

## E-Governance Policy of The University of Burdwan

### *Policy Outline*

The 'E-Governance Policy' of The University of Burdwan delineates the integration of information and communication technologies (ICT) and digital systems with a view to streamline administration and teaching and learning activities of the university through efficiency, transparency, and technological adaptability. The basic objective of the policy is aimed at the improvement of services for students, faculty, officers, staff and other stakeholders through efficient IT-enabled processes. Following the standardised practice, the e-Governance Policy of The University of Burdwan is based on the generic pillars of e-governance comprising People, Process, Technology, and Resources.

### *Core Aspects*

People comprise the students, faculty, officers, staff, alumni/ae, parents etc., and their expectations, requirements and feedback that form the framework and thrust areas of e-governance initiatives of the university. In the light of the requirements of the people, a suitable process would be in place comprising the digitized and streamlined workflows and procedures. In this exercise, automation of various operations, such as admission, examination, administration, financial transactions, resource management, etc would be undertaken in order to ensure efficiency, transparency, and accountability through e-governance. The policy is based on the assertion that technology being the enabler and facilitator of e-governance, provide the tools and platforms needed to implement and manage the digitized processes within the university through an optimisation approach aimed at maximisation of institutional objectives through technological intervention to the extent feasible in the light of the resource constraint and availability. In this exercise, effort will be taken to procure and utilise the necessary software applications, networks, and security systems that would facilitate effective functioning of the e-governance system. Effort will be taken to ensure that various types of resources like financial, human, and physical resources are in place to develop and maintain the e-governance system. Effort will be taken for making provision for funding for technology-related infrastructure and spatial requirements.

### *Approach for Implementation*

Effort will be taken in ensuring that an operative e-governance system is developed that addresses the needs of the important stakeholders in an effective and efficient manner. The e-governance system would be effectively utilised for undertaking need-based automation of the processes for accelerating workflows, minimising errors and developing a transparent system. It would include the use of secure databases for storing records, developing an IT-enabled learning management systems (LMS) for programme administration and streamlining the academic

administrative system through a phased automation process. Additionally, emphasis will be given in applying the most effective technology that enables adopting cybersecurity measures to protect sensitive data and ensuring reporting and compliance within the regulatory framework. The system may be implemented without or without the engagement of a professional vendor having proven track record in similar line of operation. It will also be in alignment with the IT policy of the university.

### ***Resource Allocation***

In the light of the above perspective, the university will take appropriate administrative decision relating to allocation of resources and making provision for budgetary allocation for developing and maintaining the e-governance infrastructure. Hiring the services of vendors to manage the system, and providing training to staff will also be considered in the right perspective.

### ***Areas of operations***

#### **1. Administration**

##### **1.1 Documentation and File System Management**

- Digitization of records and documents in a phased manner with the overall objective of comprehensive digitization.
- Meeting Management, Documents relating to notice, agenda, minutes, resolutions, approvals etc.
- File initiation, tracking and storage in a systematic manner through ICT
- Reports preparation, requisition, processing for submission to funding agencies and regulatory bodies and compliance to regulatory bodies, handling of legal documents
- Documents management relating to the activities of Internal Audits, Recommendations, Action taken, etc.
- Documentation and data management on feedback system from various stakeholders under the aegis of Quality Assurance Cell (IQAC) and other quality initiatives.

##### **1.2 Complaint and Grievance Management**

- **Online Complaint and Grievance Submission:** Provision for online submission of complaints and grievance by students, faculty, and staff through a dedicated portal, in compliance with the regulatory requirement coupled with the university's IT policy. Complaints would include detailed descriptions and supporting documents.
- **Tracking and Resolution:** A unique reference number/ID will be assigned to each complaint for tracking. The appropriate authority will review and resolve complaints within a specified timeframe, ensuring transparent communication with the complainant/stakeholder.

- **Feedback Mechanism:** A feedback form will be sent to the complainant after the resolution in order to assess the degree of satisfaction with regard to the resolution process.

## 2. Finance and Accounts

### 2.1 Financial Management System (FMS)

- **General Ledger:** A comprehensive general ledger will be maintained for recording all financial transactions, ensuring accurate financial reporting with secure digital storage as per IT policy guidelines of the University.
- **Accounts Payable/Receivable:** Automation and management of accounts payable and receivable processes, alongwith invoice creation, approval, and payment.
- **Budgetary Control:** Systematic monitoring and control of budgets, with real-time tracking of expenditures and revenues against approved budgets and strategic budgeting exercise.
- **Taxation and Fixed Assets:** Managing taxation processes and fixed assets, including depreciation calculations and asset tracking, ensuring data security in line with the formalised network and information security policies.
- **Integration:** The FMS will be integrated with the modules such as HR and Student Management Systems in order to ensure seamless financial operations.

## 3. Student Admission and Support

### 3.1 Admission Management

- **Application Management:** Managing online applications, including submission, scrutiny, verification, approval, or rejection, integrated with secured online payment gateway(s).
- **Counselling Management:** Supporting centralized online counselling/selection of centre of learning with real-time seat vacancy display and merit list generation. Seat allotment and vacancy information will be communicated via secure channels like SMS and email.
- **Admission Process Management:** Handling all admission stages, allocation, including fee payments, student verification, and issuance of admission letters and identity cards, ensuring data integrity as per the university's IT policies, relevant regulations and standardised practices.

### 3.2 Student Data Management

- **Records Maintenance:** Maintaining the comprehensive student records, including basic, academic, biographic and skills details. Access to these records will be secured and restricted, as per the University's data protection guidelines and standardised practices.

### 3.3 Student Discipline Management

- **Discipline Handling:** Managing disciplinary incidents, apply fines, and restrict access to resources like the library or hostel, with all records stored securely in digital format as per standardised practices.

### 3.4 Student Feedback Management

- **Feedback Collection:** Creation of customizable/tailor-made feedback templates and capturing responses from students, faculty, and other stakeholders. Analysing feedback for improvements, with provision for data storage in compliance with the IT policy and guidelines of regulatory and accreditation bodies.

### 3.5 Communication Management

- **Design and Approval:** Designing letter/notice/formats/testimonials for various purposes (e.g., certificates, ID cards etc). Enabling students to request letters, which will be reviewed and approved by the admin/controlling officer/HoD through secure digital processes.

### 3.6 Student Self-Service

- **Information Access:** Providing a self-service portal for students in order to access information, request communication documents/testimonials, and performing other administrative tasks, ensuring secure data access as per the university's ICT policies and standardised practices.

### 3.7 Timetable and Attendance

- **Timetable Management:** Creation and management of timetables with daily and weekly views and need-based reviews. Supporting automatic timetable generation and administrator, faculty and student-specific options.
- **Attendance Management:** Tracking attendance, including biometric integration, if required. Providing self-service abilities for students for viewing their attendance records, with data stored securely.
- **Leave Management:** Enabling the students/research scholars to apply for leave, view approval status, and check missed sessions based on the academic timetable.

### 3.8 Examination Management

- **Exam Administration:** Managing the entire examination cycle in a systematic manner in terms of established regulations, including enrollment, fee payments, result processing, and certificate generation, ensuring secure handling of exam data.

- **Grading and Results:** Defining exam patterns and grading schemes. Processing of results, including normalization and grace marks as per regulation. Providing regulation-based options for result review and re-evaluation.
- **Certification:** Generating various marksheets and certificates, including digital certificates for verification.

### 3.9 Fees Management

- **Fee Collection:** Managing all types of fees, including online and cash payments. Automate notifications and reminders to students and parents, integrated with the accounts management system, in compliance with the ICT security standards.

## 4. Human Resource Management

### 4.1 Employee Management

- **Lifecycle Management:** Supporting human resource planning, recruitment, selection, career development, leave and attendance tracking, benefits management, and training, with secure digital record-keeping.
- **Performance Appraisal/Performance Management:** Conducting performance appraisals and manage promotions as per established guidelines and parameters of regulatory bodies. Integration of with biometric systems wherever required/if required for attendance tracking, ensuring data privacy.

### 4.2 Payroll Processing

- **Payroll Management:** Handling complete payroll processing, including salary calculations, deductions, tax computations, and generation of payslips. Integration with HR and Finance modules for integrated operations, with secure digital processes.

## 5. Procurement and Inventory/Warehouse Management

### 5.1 Procurement

- **Procurement Cycle:** Managing the procurement process from requisition to purchase order creation and approval, ensuring transparency and efficiency through digital processes in line with statutory/established guideline.

### 5.2 Inventory Management

- **Inventory Tracking:** Automating inventory management, including stock adjustments, goods receipt, and dispatch, with secure tracking as per the IT policy of the university.

## 6. Hostel Management

### 6.1 Hostel Operations

- **Resource Management:** Managing hostel resources/processes, process requests, tracking student activity, and handling fees and fines. Maintaining a gate register and managing room allocations, with secure digital record-keeping.

## 7. Library Management

### 7.1 Library Operations

- **Learning Resource Management:** Maintaining library resources, process issues and returns, and manage catalogues, following the Dewey Decimal Classification (DDC). Implement ICT security measures to protect digital resources.

## 8. Course Management

### 8.1 Learning Platform

- **Course Creation:** Providing a platform for creating and managing courses for online and blended mode of teaching-learning. Provisions for e-content development. Supporting collaborative learning and interactions among stakeholders, with secure digital infrastructure.

## 9. College and Institute Affiliation Management

### 9.1 Affiliation Process

- **Affiliation Management:** Handling the complete affiliation cycle from application to grant, review and renewal. Supporting online submission of documents and fee payments, with secure data handling.

## 10. Estate & Engineering Department Management

### 10.1 Facility Management

- **Facility Operations:** Managing and monitoring various university facilities and independent units, including maintenance and resource & facilities management, with coordination and secure data storage.

### 10.2 Engineering

- Maintenance and preventive maintenance and acquisition and development of facilities with coordination and secure data storage and retrieval.

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