



LUCKNOW PUBLIC COLLEGE OF PROFESSIONAL STUDIES

6.2.3 - Implementation of e-governance in areas of operation Administration Finance and Accounts Student Admission and Support Examination

ANNUAL E- GOVERNANCE REPORT



1. Introduction to E-Governance

1.1 Concept of E-Governance

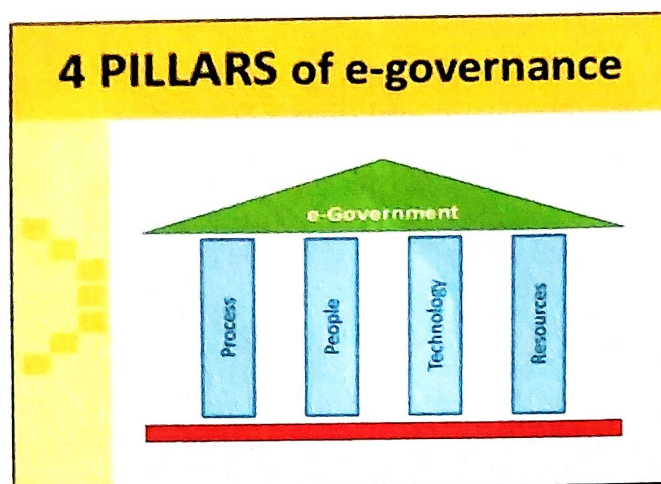
One of the most modern initiatives to establish good governance is e-governance. At present, the features of e-governance are observed in almost all developed or underdeveloped and developing countries for fostering their developmental process. So its importance in today's world is immense. E-Governance can be defined as the application of information and communication technology (ICT) for providing institutional services, exchange of information, transactions, integration of previously existing services and information portals. The "e" in e-Governance stands for 'electronic'. A new paradigm shift has been developed in the field of governance by the application of ICT in the processes of governing called Electronic-Governance or E-Governance.

E-Governance is in essence, the application of Information and Communications Technology to government functioning in order to create 'Simple, Moral, Accountable, Responsive and Transparent' (SMART) governance. E-governance raises the transparency, accountability, efficiency, and effectiveness and inclusiveness in the governing process in terms of reliable access to the information within organization, between organizations; at national and international levels between students, faculties and staff. It empowers the institution through easy access and use of information in real time. The aim of the e-governance facilitates and improves the quality of governance and ensures people's participation in the governing process through electronic means like e-mail, websites, SMS connectivity, and So on.

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E-governance is not just about the institutional websites or e-mail or financial transactions. E-governance is about the use of ICT for steering the members of the institution towards efficiency and effectiveness. It includes a pragmatic application and usage of ICT for delivering efficient and cost effective services and information and knowledge to the members of the college, thereby realizing the vast potential of the college to serve the concerned people. It made correlations between different concerned parties of 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.
- (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 institutions have their own digital portals to disseminate information and services to various stakeholders. The challenge with educational institutions 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 current 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

It has been proven from the concept of e-governance that it is a powerful means of public service in the present era. Some of its features can be found by observing the functioning of e-governance.

1. **Abolition of bureaucracy:** Due to e-governance, the gap between the stakeholders and the institution is narrowing and the dependence of the people on the bureaucracy is also greatly reduced.

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2. **E-Services:** Its main feature is the provision of services through the Internet. As a result, students, faculties, management and outside bodies can stay connected.
3. **International Services:** Through e-governance, all the essential services can be delivered to the students during leaves, holidays, vacations and also uncertain times like those of lockdown.
4. **Rating and feedback:** It enhances the right to express of the students and parents. Using the means of e-governance anyone can share their views/ feedback/ grievances with the college.
5. **Reduce inequality:** Using e-governance tools everyone can gather information and empower themselves. In this globalized world, knowledge is power, and e-governance empowers us by providing relevant information at minimal cost, effort, and time.

1.3 Need of E-Governance

Implementing e-governance in educational systems will enable effective monitoring of academic standards. If higher educational colleges are to compete in a global higher education market they must introduce the technological advancements and use them as a strategic tool, capable of transforming educational and business practices. E-governance in education sector allows use of ICT with the aim of improving education, information and service delivery; encourage student participation in the decision making process, making administration more transparent and effective and give colleges a new channel of educational deployment. The effective use of IT services in educational sector can greatly enhance efficiency of the existing system, decrease the costs, and increase efficiency in the functioning of various departments. In a broad sense e governance in educational sector provides better service delivery and the distribution of information to students and faculties using electronic means.

The need of E-Governance is as follows-

1. Make college information of the college available to all in the public interest.
2. Create a collaborative structure between the college and the students and to seek help and advice from the students, to make the college aware of the problems of the students.
3. To increase and encourage student's participation in the governance process.
4. To improve the college's information and communication technology and electronic media, this strengthens the overall efficiency of the organization.
5. To establish transparency and accountability in the governance process.
6. To reduce the overall spending on information and services.

1.4 Benefits of E-Governance

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 becomes 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 the 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.

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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 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 ICTs in the operational and decision-making process.

1.5 Role of E-Governance in Higher Education

Higher education is generally understood to cover teaching, research and extension. It seeks to cultivate new knowledge, provide right kind of leadership to help students identify and develop their potential, cultivating right interests, attitudes, morals and intellectual values.

Despite India being the largest higher education system in the world, the quality of education cannot be claimed to be the best. It is due to the lack of proper infrastructure, real time monitoring mechanism, lack of proper funds and so on. Implementation of E-Governance is a way to improve the quality of higher education. It will enable effective and real time monitoring by regulatory bodies and the stakeholders (including the management, students, parents and society). It helps to improve the operational efficiency in various processes like grants, approval processes, feedback mechanism, and communication and so on. Apart from satisfying the needs of students by making them more employable, it helps to combat possible competition from other institutions as well.

1.6 Challenges of E-Governance

E-Governance in higher education may lead to less bureaucracy as digital transformation moves rapidly from one liable office to another, without the need of proper documentation. Despite the efforts from the government agencies to ensure safety of personal data, e-governance websites can be hacked by hackers. Setting up of an efficient e-governance system requires majority of stakeholders to have internet connection and hence cannot connect users in remote areas or who have low literacy levels or exist on poverty line income. Also, institutions need advanced servers and security systems to manage large amount of information and deal with complex cyber threats. All these lead to huge amount of cost for the institution. There might also be technical glitches if management or students have slow and erratic internet connection. Also, too much use of ICT enables tools might lead to less human interaction between students and staff. Although efforts are made to make multilingual websites, but most websites are available in English only thus posing language and cultural barriers for the stakeholders.

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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 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 for efficient administration of higher educational institutions, increasing global communication skill, achieving world class standards, makes is necessary to have an improved collaboration and access to information available possible only by introducing IT in Educational Sector with e-governance as a security for maintaining standard. With the advent of ICT, electronic governance is an emerging trend to re-invent the way the government works, becoming a new model of governance. Such a comprehensive and integrated system can also enable authorities to analyze the performance of one of the best performing colleges and compare it with other schools and colleges to identify the gaps. Through e-governance we can improve the quality of higher education system in India. E-governance can create the transparency between the universities, colleges and students. It will bring forth, new concepts of governance, both in terms of needs and responsibilities.


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2. E-Governance at Lucknow Public College of Professional Studies

AREAS OF E-GOVERNANCE	METHOD	Name of the Vendor with Contact Details	YEAR OF IMPLEMENTATION
ADMINISTRATION	WEBSITE- COURSE, SYLLABUS, NOTES, OTHER INFORMATION	Alles Enterprises; Contact: EIV/312, Sector M, Aliganj, Lucknow; Ph: 9889537334, E-mail: allesenterprises16@gmail.com	2009
	BIOMETERIC	M/S Atom Enterprises: C-1/342, Sector -G Jankipuram Lucknow - 226020, E-mail: lucknowdigital@gmail.com Tel. 8953204848	2014
	CCTV	Atom enterprises C-1/342, Sector G, Jankipuram, Lucknow. Contact: 8953204848 E-mail: lucknowdigital@gmail.com	2012
	INTERNET CONNECTION	Vardaan Netservices Pvt. Ltd.; Contact: 2/299, Vivek Khand, Gomti Nagar, Lucknow. Ph: 9838156565; E-mail: netorious.vardaan@gmail.com / Reliance Retail Limited, Third floor, Court house, Lokmanya Tilak Marg, Dhobi Talao, Mumbai	2010
	ERP-ESAARTHI	Elphabit solution. H No 643/154/6 Shankarpur colony, Near Eldeco Eternia, Madiyaon,	2020
	E-FDP	Not Applicable	2020
	LMS-KOHA	Informatics Publishing Limited; Contact: No. 194, R.V.Road, P.B. No. 400, Basavanagudi, Bangalore - 560004; Ph: +91-80-40387777; E-mail: info@informaticsglobal.com	2019
	J-GATE	Informatics Publishing Limited; Contact: No. 194, R.V.Road, P.B. No. 400, Basavanagudi, Bangalore - 560004; Ph: +91-80-40387777; E-mail: info@informaticsglobal.com	2019
	E-book	NEW AGE International Pvt Ltd, Contact 7/30A, Daryaganj, New Delhi 110002, Tel no 011-23253771, email- contactus@newagepublishers.com	2021
FINANCE AND ACCOUNTS	TURNITIN	Catalyst; Contact: 24/36, Birahana Road, Kanpur - 208001; Ph: 7379601385.	2021
	LPS FEE MANAGEMENT SYSTEM SOFTWARE	Alles Enterprises; Contact: EIV/312, Sector M, Aliganj, Lucknow; Ph: 9889537334, E-mail: allesenterprises16@gmail.com	2016
	NEFT/CARD SWIPE/ONLINE	Not Applicable	2019

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	PAYMENT		
STUDENT ADMISSION AND SUPPORT	WEBSITE-ONLINE INFO OF COURSES, ADMISSION	Alles Enterprises; Contact: EIV/312, Sector M, Aliganj, Lucknow; Ph: 9889537334, E-mail: allesenterprises16@gmail.com	2009
	ERP-ONLINE ENTRANCE	Elphabit solution. H No 643/154/6 Shankarpur colony, Near Eldeco Eternia, Maduyaon,	2020
	BIOMETRIC ATTENDANCE	M/S Atom Enterprisses: C- 1/342, Sector -G Jankipuram Lucknow - 226020, E-maid :lucknowdigital@gmail.com Tel. 8953204848	2022
	ICT PROJECTORS	Atom enterprises C-1/342, Sector G, Jankipuram, Lucknow. Contact: 8953204848 E-maid :lucknowdigital@gmail.com	2015
	ICT FOR NOTES	Alles Enterprises; Contact: EIV/312, Sector M, Aliganj, Lucknow; Ph: 9889537334, E-mail: allesenterprises16@gmail.com	2015
	ALUMNI REGISTRATION	Alles Enterprises; Contact: EIV/312, Sector M, Aliganj, Lucknow; Ph: 9889537334, E-mail: allesenterprises16@gmail.com	2021
	ENQUIRY FORM	Alles Enterprises; Contact: EIV/312, Sector M, Aliganj, Lucknow; Ph: 9889537334, E-mail: allesenterprises16@gmail.com	2009
	STUDENT FEEDBACK FORM	Alles Enterprises; Contact: EIV/312, Sector M, Aliganj, Lucknow; Ph: 9889537334, E-mail: allesenterprises16@gmail.com	2009
	STUDENT GRIEVANCE FORM	Alles Enterprises; Contact: EIV/312, Sector M, Aliganj, Lucknow; Ph: 9889537334, E-mail: allesenterprises16@gmail.com	2009
	TRANSACTIONAL SMS	Muzztech Management Services; Contact: Office No. - 102, Gemini Apartment, 529/025, Kamla Nehru Nagar, Lucknow - 226022; Ph: 0522-4938203.	2021
	OPAC	Informatics Publishing Limited; Contact: No. 194, R.V.Road, P.B. No. 400, Basavanagudi, Bangalore - 560004; Ph: +91-80-40387777; E- mail: info@informaticsglobal.com	2020
EXAMINATION	INTERNAL EXAMS (MCQs) ON ERP	Elphabit solution. H No 643/154/6 Shankarpur colony, Near Eldeco Eternia, Madiyaon,	2020
	INTERNAL MARKS ON ERP	Elphabit solution. H No 643/154/6 Shankarpur colony, Near Eldeco Eternia, Madiyaon,	2020

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