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LUCKNOW PUBLIC COLLEGE
OF PROFESSIONAL STUDIES

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(Affiliated to University of Lucknow)

VINAMRA KHAND, OPP. KATHAUTA LAKE, GOMTI NAGAR, LUCKNOW. UP (INDIA)- 226010
Phone: +91-9044059024, +919235311061, 1800 123 6877

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Implementation of e-governance in areas of operation



ANNUAL E- GOVERNANCE REPORT

Principal
Lucknow Public College of Professional Studies
Vinamra Khand, Gominagar, Lucknow

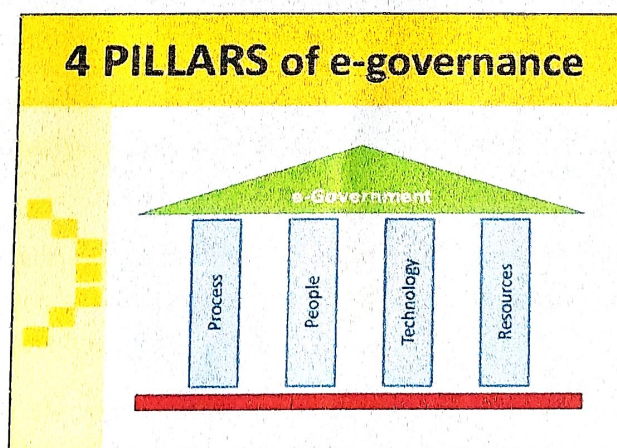
1. Introduction to E-Governance

1.1 Concept of E-Governance

One of the latest initiatives to establish good governance is electronic governance. Currently, the characteristics of electronic governance are observed in almost all developed and developing countries to facilitate the development process. Therefore, its importance in today's world is immeasurable. E-Governance can be defined as applying Information and Communication Technology (ICT) to provide services, information exchange, transactions, and integration of existing services with information portals. By applying ICT to College processes, a new paradigm shift has emerged in the field of governance.

Electronic governance is essentially the application of information and communication technology in college practices to achieve "simple, ethical, accountable, responsive, and transparent" (SMART) governance. Electronic governance enhances transparency, accountability, efficiency, effectiveness, and inclusiveness in government processes in terms of reliable access to the information within and between the colleges, at both national and international levels; among students, faculty and employees. Easy access and use of real-time information empower the college. The goals of electronic governance promote and improve the quality of governance and ensure that people participate in government processes through electronic means such as email, websites and SMS connections, and so on.

Electronic governance is not limited to college websites, emails, or financial transactions. Electronic governance is the use of ICT to guide members of the college towards efficiency and effectiveness. It recognizes the enormous potential of the university to serve the stakeholders; and includes the use of practical applications and ICT to provide efficient and cost-effective services, information, and knowledge to college members. It helps to establish correlations among the various stakeholders in the college. There are said to be **four pillars** of E-Governance:



- (a) **Process:** Use of ICT techniques to improve the efficiency of various processes being used at the college. It helps to make processes simple, more efficient and user friendly, sustainable and cost effective.

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- (b) **People:** People form an important pillar of E-Governance. It helps to create good visionary leaders. It helps to increase commitment and competency of people and to bring about a change management in the organization.
- (c) **Technology:** Technology makes the governance more reliable and secure. It helps to create an architecture which may be scaled to great heights.
- (d) **Resources:** E- Governance is implied on holistic application of resources. It makes the resources more efficient, service oriented, keeping in mind the adequacy and sustainability of resources.

The IT application has spread to almost all sectors in India including the education sector. Many Universities and colleges, both private and public implement E- Governance in their daily operational practices. Most of the colleges have their own digital portals to disseminate information and services to various stakeholders. The challenge with colleges in India is the lack of infrastructure, inappropriate funds, scattered government policies, obsolete syllabi, un-employability of graduate students and much more. It is majorly because; the prevailing system lacks efficient monitoring, evaluation, coordination with industry, and also proper use of ICT and E-Governance policies. Efficient implementation of E-Governance in education sector will resolve most of these problems. It has the power to provide good governance by cutting process cost and time, empowering stakeholders, and improving the overall administrative performance.

1.2 Functions of E-Governance in Higher Education

The concept of electronic governance has proven to be a powerful public service tool in today's world. Some of its features can be found by observing how electronic governance works.

1. **Abolition of bureaucracy:** Electronic governance narrows the gap between stakeholders and colleges and significantly reduces people's reliance on bureaucracy.
2. **E-Services:** Their main function is to provide services via the Internet. This allows students, faculty, management, and external agencies to stay connected.
3. **International Services:** Through electronic governance, we can provide students with all important services during uncertain times such as holidays, vacations, and blockages.
- 4 **Ratings and Feedback:** Strengthen the right to express the opinions of students and parents. With the help of electronic governance, anyone can share their opinions/feedback/complaints with the university/college
5. **Reduce Inequality:** Electronic governance tools allow anyone to gather information and empower themselves. In this globalized world, knowledge is power and electronic governance gives us the ability to provide relevant information with minimal cost, effort and time.



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Lucknow Public College of Professional Studies
Vinamra Khand, Gontinagar, Lucknow

1.3 Need of E-Governance

The implementation of electronic governance in the education system enables effective monitoring of academic standards. In order for the colleges to compete in the global higher education market, they need to embrace technological advances and use them as strategic tools that can transform education and business practices. Electronic governance in education makes it possible to use ICT to improve the delivery of education, information, and services. It encourages student participation in the decision-making process, makes management more transparent and effective, and provide colleges with new channels for educational involvement. Effective use of IT services in the education sector can significantly improve the efficiency of existing systems, reduce costs, and improve the efficiency of functions in various departments. In a broader sense, electronic governance in education uses electronic means to provide better service and information distribution to students and faculty.

The **need** for electronic governance is as follows:

1. Makes college information available to everyone for the public good.
2. Create a collaborative structure between the college and the student, get help and advice from the student, and draw the college's attention to the student's problems.
- 3 Increase and encourage student participation in governance processes.
4. Improving the college information and communication technology and electronic media will enhance the overall performance of the college.
5. Make the governance process transparent and accountable.

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1.4 Benefits of E-Governance



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The aim to implement E-Governance in education sector is to enhance good education. It provides better ways of communicating to the stakeholders including students, faculties and other interested parties. It improves efficiency, increases transparency and accountability of educational administrative activities, provides convenient and faster access to services. The benefits can be summed up as increase in efficiency of various departments and reduction in duplication of work. Preparation of reports become easier and quicker. Ragging/harassment of students is reduced. E-Governance provides easy online information and submission of forms and immediate payment of fee. The management, faculty members, students and administrative staff get connected to each other more easily; leading to enhanced efficiency in delivering service by the way of faster dissemination of information at reduced cost. Equal opportunity to access to information is provided regardless of one's physical location and physical disability thus removing distance barriers. It also leads to significant reduction of transaction costs, time, space, and manpower.

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

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

The possible **areas of implementation** of E-Governance in the educational sector are: -

E – Administration: It involves the use of ICT in order to improve administration processes and the internal working of the departments within the educational organization.

E-Services: The aim is to improve the delivery of services to students by providing interactive services. Some examples of interactive services are: teaching through ICT enabled tools, access to E-library resources, online admission process and submission of fee, and so on.

E – Engagement: It asks for greater and more active student, faculty and administration participation and involvement enabled by ICT's in the operational and decision-making process.

E– Management: Includes the use of ICT to improve the management processes and internal functions of departments within the college.

1.5 Role of E-Governance in Higher Education

The purpose of implementing electronic governance in the education sector is to promote good education. It provides a better way to communicate with stakeholders, including students, faculty and staff, and other stakeholders. It increases efficiency, increases transparency and accountability of educational administration activities, and provides convenient and prompt access to services. The benefits can be summarized as increasing the efficiency of different departments and reducing duplication of work. Creating reports is easier and faster. Reduces student affair/harassment. E-governance provides easy



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Lucknow Public College of Professional Studies
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online disclosure, form submission, and immediate fee payment. Management, faculty, students, and administrative staff can connect more easily, improving the efficiency of service delivery by delivering information quickly at low cost. It provides equal access to information and removes distance barriers, regardless of location or disability. It also significantly reduces transaction costs, time, space, and staff. Electronic governance is an important tool for university governing bodies. In general, management has the following advantages:

- Empower faculty and students and encourage them to participate in management.
- Transparency and absolute clarity of administration, administration and admission procedures and so on.
- Improve the efficiency of faculties and management processes.

1.6 Challenges of E-Governance

Electronic governance in higher education can reduce bureaucracy as digital transformation quickly transitions from one responsible agency to another without the need for proper documentation. Despite government efforts to secure personal information, e-government websites can be hacked by hackers. To establish an efficient electronic governance system, the majority of stakeholders need to be connected to the Internet, so they cannot connect to remote users or users with low literacy or poverty line income. In addition, colleges need sophisticated servers and security systems to manage large amounts of information and deal with complex cyber threats. All this brings enormous costs to educational colleges. Technical problems can also occur if the internet connection of administrators and students is slow and unstable. Also, overuse of ICT-enabled tools can reduce human interaction between students and staff. However, despite efforts to create multilingual websites, most websites are only available in English, creating linguistic and cultural barriers for stakeholders.

1.7 Benefits of E-Governance to stakeholders of Higher Education

Stakeholders of Higher Education	Benefits of E-Governance to higher education
Colleges	easy data accessibility
	real time statistical report generation
	electronic exchange of data with concerned parties
	reduced operational cost
	help in various Accreditations like NAAC, NIRF, etc.
Students	personalized login facility for each student to maintain privacy
	Increased participation in education affairs
	saving in cost, time and efforts
	job opportunities
	social connectivity for collaboration
	virtual access to lectures and seminars

	feedback and query solutions
	information and transaction services
Faculties	sharing of ideas with faculties and the education community
	biometric attendance
	online leave management and payroll system
	feedback and query handling
	online appointment as paper setter and evaluator
	connect with teaching fraternity and experts
Industry	better interaction between business and education sector
	set syllabus as per industry standards
	to get quality and skilled employees
	better industry related research
Overall education system	improved education system
	long term impact on organizational goals
	Empowerment of concerned parties and increased participation in governance of interested parties.

Planning to effectively manage higher education colleges, improve global communication skills, and achieve world-class standards requires improved collaboration and access to available information. This can only be achieved by adopting IT in education with electronic governance as a safeguard to maintain standards. With the advent of ICT, e-governance is reinventing the way governance works and becoming a new model for governance. This comprehensive and integrated system also allows authorities to analyze the grades of one of the highest performing colleges and identify gaps compared to other colleges. Through electronic governance, we can improve the quality of India's higher education system. Electronic governance can create transparency among college and students. It creates a new concept of governance in terms of both needs and responsibilities.


(Principal)

Principal
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