



## Jamia Hamdard, New Delhi

<b>Policy Title- E-Governance Policy</b>		
<b>1</b>	<b>Policy Number</b>	JH/IQAC/PD-18
<b>2</b>	<b>Brief Description the Policy</b>	<ul style="list-style-type: none"><li>• Implementation of E-governance in all functioning of the University.</li><li>• To promote transparency and accountability in all the functions of the Jamia Hamdard</li><li>• To achieve and create a paperless environment in the University</li><li>• To provide easy and quick access to information.</li><li>• To make campus Wi-Fi enabled.</li><li>• To make Classrooms ICT Enabled having Desktops, Laptops, Smartboards, Projectors, etc.</li><li>• To establish a fully automated Library.</li></ul>
<b>3</b>	<b>Scope/Objectives</b>	<ul style="list-style-type: none"><li>• To provide simpler and efficient system of governance within the Jamia Hamdard, it is decided to adopt and implement e-governance in maximum activities of our functioning.</li><li>• Jamia Hamdard has already started with e-governance in some aspects of functioning such as admissions, accounts, finance, examination, teaching, and learning. This policy has been framed to include more areas within the purview of e-governance.</li></ul>
<b>4</b>	<b>Policy Applies To (please tick)</b>	All academics Administrative Managerial processes in the university
<b>5</b>	<b>Last Update</b>	September 03,2022
<b>6</b>	<b>Approved By</b>	Academic Council Board of Management
<b>7</b>	<b>Responsible Authority for Implementation and Monitoring</b>	Vice Chancellor, Registrar
<b>8</b>	<b>Superseding Authority</b>	Competent Authority/Body of the University
<b>9</b>	<b>References for the policy (please tick)</b>	NAAC accreditation NBA accreditation UGC/Govt. Directive



## E-Governance Policy

Jamia Hamdard,

Hamdard Nagar, New Delhi, 110062



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### 1. Policy Statement

The government of India has a lot of focus on digitalization and the adoption of ICT enable tools for the transparency in the governance. In line with this, Jamia Hamdard (JH) has developed an e-Governance model for majority of its stakeholders such as students, staff, and vendors. Jamia Hamdard has adopted e-governance for various actions which includes admission, purchase, examination, financial management and library management.

### 2. Objectives of the E-Governance at Jamia Hamdard

According to IT act, 2000 of Government of India, organizations involve in public services should try to provide services electronically to the certain possible extent. Jamia Hamdard has adopted the e-Governance with the following vision and objectives.

- Enables all stakeholder to access the most of the university information from anywhere any time as per the convenience.
- E-governance enables the smooth coordination among various functioning of the intra and inter departmental activities.
- Promote transparency, accountability and elimination of obsolete procedure in all activities of the University for improving the productivity.
- Implementation of e-mode of communication among all stakeholders for facilitating the paperless and fast communication.
- Provide e-platform to ease in maintain financial records and transection which can be retrieves any time at all level in the hierarchy.
- To improve resource use efficiency of the University.
- Synchronizing all activities at the university
- Security of the data privacy and all round visibility of the university.



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### 3. E-governance Infrastructure at Jamia Hamdard

#### 3.1 High Speed Internet Service

The high-speed internet service is provided to all the students and teachers in their mobile as well as in laptops across the full campus and hostels. In addition, wi-fi and local area network is provided to the administrative staff for the smooth functioning of the administrative work. The internet infrastructure is built on contemporary global standards.

#### 3.2 Website:

Jamia Hamdard have own website (<http://jamiahamdard.edu/>) for providing the various information for the external stakeholders regarding programme offer, important notice and circulars and other activities.

#### 3.3 Email Services

For the unified communication among all internal stakeholders, official email ID with the domain name jamiahamdard.ac.in is provided to the all staff and research scholars. Department-wise group email ID is also formed for faster communication. All communication among across the department is done through emails.

#### 3.4 Desktop systems

To promote the e-governance, Jamia Hamdard provides desktop of adequate configuration to their teaching and administrative staff and regular maintenance and services has done with in-house team as well as third party **name**

#### 3.5 Computer Labs

Department-wise as well as central computer lab are established with necessary software and internet facilities for common entrance examination for placement, government job and other event. Most of the computers lab are equipped with audio/video facilities.

#### 3.6 ERP Software

Please suggest

### 4. Institutional Framework for e-governance



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Jamia Hamdard have a computer centre and in-house team to maintain the ICT infrastructure at University for smooth functioning of e-governance. Computer Centre of the Jamia Hamdard provides complete hand holding to all department and administrative offices for e-governance infrastructure and capacity building for e-governance. In addition, Jamia Hamdard have sign MoU with the **M/s Corporate Serve Solution Private Limited** for the implementation of University Management Software at Jamia Hamdard. Corporate Serve Solution Private Limited is the Gold Certificate partner of Microsoft. Corporate Serve Solution Private Limited is one of the leading organization which provides comprehensive set of support regarding student life cycle management. M/s Corporate Serve Solution Private Limited help in the smooth functioning of admission process, examination and evaluation, account and students finance, students feedback, discipline cell, hostel and mess, placement and alumni, security & fleet, purchase & store, payroll, integration of student's portal with ERP.

Further, M/s Corporate Serve Solution Private Limited are responsible for providing following license as well as implementation services:

- Microsoft Dynamics 365 Business Central User Sessions,
- Educational Vertical User Sessions Add
- Microsoft Dynamics 365 Business Central Team User Sessions
- Educational Vertical Team User Add
- Publishing on Students Portals for unlimited students
- Payroll (Corporate Serve)
- Microsoft Objects
- Educational Vertical Objects Add

For a detailed understanding of MoU, please refer to Annexure 1.

### 5. Area of e-governance application

#### 5.1 Admission Process

The whole admission process (submission of online application forms, creation of students' profile, online payment and validation, online counselling, automatic checking the eligibility criteria) is done online. M/s Corporate Serve Solution Private Limited take care of backend process.



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### **5.2 Financial Management**

Functioning of finance department of Jamia Hamdard run on e-governance model. (Name of the software) is implemented for effective and efficient e-governance. The whole purchase process at Jamia Hamdard is govern electronically with proper approval and transparency. For payment against the purchase, vendor wise invoice has generated with proper description and sent to bank for payment transfer to account only. Online payment gateway is integrated with university portal for student's fees submission and other event such as conference, seminar and workshop. For payroll and provident fund to the employee, only account transfer is permissible. For receiving government grants and its management Public Financial Management System (PFMS) is used.

### **5.3 Internal and External Communication**

Internal as well as external communication is done through email only. Invitation of viva expert, corporate speaker and within university invitation is done through e-mail. Email procedures has been used to inform students regarding counselling, selection other communication. In addition applicant of various vacancies are communicated electronically.

### **5.4 Library Management**

**Kindly Suggest**

### **5.5 Administration**

For the hassle free and transparent administration, Jamia Hamdard is launching the University Management Software, which enables the smooth administrative function of admission and registration, examination and evaluation, account and students finance, students feedback, discipline cell, Hostel and mess, placement and alumni relation, security and fleet, purchase and store, and employees payroll.

### **5.6 Examination**

For conducting examination, Jamia Hamdard very much committed to govern majority of the examination activities electronically. All the critical process is follows e-governance practices. For the confidentiality, questions paper setting as well as receiving through email only. Jamia Hamdard has a dedicated software for results processing and validation.



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### **5.7 Data Security**

To prevent unauthorised access to university internet connectivity, complete verification of beneficiary (Students and Staff) is done and their access is password protected. Antivirus is installed in all desktop to prevent from the real time attack of virus.

### **6 Implementation Responsibility**

The computer Centre of Jamia Hamdard is the implementing body for e-governance functioning at University. Computer centre will coordinate with the M/s Corporate Serve Solution Private Limited for proper implementation of University Management Software at Jamia Hamdard

### **7 Custodians of Data**

Registrar of the Jamia Hamdard is the custodian of data and responsible for confidentiality of the data. Further, He ensure the data access to authorize officials only. In addition he ensure the adequate backup and of the data.