

# **E- Governance Policy**





# **E-Governance Policy**

The main goal of having e-governance in the university is to provide transparency, quick information, dissemination, improving efficiency of services in all the spheres of administration and academics.

To realise the dream of being a pace setting institution, globally, GLA University is committed to smoothen the whole process of record keeping and data sharing in the various activities in all spheres, like, Administration, Examinations, Finance and Accounting, Admissions and Student Services and be technologically modern. All those six sections have an independent computerised database which is diminishing the usage of paper day by day. Strategically implementing completely automated administrative work flow enhances productivity, effective data storage and faster retrieval of information at all of hierarchy. Comprehensive implementation of electronic mode of communication among all departments/sections of the University viz., Academics, Administration, Finance & Accounts, Admissions, Examinations, Library, Support services etc., will strengthen the Internal Quality Assurance Cell (IQAC) and create a centralized data management system to support the Accreditations like NAAC, NIRF etc.

The GLA website is updated regularly with important information like circulars, notices etc. so that any stakeholder can reach the necessary information any time anywhere. Parents, students and staff get the benefit of the automated SMS feature through which their attendance, academic performance, training programs, event schedules, examination schedules, holiday information and other essential information are communicated.

The implementation areas of this ERP policy have been divided into various sections for convenience but the policy is applied to other areas which are not enlisted.

# Preamble

Most of the activities of GLA University are carried out using the GLA Management System (GLAMS). It provides smooth facilitation from admission application processing to final marksheet processing. Information access to various functions to stakeholders available based on their access rights. The online fee payment facility is also part of the system along with Student registrations for courses in every semester, online attendance posting by faculty in every class, sending day wise absent information to parents, provision for entry of continuous assessment marks, end semester evaluation etc., The Modules available are given below along with a flow chart of some modules.

Implementation of e-governance in areas of operation (In-house developed)

1.	The following are the listing of major modules integrated with the solution:
	Admission Management
	Session/Academic Management
	Fee Management
	Student Online Activity Portal
	Examination Management
	Faculty Activity Online Portal
	Alumni Activities
	Training Placement Management System
	Discipline/Proctorial Management System
	Library (KOHA) Integration
	Human Resource Management System
	Payroll Management System
	Hostel Management System
	Transport Management System
	Financial Accounting System
	Purchase/Receiving/Inventory Management System
	Health Management (Aarogyam)
	Guest House Management System
	Fire & Safety Management System
	Sports & Event Management System

□ Grievance Management System
□ Postal Management System
□ GLAMS Mobile App

#### 1.1. Admission Management

- Live Integration with Entrance Exam Process
- Admission Details, Profile Generation & Registration Entry
- Enrolment Number/ File Number/ Admission Number Allotment
- Fee Allocation and Submission through Online/Offline mode.
- Document uploading, validation & verification.
- Online Scholarship Management
- Integrated messaging service for various activities and pending
- Admission Reports, Analysis and many more customized report

### 1.2. Session/Academic Management

- Simplification of process with easy to use environment
- Management of current & previous academic session details
- Details of Subjects, Credits, LTP Scheme and syllabus for each Course/Semester
- Load distribution based on course structure.
- · Course/Branch/Year wise student details
- Mapping of Subjects to various course, branches and years
- Section & Register Creation
- · Assignment of Elective Papers
- Mapping of various batches for Lecture/Tutorial/Laboratories
- Allocation of batches to respective faculties
- Preparation of Lecture Plan for each subject and topic need to cover.
- Extensive set of customized reports.

#### 1.3. Fee Management

- Dynamic Fee Heads
- · Fee Structure For

Academic Year/Program Wise/Year Wise With multiple quota handling Individual Student Fee Structure Allocation

- Fee Waiver/Scholarship, Fine Collection & approval for delaying payments
- Fee collection methods

Online: Net Banking, Credit Card and Debit Card.

Offline: Cash, Cheque, DD & ECS.

- Fee refund/settlement
- Payment List/ Dues List
- Automatic Email & SMS facility for dues and pending
- Various MIS/Customized reports

# 1.4. Student Activity Portal

- Personal Information View/Edit
- Resume Building
- · Various feedback activities

Academic Feedback, University Feedback, Departmental Feedback, PDP Feedback

Other feedback as per requirements

- Calendar, Event & Notices
- Fee Payments/Receipts

Online: Net Banking, Credit Card and Debit Card.

Offline: Cash, Cheque, DD & ECS.

- · Training & Placement Activities
- · Problem/Suggestions
- Session/Teaching Plan
- Academic Registration/Summer Exam Registration
- Hostel Booking & Management
- Student Profile

Attendance Progress Report, Term Progress Report, Final Result, Library Issue/Pending, Classes Time Table, Assignment Submission & Evaluated Report, Notes Viewer, Mess Payments/Consumption, Disciplinary Actions

# 1.5. Examination Management System

- For Administrator
- For Controller Of Examinations
- For Head Of The Departments
- For Head Examiner
- For Tabulator
- For Students
- Customized Reports For Management

# 1.6. Faculty Activity Portal

- · Online tracking of entire activities
- Student Attendance Management
- Time Table Management
- Efficient utility to manage notices, assignment & notes on Individual basis
- Customized set of Reports & Updates regarding ward
- Effective & Timely communication of through various activity panel
- Knowledge Interaction with other guardians
- Savings from phased-out legacy systems
- Streamlines Education Processes
- Automates Important Functions
- Big Savings in Person-hours as well as Increases Revenue

1.7. Alumni Management System

- Maintain the alumni Database-update his/her personal/work profile
- Mailing facility- University to Alumni, Alumni to Alumni and vice-versa
- Take the appointment before reaching the University to save the time
- News/ Event Forum
- Online Registration of Alumni
- Online chatting
- Alumni Locator
- Alumni give their valuable feedback.
- Admin analysis every activity of the ALUMNI
- Message and E-mail services for notifications

# 1.8. Training and Placement System

- Branch wise List of students for training
- Training Letter submission online
- Online collection of various placement activities
- Receipt/Certificate or evaluated marks by Industrial organization
- Maintain the recurring corporate addresses
- Selection Criteria check

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Various regress reporting services for managing the placement growth

1.9. Discipline/Proctorial management System

- · Easily document disciplinary incidents with any amount of detailed information you need to record.
- View and enter discipline data on your from anywhere inside/outside the campus.
- Instantly access any student's complete disciplinary history when speaking with parents.
- Create customized reports containing multiple discipline incidents. Include statistical analysis of discipline data to track trends.
- Easily produce lists and tallies, such as students with excessive infractions, infraction and penalty lists, and detention attendance lists.

# 1.10. Library (KOHA) Integration

- Automatic account creation patron from GLAMS to KOHA
- Instant updates with live status
- Barcode scanner friendly
- Support multiple library branches.
- Library visit through user account without library visit
- ID card Integration with KOHA
- IN/OUT entries at each gate through we can analyze the area or interest of student
- Access from anywhere using any internet-enabled device
- Maintain the library records with many customized reports

# 1.11. Human Resource Management

- Extremely User Friendly
- Feature Rich Social HR

Employees Self Service

Resume/Application through online/offline

Short listing on behalf of Predefined Rules of University

Formation of Interview Committee

Design recruitment phase i.e. online test marks, Personal Interview and Demonstration

Keep the record of each phase for later use

Generate the Joining Letter

Joining of Staff Member, Issue ID card, Register Biometric Data etc.

Monitoring the shortage of attendance

Integrated Leave control system

Online Documents Management

 Automate the workflow of human resources management and provide 'single window' services to employees

Employees Attendance / Biometrics

Salary preparation

- Staff, Business Line Managers and Employees to manage their responsibilities effectively across all departments
- Provision for timely & reliable management information relating to human resources for effective decision making within an organization

Enhance Information Exchange and Sharing

- Facilitate Planning and Training of Human Resources
- Effective Feedback on Training/ Knowledge Acquisition

Extensive Report Generator

# 1.12. Hostel Management System

Hostel management simplified

Rooms and bed allocation made easy

Complete Mess management

 Disciplinary log maintenance Setting up fees as per the facilities in the hostel

- Hostel and mess fee integrated with fees management module for automated fee calculation
- Provision for Hostel vacating / change management

Final account details

Biometric Attendance for Attendance as well as for Mess Bill/DPR

Send the messages to their parents on any absences, Outing or Returning, or any activity.

Online Leave Application and approval

Grievance Regarding Civil, Electrical, Mess etc

Mailing and messaging services on each event.

Monitoring System for Hostel staff as well as for student

Guest Monitoring

Other Club Activity

# 1.13. Transport Management System

- Data Collection for vehicle online
- Maintain driver information

View information about various registration and allotment in the system

Maintain user permissions

- · Agreement Papers, Driver Data Collection, Vendor Data Management, renewal of AMCs, GPRS tracking
- Generate Vehicle card like BAR CODE/RFID or MIFARE etc.
- Online Vehicle Booking
- Payments
- Maintenance
- Expenditure of Each Vehicle
- IN/OUT entries of all vehicles
- Various regressive customized analytical reports for managing resources

# 1.14. Financial Management System

- Quickly gain a more complete and accurate picture of your business.
- Management of general accounting procedures
- Management of day to day Cash Flow
- Management of expense
- Manage the budget
- Various integrated services to check pending status
- Efficient management of time and work
- Online Approvals and Payments
- Advanced reporting
- Reduced the paperwork
- Data Integrity
- Keeping all payments and receivables transparent
- Amortizing prepaid expenses
- Depreciating assets according to accepted schedules
- Keeping track of liabilities
- Integrated email and messaging services to manage the financial services smoothly
- Coordinating income statements, expense statements, and balance sheets
- Keeping all records up to date

# 1.15. Health Management System (Aarogyam)

Automated record mapping with GLAMS

 Easy to use and favorable designed work flow starting from visiting the Aarogyam till the prescription and consultancy.

Customized panel for each and every used of Aarogyam.

- Aarogyam helps to organize and align patient data to the specific quality metrics you're held accountable for.
- Analyze data to identify and test the most effective means for engaging different types of patients.

Provision for keeping medical history of patient

- Customized dashboards and analytics to track and manage various kinds of users, patients, and outcomes.
- Separate login of all kind of user line Doctor, Compounder, Nurse including Patients.
- Print prescription and patient visits history with auto-populated information

Extensive reporting

Keeping all records up to date

# 1.16. Guest House Management System

Integrated with GLAMS

Secure Online booking with hassle free service.

Fast & friendly service for University staff

- Diary to manage bookings, easy to open and close dates/timings
- Easily manage and edit guest details, bookings and availability.

Automatic updates across multiple booking channels.

- Invoice to the users instantly and email it there and then.
- Live monitoring of availability of rooms in various Guest House

Direct bookings from your University account page.

Email/Message notification of bookings/cancellations instantly.

Customer reviews and their feedbacks during departure.

- Integrated services for catering department for meal & hospitality on every booking
- Lots and lots more, minimum stays, check-ins, cleaning reports, statements, customer export... much, much more...

# 1.17. Fire & Safety Management System

Secure, user-friendly, online fire safety management system.

Fully customized to meet specific reporting requirements

Provides constantly updated, real-time, fire safety management information

• Can be used for single or multiple buildings

Access your information 24/7

 Fire risk assessment and other documents can be uploaded in both electronic and hard copy formats

Provides a demonstrable and visible audit trail with its user, time and date stamp feature

Automatic Email & Messaging services assessment and training.

• Real-time compliance charts or graphs (by region, property or manager) can be produced from action reports.

# 1.18. Sports & EVENT Management System

- League Administration & Management
- Real-Time Team Building
- Team Information & History

Assign Your Referees

- Control Registration Policies
- Manage Volunteers
- Scores & Standings
- Sports Equipments Issue / Return provisions
- Sports Stock maintenance
- Automatic Notifications
- Real-time reports for various activities can be produced from action reports

# 1.19. Grievance Management System

- Easy to learn and lodge complain procedure.
- Pre-customized solution accelerator built on Case Management Framework
- Underlying core rule engine based on policies and procedures
- Seamless intake of grievances from multiple sources through customized forms
- Schedule Interviews, appointments and capture meeting minutes
- Rule based triage of Employee/Student/Staff Grievances
- Track your complaint on Real-Time Basis.
- Review History and case pattern analytics for better decision making
- Mobility support

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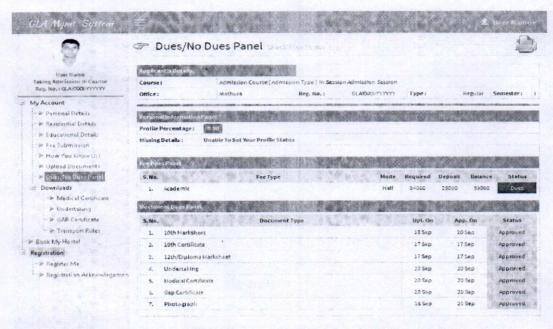
- Status of complaint through mail and message
- Summary Report of grievances according to session

# 1.20. Postal Management System

- · Generate address bank.
- · Initiate postal by sender
- Manage postal center budgeting and processing from one central location.
- Consolidate data from multiple systems and make it actionable information.
- Collect, track and manage postal expenses for your entire University
- Prepay and get postage credits.
- Review History for better decision making
- Summary/Status monitoring of different activities

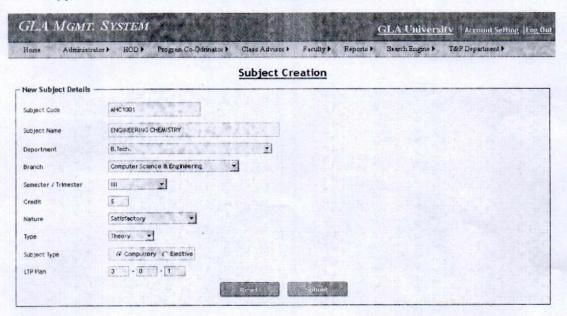
#### 2.1 Admission Management

This module incorporates various admission related activities like Registration Entry, Admission Entry, and Enrolment No. Allotment etc. including their supportive reports like Fee Structure Report, Semester Wise Subjects Report, Payment/Receipt Report or ID-Card and many more....



#### 2.2 Session/Academic Management

This module allows the administrator and supportive users to manage the various activities related with academic processes. It helps to accommodate and generate various master type data such as course curriculum and their structure.





#### 2.3 Fee Management

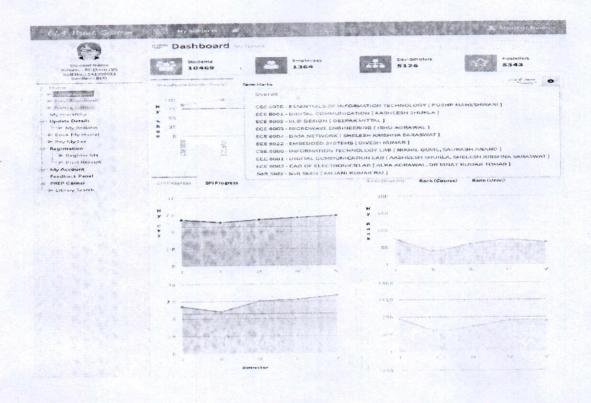
This is an important module which is responsible for handling the process of Fee collection from the students as well as the fee for all sorts of admission test and other academic/non-academic activities.

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#### 2.4 Student Online Activity Portal

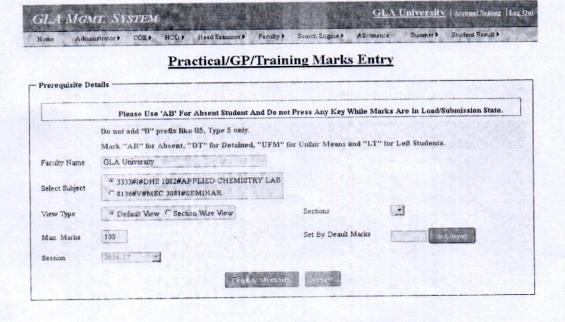
Student information has never been so easy to manage. This interactive module work with the database of student information that is easily accessible and always available for qualified students. It ensures that all the information associated with students must be available to the student includes basic information including address, sibling names and grades, parents, and contact information.

This portion of GLAMS ERP module creates a transparency between students and university activities. It provides various kind of associated information to the student such as their dues and payment, registration, attendance progress, term and final examination results, residential information and other academic related.



# 2.5 Examination Management System

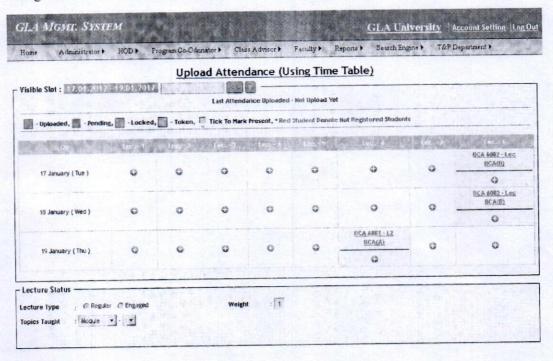
The Examination Management Module allows managing the stations and centre for conducting the examination. The paper checker and papers setters' information in kept secret. The degrees and result records are managed. The payments of supervisory staff are also managed here.





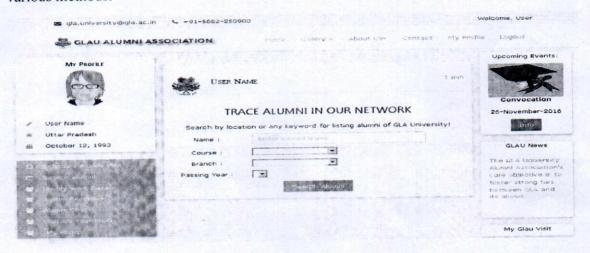
# 2.6 Faculty Activity Online Portal

The Online Faculty Activities Portal utilizes the Digital Measures Activity Insight component to organize, track and report on faculty accomplishments. It provides the facility to manage all the activity related to academics i.e. Attendance uploading, Assignment evaluation, follow the lecture delivery plan etc.



### 2.7 Alumni Management System

Alumni are one of the important key stonesof the organisation. Our alumni management module system provides the opportunity to build up a strong network with students, faculty and potential employers. It provides an online platform to connect the alumni with various methods.

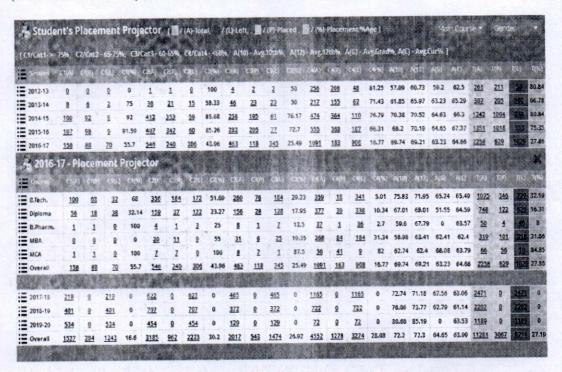




# 2.8 Training and Placement System

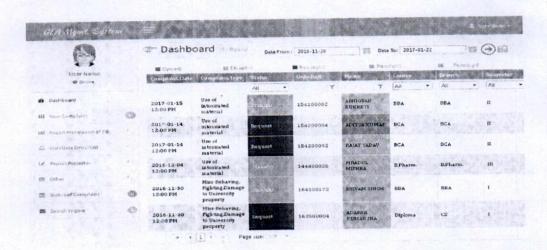
Online Training and Placement System automates activities of training and placement cell provides opportunities to the student community to use collective intelligence to increase selection ratio and eases out process of creation of management information automatically. Authorizing and communicating about the various job openings to the student community, managing the corporate relationship for inviting them for the placements as well other activities, creating the placement metrics, monitoring the progress of the selection process and communicating with different users.

TPS system provides the module like Student (Current Student/ Alumni), Administrator (TPO/TnP Staff/ Departmental Staff), Company and Forum.



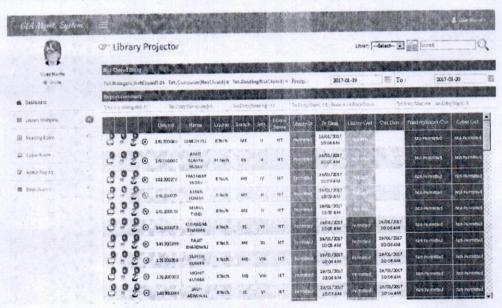
# 2.9 Discipline/Proctorial management System

GLA University ERP comprises a Proctorial Management module simplifies the difficult and time-consuming task of tracking student behaviour and helps improve discipline by ensuring that students are held accountable for their actions. This keeps document and track disciplinary incidents, maintain related records, notify parents of infractions, and produce reports, notices, forms, and other documents. This module is idealized and packed with features that help you handle discipline-related tasks efficiently.



# 2.10 Library (KOHA) Integration

KOHA is the first free software library automation package. In use worldwide, its development is steered by a growing community of users collaborating to achieve their technology goals. GLAMS ERP has an integration facility with KOHA (Open Source) used for Library management. This module helps to integrate various information of patron as well as monitoring their live status through integrated communication model with KOHA. Library staff can recognize the books or other things happened at the gate with IN/OUT entries. Student or staff can visit the library through GLAMS account.

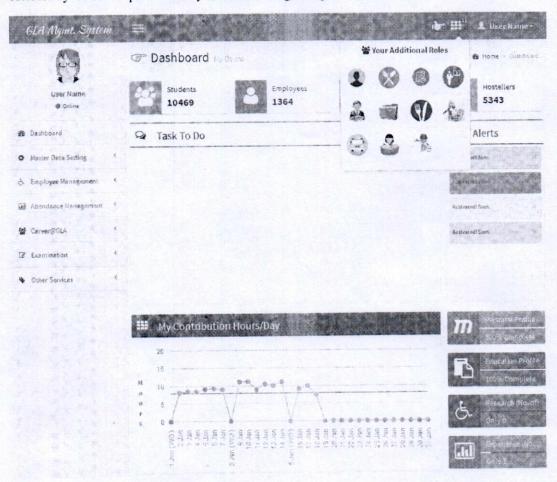


### 2.11 Human Resource Management

HR module covers entirely from "Hire" to "Retire" for the most important asset in University – i.e. employees. This module will make it easy for your HR team to start managing your HR effectively and efficiently. It is an indispensable tool not just for HR but for the entire University. It facilitates all functions of the Human Resource Department that deals with recruitment, employees' management, payroll, performance,

training etc. In fact, this can be used to simplify the daily tasks involved in the HR Department.

It acts as a bridge between human resource management and information technology. It allows enterprises to automate many aspects of human resource management, with the dual benefits of reducing the workload of the HR department as well as increasing the efficiency of the department by standardizing HR processes.

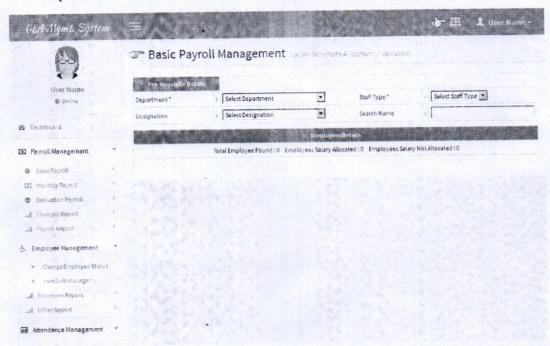


# 2.12 Payroll Management System

The Payroll Management System deals with the financial aspects of employee's salary, allowances, deductions, gross pay, net pay etc. and generation of pay-slips for a specific period. The outstanding benefit of Payroll Management System is its easy implementation. Other advantages of Payroll Management System are its extensive features and reports.

This is a comprehensive payroll module that maintains salary information and settings, taking inputs from various sources and produces 100% accurate payroll. It helps build

employee morale & satisfaction & enhances the University's image and brand. This module produces extensive reports that satisfy internal and external requirements.



### 2.13 Hostel Management System

Managing a hostel is a tedious task and GLAMS introduce its hostel management module and serve it as practical approach through helps the management to completely administer the boarding functionalities. It allows easily managing and controlling the various aspects such as hostel applications, registrations and admissions, allotment of rooms, blocks, fees, mess, complaints, request, correspondence and discipline.

# 2.14 Transport Management System

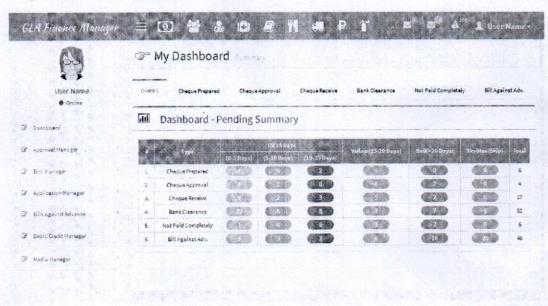
Transport management system module facilitates interactions between user and transport section. It helps the transport section to manage/planning for the resources management properly. Through this module, the user can easily book the vehicle online and transport section can provide the resource without any process delay.

# 2.15 Financial Management System

Deals with the complexities of financial accounting and its reporting, has everything as a University's Business Manager needs to operate efficiently, including sophisticated financial reporting.

Financial management module is used by to manage their accounting needs. This module accelerates financial close, provides strong expense management, offers streamlined and auditable revenue management and ensures complete real-time visibility into the financial performance of the University. This seamlessly integrates with all order management, inventory, and ecommerce functions to streamline critical business processes, such as quote-to-cash, enabling everyone to work from a single source of finance, sales and customer data.

Is helps to work with University's ledger & General ledger, Accounts receivable, Accounts payable, Bank reconciliation, Budget, Income & Expenditure A/C, day book, Bank/Cash payment, Cash receipt/Bank receipt, Journal voucher cum voucher printing, Trail balance, Modification of voucher, Facility to combine departments, Balance sheet & all general accounting features.



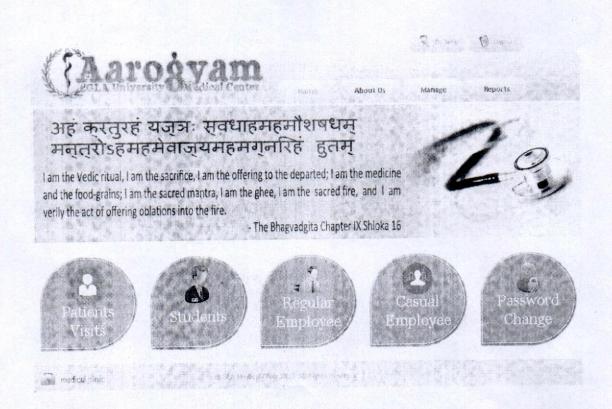
#### 2.16 Stock/Inventory Management System

Inventory module designed and published with GLAMS has tons of useful features: add inventory, take returns, record sales and damaged goods. Manage users via a tiered access

model while you administer locations, physical areas/shelves, manufacturers and preferences. And get valuable information about inventory turnover through our reporting module. This part of GLAMS ERP manage the online inventory that won't limit the number of items, locations and users you need to run as well as keep all kind of tracking records from beginning till issuing of goods.

# 2.17 Health Management System (Aarogyam)

Aarogyam is especially designed and integrated module for GLAMS which works as an E-Clinic that deals with the day-to-day operations of a medical practice in University. Aarogyam module allows users to capture patient demographics, distinguish various categories of patients, schedule appointments, maintain lists of patient visited, perform prescription tasks, and generate reports. Aarogyam module is designed and totally customized for University and work on online 24\*7 bases.



### 2.18Guest House Management System

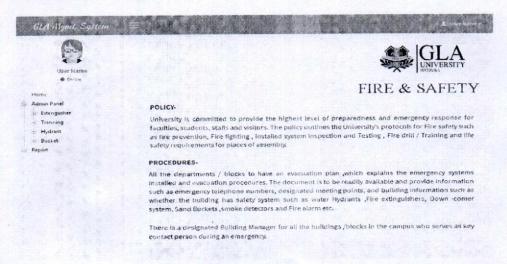
This module was added in the GLAMS in order to give an ease to the visitors, guest and variety of direct and indirect users of University to avail hassle free service of Guest

House provided by the University 24 X 7. This module allows In/Out users to Book/Monitor the task related with the Guest House through easily accessible mode – anytime, anywhere without any installations.



### 2.19 Fire & Safety Management System

GLAMS takes each and every point into consideration and manage it accordingly. This fire & safety module of GLAMS is a secure, intuitive, online fire safety management portal that reviews, records and displays real-time fire safety management performance. It helps to manage fire safety and legislative compliance cost-effectively across single or multiple sites.



#### 2.20 Sports & EVENT Management System

Running your league, club or association shouldn't be a full-time job. The Sports Management System (SMS) module is designed and integrated with GLAMS to



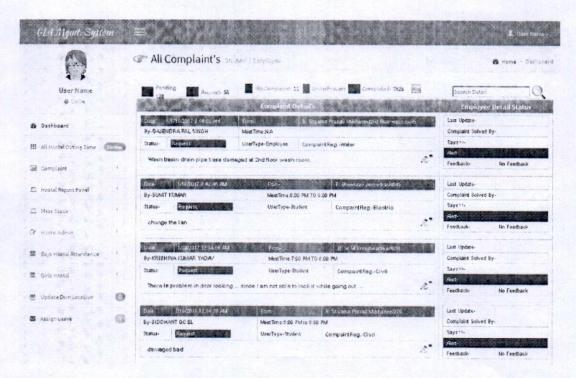
accomplish the above mentioned objective by managing the activity of many sports at a time.

This is an easy to learn and user friendly module helps variety of sports activities like cricket, football, soccer, hockey, and all types of sports organizers automate their administrative work and manage their players. In other words, you'll spend a lot less time on the boring stuff so you can spend more time on the fun stuff.

#### 2.21Grievance Management System

Grievance Management module is an integrated platform to enable University to track and resolve employee/student/staff grievances effectively. The solution provides a single unified Case Management based solution that aids in the recording, tracking and investigation of incidents throughout the University.

It supports various areas such as investigations, arbitrations, grievances, litigation, appeals and ethics. By leveraging GLAMS management platform and powerful content management capabilities, University can efficiently handle unpredictable and complex grievance cases with transparency and controls.

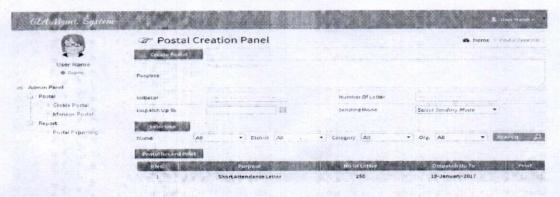


#### 2.22 Postal Management System

Postal Management module makes the management and operational procedures easy in postal section of University. With this system, details such as post, money order,

subscriber, sales, bills, etc. can be easily managed and controlled via the automated procedures.

Through Username/password controlled module, portal users will be able to access their data and make changes to mail delivery and sending. They will also be able to print their own stamps, pay bills and use marketing and logistics services.



CAN HY SAM