



E-Governance Policy Document

Version: 2019-2024

1. Introduction

- The university's commitment to E-Governance represents a forward-thinking approach to modernizing administrative and academic operations by leveraging digital technologies. E-Governance, or the application of information and communication technology (ICT) to governance, allows the university to streamline its processes, enhance transparency, and improve efficiency across all levels. By adopting E-Governance, the university aims to reduce dependency on traditional, manual methods of operation, which are often time-consuming and prone to errors. Instead, automated systems and digital platforms have been introduced to facilitate seamless interactions among students, faculty, administration, and external stakeholders. This shift encompasses various domains, including admissions, examination management, record-keeping, student services, and financial transactions. For instance, the digitization of admissions ensures that prospective students can apply online, track the status of their applications, and receive updates in real time, eliminating delays and physical paperwork. Similarly, examination and result management systems allow students to access their schedules, submit assignments, and view results through a unified portal, improving accessibility and convenience.
 - The university's commitment to E-Governance is exemplified by the development of its Administration Management System (AMS), designed to streamline operations and enhance efficiency. AMS incorporates various modules such as budget management, attendance tracking, e-office, HR management, and more, enabling employees to access and manage their professional information with ease. Beyond individual access, the system fosters seamless professional interactions among employees by facilitating digital file creation, sharing, and record-keeping, thereby reducing dependency on manual processes. This integrated approach not only improves operational efficiency but also enhances collaboration, transparency, and accountability within the institution.
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2. Objectives

- Enable seamless digital communication and service delivery.
- Centralize and automate administrative, academic, and research processes.
- Ensure transparency, accountability, and data-driven decision-making.
- Promote sustainability by reducing paper usage and adopting eco-friendly practices.



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- Facilitate real-time monitoring and evaluation of institutional performance.
 - Streamline workflows to minimize redundancies and optimize resource utilization.
 - Improve responsiveness and efficiency in handling student queries.
 - Integrate various systems for seamless interdepartmental communication and collaboration.
 - Strengthen data security and privacy by implementing robust digital infrastructure.
 - Encourage innovation and adaptability in administrative and academic processes.
 - Foster inclusivity by ensuring equitable access to digital resources for all users.
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3. Key Focus Areas

1. Digital Infrastructure Development

- **Modular (Plug & Play):** It offers a modular setup, allowing for easy and flexible expansion or replacement of components as needed.
- **Threat Protection (Bomb, Earthquake):** The system provides protection against threats such as bombings and earthquakes, ensuring data and hardware safety.
- **Fire Protection:** It can withstand extreme temperatures, offering fire protection up to over 1000°C, as well as protection against standing water for up to 72 hours, with a maximum of 20 droplets.
- **Dust Tightness:** The system is built to be dust-tight, preventing the ingress of dust and particulates that can harm the components.
- **Corrosive Fire Gases:** It guards against corrosive fire gases that can damage the hardware.
- **Unauthorized Access:** Security measures are in place to prevent unauthorized access to the system, ensuring data and equipment safety.
- **Debris Loads:** The system can withstand debris loads, which is important in disaster-prone areas.
- **Installed HP SUPERDOME Compute Power:** It is equipped with HP SUPERDOME compute power, making it suitable for power-critical applications, accelerating analytics, and handling high-performance computing and AI workloads comprehensively.

2. Student Lifecycle Management

University has worked tirelessly for the benefit and streamlining of the students examination and other process. In this regard Directorate of IT&SS commitment to enhance the integration of IT in all aspects of the University, a modest effort has been initiated to establish an online platform for all student-related activities, including entrance exams, admissions, and examinations for various programs. In pursuit of this goal, the traditional manual system has been replaced with a more efficient and dependable e-Government solution. The key attributes of the e-Government services provide the digitalization of all the student services some of which are:

- Online Application Forms



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- Online Fee Payment
- Admit Card and Centre Notices
- Application Status and Updates
- Center Management and Merit Lists
- Entrance Result Preparation
- Admission Forms
- Online Exam Forms
- Evaluation and Result Compilation

3. **Integration of Modules in the Administrative Management System (AMS):**

The Administrative Management System (AMS) is an e-Governance portal and online management system implemented by the University of Kashmir with the objective of digitizing administrative processes. It enables administrative work to be conducted online, replacing traditional offline procedures wherever feasible. AMS automates the University Administration work, reducing manual efforts and enhancing overall efficiency in the process. The University's Administrative Management System (AMS) is an extensive and comprehensive platform designed to maintain and monitor information related to all University employees. It serves as a repository for comprehensive details about every employee, essentially acting as the University's employee inventory.

This system captures a wide range of information, spanning from personal details to professional qualifications. It effectively tracks various types of employee transfers throughout their career. It also records the entry and exit of employees from the University, including the reasons for their departures. The system diligently monitors appraisals and promotions. It also provides for the management of leave and attendance. Furthermore, the system is poised for full integration with Recruitment, Payroll, and other related systems, ensuring a seamless flow of information.

The AMS at present covers the following modules.

- Circulars
- eFile
- Budget
- Attendance
- Active Duty
- Leave
- Salary
- Budget Financial Management System (BFMS)
- Project Management System (PMS)
- Human Resource (HR)
- Property Return System (PRS)
- Reports

efile: This system is an effort to make a paperless and greener office where forwarding files would be easier and safe.

Leave: Employees utilize this module to apply for leave. It allows for leave requests to be



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forwarded for approval, and in case of errors in the leave dates, the leave application can be revoked or recalled. An employee can apply for different types of leaves, causal, paid, on duty etc., under this module.

Attendance: Employees can use this module to access their attendance records, including details such as leaves applied, hours worked, etc. One can download his/her attendance records as well. It also shows the number of hours attended in the office and entry and exit time of an employee.

BFMS: All the activities related to budget management are dealt through this AMS module. The process of bill proposals to bill sanction is automated.

Budget: The budget section has a lot of sub profiles under its domain ranging from posts, schedule to schedule details, provided by the university within a particular financial year. The sub sections are categorized as here under:

- Posts
- Schedule
- Schedule details
- Estimate
- Estimate detail
- Budget head
- Sub head

An eBill by a merchant/supplier dealing with the University through the e-marketplace/GeM is raised and passed using the eBill option of the BFMS module, thereby making the whole process less cumbersome.

Active Duty: Active duty is an important feature of the AMS. It is used by the Head for release of salary. Active duty can be set for contractual, permanent and supplementary. Until active duty is not sent, salary won't be released.

Salary: In AMS, we have three modules related to salary vis-a-viz, salary, salary statement and salary arrears. With the help of these modules, salary and related parameters have been automated.

HR: Under this module an employee's various details can be found like personal details, academic details, service details, leave details, posts held, promotion and related details, etc.

PMS: All the bills related to project management are dealt through this AMS module. The process of bill proposals to bill sanction is automated. Advance payments are also managed. We can add, delete the master head and other details like manpower details, master sub head details etc.

Property Return System: This system automates the process of filing property return forms for employees of the University. It offers an auto-retrieval feature for importing previous years' property returns, simplifying the filing process for subsequent years.

General Provident Fund (GPF): Managing employee provident fund data digitally starting from applying to the disbursement and all the process in between.



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4. Mobile and Web-Based Platforms

IOS Mobile App Development: The KU Android Mobile app enables students and employees to stay informed about the latest notifications, events, and news from the University. It also provides students with the ability to access and check their results, view student academic details, and monitor the status of certificate dispatch, among other features.

The KU Android Mobile app offers the following features:

- Information on upcoming events
 - Notifications about various topics, including admissions, job opportunities, tenders, and more.
 - Access to student details, results, migration status, and related information.
 - Integrated notifications from all University departments and campuses.
 - Access to employee salary statements and attendance records.
 - Department-specific information and location details.
 - A telephone directory for easy contact information retrieval.
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4. Special Initiatives and Portals

1. **Rehabilitation Assistance Portal:** This system automates the application process for dependent relatives of deceased or retired government employees in Jammu and Kashmir who are eligible for Rehabilitation Assistance Schemes under the Government.
2. **Regular Departmental Action:** This portal enables authorities to monitor the timely disposal of Regular Departmental Action (RDA) cases, ensuring adherence to prescribed timelines in disciplinary proceedings.
3. **Conference Websites Development**
 - **Purpose:** Building dedicated websites to facilitate conferences and workshops.
 - **Key Events Supported:**
 - Websites for various conferences have been developed and deployed, including:
 - Software Engineering & Data Sciences (CoSEDS) 2018.
 - Indian Academy of Biomedical Science (IABS) SKIMS 2018.
 - National Conference and Workshop On “Advances In Biopolymers-2018” Department of Food Science and Technology.
 - Stem Cells to Neural Circuits Kashmir, 2016.
 - 11th JK Science Congress, 2015.
 - 9th JK Science Congress, 2013.
 - 44th All India Cell Biology conference & International Symposium on “Molecular & Cellular Insights of Human Diseases” (International Conference).
 - 7th Annual Conference of Indian Academy of Biomedical Sciences (International Conference). 3rd international conference on Crystal engineering- from molecule to crystal (CEFMC2022)



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- Roshnaas, widen your Horizon, Techfest, 2022
 - Tech X Social, Where Technology & Social Media Converge, 2023
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5. Student Lifecycle Management

The key attributes of the e-Government services provided to the students include:

- **Student admissions:** The examination department has undergone significant transformations to improve its services and make student interactions with the university more seamless. One of the key advancements has been the digitalization of records and processes. This shift ensures that everything a student requires—right from admission, through various academic processes, to accessing their results—is now available in a streamlined digital format. By adopting modern technology, the department has simplified procedures, reduced paperwork, and enhanced accessibility. Students can now manage their academic journey more efficiently, with easy access to essential information and services, minimizing the need for in-person visits and delays. This evolution reflects a commitment to providing a more user-friendly and efficient experience for the university community. Students life cycle starts from the admission and eventually it, after going through different phases, results are declared. The life cycle process follows following steps:
- **REGISTRATION SYSTEM University of Kashmir:**
The e-Governed Registration System serves to facilitate student registration, verification, and the issuance of Migration certificates. It comprehensively stores academic records for undergraduate and postgraduate (both professional and non-professional courses) students from 2005 onwards.
- **E-CONDUCT University of Kashmir:**
This e-Governance system provides students with an online platform to apply for exams and make fee payments online. They can access and download examination forms for their specific undergraduate and postgraduate courses (both professional and non-professional). Following the submission of the examination form, students can download their admit cards, check their eligibility, review fee status, and access the results of their respective courses.
- **E-AWARD SYSTEM University of Kashmir:**
The e-Governance system at the University of Kashmir facilitates various tasks related to the evaluation process, including the online assignment of evaluation papers, marks entry, deadline management, online billing for evaluators, and the automatic compilation of provisional results. These functions cover all undergraduate, postgraduate (professional), diploma, and certificate programs offered by the University.
- **RESULTS University of Kashmir:**
This e-Governance system allows students and colleges to easily access and print their individual results by entering their name, roll number, or registration number in the search box. Additionally, the Examination section benefits from a user-friendly interface that facilitates the uploading of results from their respective departments or sections.
- **E-EVALUATION University of Kashmir:**
The e-Governance system facilitates students in applying for re-evaluation by allowing them to select the specific paper or subject they wish to have re-evaluated. Furthermore, it enables



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students to monitor the status of their re-evaluation application.

- **Single Application Submission:** Applicants can register on the e-entrance portal and submit a single application for multiple programs. The system automatically determines eligibility criteria for each program according to the applicable statutes. Students no longer need to physically visit to the University to submit admission forms for various courses; instead, the forms can be submitted online from any place with an access to the Internet. In case of no internet availability, a student can visit nearest college where they can be facilitated for any kind of assistance/query.
- **Online Fee Payment:** Entrance examination fees can be paid online using various methods, such as net banking, credit cards, debit cards, UPI payments, wallet payments etc. If a fee is to be distributed in different accounts, a unique feature for that is added which credits the single amount according to the budget head stated.
- **Admit Card and Centre Notices:** Applicants can download their admit cards and center notices through their personalized dashboard on the portal. A student can also download the attendance sheets and check their respective attendance.
- **Application Status and Updates:** Using their personalized dashboard, applicants can check the status of their application, update personal and preference details, download admit cards, center notices, and check their entrance results.
- **Center Management and Merit Lists:** The e-Governed system manages examination centers, automated merit and selection lists generation, and auto-generated lists.
- **Result Preparation:** The e-Gov system prepares results using OMR technology and generates selection lists automatically as per online admission policy. Students can retrieve results of their respective courses. A student can view/print the result by simply entering his/her user name and password and accessing the needed menu through dashboard.
- **Admission Forms:** After selection, candidates can download auto-generated admission forms with the Choice based credit system.
- **Academic counsellors** are appointed to guide the students for opting open elective/core/discipline centric elective.
- **Registration returns** are also generated. To access the library and the internet facility ,of the university, library cards and internet user Id's/e-mail Id's are also generated.



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- **Registration and Academic Details:** The e-Governed registration system generates registration numbers and verifies student information. Academic details of UG, PG, and Professional Courses students from 2005 onwards are available online, allowing students to check their registration status and verify information accuracy online any time.
- **Online Exam Applications:** Students can apply for exams and pay fees online, download examination forms for their respective courses, and access admit cards, fee status, and results for their courses.
- **Evaluation and Result Compilation:** An e-Gov solution is in place for teachers to assign evaluation papers, enter marks, manage deadlines, process online evaluator billing, and automatically compile provisional results for postgraduate, undergraduate (professional), diploma, and certificate programs.
- **Result Viewing:** Students and colleges can view and print their results online by entering their name, roll number, or registration number. The examination wing has a user-friendly interface to upload results.
- **Re-Evaluation:** Students can apply online for re-evaluation of specific papers/subjects and check the status of their application.
- **Alerts and Communication:** Important alerts related to entrance exams, admissions, examinations, and University events are sent to students via SMS, email, and the mobile app.
- **Feedback and Grievance:** An online feedback and grievance system is available for students and stakeholders to submit queries, with responses provided by respective units/sections.
- **Faculty Evaluation:** Students can provide feedback about faculty members at the end of the semester/academic year through the online faculty evaluation system.
- **University Migration Certificate:** Students can apply for migration certificates online and monitor the status of their application, fee payment, and dispatch status. Moreover, students can apply for University to University migration as well.
- **Institutional Evaluation:** To assess the quality of education imparted and facilities available in the University, students can fill in the feedback forms so that University can take measures for enhancing performance of the institution.



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- **Query management:** Students can ask the query from the comfort of their home by asking queries just by logging into their dashboard.
 - **E-TUTORIALS:** The e-tutorials application has been developed in order to bridge the gap of location between the students and tutors. With the help of this service Faculty can log in and upload their respective tutorials. The students are able to select their respective Course, year/Sem, batch and subject to get the corresponding tutorials. UG, PG and Distance education e-tutorials are available by clicking on the relevant link.
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6. Monitoring and Maintenance

The maintenance and monitoring of university websites and applications are carried out through a systematic and multi-layered approach to ensure security, functionality, and reliability. Here's an elaboration on the key points:

1. Security Audits and Verification:

All university applications undergo thorough security checks conducted by organizations empanelled with Cert-In (the Indian Computer Emergency Response Team). These organizations rigorously test the applications and issue certificates to confirm that they meet the required security standards. In addition to this external verification, local developers also perform extensive testing to double-check the integrity and functionality of the applications. This dual-layered approach ensures robust protection against vulnerabilities and ensures the applications are safe for use.

2. Annual Maintenance Contracts (AMC) with Original Equipment Manufacturers (OEMs):

The university enters into annual maintenance contracts with the Original Equipment Manufacturers (OEMs) responsible for the technology and hardware used. Under these contracts, the OEMs are obligated to maintain the systems, ensuring optimal performance and reliability. This partnership provides an additional layer of assurance, as the OEMs authenticate and certify the maintenance performed, adding credibility to the process.

3. Server Upgradation by OEMs:

To keep up with evolving technological requirements, the servers hosting the university's websites and applications are periodically upgraded. These upgrades are handled directly by the OEMs, ensuring compatibility, enhanced performance, and adherence to the latest



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standards. The expertise of the OEMs in managing server upgrades further strengthens the overall infrastructure, minimizing downtime and enhancing user experience.

This comprehensive approach, combining security audits, AMC with OEMs, and server upgrades, ensures that the university's websites and applications remain secure, efficient, and up-to-date.

7. Future Projects in Pipeline

- Integration of additional departments into the OFC network.
- Expansion of AMS functionalities to include advanced research, financial, and academic modules.
- Continued development of portals to cater to evolving administrative needs.
- New Kashmir University Website Based on AMS Data: Launching a new University website based on data from the Administrative Management System (AMS).
- NOC Module in AMS: Integrating a No Objection Certificate (NOC) module within the AMS.
- GPF Module in AMS: Implementing a module for managing General Provident Fund (GPF) information within the AMS.
- Integration of Dean research portal in AMS: Integrating the Budget and Financial Management System of Dean research into the Administrative Management System.
- Connecting 20 more Departments/Hostels Through Optical Fiber Cable (OFC): Expanding network connectivity by connecting 36 departments and hostels using Optical Fiber Cable (OFC).
- Upgrading EVS into common verification system for J&K government and covering various types of other verifications in addition to employee verification.

8. Data Security and Compliance

- Adherence to international and local data protection regulations.
- Implementing robust encryption and secure access mechanisms.
- Upgraded firewall to enhance protection against cyber threats.
- Upgraded the Data Centre network to 10G for improved performance and data handling.
- Connected the Physical College of Ganderbal to the University backbone network, expanding network access.
- Successfully networked departments on the Main Campus, improving communication and collaboration.
- Networked the offices of 52 Departments/Centres, streamlining operations and data access.
- Departments have been connected for Workflow Management System, optimizing workflow processes.
- Provided comprehensive training to Receipt and Dispatch officials for more efficient operations.
- Connected 37 Government-affiliated colleges and two satellite campuses to the Kashmir University backbone network, expanding network coverage.
- Upgraded storage capacity to HP 3 PAR SAN storage, providing 15TB of storage space for



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enhanced data management and accessibility.

- Connected multiple departments/hostels/guest houses/centers at the Main Campus to the University Data Centre through OFC media
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9. Conclusion

- E-Governance stands as a cornerstone of the university's vision for modernization, driving innovation and operational excellence.
- It reaffirms the university's commitment to creating an efficient, transparent, and inclusive ecosystem that benefits students, faculty, and staff alike.
- The success of E-Governance relies on active collaboration and engagement from all stakeholders, fostering a culture of shared responsibility and continuous improvement.
- By embracing digital transformation, the university positions itself as a leader in institutional excellence and sustainability, setting a benchmark for others to follow.
- Through E-Governance, the university ensures adaptability to future challenges while maintaining its focus on quality, accountability, and stakeholder satisfaction.