



STAREX UNIVERSITY, GURUGRAM

(Established by Haryana Private Universities (Second Amendment) Act No.20 of 2016)

(Recognized by UGC U/sec. 2(f) of the UGC Act, 1956)

(Empowered to Award degrees U/sec. 22 of the UGC Act, 1956)

E-GOVERNANCE POLICY



STAREX UNIVERSITY

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1. INTRODUCTION

E-Governance at **Starex University** aims to leverage Information and Communication Technology (ICT) as a transformative tool to modernize academic, administrative, and financial processes.

The University recognizes that ICT can significantly enhance transparency, efficiency, accountability, and service delivery in higher education, while also aligning with national and state-level digital initiatives, including Digital India and UGC directives. The policy framework ensures that digital systems are implemented, managed, and continuously improved to meet the evolving needs of the University and its stakeholders.

Through e-governance, students, staff, and other stakeholders are provided with quick, accurate, and convenient access to essential information and services. Digital repositories for academic, administrative, and financial records ensure security, accuracy, and regulatory compliance, while reducing the reliance on manual procedures and paper-based documentation. Online services such as admissions, fee payments, examinations, and result processing not only improve efficiency but also enhance the overall student experience. Faculty members benefit from digital platforms for attendance, grading, and ERP, while administrative staff utilize digital workflows for leave management, payroll, procurement, and vendor interactions.



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The policy also promotes environmental sustainability through paperless operations, while enabling governing bodies to conduct e-meetings with online agendas, resolutions, and digital records. A centralized document management system provides secure role-based access to information, while grievance redressal portals, helpdesks, and digital complaint mechanisms strengthen trust and accountability on campus. Furthermore, the adoption of data analytics ensures evidence-based decision-making and better policy formulation across the University.

To ensure effective implementation, the University will provide regular training programs for staff and students on e-governance tools, while requiring every department to integrate its processes with the digital platform. Security protocols and software systems will be periodically upgraded to safeguard sensitive data and ensure compliance with emerging standards. A dedicated E-Governance Committee will oversee the progress of initiatives, resolve challenges, and incorporate feedback from students, faculty, and staff.

The policy mandates annual reviews to adopt new technologies, incorporate best practices, and align with national-level advancements in digital education. Ultimately, the goal of e-governance at Starex University is to build a seamless, user-friendly, transparent, and inclusive digital environment that supports academic excellence, fosters institutional accountability, and enhances the overall campus experience for all stakeholders.



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2. POLICY AIM

The aim of this policy is to establish a robust and integrated framework of e-governance at Starex University that leverages Information and Communication Technology to enhance transparency, efficiency, accountability, and service delivery across all academic, administrative, and financial functions. It seeks to provide students, faculty, staff, and other stakeholders with quick and convenient access to reliable information and services while ensuring the security, accuracy, and integrity of records. By digitizing workflows, processes, and communication, the University aspires to reduce the use of paper and other physical resources, promote sustainable practices, and improve decision-making through real-time data and analytics. The policy also aims to build digital capacity among staff and students through regular training so that all departments can effectively adopt and integrate e-governance systems, thereby creating a transparent, responsive, and technology-driven institutional environment in alignment with national and state-level digital initiatives in higher education.

The University will regularly train its staff and students to use e-governance tools effectively. All departments are expected to cooperate in implementing digital systems for communication, record-keeping, and service delivery.



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3. **SCOPE**

This policy applies to:

- ❖ All academic, administrative, examination, and financial departments of the University.
- ❖ Covers all faculty, staff, students, and other stakeholders who interact with University services.
- ❖ Includes all digital platforms, portals, software, and online services operated or managed by the University.
- ❖ Encompasses online admission, student registration, examination systems, and result processing.
- ❖ Covers student information systems, attendance records, and academic performance tracking.
- ❖ Includes grievance redressal mechanisms and helpdesk services through digital platforms.
- ❖ Covers digital payroll, e-procurement, vendor management, and expense tracking systems.
- ❖ Extends to centralized document management systems for secure and accurate record-keeping.
- ❖ Encompasses e-meetings of governing bodies, with digital minutes and resolutions.
- ❖ Covers e-library services with remote access to resources.
- ❖ Includes data analytics tools for evidence-based decision-making.
- ❖ Applicable to all present and future ICT initiatives aligned with national and state-level digital policies.



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4. DEFINITIONS

- **E-Governance:** The use of Information and Communication Technology (ICT) to deliver academic, administrative, and financial services efficiently, transparently, and securely.
- **ERP (Enterprise Resource Planning):** An integrated digital system that manages and automates core University processes such as admissions, HR, finance, examinations, library, and student services on a single platform.
- **Digital Workflow:** A structured sequence of online processes for approvals, documentation, notifications, and reporting to ensure efficiency and accountability.
- **Stakeholders:** All individuals who interact with the University's digital systems, including students, faculty, staff, administrators, and external users.
- **Data Privacy:** Measures and protocols to ensure the confidentiality, integrity, and security of personal and institutional digital information.
- **Grievance Mechanism:** A system to lodge, track, and resolve complaints related to e-governance services or digital platforms.
- **Accessibility:** Ensuring that all digital platforms are usable by everyone, including differently-abled persons, in a fair and inclusive manner.

5. ROLES & RESPONSIBILITIES

- **E-Governance Committee**
 - ❖ Plan, coordinate, and monitor all e-governance initiatives.
 - ❖ Ensure integration of digital systems across all departments.



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- ❖ Review system performance, compliance, and recommend improvements.
- **IT Cell**
 - ❖ Provide technical support and maintain digital infrastructure.
 - ❖ Manage software, hardware, and cyber security measures.
 - ❖ Assist in troubleshooting, system upgrades, and technical training.
- **Head of the Departments (HODs)**
 - ❖ Ensure all academic and administrative processes are integrated into e-governance platforms.
 - ❖ Supervise departmental staff in using digital systems efficiently.
 - ❖ Report departmental progress and challenges to the E-Governance Committee.
- **Faculty Members**
 - ❖ Utilize digital platforms for teaching, evaluation, assignments, and student interactions.
 - ❖ Maintain accurate online records of academic activities.
 - ❖ Guide students in using e-governance tools properly.
- **Administrative Staff**
 - ❖ Execute workflows digitally and maintain accurate online records.



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- ❖ Assist students, faculty, and other stakeholders in accessing digital services.
- ❖ Ensure compliance with University guidelines in administrative processes.

• **Students**

- ❖ Actively use online systems for admissions, registration, attendance, assignments, examinations, and fee payments.
- ❖ Report technical or administrative issues promptly.
- ❖ Follow all guidelines and procedures outlined by the University for e-governance.

• **Collective Responsibility**

- ❖ All stakeholders must ensure that e-governance processes are **transparent, secure, efficient, and accessible**.
- ❖ Promote proper usage, ethical behavior, and adherence to University policies in digital systems.

6. KEY AREAS OF E-GOVERNANCE IMPLEMENTATION

- ❖ **Digital Workflows** – Online approvals, circulars, and notices to ensure speed and transparency.
- ❖ **Centralized Document Management System** – Secure digital storage and retrieval of records.



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- ❖ **Online Admission & Registration** – Complete digital process for student admissions, enrollment, and updates.
- ❖ **Student Information System (SIS)** – Online profiles for attendance, grades, and personal records.
- ❖ **Enterprise Resource Planning (ERP)** – Online classes, assignments, and evaluations for students.
- ❖ **Online Fee Payment Gateways** – Secure digital payment of fees and other charges by students.
- ❖ **Digital Payroll & HR Management** – Online leave management, salary disbursement, and staff records.
- ❖ **E-Procurement & Vendor Management** – Digital purchase processes, tenders, and vendor tracking.
- ❖ **Computerized Examination & Result Processing** – Transparent and efficient evaluation and result declaration.
- ❖ **Online Grievance Redressal Mechanism** – Complaint submission and tracking through University website or portals.
- ❖ **E-Library with Remote Access** – Digital access to books, journals, and other resources.
- ❖ **E-Meetings of Governing Bodies** – Conducting meetings with digital agendas, minutes, and resolutions.
- ❖ **Regulatory Compliance Documentation** – Digital records to meet UGC, NAAC, and other accreditation requirements.
- ❖ **Data Analytics for Decision-Making** – Using digital data for evidence-based planning and improvement.



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- ❖ **Cyber security & Data Privacy Measures** – Ensuring safety and confidentiality of all digital information.

7. ERP IMPLEMENTATION & INTEGRATION

- ❖ **Centralized Platform:** The ERP system will serve as a unified platform integrating all major University operations, ensuring seamless coordination across departments.
- ❖ **Admissions Module:** Digitally manage student applications, enrollment, registration, fee payments, and tracking of admission status.
- ❖ **Academic Module:** Maintain student records, attendance, course registration, assignments, evaluations, and results in a single system.
- ❖ **Human Resources (HR) Module:** Streamline staff recruitment, attendance, leave management, payroll, performance appraisal, and staff records digitally.
- ❖ **Finance & Accounts Module:** Automate budgeting, fee collection, payroll disbursement, expenditure tracking, and financial reporting.
- ❖ **Library Module:** Provide digital cataloging, issue/return management, and remote access to e-resources for students and faculty.
- ❖ **Examination Module:** Facilitate online exam registration, schedule management, digital assessment, result processing, and certificate generation.
- ❖ **Integration Across Modules:** Ensure smooth data flow between modules to eliminate duplication, reduce errors, and enhance decision-making.
- ❖ **Reporting & Analytics:** Generate real-time reports and dashboards for academic, administrative, and financial monitoring.



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- ❖ **User Access & Security:** Provide role-based access to ensure data privacy and controlled use by authorized users only.
- ❖ **Continuous Upgradation:** Regular updates and enhancements will be made to keep the ERP system aligned with evolving academic and administrative needs.

8. CONSTITUTION OF E-GOVERNANCE COMMITTEE

In compliance with **UGC Guidelines on E-Governance in Higher Education**, Starex University shall constitute an **E-Governance Committee** to oversee the planning, implementation, monitoring, and review of all digital initiatives across the University. The composition and responsibilities are as follows:

1. Composition:

- **Chairperson:** Vice-Chancellor (or nominee)
- **Convener:** Registrar (or nominee)
- **Members:**
 - ❖ Head of IT/Chief Information Officer (CIO)
 - ❖ Heads of all Academic Departments
 - ❖ Head of Administration/Finance Officer
 - ❖ Librarian
 - ❖ Representative from Faculty Members
 - ❖ Representative from Students
 - ❖ System/Technical Administrator(s)

2. Responsibilities:

- ❖ Plan, coordinate, and supervise all e-governance initiatives.



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- ❖ Ensure compliance with national and state-level digital education policies.
- ❖ Monitor ERP and other digital platforms for integration, efficiency, and security.
- ❖ Conduct periodic audits and generate reports on e-governance implementation.
- ❖ Recommend training, awareness programs, and capacity-building initiatives for staff and students.
- ❖ Liaise with external agencies, UGC, and other regulatory authorities regarding digital compliance.
- ❖ Address grievances and ensure timely redressal for stakeholders using digital platforms.

3. Tenure & Reporting:

- ❖ The Committee shall function for a tenure of **two years**, with the option of renewal.
- ❖ Quarterly and annual reports shall be submitted to the **Vice-Chancellor** and shared with the UGC or relevant authorities as required.



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9. MONITORING AND REVIEW

- ❖ A dedicated E-Governance Committee will be constituted to oversee the implementation of all e-governance initiatives across academic, administrative, and financial functions of the University.
- ❖ The Committee will be responsible for tracking progress, identifying challenges, and recommending improvements to ensure smooth functioning of digital systems.
- ❖ Periodic audits and evaluations will be conducted to ensure data accuracy, security, and compliance with regulatory requirements and best practices.
- ❖ Feedback from students, faculty, and staff will be collected through surveys and online feedback forms to assess the effectiveness of e-governance initiatives.
- ❖ The Committee will submit quarterly reports to the University authorities, highlighting performance, gaps, and suggestions for improvement.
- ❖ The policy will undergo an annual review to incorporate emerging technologies, updates from UGC, and national/state-level digital education initiatives.
- ❖ Based on the review, necessary upgrades, training, and capacity-building programs will be introduced for staff and students to ensure optimal utilization of e-governance tools.
- ❖ The monitoring process will also ensure that cyber security measures and data privacy protocols are strictly followed to safeguard sensitive information.