Internal Quality Assurance Cell (IQAC)

Best Practice
7.2.1. NAAC AQAR 2021-22

1. Title of the Practice

Transition to e-governance for smoother and efficient institutional administration

2. Objectives of the Practice

- To facilitate and ensure smooth and prompt governance.
- To facilitate multicampus ethos of the University.
- To digitise and maintain institutional records and memory.
- To transition to paperless and cost-efficient governance.
- To foster transparency and accountability across the mechanisms.

3. The Context

In the past about two-years the Covid 19 pandemic has impacted educational institutions across the globe. The impact of the pandemic has been unprecedented on educational institutions and has highlighted the need for rethinking the governance and functioning of the systems. Through this experience, the University has reflected on and identified the need for integrating technology in the mainstream of the University processes across different aspects including administration and governance, through e-governance. A transition in higher education has been a longstanding need and policy suggestion that has been re-emphasised in NEP 2020. Such transition is recommended with a view to fast-pace institutional mechanisms overcoming the hurdles of bureaucratic delays. The multi-campus context of the University is an added reason for identification of this need.

4. The Practice

The University has systematically worked throughout the year towards automation and digitisation of its administrative processes. The University has implemented the SAMARTH (Smarter Automation Engine for Higher Education Institutes) Project, which is a University

Information Management System, developed by Delhi University in collaboration with the Ministry of Education, Government of India. This futuristic initiative is intended to make the administration of academic as well as other processes more efficient in the post pandemic context. The implementation of SAMARTH is planned in a staggered manner with first transition taking place in 2021-22 with the routine tasks such as leave management and gradually including all processes. Systematic awareness and training sessions were conducted for staff and faculty members for transitioning to SAMARTH on various aspects. Tutorials and user-manuals were created and uploaded for the faculty and staff members.

5. Evidence of Success

The implementation of e-leave management has made it possible for the members of faculty and staff to apply for all types of leave without needing to initiate any paper documentation. The University has successfully and completely shifted to paper-less leave management and approval system. This success has encouraged the University to initiate the process of deploying SAMARTH as a one-point repository and solution for varied data needs, including that for ranking, accreditation, annual report, and reports sought by the governments from time to time.

6. Problems encountered and resources required

Transition to e-governance has taken time as different groups and individuals had different levels of familiarity and orientations towards use of technology. While the implementation of leave management was generally smooth, the transition in the case of more complex aspects such as performance appraisal may take some more time and require constant support and monitoring.

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