# Tezpur University

# E-Governance Policy

# Tezpur University E-Governance Policy
*(Approved by the Board of Management vide Resolution No. B.103/2021/4/4.1)*

E-Governance is the use of Information and Communication Technology (ICT) in administrative functions for increasing efficiency, effectiveness, convenience, and cost-effectiveness. Tezpur University started using ICT methods in some of the administrative functions since its inception in 1994. As the concept of e-governance has evolved along with ICT, the University too has increased e-governance covering more and more administrative functions. The E-Governance Policy of the University covers the following aspects-

- Scope – administrative functions carried out through e-governance
- Infrastructure – ICT hardware, software, and other provisions
- Technical team, Human resource, and training
- Technology guidelines and Operating procedures
- E-Governance Authority of the University

## I. Scope of E-Governance in Tezpur University

Tezpur University aims to implement e-governance in the administrative functions that belong to the following categories-

- Academic programmes management
  - Defining programmes, curriculum
  - Admission of students
  - Conduct of teaching-learning as per guidelines
  - Students' progress and programme completion
  - Standing Committees (BoS, DC, DRC, School Board)
- Research
  - Research Projects Information
  - Research facilities and funds
  - Computer Centre and other central facilities
  - IPR
  - Standing Committees (Ethics Committee, ….)
  - Events (Conferences, etc.)
- Students' welfare
  - Hostels- infrastructure and maintenance
  - Sports, cultural and recreational facilities, and activities
  - Students' Discipline
  - Mentoring and guardian contact
  - Training and Placement
  - Feedback collection, processing, and follow-up
  - Alumni networking

- Medicine and Health
  - University Health Centre
  - Referral provision
  - Health insurance and medical expense reimbursement
- Estate and Engineering
  - Office buildings, residences, guest house, auditorium, and other facilities on the campus
  - Electricity (including renewable energy harnessing) and water supply and drainage
  - Core communication set-up- email and phone based.
  - Horticulture and plantations
  - Waste Management
  - Security
- Human resource management
  - Recruitment
  - Performance appraisal and Career advancement
  - Leave and perks
  - Trainings and Refreshers
- Stores and purchases
  - Requirement identification and raising
  - Procurement
  - Tracking of assets
- Finance and accounts
  - Budget
  - Fund sanctioning, billing, receipts, disbursaldisbursal, and accounting
  - Payroll
  - Provident fund and other facilities
- General Administration (covers various organs of the University)
  - Documentation- minutes, resolutions, approvals
  - File tracking
  - Website, transparency, and RTI
  - Reports required to be submitted to the ministry and the funding and regulatoryhigher bodies
  - Handling legal requirements
- Internal Quality Assurance
  - Audits, Recommendations, Action taken
  - Agenda, minutes, resolutions of committee meetings and action taken details
- Grievance redressal
  - Committee
  - Grievances receipt portal
  - Agenda, minutes, resolutions of meeting and action taken details

- Standing Statutory BodiesCommittees – BoM, AC, RC, FC, BC
  - Composition and contact details of members
  - Agenda, minutes, resolutions of meetings and action taken details

## II. Infrastructure – ICT hardware, software, and other provisions

E-Governance requires computers, storage, networking and peripheral devices, as well as software developed for the purpose. These evolve over time and must be upgraded in the University periodically. Tezpur University shall put in place the following for the purpose of achieving e-governance-

- Computing servers and storage servers- these are housed in the central computer centre, unless required to be housed separately for specific conditions.
- Networking equipment for intranet and internet. For seamless access and mobility, wi-fi networking will be provided in all official and residential locations.
- User terminals with necessary software for each individual official who performs any input-output function in the information processing path.

The University shall strive to achieve integration of all administrative functions under a unified e-governance platform. However, till total integration is achieved, the existing computerised systems for different functions shall be maintained and enhanced to meet the requirements and interoperability.

## III. Technical team, Human resource, and training

The installation and major maintenance of the ICT infrastructure required for e-governance shall be done by vendors duly selected. For operating the infrastructure, a team of technical personnel shall be there in the University. The composition and strength of the team shall be decided by competent officers.

Some of the existing software modules for e-governance are developed in-house, and some are out-sourced. The in-house software development is carried out by the Software Team of the University. The Software Advisory Committee of the University takes the decisions regarding in-house development, external procurement, and migration to an integrated e-governance system. The Software Team and the external vendors of software shall provide necessary maintenance and enhancement, as appropriate.

As e-governance is based on computerisation of the functions of different users and authorities, different categories of users must interact differently with the e-governance system. For instance, the nature of interactions by higher officers of management and that of office assistants are different. The University shall organise trainings for different categories of users for using the e-governance system.

## IV.     Technology guidelines and Operating procedures

Efforts will be made to have an integrated e-governance system covering all the administrative functions of the University. Till that is achieved, or wherever that is not feasible, efforts will be made to make the independent modules inter-operable. The main aspects of inter-operability would be-

- Consistency of data across modules
- Minimum duplicity of data across modules
- Minimum manual data entry during processing of information from multiple modules

A team comprising in-house experts and members of the user-departments shall finalise the operating procedures for the e-governance systems in consultation with the in-house software development team or the external vendors supplying the software, as applicable. These procedures cover details of initial configuration, administrative user inputs, end-user inputs, output, and routine maintenance steps. Information privacy and role-based access control should be in place. Data entry and update should be trackable.

The e-governance system should be able to provide information to support planning of activities, using modern technologies such as data science.

The e-governance system shall provide security against cyber-attacks and technical failures.

The e-governance system in Tezpur University will conform to the prevailing guidelines from the Government of India on these matters.

## V.      E-Governance Authority of the University

A high-powered Committee headed by the Vice-Chancellor shall take decisions regarding phase-wise adoption of e-governance in different functions, technology selection, and fund allocation. The Software Advisory Committee may provide technical advice to this higher Committee.

User groups may submit new requirements of e-governance to the Software Advisory Committee.

The Software Advisory Committee shall identify training needs for the different categories of users from time to time, and initiate the process of trainings with the help of the Software Team and external agencies.

Sd/-

**Registrar**

**Tezpur University**