

IIHMR UNIVERSITY

Annual E-Governance Report

FY 2022-23

Prepared by

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Manager

IT Department

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Registrar

The IIHMR University
1, Prabhu Dayal Marg
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Annual E-Governance Report for IIHMR University (2022-23)

Executive Summary

The past year has marked significant strides in IIHMR University's commitment to advancing e-governance. Our efforts have focused on enhancing digital infrastructure, improving online service delivery, ensuring data security, and fostering a more connected and engaged university community. This report outlines the key achievements, challenges, and plans in our e-governance journey.

Key Achievements

S.No.	Initiatives taken during FY 2022-23 to strengthen processes through automation
1	HR Department 1. SARAL- Biometric and Payroll configuration 2. Beehive new HR software searching and implementation in the process 3. HR old files scanning work 4. Half-yearly and annual online appraisal tool 5. Annual activity and appraisal tool development for IIHMR Delhi and Bangalore Attendance notification email system
2	Marketing Department 1. Admission automation from leads to admission offer letter (IIHMRU MAT, GD, PI, Result preparation, Call letter) 2. Whatsapp Business
3	Academic Department 1. Online/Hybrid classes 2. Teaching invitation emails 3. Teaching thank you email 4. Teaching feedback collect , auto report generated and sent to concern faculty 5. Elective course registration 6. Students election 7. Online registration for various events (Pradanya, Marathon, Quizzes etc.) 8. Assignment on CollPoll 9. Honorarium bill system 10. ERP Mobile app for students
4	Examination Department 1. Exam admit card, 2. Result display on ERP/CollPoll, 3. new tool developed to display the result on the website, 4. new tool developed for Transcript mark-sheet printing 5. Mid-Term exams on CollPoll 6. Online exams for Executive Education 7. Online application for exam revolution
5	Accounts Department 1. PAYTM Payment Gateway integration 2. New admitted candidate's Fee details collection 3. Fee reminder email and Whatsapp messages 4. Sponsorship /scholarships configuration


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6	Admin Department 1. Visitor management 2. Venue booking, 3. Tour/Taxi booking 4. Demo of inventory management tool and implementation work in progress
7	Hostel and Guest House 1. Hostel Management 2. Leave system for hostlers 3. Guest house feedback system 4. Canteen feedback system
8	Placement Department 1. Dashboard
9	Research Division • Developed the inhouse server for research data collection with CAPI/Tablet • Chatbot
10	IT Department • Boardroom digitalization • Reception digitalization • Bill process, Stock management and issue-return work digitalization • Asset tagging • New Purchases of Laptops, Printers/photocopiers, Network switches, Wi-Fi Devices, 90 KVA online UPS • SEO work of IIHMRU website • Online events live streaming (conferences, meetings, webinars, Master Classes, Know your Alumni etc.) • Email database creation and send all events email from the President's office, Library bulleting • Install the L3 and L2 network switched to improve the network security • Use of JotForm/MsForm/CollPoll to collect data online • Discard if IT equipment in E-waste • Centralized printing solution implementation in SDGSPH, SPM, SDS and examination
11	Training Department Jhpiego training end-to-end support

1. Digital Infrastructure Enhancement

Campus Wi-Fi Upgrade: We expanded our campus-wide Wi-Fi network, achieving 99% coverage and increasing bandwidth to support high-speed internet access for all students and staff.

2. Online Service Delivery

Student Portal Enhancements: Introduced new features to the student portal, including real-time grade tracking, online course registration, and virtual counselling services.

3. Data Security and Privacy

Cybersecurity Initiatives: Launched a comprehensive cybersecurity awareness campaign for staff and students, reducing phishing incidents.



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Data Protection Policies: Implemented new data protection policies in compliance with international standards, ensuring the confidentiality and integrity of our digital data.

Challenges Faced

Technical Issues: Despite significant improvements, occasional technical glitches disrupted online services. Ongoing monitoring and support teams are working to minimize these interruptions.

Digital Divide: Ensuring all students have equal access to digital resources remains a challenge. We are addressing this by increasing the availability of loaner laptops and expanding financial aid for internet services.

Future Plans

Green IT Initiatives: Committed to reducing our carbon footprint by adopting green IT practices, including energy-efficient data centres and promoting digital documentation to reduce paper usage.

Plan details as follows:

S.No.	Department	Plan for new FY 2023-24
1	HR Department	Implementation of new HR software (Beehive HRMS Suite) - Recruitment Management - HR Information System - Attendance Management - Leave Management - Payroll Management - Full & Final Settlement - Performance management
2	Marketing Department	- Integration of NPF with ERP and CollPoll - New question bank for IIHMRU MAT - First fee collection through NPF
3	Academic Department	- Strengthen or increase the utilization of existing features in the academic department - Additional information collection of the student (Medical, Subling, aadhar card, PAN card etc.) - Student leave approval system - NAAC Compliance and Accreditation analytics report - Outcome-Based Education (OBE) - Faculty engagement dashboard
4	Examination Department	- Transcript and mark-sheet printing from ERP in our format - Online payment collection for exam activity
5	Accounts Department	- The refund process needs to be set up as per our practice - Manage offline payment (NEFT, RTGS, Cheque)
6	Admin Department	Inventory digitalization - Bill process, Stock management and issue-return, Gate pass work digitalization Strengthen or increase the utilization of - Venue booking

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		• Tour / Taxi booking Campus Help Center (CHC) • Store requestion • Guest Management • Housekeeping • Maintenance • Lost and found • Medical • Cafetria Medical record management Courier management Contractor employee biometric attendance Transport management
7	Hostel and Guest House	• Strengthen or increase the utilization of the existing feature • Hostel biometric attendance • Mess management
8	Placement Department	Strengthen or increase the utilization

Financial Overview

Budget Allocation:

Capital Expenditure: 77.11 Lacs

Computer Software Exp: 79.09 Lacs (ERP AMC-3.5 Lacs, CollPoll Mobile App subscription-10.0 Lacs+ NoPaperForms-5.40 Lacs)

Conclusion

IIHMR University has made significant progress in its e-governance initiatives, contributing to a more efficient, secure, and connected academic environment. While challenges remain, our strategic plans and continued investment in digital technologies position us well for future advancements.

We thank the entire university community for their support and collaboration in our e-governance efforts.

Report Prepared by:

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Date: April 30, 2023



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