



## University of Patanjali Haridwar

6.2.3-B

Policy/records showcasing e-Governance architecture document

डा० महावीर अग्रवाल  
प्रति - कुलपति  
पतंजलि विश्वविद्यालय, हरिद्वार



## CONTENT

<b>TOPIC</b>
<b>1.0 CONCEPT OF E-GOVERNANCE</b>
1.1 NEED OF E-GOVERNANCE
1.2 BENEFITS OF E-GOVERNANCE
1.3 E-GOVERNANCE LEADS TO MULTIPLE ADVANTAGES TO HIGHER EDUCATION
1.4 PROMISES TO USE E-GOVERNANCE IN HIGHER EDUCATION
1.5 KEY CHALLENGES OF IMPLANTING E-GOVERNANCE IN HIGHER EDUCATION
1.6 BENEFITS TO STAKEHOLDERS OF HIGHER EDUCATION
<b>2.0 E-GOVERNANCE INITIATIVE</b>
2.1 IMPLEMENTATION OF E-GOVERNANCE IN AREA OF OPERATION OF ADMINISTRATION
2.2 IMPLEMENTATION OF E-GOVERNANCE IN AREA OF OPERATION OF FINANCE AND ACCOUNTS
2.3 IMPLEMENTATION OF E-GOVERNANCE IN AREA OF OPERATION OF STUDENT ADMISSION AND SUPPORT
2.4 IMPLEMENTATION OF E-GOVERNANCE IN AREA OF OPERATION OF EXAMINATION
<b>CONCLUSION</b>

  
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पतंजलि विश्वविद्यालय, हरिद्वार



## 1.0 CONCEPT OF E-GOVERNANCE

Technology has become a part of our daily life. For most of us, mobile is the first thing they need as soon as they get up. Technology has its presence in all aspects of our life. We can say that we are living in a technology era and it has made everything easy for us. In today's internet's time, we can talk to someone who in another corner for the world and we can send an e-mail in just a few seconds. Technology and the internet have made the money transitions secure, fast and free from much human interference. The process of globalization is a gift of technology and due to the technology and its benefits, the concept of E-governance is introduced in India. The 'E' in E-governance signifies electronic and E-governance means the governance with Information technology. The increasing demand for transparency in administration, faster information transfer and other demands that can be fulfilled by the E-governance only pushed the University of Patanjali to choose E-governance.

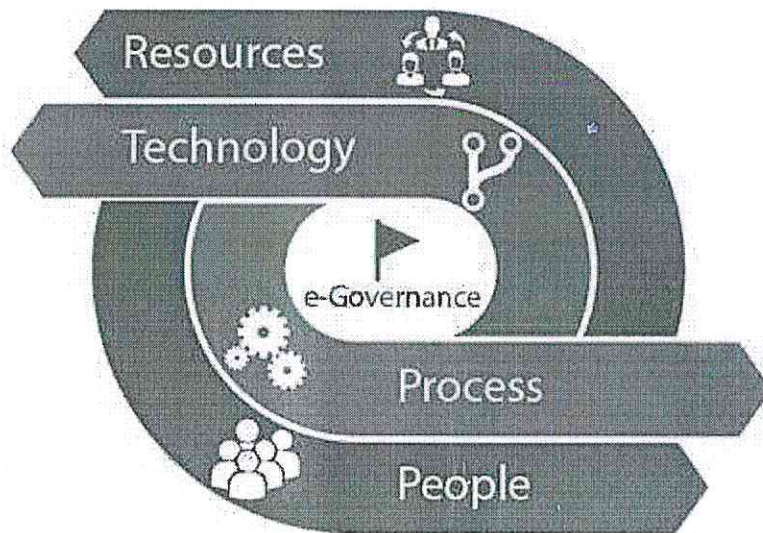


FIG: E-GOVERNANCE

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The application of IT is fairly widespread all sectors in India and particularly in education sector in all over the world. Most of the Universities, private and public now implement e-Governance which collaborate their day-to-day working applications. Most of the Institutions are having their digital portal to provide the services to various stakeholders of the education. Our education system is disordered because of lack of infrastructure, obsolete syllabi, scattered government policies, inappropriate funds, unqualified staff, high dropout rate, un-employability of graduate students and a lot. This is because of the current system that lacks of monitoring, evaluation of students and staff, no coordination with industry, no uniform policy by government, no proper utilization of Information and Communication Technologies (ICT) and e-Governance, no transparency in functioning of institutions, visionary leadership etc. By implementing e-Governance in education sector, most of the problems will be dissolved. At the root, it has the power of e-Governance which provides good governance, empowers the stakeholders, cutting the process cost, time, and improves the administrative performance (e-Administration), interacting with industry and society (e-Service and e-Society), providing swift services and so on

## 1.1 NEED OF E-GOVERNANCE

The purpose of implementing e-governance is to enhance good governance. Good governance is generally characterized by participation, transparency and accountability. The recent advances in communication technologies and the Internet provide opportunities to transform the relationship between Institute administrations in a new way, thus contributing to the achievement of good governance goals. The use of information technology can increase the broad involvement of employees in the process of governance at all levels by providing the possibility of on-line discussion groups and by enhancing the rapid progress and efficiency of pressure groups. Advantages for the Institute involve that the College may provide better service in terms of time, making governance more efficient and more effective. In addition, the transaction costs can be lowered and services become more accessible.

## 1.2 BENEFITS OF E-GOVERNANCE

E-governance is an important tool to the governing body of the institute. In general, it provides following advantages to the administration:

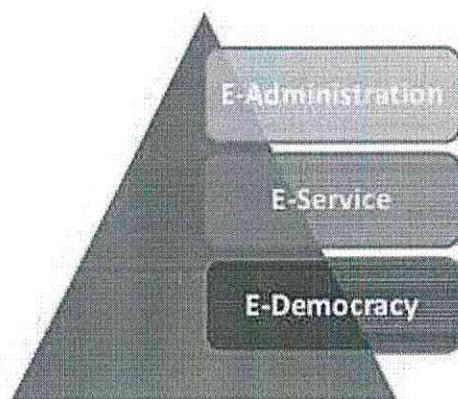
- ✦ Empowerment of faculties, students and encouragement of their participation in governance process.
- ✦ Transparency and absolute clarity in administration, governing and admission process.
- ✦ Increase efficiency of faculties and of administration process.

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The possible areas of implementation of e-governance in educational sector are shown in the following diagram given below:



**FIG: AREA OF IMPLEMENTATION OF E-GOVERNANCE**

- ✦ **E-Administration:** It involves the use of ICT and e-Governance in order to improve administration processes and the internal working of the departments within an educational organization.
- ✦ **E-Services:** The main aim to improve the delivery of services to students by providing interactive services. Examples are: Online admission, online syllabus, request for certificates, issuing on-line ID cards etc.
- ✦ **E-Democracy:** Direct involvement of stakeholders in administrative and decision making process by using e-governance tools.

### **1.3 E-GOVERNANCE LEADS TO MULTIPLE ADVANTAGES TO HIGHER EDUCATION:**

- ✦ It empowers students and parents to gather information regarding any course, department of universities, government policies and get involved in the process of decision making.
- ✦ E-Governance strengthens the very fabric of democracy by ensuring greater student, staff and parent's participation at all levels of governance in universities and institutions.

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- ✦ E-Governance leads to automation of services, ensuring that information regarding every work of public welfare is easily available to all stakeholders apart from geographic and language barriers.
- ✦ This revolutionizes the way governments and universities functioning, ensuring much more transparency in their functioning, and thereby eliminating corruption.
- ✦ As the information regarding every activity of government is easily available, it would make every university department responsible as they know that every action of theirs is closely monitoring and audited.
- ✦ Proper implementation of e-Governance practices make it possible for students and parents to get their work done online thereby sparing themselves of unnecessary hassles of traveling to the respective offices.
- ✦ Successful implementation of e-Governance practices offer better delivery of services to students, improved interactions with business and industry, students empowerment, better management, greater convenience, revenue growth, cost reductions etc.
- ✦ Furthermore, introduction of e-Governance brings governments closer to students/citizens. Now-a-days it becomes extremely convenient for student/citizens to get in touch with, universities and government.
- ✦ E-Governance practices help business or industries to access information that might be important for them at a click. If they want to recruit employees they get online information of intelligent students.
- ✦ Availability and quick circulation of material may increase the timeliness or relevance of material being presented.
- ✦ Scalability, course content is easy to distribute widely with little or no cost.
- ✦ Enhancement of Regular Course Content: Multimedia material such as videos can accompany text, 3D animated lectures etc.
- ✦ It provides an excellent way ties for alumni to the institution, universities and continue with the program of lifelong learning as well get help to the institutions for placement.

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## 1.4 PROMISES TO USE E-GOVERNANCE IN HIGHER EDUCATION

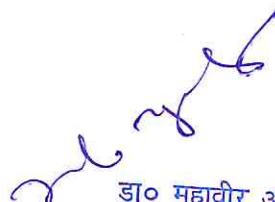
- ✦ Overriding administrative delays in higher educational system.
- ✦ Optimize performance in decision making.
- ✦ It may help e-Governance for efficient administration, cost reduction and timely decision.
- ✦ Build reliable, vertical and horizontal connectivity.
- ✦ Brining in Transparency, Accountability, and timely resolution of process vulnerability that exist within higher education system.
- ✦ Improve quality of higher education.
- ✦ Help on-line examination or test and certification.
- ✦ Empower students and other stakeholders.
- ✦ Create professionals suitable for employment in industry and government departments.
- ✦ Promote inclusion, expansion and excellence in education system as a whole by leveraging use of ICT and e-Governance.
- ✦ To develop universal e-Governance framework for higher education.
- ✦ To remove regional imbalances in access to higher education.
- ✦ To promote collaboration with International Community, Foreign Governments, Universities/Institutions and Regional, International Institutions for the advancement of universal knowledge and Intellectual Property Rights.
- ✦ To promote autonomy, innovations and academic reforms in institutions of higher learning.
- ✦ To provide opportunities of higher education to socially deprived communities and remove disparities by promoting the inclusion of women, minorities and differently-abled persons.

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## 1.5 KEY CHALLENGES OF IMPLANTING E-GOVERNANCE IN HIGHER EDUCATION:

- ✦ **Less Bureaucracy** – As digital information can move rapidly from liable office to another, without the need to wait for paper documents.
- ✦ **Cyber Crime** – Despite the efforts of government agencies to ensure the safety of citizens; personal data, e-governance websites are still liable to attack from hackers.
- ✦ **Infrastructure Cost** - An efficient e-Governance system requires all stakeholders or at least the vast majority to have access to the Internet. Therefore, Internet-enabled devices are essential to connect to government websites. In addition, universities / institutions need advanced servers and security systems to cope with vast amount of information and complex cyber threats. All these requirements constitute a costly investment.
- ✦ **Inaccessibility** - An e-Governance site that provides web based access and support often does not offer the potential to reach many users including those who live in the remote areas, have low literacy levels and exist on poverty line income.
- ✦ **Lack of Human interaction between Students and Staff** - They will miss out on the discussion and instructor feedback that characterized for credit classes and that makes such classes useful and valuable.
- ✦ **Technological Issues** - Some students may have trouble using e-Governance, if they have slow or erratic internet connection. Others may not have infrastructure as well they are not able to afford it.
- ✦ **Language and/or Cultural Barriers** - Although efforts are being made to make websites available in multiple languages, many are only available in English, limiting their usefulness to Non-English knowledge stakeholders. Additionally, not all resources are culturally appropriate for all stakeholders.



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## 1.6 BENEFITS TO STAKEHOLDERS OF HIGHER EDUCATION

Stakeholders of Higher Education	Benefits of e-Governance to stakeholders
Students	<ul style="list-style-type: none"><li>✦ Increase participation in education affairs.</li><li>✦ Better access to information and quality services for student.</li><li>Personalized login and Password for each student. d.</li><li>Substantial saving in time, cost and efforts.</li><li>Better Job opportunities and career advancement opportunities for good students.</li><li>Social connectivity for collaboration.</li><li>Students can access virtual lectures and webinars.</li><li>Students can solve their problems on-line like-examination queries, result verification etc.</li><li>Students can submit their feedbacks to university.</li><li>Improve means of education not only urban but rural student as well.</li></ul>



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<b>University</b>	<p>Improved Quality of service to students.</p> <p>Transparency in operations.</p> <p>✚ Increased efficiency of faculties and of administration processes.</p> <p>✚ Data can be accessed easily.</p> <p>Integrated e-Governance in education sector.</p> <p>✚ Saving of hidden operational cost.</p> <p>✚ Instant statistical report generation.</p> <p>✚ Students' data can be captured at source.</p> <p>✚ Helpful for NBA or NAAC accreditation.</p>
<b>Faculties</b>	<p>✚ To know the latest syllabi.</p> <p>✚ Communication to the business community for syllabi development.</p> <p>✚ On-line appointment of examination.</p> <p>Minimum faculties can set on line examination paper.</p> <p>✚ Sharing new concepts and ideas with faculties and business community.</p> <p>✚ To get on line help for certain topics with experts.</p> <p>Improve quality of services from Universities.</p>
<b>Industry</b>	<p>✚ Improved interactions with business and education.</p> <p>✚ To get quality and skilled employee.</p> <p>✚ Set syllabus as per industry needs.</p> <p>✚ Helps for better industry related research.</p> <p>✚ Recruitment with good performing colleges / Institutes.</p>
<b>Overall education system</b>	<p>✚ Long term impact on organization goals.</p> <p>✚ Improve education system.</p> <p>✚ Empowerment of faculties, students and encouragement of their participation in governance.</p>

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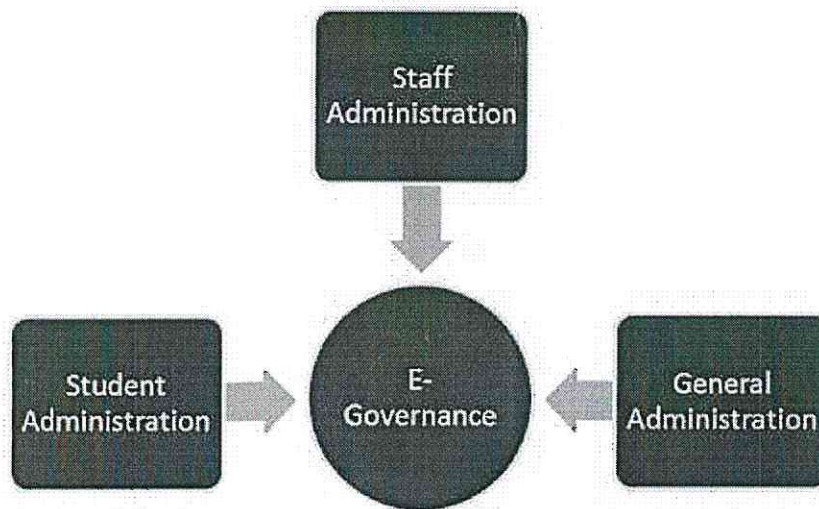
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## 2.0 E-GOVERNANCE INITIATIVES @UoP

E-Governance in University of Patanjali incorporates the latest in technology to bring an e- governance system that are necessary to successfully handle all of the challenges of running an educational institution. Automating every unit of an academic institution, it provides real time information processing and knowledge management. It is an integrated solution that facilitates the processing and maintenance of large volumes of information to its stakeholder. E-Governance in UoP has changed the way administration is being done now. The e-governance system is designed to make the system user-friendly, time saving and cost saving also. Many of them are flexible enough to adapt to the changing educational environment efficiently and quickly. UoP has established some E-governance initiatives on their own, the comprehensive e-governance solution would convert all such systems in place into common modules and integrate existing data and solutions with the new system in institute



**FIG: E-GOVERNANCE CYCLE**

University of Patanjali has implemented e-governance in the areas of operation of:

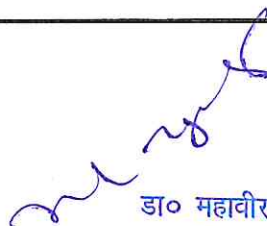
- ✦ Administration
- ✦ Finance and Accounts
- ✦ Student Admission and Support
- ✦ Examination

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## 2.1 IMPLEMENTATION OF E-GOVERNANCE IN AREA OF OPERATION OF ADMINISTRATION:

- ✦ The University authorities can implement full supervision of all service units in the office through the ERP software.
- ✦ The Administration communicates with Governing Body members as well as the teaching and non-teaching staff through email
- ✦ All important administrative information including notices is regularly published on the website.
- ✦ Biometric attendance for all staff members
- ✦ Fully automated, wireless office with 24x7 internet facility
- ✦ To achieve the target of Paperless IQAC, committee members of it started using Google facilities
- ✦ The University campus is equipped with CCTV Cameras installed at various places of need.
- ✦ ICT has been introduced in the Administrative work.
- ✦ WhatsApp Group helps to provide the brief notices of any event to be happened on University.
- ✦ WhatsApp Groups are also used for awareness and of smooth functioning of the same.



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## 2.2 IMPLEMENTATION OF E-GOVERNANCE IN AREA OF OPERATION OF FINANCE AND ACCOUNTS

- The accounts of the institution are maintained through the Tally software and ERP
- Financial matters are also dealt with Pay U Money for transaction purposes.

**UOP**  
Welcome  
Rahul singh

**Student Fee Generate**

Student

Course \* Semester \* Batch Start \* Batch End \*

B.Sc. in Yoga Science \* \* \* \* 2020 \* \* \* \* 2025 \* \*

**Generate Selected Student Fee.** **Generate**

Show 10 entries

Applicant Name	Semester	Roll No.	Enroll No.	Mobile	Email	Action
ADARSH	Sem-1	1129771	197525	9045377291	adarsh777@gmail.com	Generate Fee
ADARSH	Sem-1	1129772	197526	9045377292	adarsh777@gmail.com	Generate Fee
ADARSH	Sem-1	1129773	197527	9045377293	adarsh777@gmail.com	Generate Fee
ADARSH	Sem-1	1129774	197528	9045377294	adarsh777@gmail.com	Generate Fee
ADARSH	Sem-1	1129775	197529	9045377295	adarsh777@gmail.com	Generate Fee
ADARSH	Sem-1	1129776	197530	9045377296	adarsh777@gmail.com	Generate Fee
ADARSH	Sem-1	1129777	197531	9045377297	adarsh777@gmail.com	Generate Fee
ADARSH	Sem-1	1129778	197532	9045377298	adarsh777@gmail.com	Generate Fee
ADARSH	Sem-1	1129779	197533	9045377299	adarsh777@gmail.com	Generate Fee
ADARSH	Sem-1	1129780	197534	9045377300	adarsh777@gmail.com	Generate Fee

Showing 1 to 10 of 10 entries (filtered from 1,000 total entries)

Previous 1 2 3 4 5 6 7 Next

UNIVERSITY OF PATAKHA click here

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## 2.3 IMPLEMENTATION OF E-GOVERNANCE IN AREA OF OPERATION OF STUDENT ADMISSION & SUPPORT

- \* Student Admission is carried out through the Students Module of ERP.
- \* Customer Relationship Management (CRM) is also used for admission
- \* The University website act as a mirror of the University information. Admission and online transaction interfaces are provided on website. University is having a full time web developer and team members.

  
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## 2.4 IMPLEMENTATION OF E-GOVERNANCE IN AREA OF OPERATION OF EXAMINATION

- ✦ Examination Process are handled through ERP
- ✦ Filling of examination forms, obtaining admit cards, uploading of marks etc. everything is done in online manner. Academic cell of University Examination oversees the complete process of examination under the guidance of the examination controller of the institution

## CONCLUSION

The planning for efficient administration of educational of UoP, increasing Global communication skill, to achieve the world class standard it is necessary to have a improved collaboration and access to information available in Institution are possible only by introducing IT in Institute with E-Governance as a security for maintaining standard. Today the IT has become an integral part of life of the people in the world. It is the time to applying the skill for the betterment of Indian educational system as well. The e- governance needs security for smooth information flow, best practice database and enhanced capacity for information analysis etc. It requires completely new infrastructure, procedures, policies and working skills for producing and collecting online information. With the advent of ICT, electronic governance is an emerging trend to re-invent the way the administration works, becoming a new model of governance. Such a comprehensive and integrated system can also enable authorities to analyze the performance UoP with other Universities to identify the gaps.. This will allow all the low-performing colleges to reduce the gap with better performing institutes. It will be help in the betterment of the higher education in the country and increase the number of employable students. Education system can fully equip our children to meet the ever evolving demands in today's highly-competitive environment; the education system needs to be made more efficient and effective by implementing E-governance. It is high time our educators think in terms of imparting what is known as life-long education, or, more aptly, life-long self-education



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