E-Governance Policy Document

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1. Introduction

E-Governance is the application of information and communication technologies to University related procedures and functions to increase efficiency, effectiveness, transparency and accountability of informational and financial exchanges with all the stakeholders with the aim to improve their access to information and to build their capacities.

2. Objectives:

- Implementation of E-governance in the execution of Andhra University related processes to provide a simpler and efficient system of governance within the University and its affiliated colleges.

- To promote transparency and accountability in all the University related processes.

- To achieve a paperless administration.

- To store and retrieve information at anytime and anywhere.

- To facilitate easy communication between all the stakeholders of the University

- To increase the visibility of the University globally.

3. Stakeholders of the University:

The following constitute the stakeholders of the university

- ➤ Teaching and Non-teaching Faculty

- ➤ Students

- ➤ Parents

- ➤ Alumni

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> ➤ Industrial partners

> ➤ Employers

> ➤ Society

Andhra university E-governance model is designed to deliver the key services and information to its stake holders in a very secure and speedy way using information technology.

4. Andhra University E-Governance Areas

The policy is divided into various areas of operation. The University reserves the right to implement e-governance even in the areas not listed.
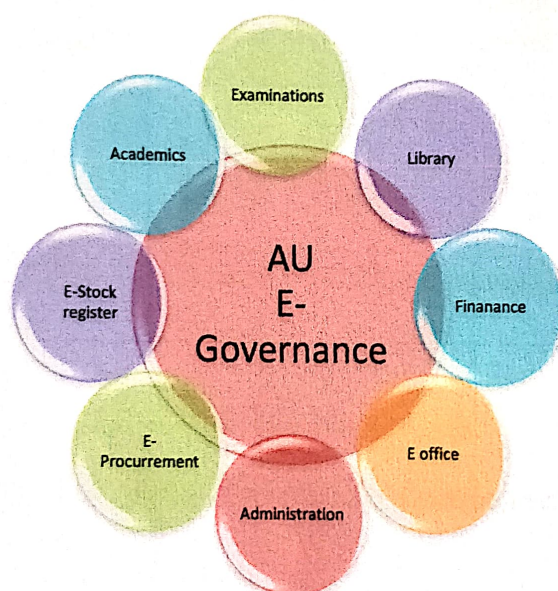
Figure 1. Andhra University E-Governance Areas

4.1 Examinations

The policy defines points to be considered while designing an e-governance system to the Examination process. Andhra University follows a decentralized approach for effective execution of Examinations. The examination hierarchy followed is as given below.

HIERARCHY FOR EXAMINATION
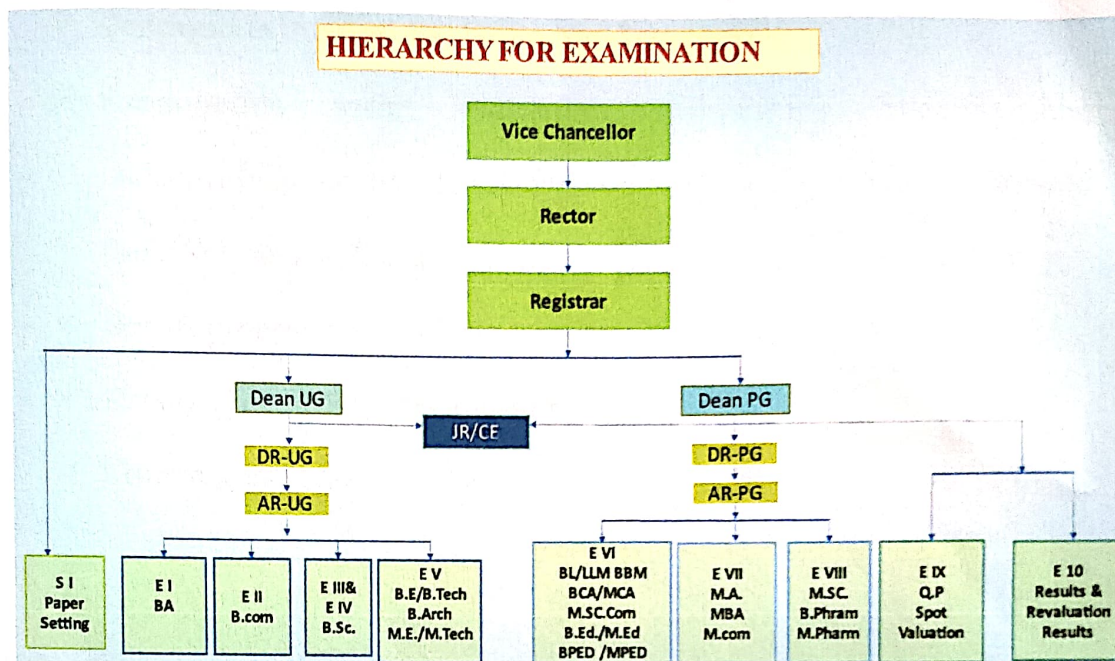
Fig 2. Hierarchy of AU examination

The main modules in examination process are:

- **Pre-Examination process at the AU Computer Centre**

  ✓ Examination notification

  ✓ Student online registration

  ✓ Hall ticket download

  ✓ Student enrolment form

  ✓ Examination attendance report generation

- **Post –Examination process at the AU Computer Centre**

  ✓ Continuous internal Evaluation and uploading of marks

  ✓ Examination script evaluation maintaining integrity and confidentiality under the supervision of the Dean Examinations and the Controller of Examinations

  ✓ Result processing

  ✓ Result declaration and analysis

  ✓ Transcripts

Pre-examination process at the AU Computer Centre
- Examination notification
- Student online registration
- Hall ticket download
- Generation of Student enrolment form
- Examination attendance report generation

Post –Examination process at the AU Computer Centre
- Continuous internal Evaluation and uploading of marks
- Examination script evaluation maintaining integrity and confidentiality under the supervision of the Dean Examinations and the Controller of Examinations
- Result processing
- Result declaration and analysis
- Transcripts
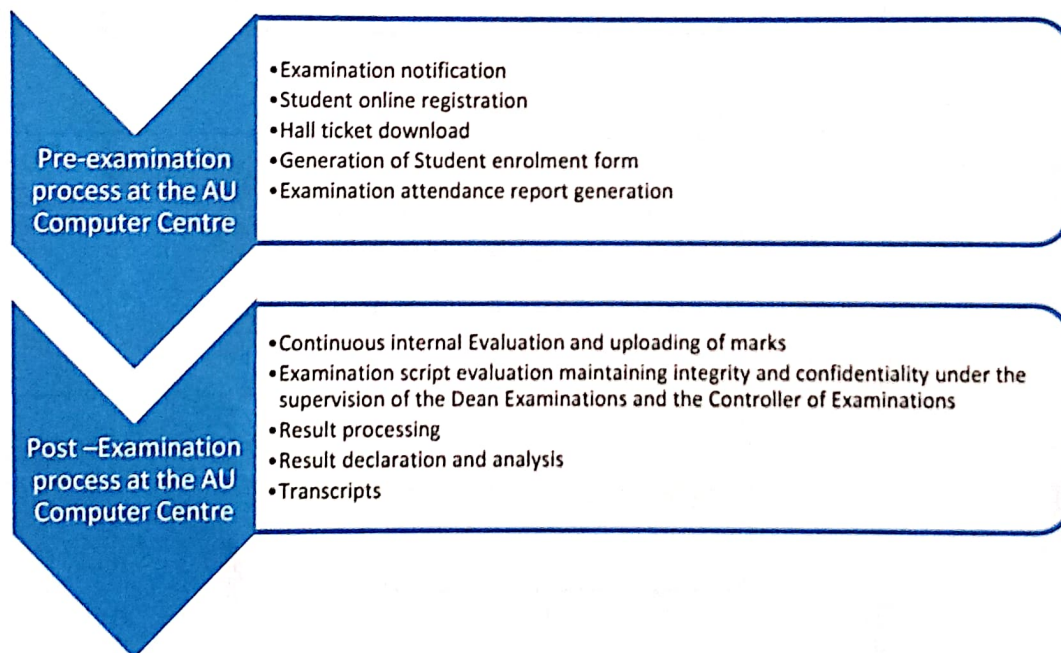
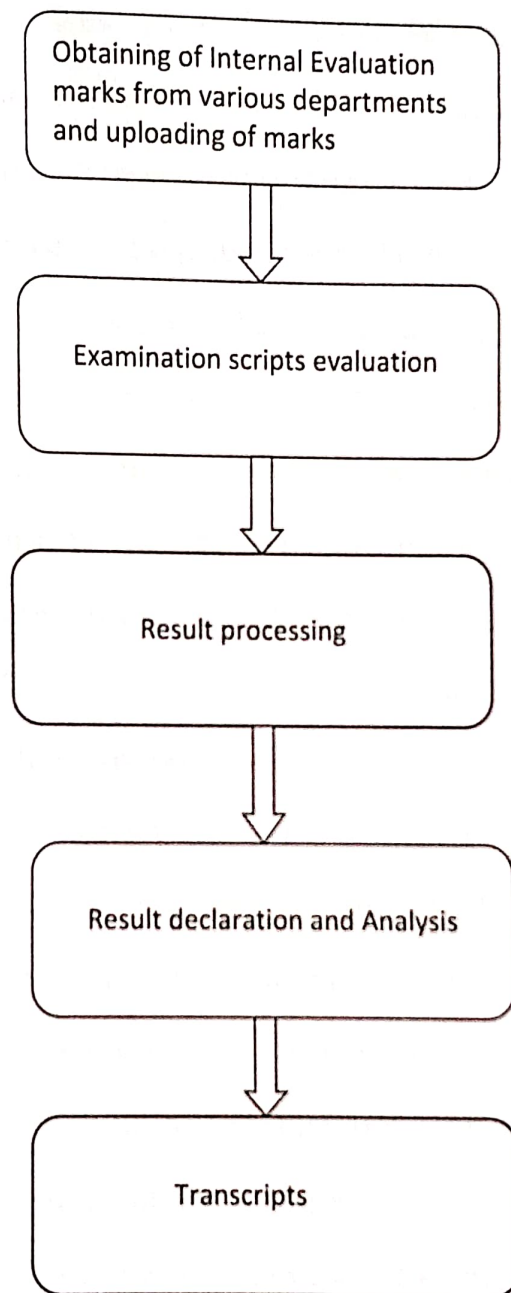**Figure 3.Workflow of Examination system**

Steps involved in Pre-Examination Process:

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        ┌──────────────────────────┐
        │  Release of Exam         │
        │  Notification            │
        └──────────────────────────┘
                     │
                     ▼
        ┌──────────────────────────┐
        │  Student Online          │
        │  Registration            │
        │ ( Portal Opening for     │
        │   registration)          │
        └──────────────────────────┘
                     │
                     ▼
        ┌──────────────────────────┐
        │  Download of Hall        │
        │  tickets through         │
        │  Student portal          │
        └──────────────────────────┘
                     │
                     ▼
        ┌──────────────────────────┐
        │  Generation of Student   │
        │  Enrollment Form(SEF)    │
        └──────────────────────────┘
                     │
                     ▼
        ┌──────────────────────────┐
        │  Exam attendance report  │
        │  generation              │
        └──────────────────────────┘
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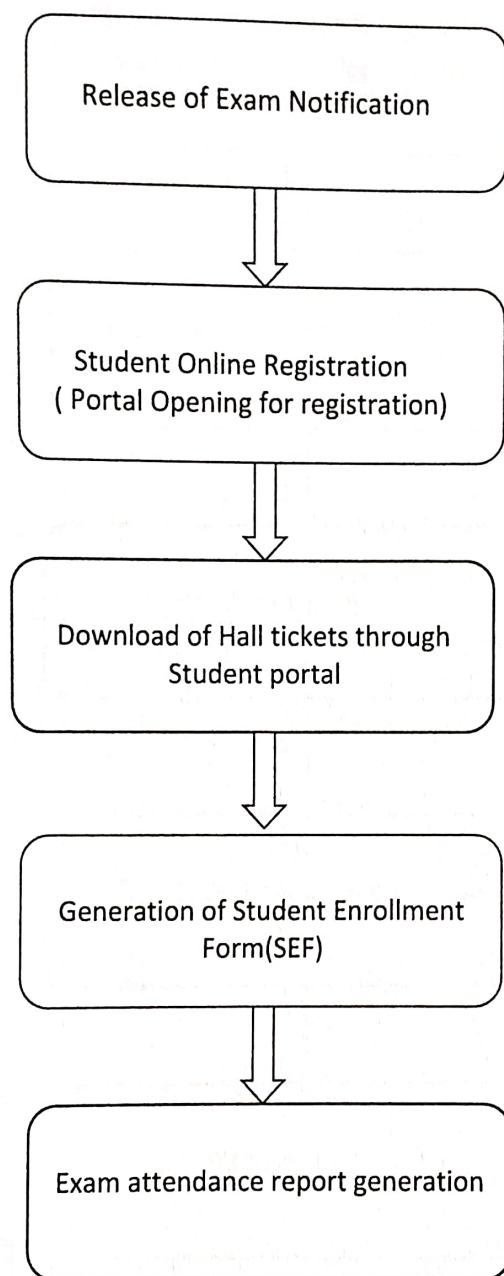
Figure 3.1 Workflow of Pre-Examination process

Steps involved in Post-Examination Process:

Figure 3.2 Workflow of Post-Examination process

4.2 Library:

E-governance is implemented in the University Library by automating the record keeping, online catalogues and maintenance of online thesis, e-books and e-journals. The main advantage of digital format is the students can access the records from anywhere. Andhra University library has already initiated the process of digitization through OPAC (Online Public Access Catalogue) system which shall be converted into a web based service for students to utilize the library resources effectively. The library is effectively using SOUL (Software for university libraries) software. Special facilities are provided for differently-abled persons. A separate unit of books in Braille has been developed for visually challenged students. Reprographic facilities are provided.

The university shall work on to add more and more e-learning resources for the benefit of the teachers and students. Andhra University launched the Digital Library web-portal containing Palm leaf Manuscripts present in Dr. V.S. Krishna Library which were donated to this library by several people and various institutions of philanthropic nature, several years ago. Need for digitization of all the manuscripts was very much felt by the teachers and scholars, and the university has digitized all the Palm leaf manuscripts for the benefit of scholarly fraternity. All the activities of the library are governed by the members of Library Advisory Committee constituted and Chaired by Honorable Vice Chancellor.

4.3 Finance :

For ease of maintaining accounts, Andhra University is already using Tally software. APCFSS (AP Centre for Financial Systems & Services) is the nodal agency for the implementation, sustenance and support of the CFMS (Comprehensive Financial Management System) program. Towards this, APCFSS aims at providing seamless services to all the users of CFMS in a structured and focused manner. Andhra University is implementing APCFSS for salaries of teaching and non-teaching staff.

Online fee payment and receipt generation system is developed by the AU Computer centre for tuition fee, examination fee hostel fee etc. All the payments are made online and a monitoring committee is formulated under the Registrar and Finance officer to monitor the accounts.
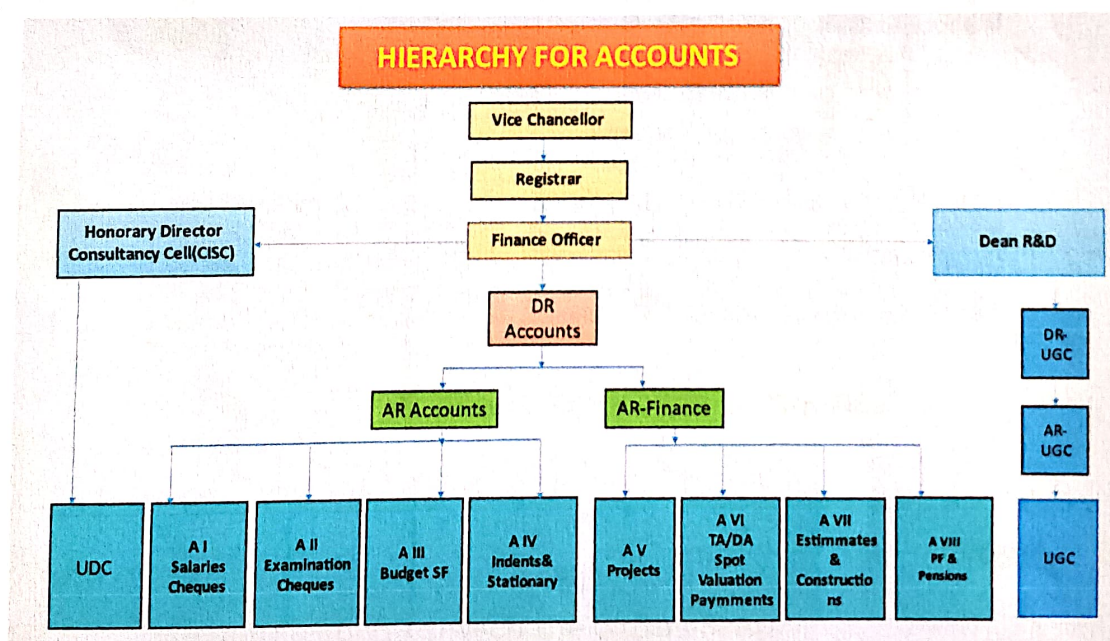

HIERARCHY FOR ACCOUNTS

Fig 4. Hierarchy for Finance and Accounts

4.4   E-office:

E-Office system was launched by the Hon'ble Chief Minister on   20-12-2014, initially in the Secretariat Departments. The use of e-Office has been extended to the university in 2019 as per the guidelines of NIC, Govt. of India.

The following objectives shall be achieved by introducing e-office:

i.   Paper-based correspondence between the academic departments and the administrative departments of the university shall be eliminated. All proposals and other correspondence between the departments shall be through e-Office only.
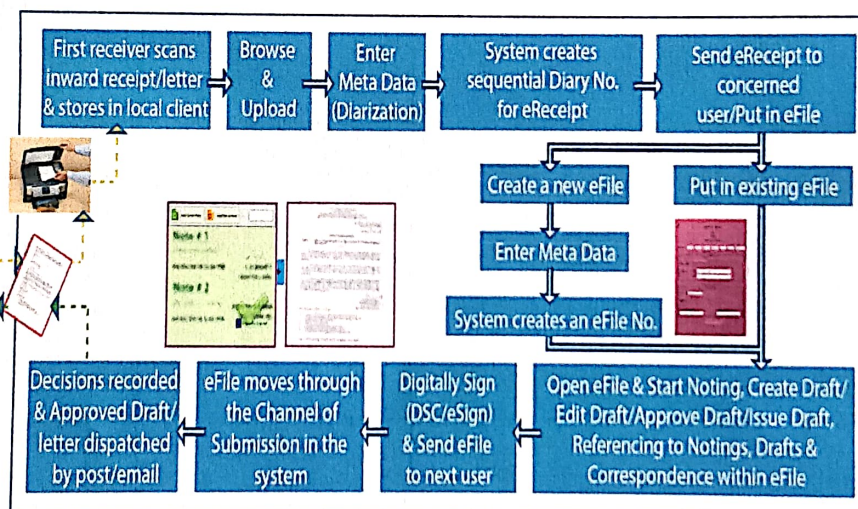

Figure 5. Work Flow of E-office

ii.   Introduction of e-office will enhance the efficiency of communication between the departments.

iii.   Increase in the visibility of the status of the proposal they have sent.

4.5 Administration:

To provide a hassle free, convenient process, maximum of the administration of the university should be handled with ICT based technology. Facilities should be provided for online leave management of employees, e-copy of salary certificates, and internal communication between Policies on E-Governance the employees, etc. Students also must be able to obtain maximum services like transfer certificates, transcripts, etc. in online mode. The hierarchy of General administration is presented here.
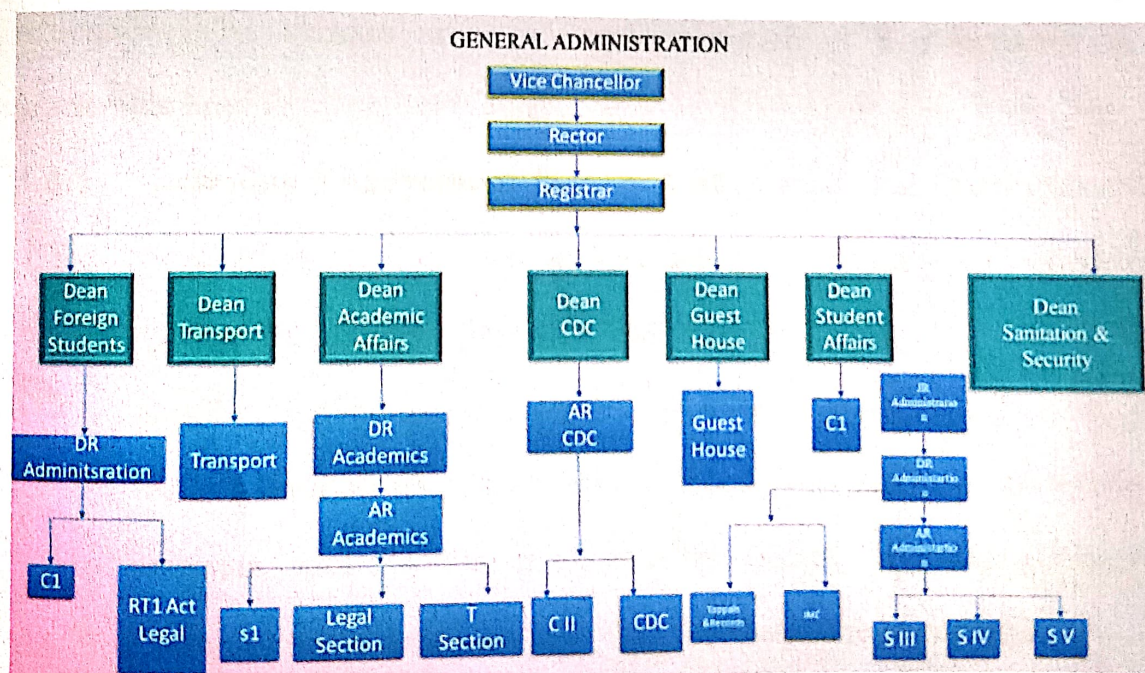
Fig 6. Hierarchy of AU General administration

4.6 E-Procurement:

Andhra university procurement of equipment is done either in AP E-procurement or GEM (Government E –Market place). The bids are placed in the AP E-procurement or GEM and a technical committee constituted by the university with internal and external members evaluates the seller before opening the financial bid.

4.7 E-Stock register:

E-stock register developed by the AU Computer centre maintains the information of the stock.

4.8 Academics:

Implementation of E-governance in the academics enhances the quality of education. The various areas of implementation of E-governance in academics are:

4.8.1 **Learning Management System LMS** is an online system which is used to plan, execute and assess the learning process which shall help effective classroom learning.

Andhra University has licensed G-Suite. All the faculty, students and administrative staff are provided with Andhra university domain mail ids. The entry into the Google workspace is only through the domain mail id. This increases the security.

4.8.2 **Online Feedback system:** At the end of each semester an online feedback is collected from all the stakeholders.

4.8.3 **Self-Appraisal of the faculty:** A self –appraisal is submitted by the faculty at the end of each academic year.

4.8.4   **Social Media Outreach**: The University shall initiate the sharing of information regarding University's Activities and Achievements on social media platforms like Facebook, Instagram and Twitter with the Students, stakeholders and community.

4.8.5   **AU Looks:** AU looks, a weekly news paper features all important previous week happenings of AU campus and its constituent colleges.

4.8.6   **Facial Recognition System (FRS):** Andhra University shall adapt the APFRS (Andhra Pradesh Facial Recognition System) for attendance monitoring. APFRS is an Artificial Intelligence based mobile application to capture clocking data using facial recognition technology. Government of Andhra Pradesh has issued orders for implementation of Facial Attendance APFRS to all educational institutes.

4.8.7   **Alumni:** The 96-year old institution is fortunate to have Sir C.R. Reddy as its founder Vice-Chancellor and Dr. Sarvepalli Radhakrishnan as the second Vice-Chancellor followed again by Sir C.R.Reddy and Dr. V.S. Krishna. The foundations laid by these three visionaries proved to be fruitful in the succeeding decades. The University has the distinction of having eight Shanti Swarup Bhatnagar Awardees, three Padmavibushan Awardees, four Padmasri Awardees and One Sahitya Academy Awardee and many more recipients of highly rated awards among its academic staff members and alumni. The alumni of the University during their lifetime occupied important positions in government administration and research

organizations. This includes Vice-President of India, Speaker of the Lok Sabha, Ministers for Central and State, Governors to State and RBI, Judiciary of Supreme Court, High Courts, Bar Council of India, CMDs & CEOs of various public and private sector organizations, Scientists, Chairman of UGC, Chancellors and Vice-Chancellors of Universities and so on. The Government of Andhra Pradesh has appointed the Professors of the University as Chairman and Vice-Chairmen of the APSCHE and the University contributed more than 50 Vice-Chancellors and 10 Chancellors to lead Universities in various parts of the country. A good number of alumni are settled and working in countries like USA, UK, Australia, Singapore, Japan, Canada, Africa, Germany, France, Russia, Bangkok, Malaysia and so on. Many alumni became entrepreneurs and promoted companies within and outside the country. The Andhra University Alumni Association (AAA) is very active in extending support to the institution in all spheres. Apart from organizing different programmes, Andhra University Alumni Association conducts grand Annual Alumni Meet every year in December commemorating the birth anniversary of its founder Vice-Chancellor Sir C.R. Reddy. The AAA will be governed by the executive committee.

4.8.8   **WhatsApp Groups**: For information to be dissipated promptly, Andhra University shall form different WhatsApp groups with all levels of administration.

The various WhatsApp groups are as Follows:

> **Executive Council Members group:**

The members of this group include, all EC Members, Vice-Chancellor, Rector and Registrar of the university. It is the responsibility of the Registrar to post the information in the group.

> **AU Principals Group:**

The members of this group include, Vice-Chancellor, Rector , All the principals of the constituent colleges of Andhra University, Registrar, Honorary director AU Computer Centre of the university. It is the responsibility of the Honorary director AU Computer Centre to post the information in the group.

> **AU Affiliated college Principals Group:**

The members of this group include, Vice-Chancellor, Rector , All the principals of the constituent and Affiliated colleges of Andhra University, Registrar, Honorary director AU Computer Centre of the university. It is the responsibility of the Honorary director AU Computer Centre to post the information in the group.

> **AU Department Heads Group:**

The members of this group include, Vice-Chancellor, Rector , All the principals of the constituent of Andhra University, Registrar, Honorary director AU Computer Centre, Heads of the department of the university. It is the responsibility of the Honorary director AU Computer Centre to post the information in the group.

> **AU IQAC Group:**

The members of this group include the Coordinator IQAC and the trained IQAC internal auditors. It is the responsibility of the Coordinator IQAC to post the information in the group.
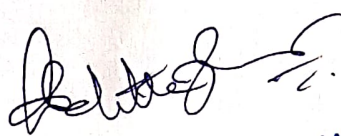
> **AU Department Heads Group:**

The members of this group include, Vice-Chancellor, Rector , All the principals of the constituent of Andhra University, Registrar, Honorary director AU Computer Centre, Heads of the department of the university. It is the responsibility of the Honorary director AU Computer Centre to post the information in the group.

> **AU Faculty Group:**

The members of this group include, Vice-Chancellor, Rector , All the principals of the constituent of Andhra University, Registrar, Honorary director AU Computer Centre, all faculty of Andhra University. It is the responsibility of the Honorary director AU Computer Centre to post the information in the group.

> **Class Representatives Group:**

The members of this group include, Heads of the concerned department and class representatives of the all the classes in the department. It is the responsibility of the Head of the department to post the information in the group.

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