



**Lok Jagruti Kendra University** (LJ University)  
**University with a Difference**

(Lok Jagruti Kendra University Established by Gujarat Act No. 19 of 2019)

## E-Governance Policy

In the current era, Information and Communication Technology (ICT) has become the backbone of modern organizations, transforming the way they operate, communicate, and deliver services. E-governance has been implemented in various key areas including administration, accounts, website management, library services, admissions, examinations, and social media. This policy document outlines the objectives, implementation strategies, and operational aspects of e-governance at the Institute, emphasizing its role in optimizing institutional performance and ensuring greater transparency and efficiency.

### Objectives of the Policy

The primary goal of this policy is to seamlessly integrate e-governance into the Institute's operations, ensuring that the various administrative, academic, and communication functions are effectively automated and streamlined. The key objectives of the e-governance policy are as follows:

1. **Integration of E-Governance into Institutional Functions:** The Institute aims to fully integrate e-governance practices across all functions and activities. This will involve the use of ICT tools to automate and enhance various administrative, academic, and operational processes.
2. **Ensuring Accountability, Transparency, and Cooperation:** One of the core objectives of the policy is to ensure that all operations within the Institute are characterized by accountability, transparency, and collaboration. By leveraging e-governance tools, the Institute aims to provide accessible, real-time information and ensure that stakeholders are kept informed about institutional activities.
3. **Adoption of Paperless Administration:** The Institute is committed to reducing its environmental footprint by adopting a paperless administration model. By making use of digital platforms, the Institute seeks to minimize the reliance on paper-based documentation and communication, ensuring a more sustainable and eco-friendlier operational environment.
4. **Promotion of Online Communication:** The policy aims to enhance internal and external communication by utilizing internet-based platforms, intranet, and the ERP portal. These communication channels will facilitate seamless interaction between the Institute and its stakeholders, including students, faculty, staff, and external organizations.
5. **Use of ERP Portal for Student Information:** The ERP portal will be used as a central hub for disseminating essential information to students. This will include notifications related to class schedules, hall tickets, examination details, extracurricular and co-curricular activities, and other academic and administrative information.
6. **Enhanced Online and Social Media Presence:** The Institute will increase its presence on digital platforms, including social media, to engage with a wider audience, promote events, and provide real-time updates. This will help improve the Institute's visibility and strengthen its online reputation.



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### Implementation of the Policy

Since its inception, the Institute has made significant strides in integrating e-governance into its operations. The following sections describe how the Institute has implemented e-governance in key areas:

- 1. Internal Communication and Circulars:** To ensure effective internal communication, the Institute has transitioned to digital communication methods. All official circulars, notices, and announcements are sent via email and through the ERP system. This has facilitated faster dissemination of information, ensuring that staff, faculty, and students are informed promptly about institutional activities, deadlines, and important updates.
- 2. Automation of Examination Systems:** The examination process has been fully automated through the integration of the ERP system. This includes the management of examination schedules, student registrations, hall ticket generation, and result declaration. The ERP system ensures that examination-related information is readily available to students and staff, improving transparency and efficiency in the examination process.
- 3. Accounting and Financial Management:** The Institute has adopted an ERP system to automate and streamline its accounting processes. This includes managing budgets, processing invoices, tracking expenses, and generating financial reports. The ERP system ensures that all financial transactions are transparent, accurate, and easily accessible for audit purposes.
- 4. Library Management:** The Institute's library services are also integrated into the ERP system. This allows for the efficient management of books, journals, and other resources. Students and faculty can access library resources online, check availability, reserve items, and track their borrowing history. The ERP system also enables the library staff to manage inventory, issue books, and track overdue items efficiently.
- 5. Admissions Process:** The admissions process has been automated to reduce manual intervention and improve efficiency. The ERP portal is used to manage student applications, document verification, seat allocation, and fee payment. This ensures that the admission process is smooth, transparent, and error-free. Additionally, students can track the status of their applications in real-time, reducing uncertainty and enhancing the overall admissions experience.
- 6. Social Media and Digital Communication:** The Institute recognizes the importance of maintaining an active and engaged online presence. Through social media platforms, the Institute shares important updates, events, and achievements, fostering better engagement with students, prospective students, alumni, and the general public. This platform also provides a space for direct communication with stakeholders, addressing inquiries and concerns promptly.
- 7. Website Management:** The Institute's website serves as a key point of interaction between the Institute and external stakeholders. It provides detailed information about academic programs, admission procedures, faculty, events, and more. The website is continuously updated to reflect the latest information and provide an interactive, user-friendly experience. Professionals are assigned to maintain and ensure the smooth operation of the website, guaranteeing that it remains functional and relevant.



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8. **ERP Portal Integration:** The ERP portal is the backbone of the Institute's e-governance system, connecting all operations and facilitating smooth campus governance. The ERP system integrates various functions, including academic management, student records, examination management, accounting, and administration. This centralized system ensures that all stakeholders have access to accurate, real-time information, enabling efficient decision-making and problem-solving.
9. **Data Security and Privacy:** As the Institute shifts to digital platforms, data security and privacy have become paramount concerns. The ERP system ensures that sensitive student, staff, and financial data is securely stored and accessed only by authorized personnel. The Institute adheres to all legal requirements related to data protection, ensuring that personal and institutional data is safeguarded from unauthorized access or misuse.

### Monitoring and Evaluation

To ensure the effectiveness of the e-governance policy, the Institute has implemented regular monitoring and evaluation mechanisms:

1. **Performance Metrics:** The Institute tracks key performance indicators (KPIs) related to the e-governance system's implementation, such as system uptime, user satisfaction, response times, and adoption rates. These metrics help assess the effectiveness of the policy and identify areas for improvement.
2. **Feedback Mechanisms:** Students, faculty, and staff are encouraged to provide feedback on the e-governance systems through surveys, suggestion boxes, and online forms. This feedback is used to make necessary adjustments and improvements to the systems.
3. **Periodic Audits:** The Institute conducts regular audits of its e-governance systems to ensure that all processes are functioning efficiently and securely. These audits also help identify potential risks and vulnerabilities, allowing the Institute to take corrective actions proactively.

E-governance has become an essential component of the Institute's operations, facilitating efficient management, enhanced communication, and greater transparency. By integrating ICT-based solutions into administrative, academic, and operational functions, the Institute has positioned itself as a modern, forward-thinking institution that is committed to providing the best possible service to its students, faculty, and staff. The e-governance policy ensures that the Institute continues to evolve with technology, embracing digital transformation and fostering a culture of innovation and accountability.

As the Institute continues to refine and expand its e-governance initiatives, it remains dedicated to enhancing the quality of education, improving administrative efficiency, and ensuring a seamless and positive experience for all stakeholders.



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