

CAUVERY COLLEGE FOR WOMEN

(AUTONOMOUS)

Nationally Accredited (3rd Cycle) with 'A' Grade by NAAC



e-Governance Policy

1. Preamble

Cauvery College for Women (Autonomous) Tiruchirappalli., endeavours to elevate the academic environment in the institution through a well-designed, systematic, structured and all-inclusive e-Governance mechanism towards digital transformation of the Institution.

The management's dream for this transformation is brought to reality thru an unique effort namely Cauvery e-Governance Initiative (CeGI) for greater transparency, accountability, networking, convenience, simplicity and efficiency.

Relying on the core value of excellence, e-Governance intends to meet the expectations of all stakeholders, incorporate modern technology trends, ensure maximum effectiveness in all aspects of campus administration and to provide the optimum user experience. In short, Cauvery believes in Less Government and more Governance. With the advent of less paper model to 'paper-less' model to be accomplished going forward thru CeGI.

2 Scope of Policy

The e-Governance policy is applicable to all stake holders of Cauvery College for Women, (Autonomous), Tiruchirappalli, and extensible to parent University and Govt. sectors. This policy permeates all academic, administrative and support processes and services.

3 e-Governance Committee

A committee shall be established to implement and monitor the e-governance policy. The composition of the committee shall be as follows:

TEAM CeGI:

1. Principal-Ex-officio Chairman
2. Financial Administrator-Ex-officio Member. Junior Latha
3. Deans-Ex-officio Members
4. Senior Faculty-Co-ordinator (Nominee)
5. Senior IT Staff-Co-coordinator (Nominee) Dr. M. Parveen. (IT Dept)
6. Faculty and Staff-Member Nominees - Dr.S.Gowri (Physics)
7. Subject Matter Expert (SME) from Govt Agencies (Like CDAC/TNeGA/University)
8. SME from Industry as Technology advisor or Consultant
9. Special Invitee



V. Srinivasan
Principal
Cauvery College For Women
(Autonomous)
Annamalai Nagar,
Tiruchirappalli - 620 018.
Tamilnadu.

Annamalai Nagar, Tiruchirappalli - 620 018, Tamil Nadu, South India.

Website : cauverycollege.ac.in Phone : 0431 - 2763939, 2751232 Fax : 0431 - 2751234

Email : cauverycollege_try@rediffmail.com, principal@cauverycollege.ac.in

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4 Roles and Responsibilities of e-Governance Committee

The e-governance committee of the institution plays an vital role in the modern educational scenario. This will act as a think tank of the institution and to influence the academic and admin processes with ICT integration. The committee shall draw a road map for transition into e-G model with mile stones. Integration of ICT with the latest infrastructure has become inevitable among factors that define a conducive learning ambience in the present times. The committee shares the responsibility of e-Governance in the institution in collaboration with other committees and stakeholders cutting across horizontally and participates in the meetings whenever mandatory.

4.1 The committee shall plan and list down and strategize effective e-governance processes in the Institution Arena.

4.2 The committee shall assess the IT needs of the stakeholders and emerging trends in the industry. Eventually it has to map the needs to the existing infrastructure.

4.3 The Committee shall advise the installation of necessary passive/physical IT infrastructure and procurement/activation and renewal of licence for various software. If needed, the leverage of cloud services instead of procuring hardware and software.

4.4 The committee shall monitor the development of latest IT infrastructure of the institution and the updating of the existing IT infrastructure with a futuristic mindset.

4.5 The committee shall ensure transparent, accountable, convenient, and efficient Academic process through the integration of ICT anytime anywhere by anybody (AAA)

4.6. The committee shall guarantee that the institution abides by ethical norms and guidelines of the government and IT authorities.

4.7. The committee shall ensure a secure environment for the privacy and protection of personal and institutional information.

4.8. The committee shall adhere to environmental standards in IT integration, sustainability and conservation as its paramount responsibilities.

4.9 The committee to ensure the Continuous Integration and Continuous Deployment (CICD).

4.10 The Committee to draft the best practices and create awareness and conduct workshops periodically.

4.11 The committee to forecast and adapt the m-Governance practices in parallel.



V. Vijayalaxmi
Principal
Cauvery College For Women
(Autonomous)
Annamalai Nagar,
Tamilnadu.
Phone: 0431 - 2763939, 2751232
Fax: 0431 - 2751234
Tamilnadu.

Annamalai Nagar, Tiruchirappalli - 620 018, Tamil Nadu, South India.

Website : cauverycollege.ac.in

Phone : 0431 - 2763939, 2751232



Fax : 0431 - 2751234



Email : cauverycollege_try@rediffmail.com, principal@cauverycollege.ac.in

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5. IT Infrastructure

A state-of-the-art infrastructure with a great potential to integrate ICT in every process is the mark of a modern educational institution. Rapid changes are noticed in the teaching-learning process, evaluation, research and all educational spaces. The institution shall update its IT infrastructure incrementally to offer the best exposure for the students and staff.

5.1 ICT facility shall be provided in all classrooms to convert it into smart rooms. Courses requiring hi-tech ICT age may be provided with smart classrooms. This must be identified and listed down pan campus.

5.2 IT laboratories shall be set up with workstations/systems and serves whose configurations are adequate for the respective software packages to deliver their optimal performances. Alternately, the leverage of Cloud models and services to students and staff to minimize the cost and maintenance menace as Cloud is up-to-date in any point of time.

5.3 The institution shall ensure seamless internet connectivity to the users by subscribing to an adequate number of internet service providers and seeking support from STPI /ernet and install the required hardware to augment and distribute bandwidth optimally.

5.4 Wired and wireless LAN connectivity with suitable bandwidth distribution capability shall be provided to commensurate with the growing academic and administrative needs and to achieve the required transfer speeds to access data from local and global networks with the latest hardware components in the related domain.

5.5 Institution shall setup local servers, firewalls and subscribe to various cloud services, to handle and secure the data, during administrative and transactional affairs.

5.6 Various campus space for academics, content delivery, cultural performance arena, the office of Controller of Examinations, online admissions and administrative affairs shall have systems installed and equipped with the respective software and hardware to handle and depict the relevant data or multimedia content.

5.7 Adequate technology infrastructure shall be installed and upgraded to provide a blend of online and offline learning experiences to the students.



V. L. Jotha
Principal
Cauvery College For Women
(Autonomous)
Annamalai Nagar,
Tiruchirappalli - 620 018.
Tamilnadu.

Annamalai Nagar, Tiruchirappalli - 620 018, Tamil Nadu, South India.

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Email : cauverycollege_try@rediffmail.com, principal@cauverycollege.ac.in

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5.8 Learning resource management centre shall be instituted and maintained with automated library and information centre, which are periodically upgraded with relevant e-resources and databases subscriptions.

5.9 Infrastructure shall be procured for media production and dissemination.

5.10 A digital depository for maintenance of certificates and documents shall be created.

5.11 Adequate electrical and electronic support shall be provided for the effective functioning of IT systems without environmental hazards.

5.12 E-waste disposal mechanism shall be planned and implemented. A centralized stock of all electronic/digital equipment is to be created. The age and health of these equipment are to be assessed every year during vacation, say in December 2nd Friday and Saturday.

5.13 The service agencies like Lions Club and other Eco-clubs may be contacted for safety disposal and transportation.

5.14 The total IT infrastructure to be protected from Attacks and Advanced Persistent Threats (APT) which is undetected but vulnerable.

5.15 The IT infra must be integrated with an umbrella of Information Security Management System (ISMS) which conceptually protects the entire Institutional Digital Eco-system from any breach.

5.16 The Data Centre must be ensured with Authentication and Authorization protocols and Audits must be carried out.

5.17 A digital fencing must be erected between administrative and academic application modules and systems to ensure e-Governance is ensured security.

6. IT Human Resources

The growing IT requirements of the institution necessitate the recruitment of competent and skilled IT staff.

6.1 An IT administrator shall be appointed to coordinate and monitor the activities of the IT department.

6.2 Adequate staff (IT) shall be employed to maintain adequate IT infrastructure in classrooms, laboratories and educational spaces. Usual team size is 4 with two software engineers/developers, one Hardware Engineer and Network Engineer.



Annamalai Nagar, Tiruchirappalli - 620 018, Tamil Nadu, South India.

Website : cauverycollege.ac.in Phone : 0431 - 2763939, 2751232 Fax : 0431 - 2751234

Email : cauverycollege_try@rediffmail.com, principal@cauverycollege.ac.in

V. Vignesh
Principal
Cauvery College For Women
(Autonomous)
Annamalai Nagar,
Tiruchirappalli - 620 018
Tamilnadu.

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6.3 An administrator for website maintenance shall be appointed. The qualification and experience must be determined before appointment. The designation is Portal Administrator.

6.4 The IT staff shall plan and implement the IT requirements of the institution.

6.5 The staff shall ensure maintenance and upkeep of IT resources and infrastructure.

6.6 The staff shall **liaison** between the institution and IT vendors, software and hardware agencies.

6.7 Staff development programmes and training shall be provided to the IT staff for updating their knowledge and skills.

6.8 The IT staff report to e-Governance committee and update the members as and when required.

7. Administration

Administrative functions serve as the bedrock of academic effectiveness in an educational institution. IT integration saves time, increases convenience, enables transparency and enhances effectiveness. The institution shall probe avenues of enabling IT integration at all levels of administration.

The administration presumes the identification of processes to be automated either partially or fully, determination of roles and responsibilities, deployment of IT staff for implementation in consultation/approval with e-Governance Committee.

The administration will intertwine with e-Governance committee with mixture of members to be in same page.

7.1 IT infrastructure and ERP systems shall be developed for interconnecting administrative offices and sections.

7.2 A systematic, well-planned, timely and transparent process shall be designed for documentation, collection, processing and maintenance.

7.3 An online or blended mechanism shall be followed for the collection, screening, and processing of applications for programmes (students) and job positions (teachers and staff).

7.4 Record keeping and maintenance of students, faculty and staff shall be digitalised.



V. Vijal
Principal
Cauvery College For Women
(Autonomous)
Annamalai Nagar,
Tiruchirappalli - 620 018.
Tamilnadu.

Annamalai Nagar, Tiruchirappalli - 620 018, Tamil Nadu, South India.

Website : cauverycollege.ac.in Phone : 0431 - 2763939, 2751232 Fax : 0431 - 2767234

Email : cauverycollege_try@rediffmail.com, principal@cauverycollege.ac.in

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7.5 The administrative office shall have a mechanism for electronic liaison with government, auditor, Income Tax, corporation, and telecom, etc.

7.6 All institutional and departmental collaboration and linkages shall be led by the administrative office.

7.7 Infrastructure planning, development and maintenance shall be facilitated, monitored and audited through e-governance by the administrative office.

7.8 Online mechanisms shall be in place for periodic Inventory management.

8 Accounting and Audit

Financial management is the cornerstone of the growth and development of the institution. The e-governance of the finance section is vital for the long-run efficiency of the institution. A meticulous system with hardware and software support would enable an accountable, transparent and efficient accounting and audit process.

The Account/Finance Section to communicate with e-Governance committee and to express the requirements regarding the development of application using readymade third-party tools and home-grown software.

The Account/Finance Section needs education on usage of ICT tools by IT staff before launch of Finance/Account software.

8.1 Accounts section shall have competent staff to execute all financial and accounting processes through authorised software.

8.2 Integrated software shall be used for the preparation of budget and filing of financial statements for auditing by external auditors.

8.3 Adequate server support shall be provided for data maintenance, privacy and protection.

8.4 Staff remuneration, welfare, incentives, insurance, provident fund, loan and grant details shall be accounted and audited with online support.

8.5 Student fees, scholarships, concessions and waiver details shall be accounted and audited.



V. Vijalthe
Principal
Cauvery College For Women
(Autonomous)
Annamalai Nagar,
Tiruchirappalli - 620 018.
Tamil Nadu.

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9 Admission Process

The institution attracts admissions from all over the country for academic programmes, which has gradually increased over the years. The IT infrastructure for admissions shall enable and enhance accessibility, dissemination of information, adherence to time schedules in the conduct of counselling, declaration of results and ensure greater transparency for all the procedures.

9.1 Dissemination of programme details and admission process shall be done through the official website and in various social media.

9.2 The online portal shall be dynamic to accommodate the increasing number of student applications for programmes.

9.3 IT infrastructure shall be provided for the admission processes such as screening of candidates, online interview, and final selection.

9.4 A complete data base to be maintained at back end easily accessible thru interfaces and queries. This will help satisfy the requirements from University, Govt Agencies like DTE, UGC etc.

10 Student Engagement in Classroom, Laboratory and Educational Spaces

ICT shall be an integral part of student engagement in various realms of the academic process. Effective learning with life-long impact is possible with adequate IT support.

10.1 Smart classrooms may be provided for those courses requiring hi-tech support.

10.2 All the classrooms shall be provided with LCD projectors/Wi-Fi projectors.

10.3 Laboratories and educational spaces shall be provided with the latest IT infrastructure.

10.4 Video conferencing facilities shall be provisioned in the required campus spaces as per the requirements.

11 Examination

Evaluation plays a pivotal role in the academic process, e-governance protocol for examinations is applicable from the time a student joins the institution till the completion of the programme. Due planning, effective implementation and stringent monitoring are essential for e-governance in examination process.



V. Vignesh
Principal
Cauvery College For Women
(Autonomous)
Annamalai Nagar,
Tamil Nadu.

Annamalai Nagar, Tiruchirappalli - 620 018, Tamil Nadu, South India

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- 11.1 The institution shall move towards full-fledged automation of all examination processes.
- 11.2 Assignment submission schedule, examination schedule, question paper setting, the conduct of examinations, submission of marks shall be executed through online/ERP for CIA.
- 11.3 Examination schedule, question paper setting, hall ticket, seating allotment, the conduct of examinations, valuation and submission of marks shall be executed through online/ERP for ESE. (End semester Examination).
- 11.4 Database management of student evaluation shall be maintained with high security and confidentiality.
- 11.5 High level of security features shall be enabled in the ERP for the generation of marks cards, provisional degrees and other certificates.
- 11.6 Transcript creation and online document verification system shall be made available for alumni and prospective employers.
- 11.7 If needed, all the answer scripts in paper version may be digitized and deposited permanently for future reference year wise /dept wise accessible thru a web interface and queries.
- 11.8 if needed, Online evaluation of answer scripts (digitized) must be envisaged with the home grown or third-party tools.
- 11.9 The technological facilitation for providing the processing of the end to end workflow from exam enrolment request/application to the Transfer Certificate shall be provisioned as the norms defined by the exam office.
- 11.10 Digi locker, Academic Bank Credits facility may be utilized to benefit the students for their career and to further education.

12 Library

The library serves as the reservoir of knowledge in a higher educational institution. It facilitates the growth of young minds beyond the curriculum. The Library and Information Centre of the college shall be developed according to the needs of the times.

- 12.1 Integrated Library Management System with a permanent license shall be procured to automate and integrate the libraries in the institution.



V. Sujatha
Principal
Cauvery College For Women
(Autonomous)
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Tiruchirappalli - 620 018
Tamil Nadu.

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12.2 Access of library resources shall be through online/ERP.

12.3 Procurement, inventory and maintenance of books, e-resources and databases shall be recorded through ERP.

12.4 Seamless Wi-Fi connectivity shall be ensured for the usage of e-content and e-resources.

12.5 The institution shall explore the interconnection of libraries and collaboration with national and international institutions for the sharing of e-resources.

12.6 Archaic and heritage literature sources shall be preserved in dematerialised form.

12.7 The subscription to various online databases and e-journals and periodical renewal and updating to the same shall be ensured.

12.8 A digital library model to be enhanced with digital content, documents, multimedia, animation, virtual and augmented reality support.

12.9 The service to be extended to Differently Abled students and staff.

13 Data Centre / Cloud

The huge volume of information generated necessitates a systematic and well-planned data management system. Efficient and quick functioning of management information system is the need of the hour. Co-ordination between academic and administrative centres is a mark of effectiveness

13.1 A comprehensive data centre shall be established to serve as a repository for storage , retrieval and utilisation of data.

13.2 Necessary server and cloud support with ERP shall be created. Due importance has to be given to the security system.

13.3 Adequate manpower shall be deployed for planning and monitoring the data centre.

13.4 Efforts shall be made to convert all existing documents to dematerialised form.

13.5 There needs to be fallback or load balancing in the IT infra. The back up schedule is implemented.

13.6 Storage policy and system must be drawn for safety and future use.



V. Jayathe
Principal
Cauvery College For Women
(Autonomous)
Annamalai Nagar,
Tiruchirappalli - 620 018,
Tamil Nadu

Annamalai Nagar, Tiruchirappalli - 620 018, Tamil Nadu

Website : cauverycollege.ac.in Phone : 0431 - 2763939, 2751232 Fax : 0431 - 2751234

Email : cauverycollege_try@rediffmail.com, principal@cauverycollege.ac.in

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13.7 Disaster management and Recovery mechanism must be in place by the Data Centre of the institution.

13.8 A complete topology and Architecture of DC must be thoroughly designed with Govt and industry complaints. A blue print must be approved by e-Governance Committee for the DC for faster ROI.

13.9 Data Access policies and protocols must be determined and implemented for secure access.

13.10 DC is designed as Multiplatform Architecture with scalability and other non-functional support.

13.11 Privacy policy is drafted for sensitive, personal, financial, proprietary data.

13.12 Cyber Security layer to be incorporated to protect entire IT infrastructure (System/network/Data) with strategies, technologies and best practices.

14 Online Learning Resources (OLR)

The institution has to keep abreast of international educational standards. The policy emphasises the need for the creation of online learning resources incorporating global trends.

14.1 The institution shall invest in setting up technology for creating online learning content.

14.2 A lecture/video capturing facility shall be provided.

14.3 Training shall be provided to the faculty and staff for the creation of OLR.

14.4 A repository of all e-Contents of academic materials from faculty may be pooled in a reservoir which is open for all for academic reference with AAA mantra.

14.5 The e-Resources must be indexed and organized for easy access thru web interface.

15 Media Production

All spheres of human development in recent times bear the indelible mark of mass media. The education sector has to utilise the rich contribution of mass media for the dissemination of knowledge and information.

15.1 A full-fledged media production facility with the latest technology shall be set up for mass media creation.



Annamalai Nagar, Tiruchirappalli - 620 018, Tamil Nadu, South India.
Website : cauverycollege.ac.in Phone : 0431 - 2763939, 2751232 Fax : 0431 - 2751234
Email : cauverycollege_try@rediffmail.com, principal@cauverycollege.ac.in

V. Sujatha
Principal
Cauvery College For Women
(Autonomous)
Annamalai Nagar,
Tiruchirappalli - 620 018.
Tamilnadu.

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15.2 Social media productions of the institution shall adhere to commercial standards and legal norms.

15.3 Due importance shall be given for copyright and intellectual property rights.

15.4 Training shall be provided for the staff in media equipment and technology.

15.5 The media products must be compliant to Govt regulations.

16 Academic and Cultural Spaces

The college shall have infrastructural spaces for academic and cultural activities that are indispensable for holistic growth Technology shall be developed in consonance with Infrastructural growth .

16.1 Technology support for audio, video, projection, and transmission facilities with the latest configuration shall be provided in all academic and cultural spaces.

16.2 A staff shall be appointed for the operation and maintenance. The designation Media Engineer must be part of IT staff.

17 Maintenance

Obsolescence and depreciation are unavoidable characteristics of equipment and technology. A strategic approach is essential for coping up with obsolescence and changes in technological advances.

17.1 An exclusive maintenance team shall function under the administrator for the maintenance of IT infrastructure.

17.2 The finance committee shall have an adequate budget allocation for maintenance and upgradation of the IT infrastructure.

17.3 Hardware and software shall be upgraded to relevant and modern versions.

17.4 Annual maintenance contracts with authorised agencies shall be executed with due diligence.

17.5 IT staff in consultation with e-Governance Committee should ensure Stock/Inventory management, repair work, replacement of parts in hardware, segregation of unused equipment, labelling of e-Wastes



V. Vijal
Principal
Cauvery College For Women
(Autonomous)
Annamalai Nagar,
Tiruchirappalli - 620 018.
Tamilnadu.

Annamalai Nagar, Tiruchirappalli - 620 018, Tamil Nadu, South India.

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17.6 Periodical Age/health management of IT infrastructure is ensured. ICT health clinics to be established every half-yearly for a day or two or during vacation.

18 Institution Website and Social Media Handles

The website serves as the digital face of the institution. The perception of the institution is significantly affected by the website, social media handles and mobile app. A well-planned mechanism is important for the creation and maintenance of the website and social media handles.

18.1 The primary source of communication of the institution shall be the website, social media handles and mobile app. The important circulars and notices shall be announced through them.

18.2 The institution website shall be designed and maintained by a team of professional designers and web administrators.

18.3 The social media publishing shall be managed by the institutional staff.

18.4 Website and social media shall be updated on a daily basis.

18.5 An exclusive portal shall be maintained for networking with alumni.

18.6. The website must be Mobile Complaint (MC). It may be accessed thru mobile devices with micro browsers.

18.7. The Portal must be enhanced with Chat bots and FAQ to help stakeholders.

18.8. Social Networks must be restricted to one or two with assurance of ethics, morality and stringent policing.

19. e-Waste Management

The institution shall place the highest priority for the management of e-waste generated in the campus. Efforts have to be made to reduce the carbon footprint and ensure an eco-friendly environment.

19.1. A well-planned process shall be implemented for the collection, segregation and disposal of e-waste in the campus.

19.2. The institution shall maintain national standards pertaining to reducing, reusing, and recycling e-waste.

19.3. An MoU shall be signed with an authorised agency for e-waste management.



V. Venjath
Principal

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