrastructure: This involves outlining the framework for the university's digital infrastructure, including hardware, software, networking, and cyber security measures to ensure the security and integrity of data.

Data Management: Guidelines for the collection, storage, processing, and dissemination of data, including policies on data privacy, confidentiality, and data sharing within the university community.

Online Services: Provision of online services such as student admissions, course registration, fee payment, examination management, and academic record management to streamline administrative processes and enhance user experience.

Communication Channels: Establishment of digital communication channels for internal communication among faculty, staff, and students, as well as external communication with stakeholders such as parents, alumni, and the public.

E-Learning: Integration of digital technologies into teaching and learning processes through e-learning platforms, virtual classrooms, online course delivery, and educational resources accessible to students and faculty.

Governance Structure: Definition of roles, responsibilities, and decision-making processes related to e-governance, including the establishment of dedicated units or committees responsible for overseeing the implementation and maintenance of digital systems.

Training and Capacity Building: Provision of training programs and workshops to equip faculty, staff, and students with the necessary digital skills to effectively utilize e-governance tools and platforms.

Compliance and Monitoring: Regular monitoring, evaluation, and compliance checks to ensure adherence to e-governance policies, as well as periodic reviews and updates to accommodate technological advancements and changing needs.

Vision

To optimize governance systems through technological advancements for the holistic advancement of the institution.

Mission

Implement novel solutions and concepts across different departments of the Institute to facilitate streamlined data accessibility, thereby enhancing decision-making processes.

Objectives

The objectives of e-governance in Gauhati University are as follows:

1. To enhance efficiency implementing digital solutions to streamline administrative processes, reduce paperwork, and improve overall operational efficiency across various departments and functions of the university.

2. To improve accessibility facilitating easier access to university services and information for students, faculty, staff, and other stakeholders through online portals, mobile applications, and other digital platforms.

3. To ensure promoting transparency and accountability in university operations by providing real-time access to information related to admissions, examinations, academic programs, financial transactions, and other relevant activities.

4. To enhance the delivery of services to students, faculty, and staff by digitizing key processes such as admissions, registration, fee payment, academic record management, and examination management.

5. To encouraging innovation in teaching, learning, research, and administrative practices by leveraging technology to develop new tools, platforms, and solutions that meet the evolving needs of the university community.

6. To strengthen stakeholder engagement facilitating effective communication, collaboration, and feedback mechanisms among students, faculty, staff, alumni, and other stakeholders to promote their active participation in university governance and decision-making processes.

7. To ensure data security and privacy implementing robust security measures and data protection protocols to safeguard sensitive information and ensure compliance with relevant data privacy regulations and policies.

8. To support institutional growth providing a scalable and adaptable e-governance infrastructure that can accommodate the evolving needs and growth of the university, including expanding academic programs, increasing student enrollment, and enhancing research activities.

Policy

✓ To streamline and enhance governance within the institution, the adoption and implementation of e-governance across various functions are deemed necessary.

✓ The institution commits to integrating e-governance practices to ensure seamless access to data, facilitating informed decision-making across all organizational levels.

Area of Implementation

✓ Examination

✓ Admission

✓ Student Administration including Hostels

- ✓ Day-to-day operations of departments
- ✓ Website & Social Media
- ✓ Communication System
- ✓ Finance & Accounts
- ✓ Library
- ✓ Payment Systems
- ✓ Placements Management
- ✓ Grievance Redressal Management
- ✓ Transportation Management
- ✓ Information systems for stakeholder inclusion

Schematic Diagram of E-Governance

For ease of reference, this policy is categorized into various operational areas. These categories serve as illustrations, and the institution retains the flexibility to implement e-governance in additional areas as deemed necessary.

Academics: Student academic management will be facilitated through a suitable ERP solution, enabling real-time communication with parents regarding student progress.

Internal & External Examinations: All examination processes will be conducted online as per university directives. This includes online form submission, revaluation requests, hall ticket issuance, examination paper handling, and result uploading. Controller of Examination will oversee the process under the guidance of the college principal, ensuring utmost confidentiality and security. Regular updates on student internal performance will be communicated to parents.

Student Administration Including Hostels: Admissions for programs, hostels, transport, etc., will be processed using a suitable ERP solution. Students will have online access to obtain documents such as transfer certificates and bonafide certificates.

Communication: Regular updates on fees, college updates, and academic matters will be communicated to students and parents.

Finance & Accounts: A suitable accounting and finance software package will be implemented to streamline financial management processes.

Library: The library system, including book issuance and reference management, will be automated. Both staff and students will have access to library resources on and off-campus, including e-journals and e-resources.

Payments: Parents and staff will be able to make payments using debit/credit cards and UPI platforms for convenience.

Placements: The placement process will be managed electronically, maintaining student information and providing easy access to placement-related information.

Website & Social Media: The university website will be regularly updated to reflect current activities and provide easy access to important information and notices. It will serve as a comprehensive source of college-related information. Social media platforms will be utilized to highlight important achievements and updates.

e-Waste Management: Gauhati University has a well define policy for management of e-Waste of its campus effectively.

Sections

e-Governance Committee

The e-Governance committee is responsible for the development, implementation, and maintenance of software on the e-Governance server based on requests from different departments. For IDE, affiliated colleges, and university departments, data received from stakeholders will be stored on the server. After the specified deadline, the data will be forwarded to the respective sections for verification and processing.

Web Management Committee

Gauhati University Web Management Committee manages various aspects of the university's network infrastructure, including the University website, network connectivity for all departments, provision of Wi-Fi connections across the campus, maintenance of web servers, firewall management, implementation of secure protocols, and overall management of the ICT infrastructure.

Student Admission

- Admission processes at the University adhere to an open and transparent strategy, reinforced by ethical practices and regulations set forth by Gauhati University.
- The University publishes an Admission Brochure and prospectus, available on its website, which includes comprehensive guidelines for the admission process.

- Utilization of an Admission portal is mandated for managing admissions across the University, overseeing aspects such as the number of applicants per course, withdrawals, and fee submissions.
- Students are required to complete and submit an Online Application Form through the University's website when applying for admission to University Departments.
- To facilitate these processes, dedicated online software is employed by the Secretary, University Classes and the Academic Registrar for M.Phil./Ph.D. section.

Examination system

- The University has implemented an online examination registration system for students of Affiliated Non-Autonomous colleges, University Department students, and students from the Institute of Distance Education.
- Affiliated non-autonomous colleges facilitate student registration cum exam through an online portal.
- Colleges are mandated to input details such as Theory-Internal, both internal, External for Practical, Soft skill, and Non-major electives exclusively through the online platform.

Website

- Gauhati University website serves as a comprehensive information center, providing details about the university's activities, important notices, and available courses.
- A dedicated section, the Web Management Committee, has been established to manage and maintain the website.
- Administrative and teaching staffs are responsible for ensuring important updates are made to the website through the appropriate channels.

- The Website Committee is responsible to oversee the administration of the university website, including regular updates and maintenance.
- The Committee will also be responsible for identifying and implementing necessary changes to the website.
- The university aims to portray its vibrancy and active engagement through its website.
- All important notifications must be promptly posted on the website as soon as they are released.

Gauhati University Alumni Association

- To enhance alumni engagement, a dedicated alumni page has been established on the website ('GU Connect': https://alumni.gauhati.ac.in/events/8024), offering features such as registration, information about notable alumni, feedback mechanisms, and more.
- The Alumni Association will be actively involved in providing regular updates and managing the alumni database. In this connection, the University has adopted a professional webpage namely 'AlmaShines'.

ICT Tools

- The University will ensure the availability of a sufficient number of desktops and laptops for both students and staff.
- Computers and printers will be provided in the necessary sections.
- Projectors and other multimedia devices will be equipped in the auditorium, classrooms, seminar rooms, and laboratories.
- Annual Maintenance Contracts (AMC) or extended warranties will be maintained for all servers/systems, with regular updates of security patches and firmware.

- The development of in-house software for e-governance exclusively employs licensed or open-source tools and operating systems.
- Regular data backups will be conducted to external devices to prevent any loss of data.

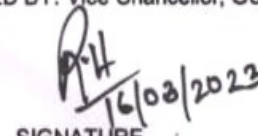## e-Governance Authority of the University

A high-level committee chaired by the Vice-Chancellor will oversee the phased implementation of e-governance across various functions, including technology selection and budget allocation. The Software Advisory Committee will offer technical guidance to this committee. User groups can propose new e-governance requirements to the IT Advisory Committee. Additionally, the IT Advisory Committee will assess training needs for different user groups and coordinate training sessions with internal and external resources.

ISSUED & CONTROLLED BY: MR /Director, IQAC, GU

SIGNATURE: 16/3/2023

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