E-GOVERNANCE REPORT
2018-2023

THE ASSAM
ROYAL GLOBAL UNIVERSITY
GUWAHATI

www.rgu.ac

The Assam Royal Global University
Betkuchi, NH-37, Guwahati-35,Dist- Kamrup (Metro), **Assam, India**

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INTRODUCTION

E-Governance is not just a necessity but the cornerstone of modern administrative efficiency and transparency. To ensure the comprehensive implementation of e-governance across the university, all departments have been integrated into a single network, providing faculty, staff, students, and other stakeholders access as users. This network includes key areas such as Planning & Development, Administration, Finance and Accounts, Student Admission & Support, Examination, and Teaching-Learning. Each of these areas is equipped with dedicated portals and modules meticulously designed to simplify day-to-day activities, with an emphasis on reducing paper usage and moving towards a more environmentally-friendly, paperless administration.

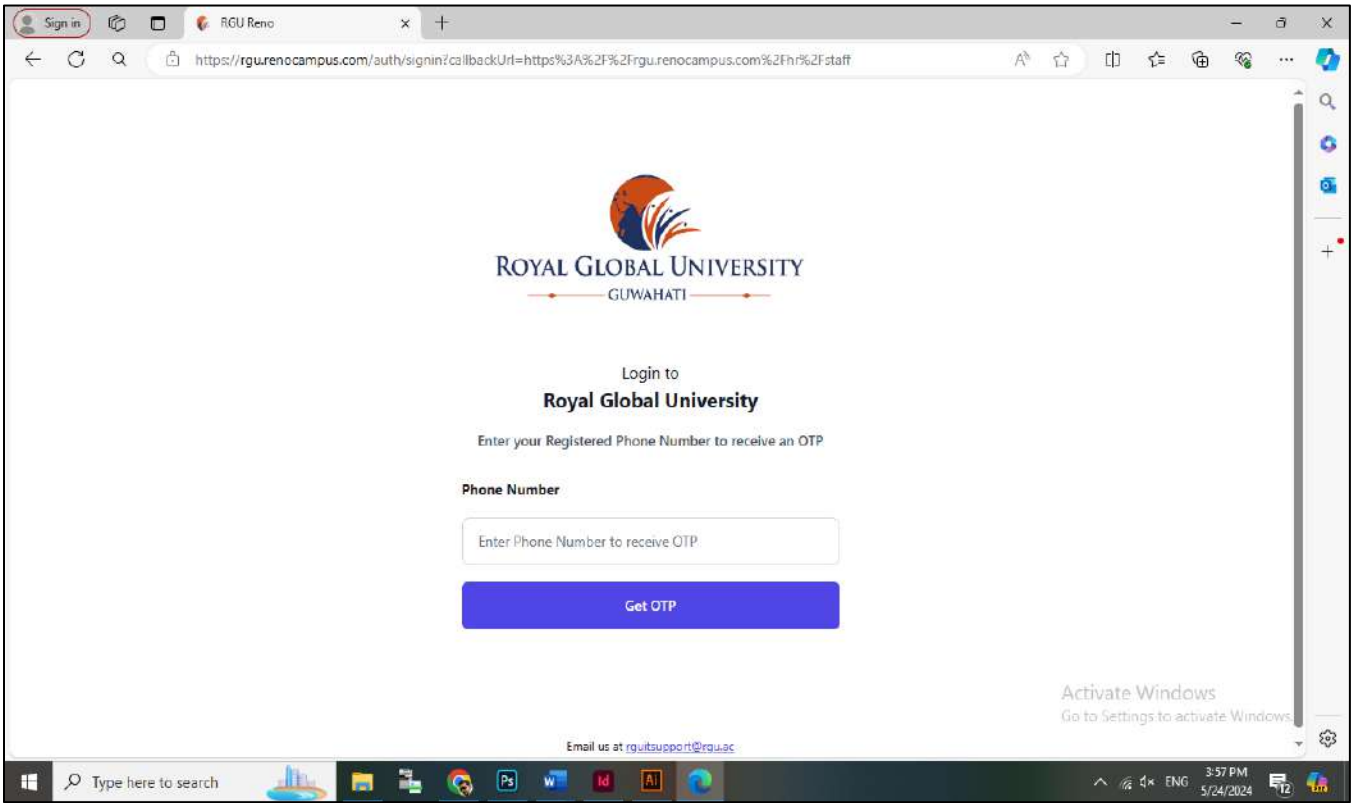
In embracing e-governance, our university demonstrates a commitment to enhancing efficiency, transparency, and sustainability in its administrative processes. Through the innovative university management system and integrated network, we aim to provide a seamless and user-friendly experience to all members of our academic community, enabling better service delivery and informed decision-making. This digital transformation represents a significant step towards a more modern and progressive educational institution.

The Assam Royal Global University recognized this need and took a pioneering step in the form of an in-house developed ERP known as RoyalNet (https://royalnet.rgu.ac/) from its inception and Renocampus (https://rgu.renocampus.com/) from 2022. These systems were designed to support and automate processes in alignment with our institution's core principle of shared governance.

The University Learning Management System RoyalNET and Renocampus has been a part of this journey assisting the University in maintaining quality through centralized automated administration in all its academic and non-academic endeavours. Over time, up gradations were invited in all aspects of the institution resulting in refining and polishing the mode of governance applied in the institution. RGU has introduced a combination of e-tools enhancing the effectiveness of the teaching- learning apparatus to address the various issues related to the student admission, teaching- learning, examination, publication of results and library automation. With every step taken in direction towards progress, the University has been able to add innovative strategies in its model of governance for encompassing an educational scenario that is transparent to its beneficiaries, efficient in meeting the needs of the time and accountable to all the expectations surrounding an educational institution.

USER INTERFACE OF ROYALNET

USER INTERFACE OF RENOCAMPUS



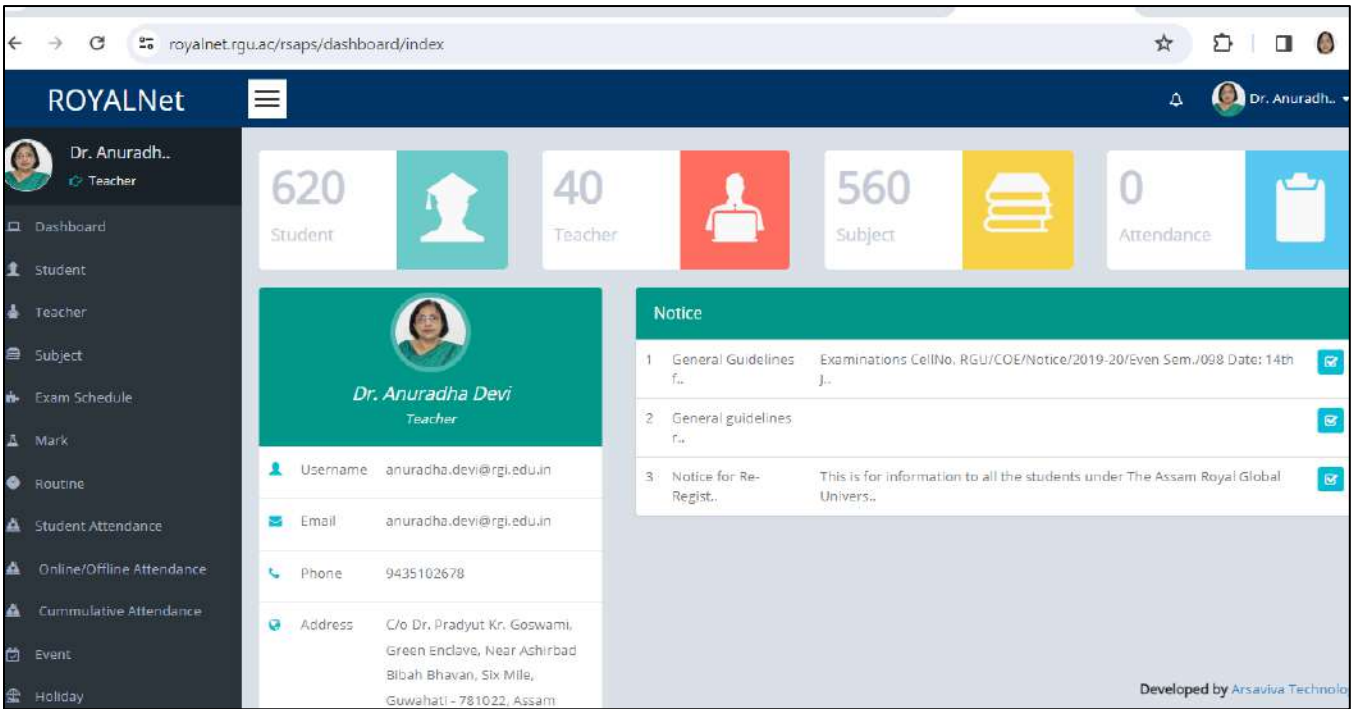
The implementation of e-governance has been concentrated into primarily 4 areas:

1. Administration:

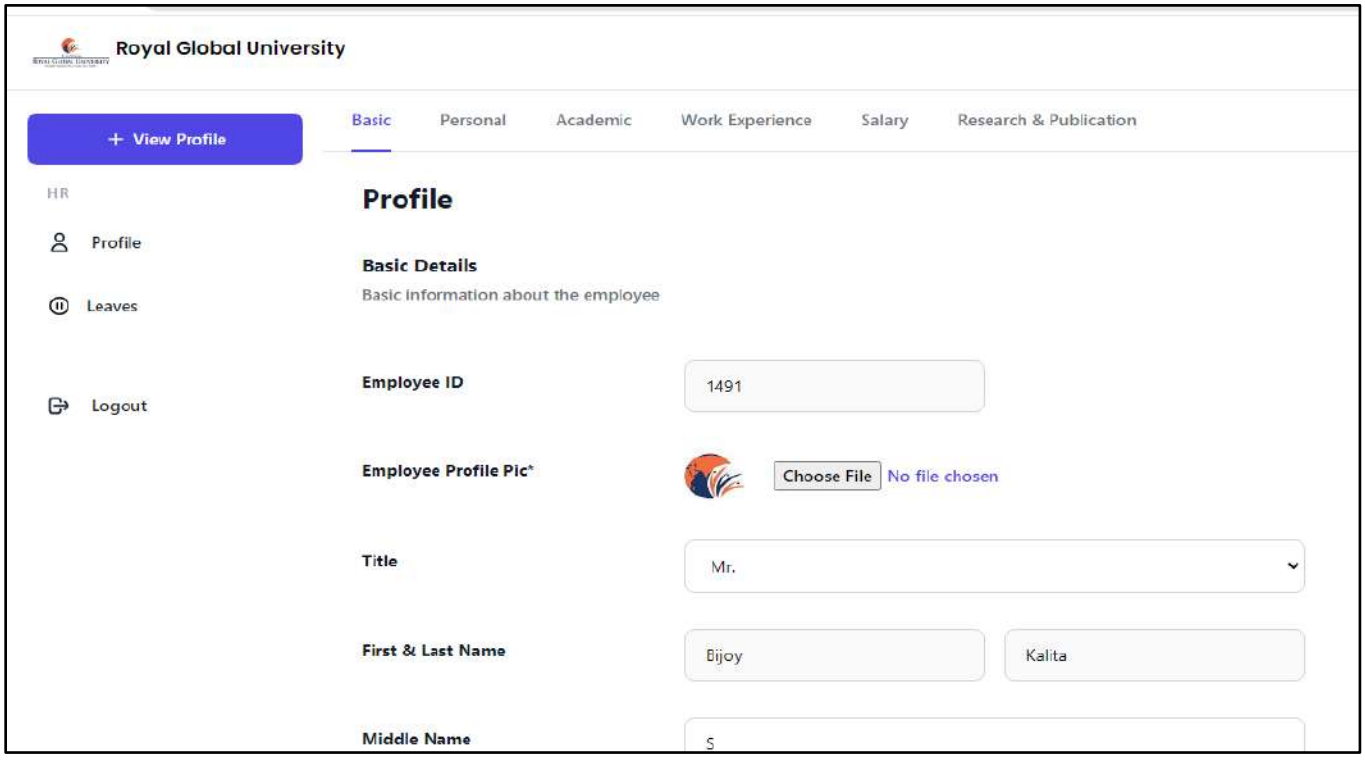
The University has incorporated updated strategies to handle the huge bulk of data that cross in the administrative level. A course structure was developed in line with NEP 2020 during the academic session 2022-23. And recently the NEP 2020 has been successfully implemented from the academic session August 2023 in the curriculum with all the course program successfully marked with the respective CO, PO and PSOs. These were made available in the University website for the reference of the aspirants. The website was updated and the stakeholders were given the facility of reporting their grievances.

The staff and employee can log in to https://rgu.renocampus.com/ to manage their profile, can check leave details, salary details, maintain class attendance, upload course materials.

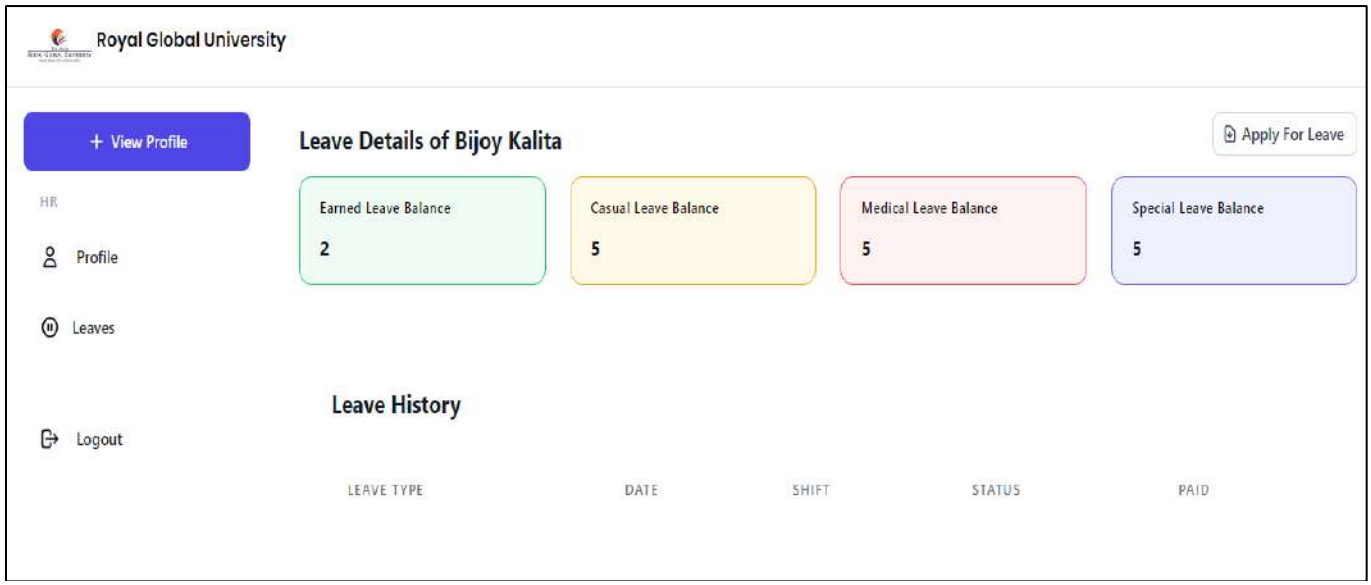
ROYALNET DASHBOARD



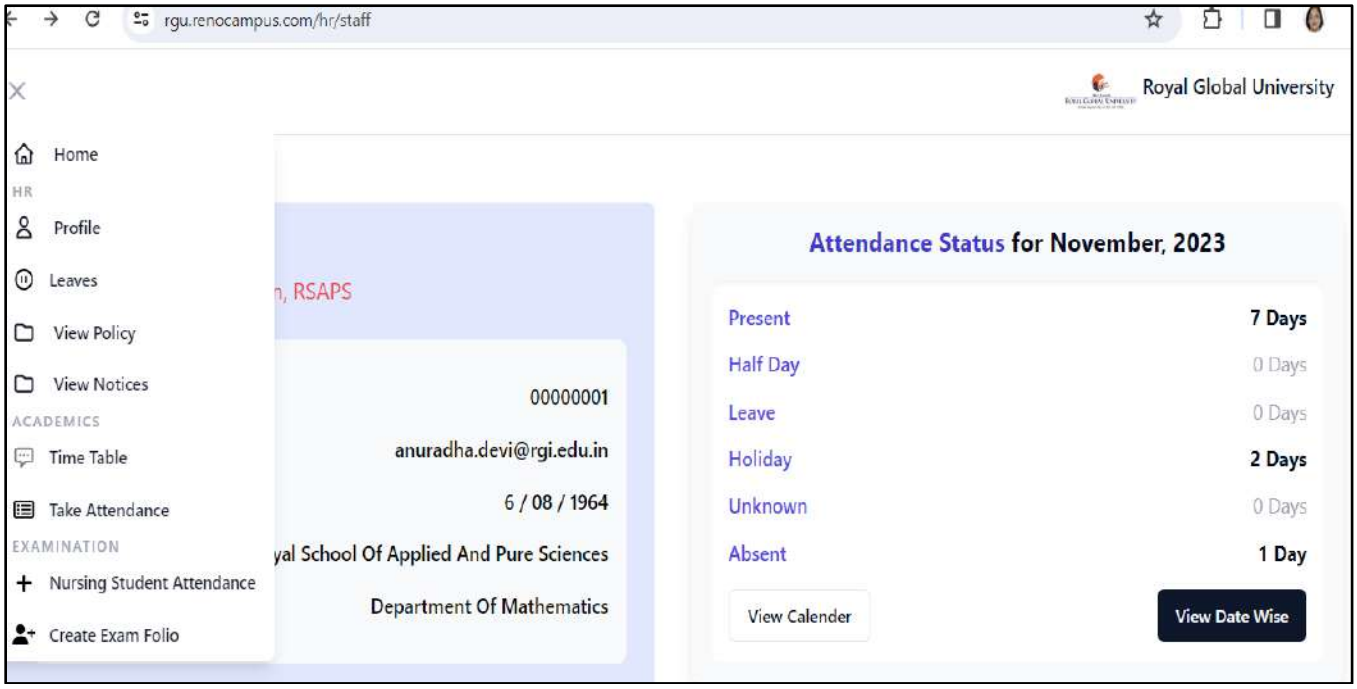
EMPLOYEE DETAILED INFORMATION RENOCAMPUS



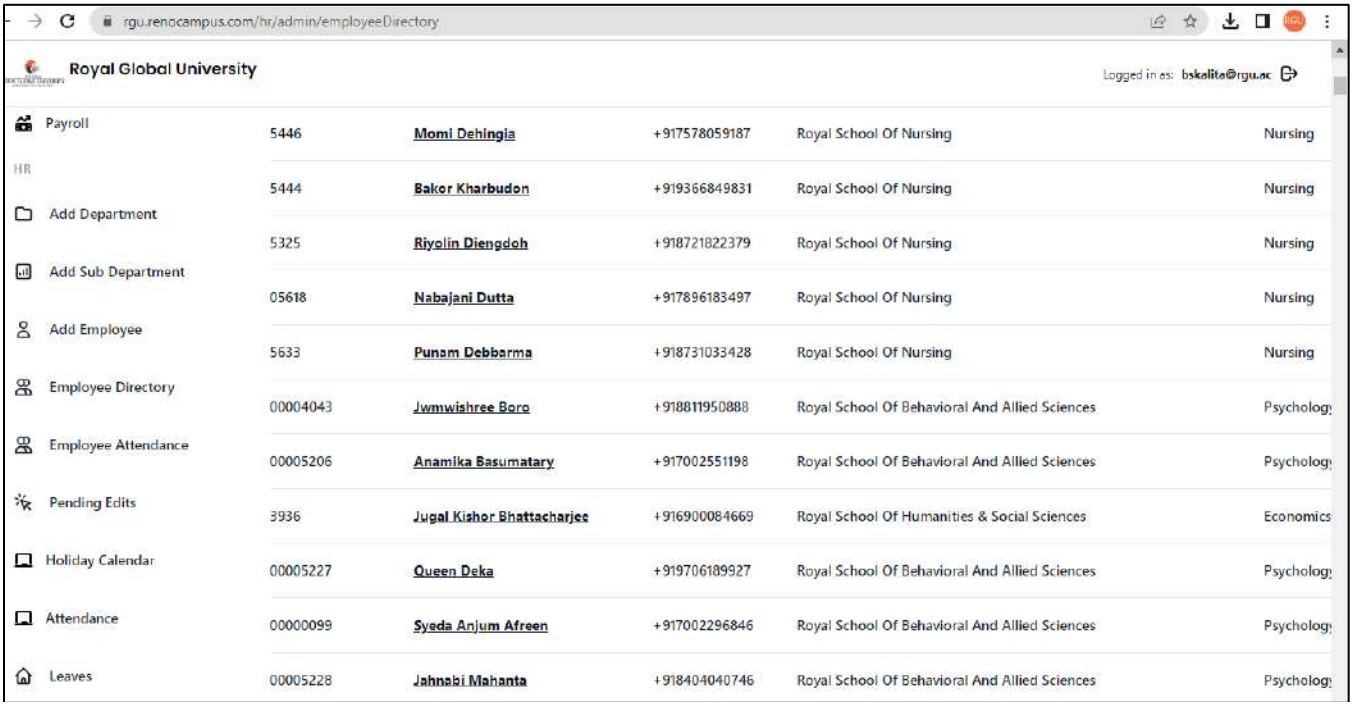
After login the home screen appears including employee detailed information



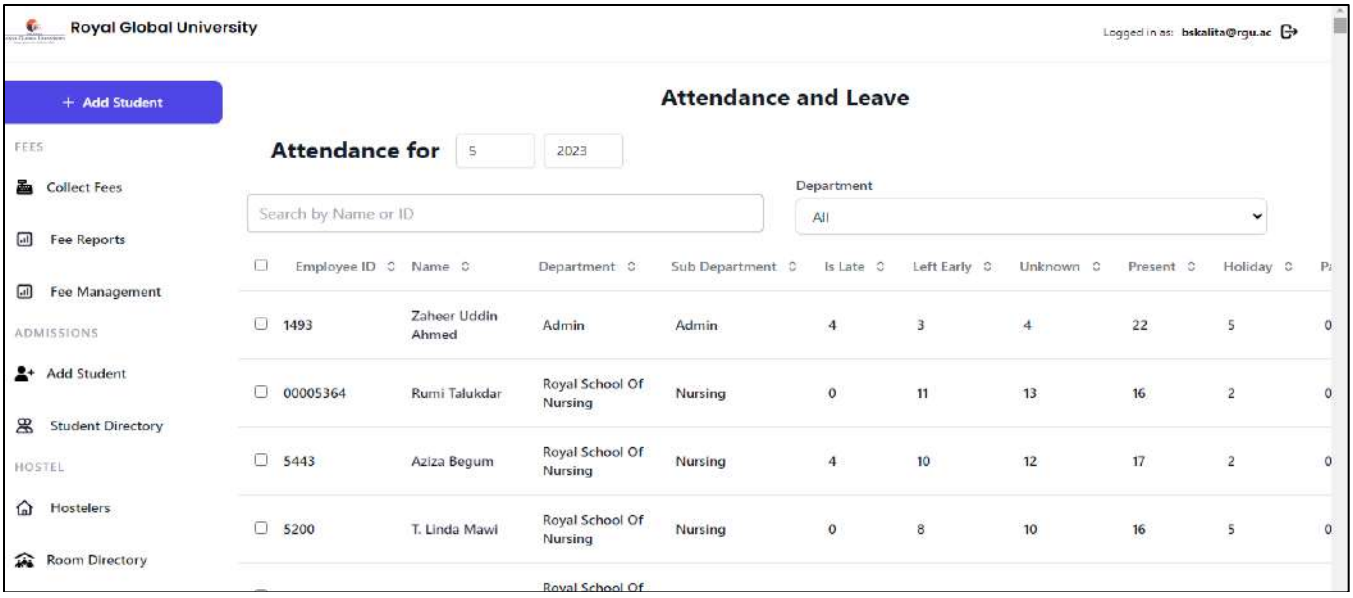
Leave details of employee and click on “Apply for Leave” tab to apply for leave



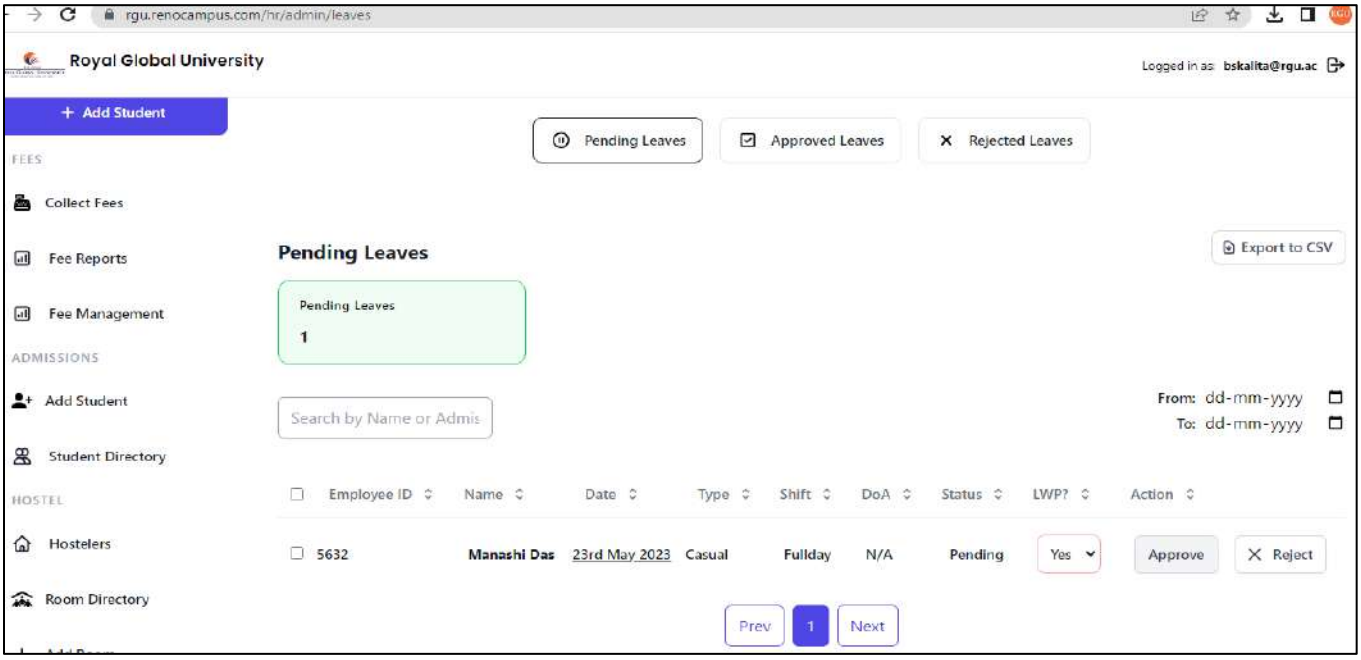
User interface when logged in by a Faculty



User interface to view the details of each employee

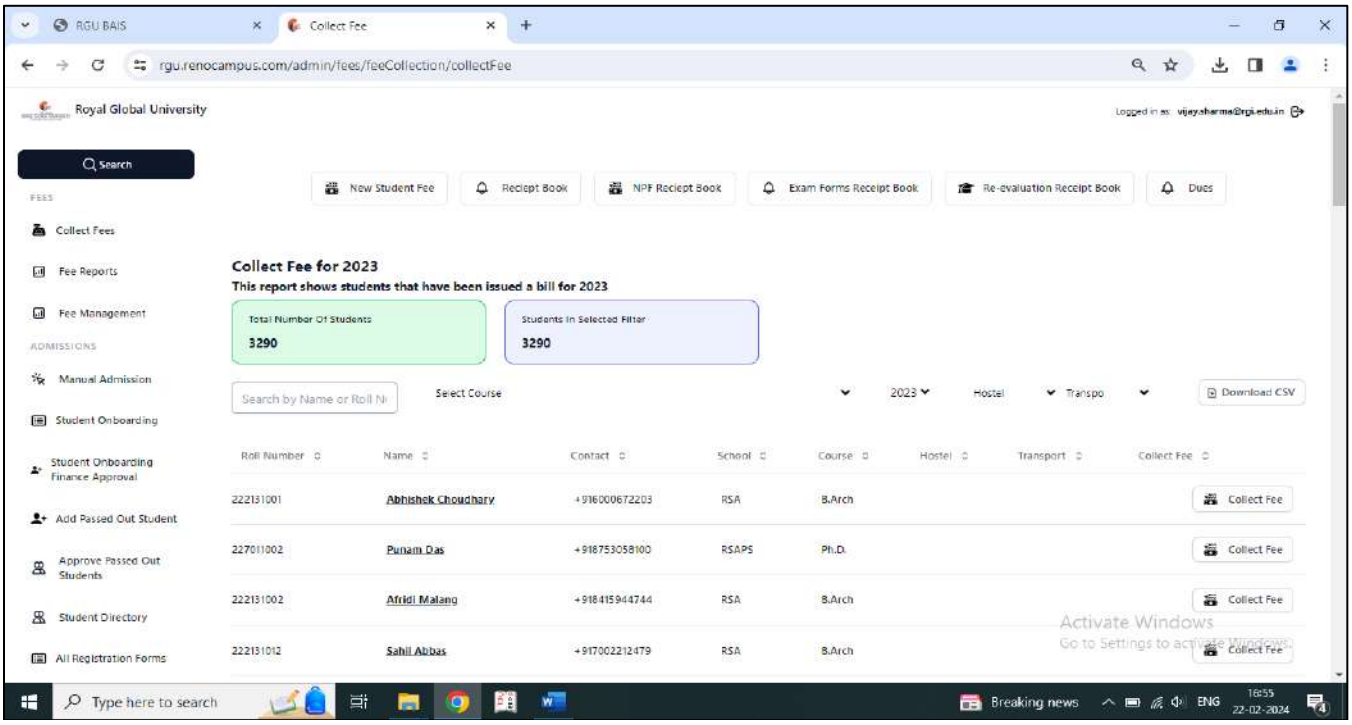


User interface to check the Attendance and leave of each employee

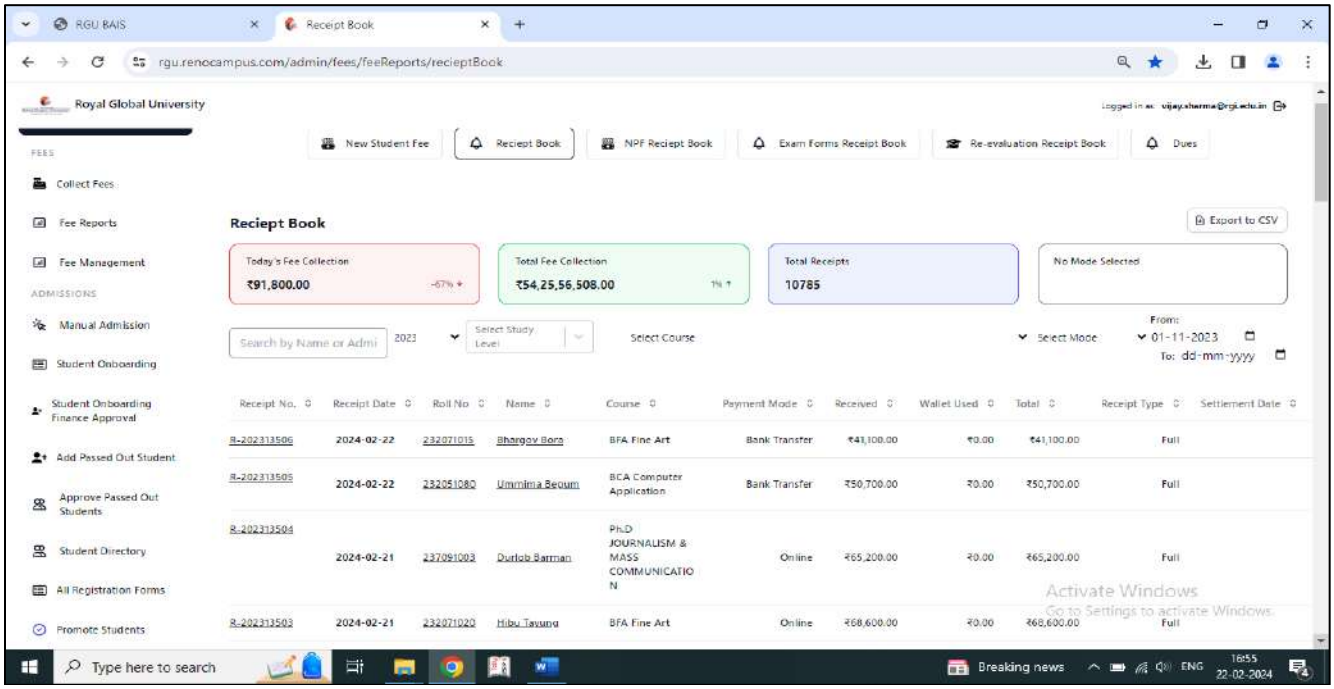


User interface to check employees leave status

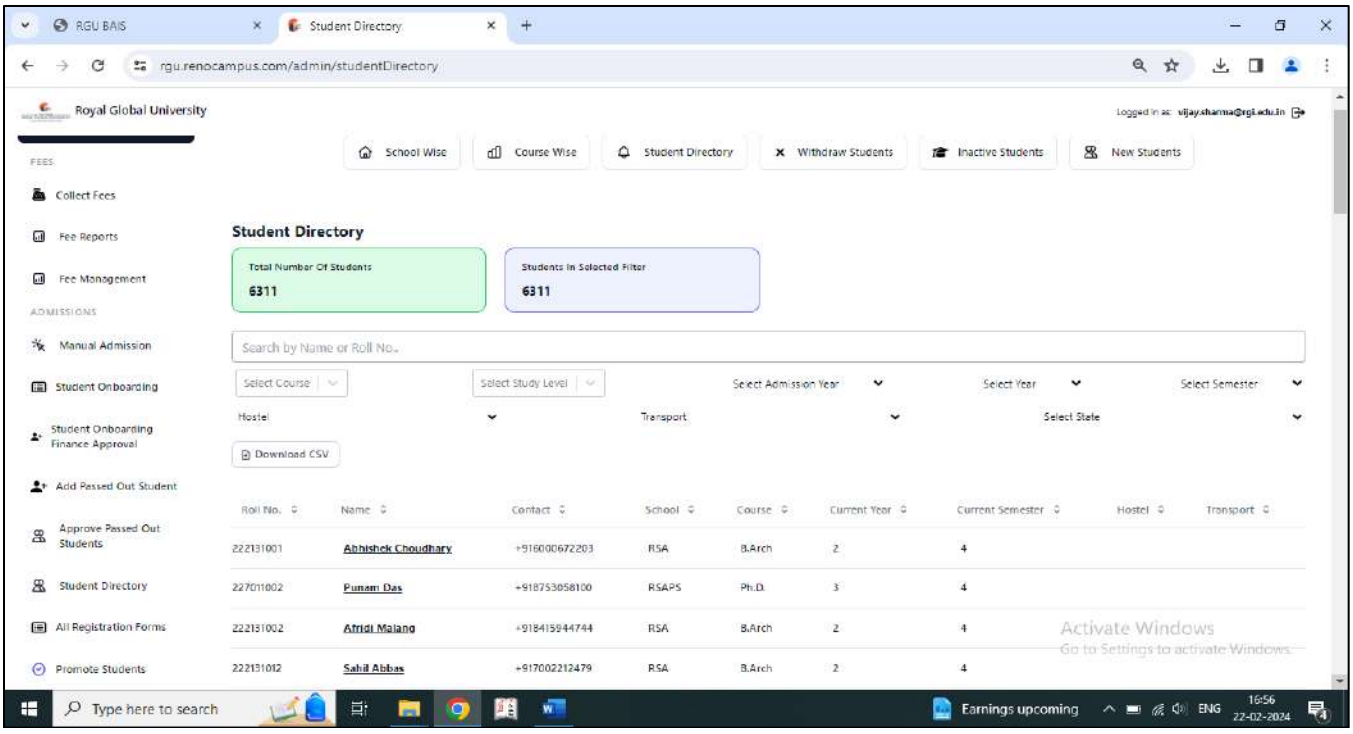
2.Finance and Accounts: The University relies on the values of transparency in financial transactions and hence has opted to resort to online means of fee payment. This has reduced the obstacles of direct payment and is found to be a safer mode of financial transaction that is automatically documented.



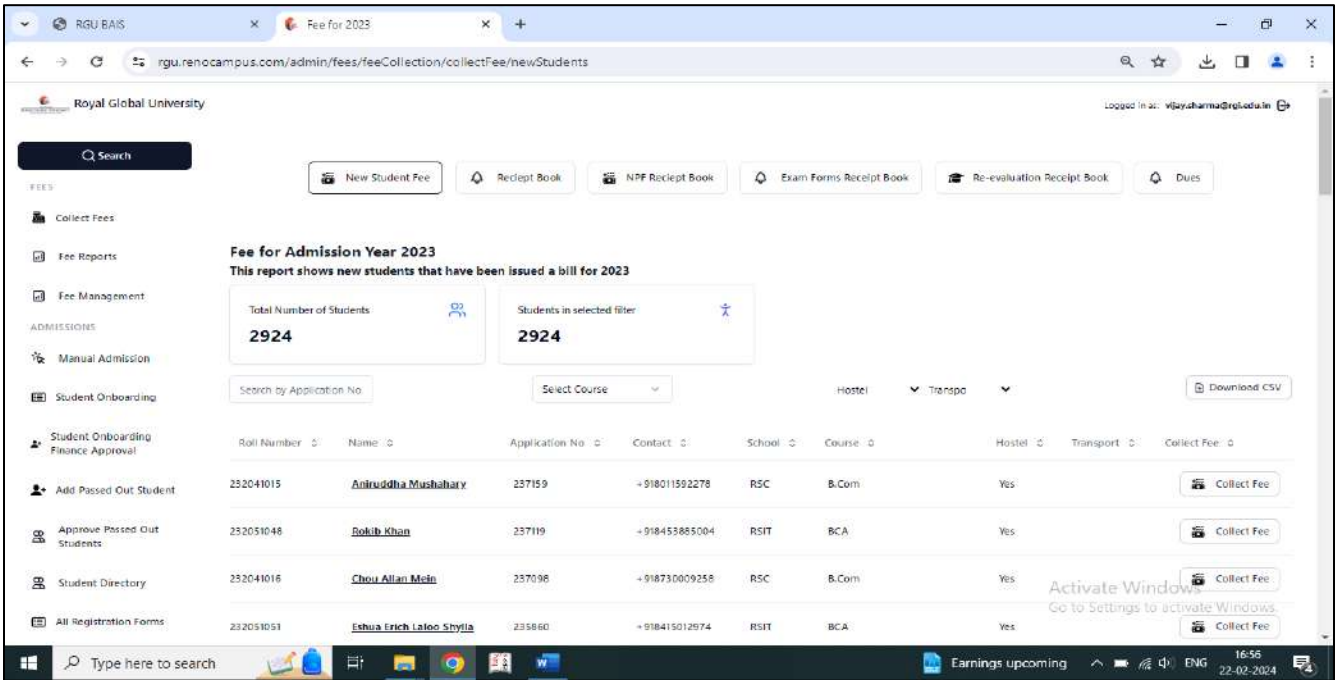
User interface of ERP of Accounts section



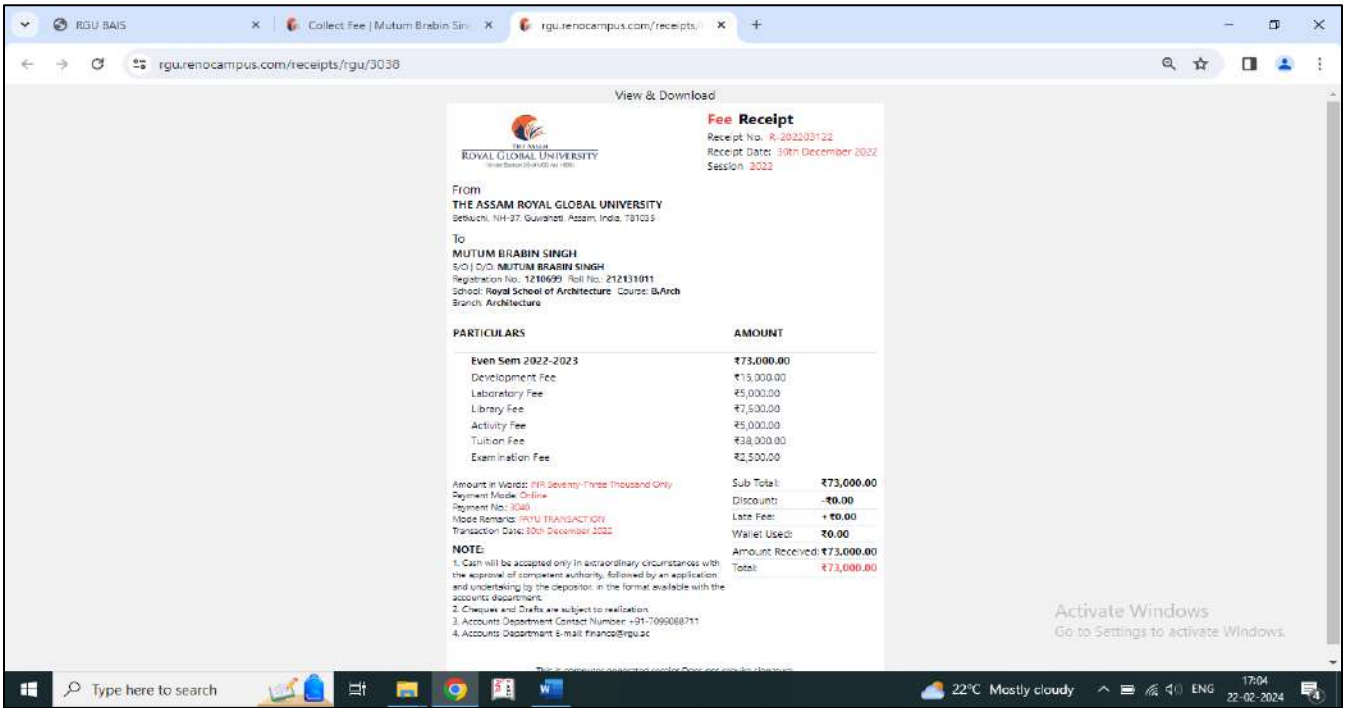
User interface of ERP of Accounts section



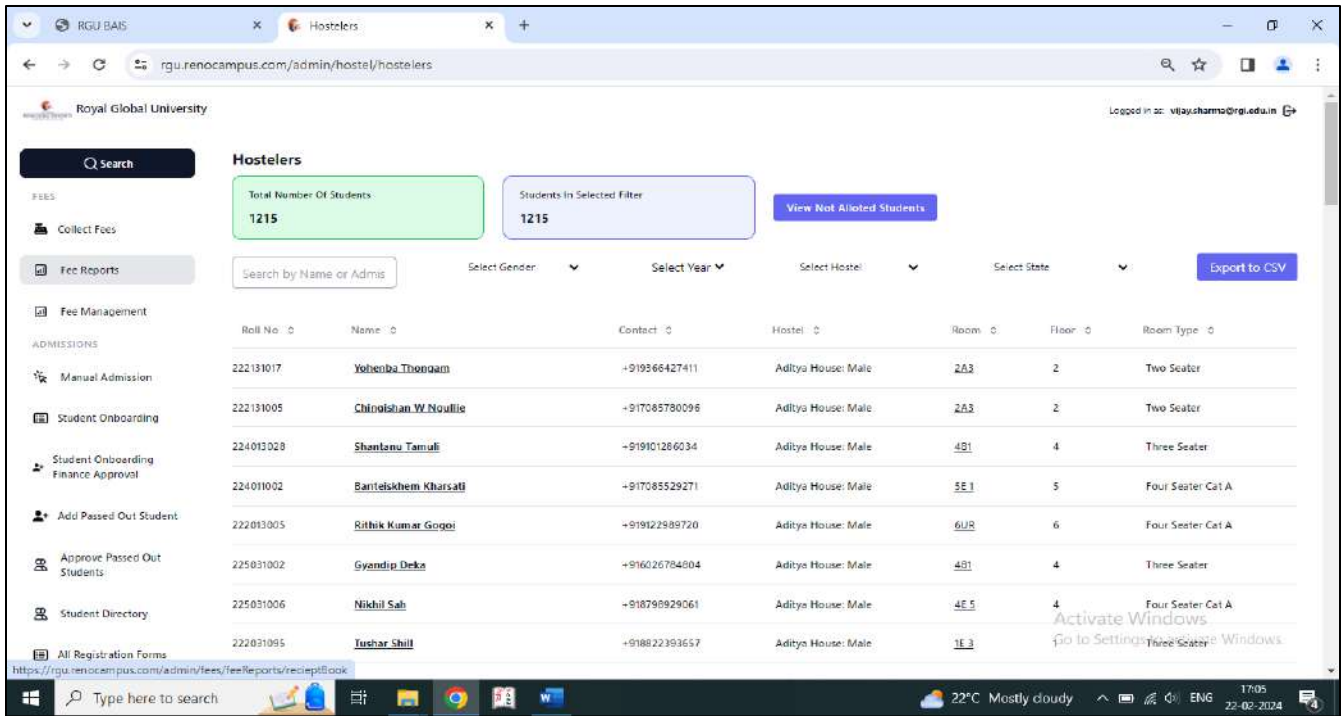
User interface of ERP of Accounts section



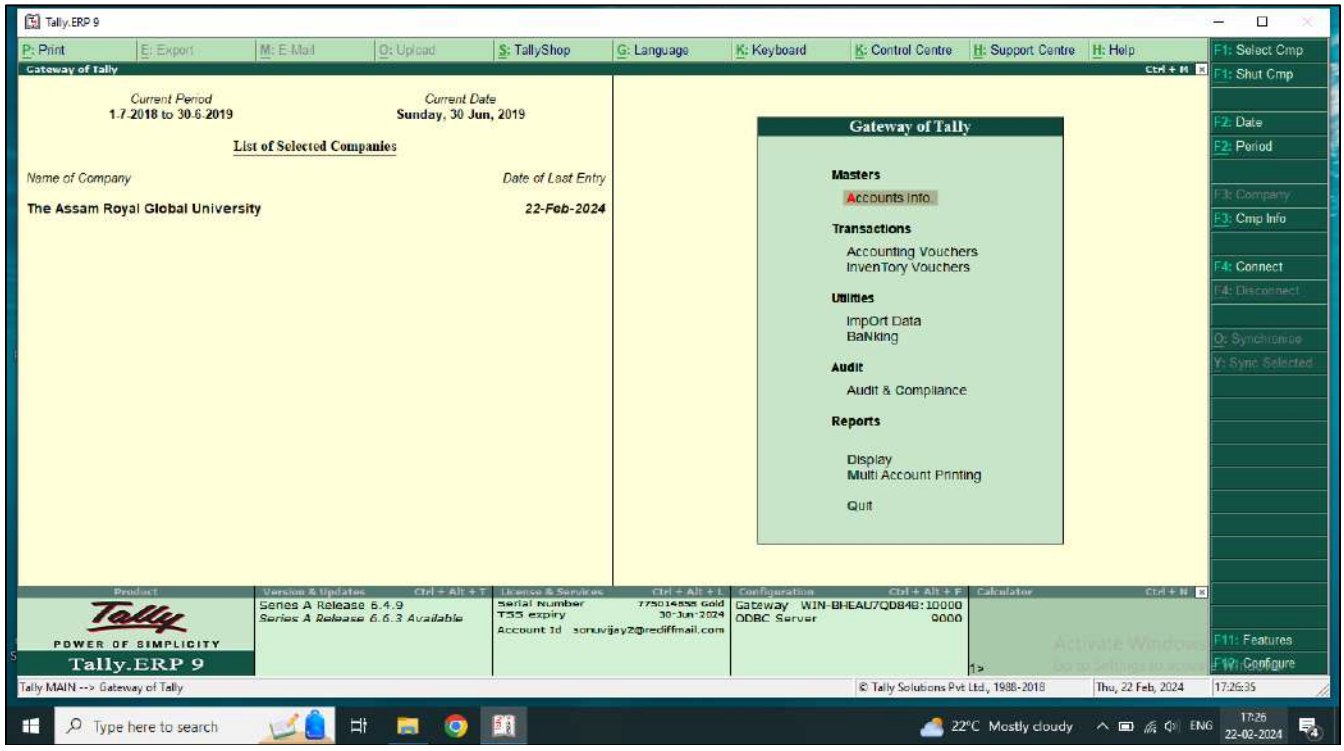
User interface of ERP of Accounts section



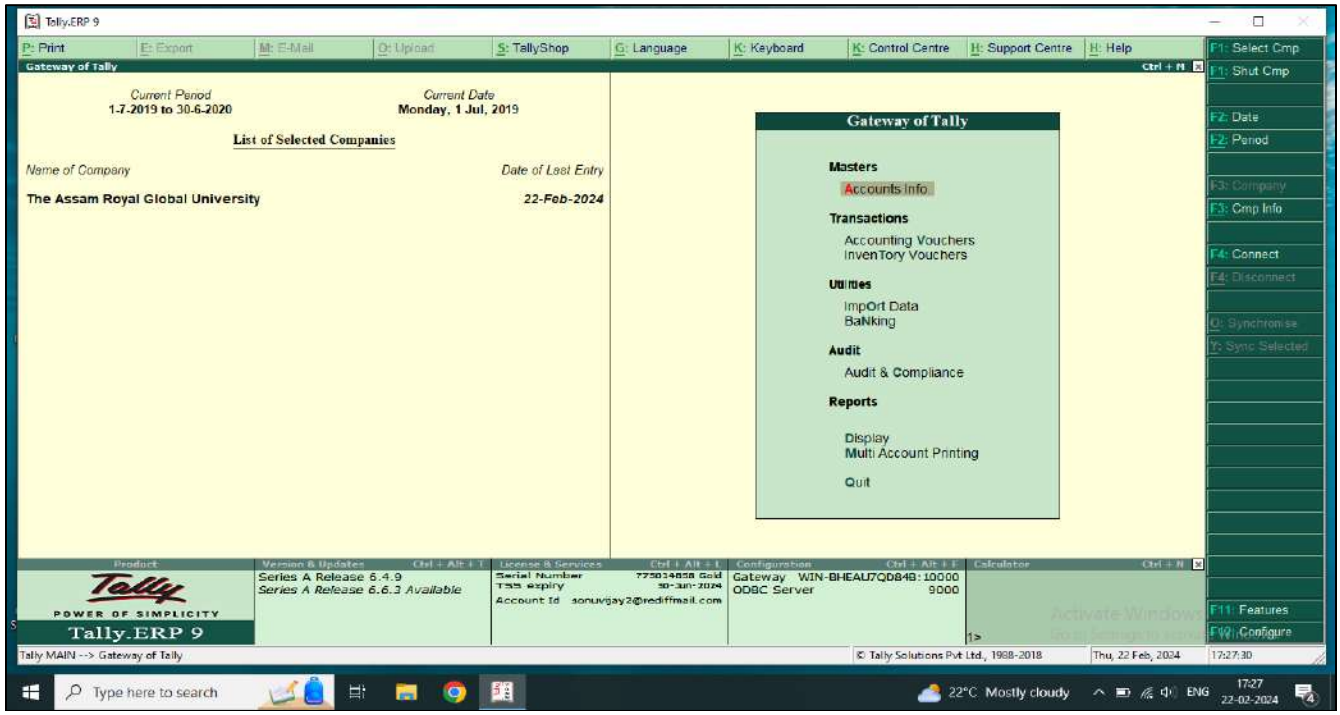
Student's Fee Receipt through ERP



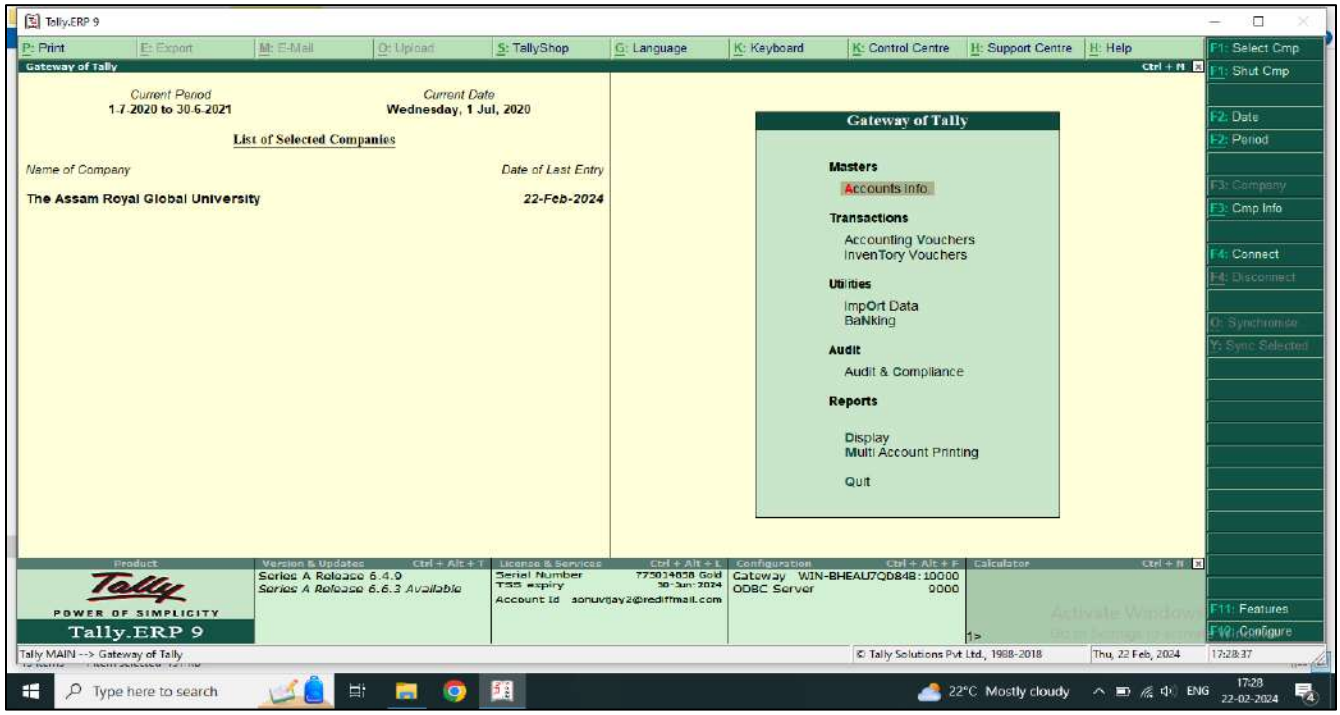
User interface of Hostelers details through ERP



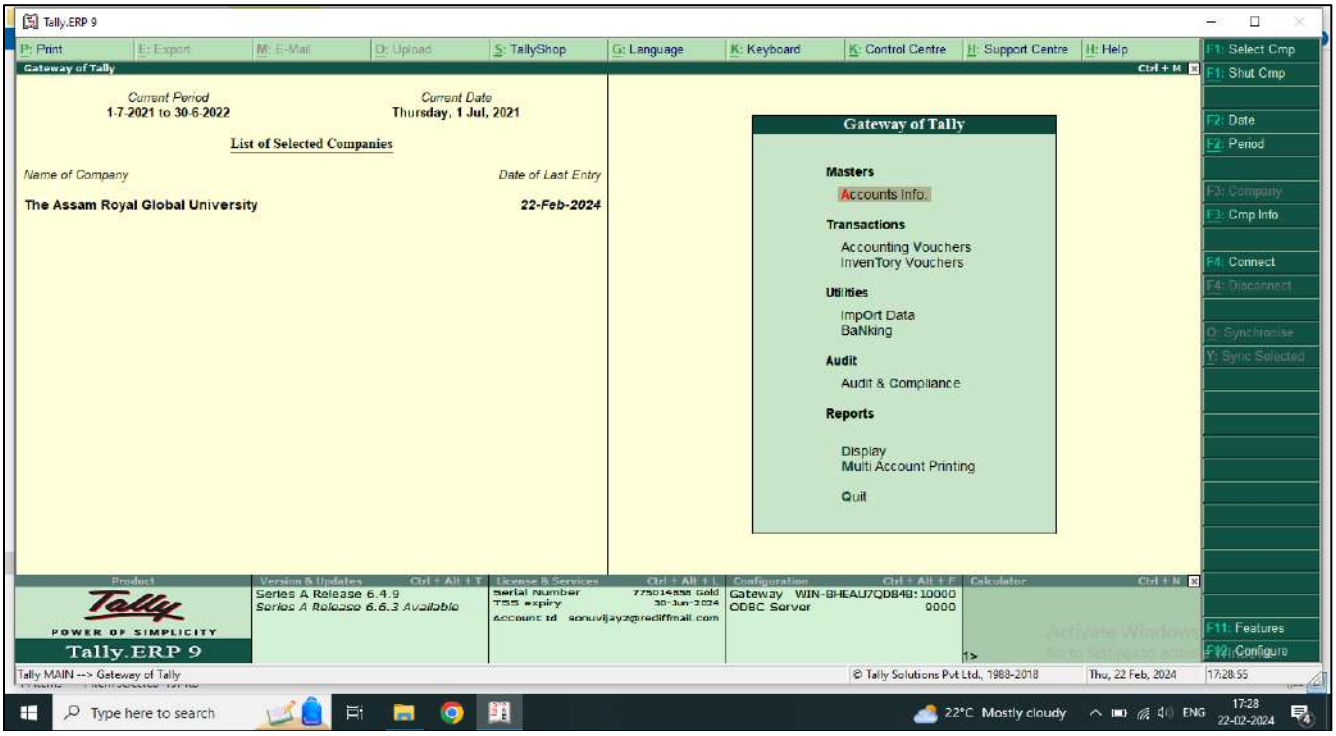
User interface of Tally used by Account Section during July 2018-June 2019



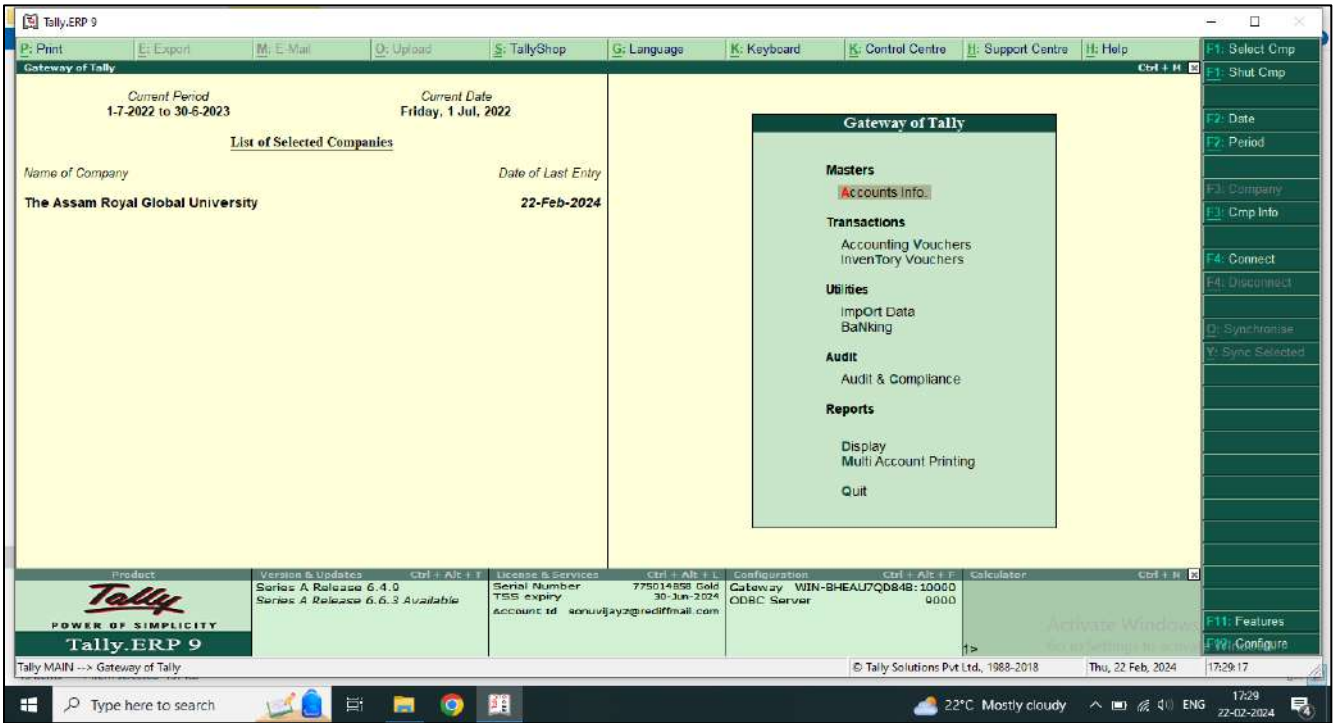
User interface of Tally used by Account Section during July 2019-June 2020



User interface of Tally used by Account Section during July 2020-June 2021



User interface of Tally used by Account Section during July 2021-June 2022

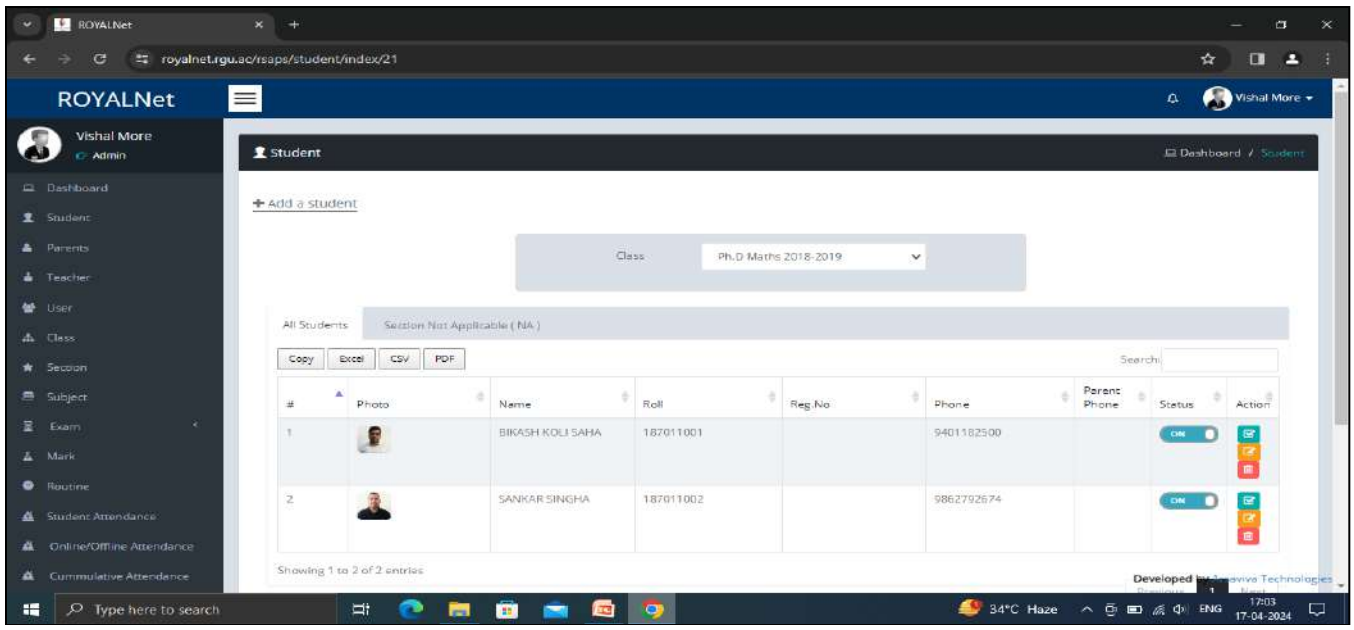


User interface of Tally used by Account Section during July 2022-June 2023

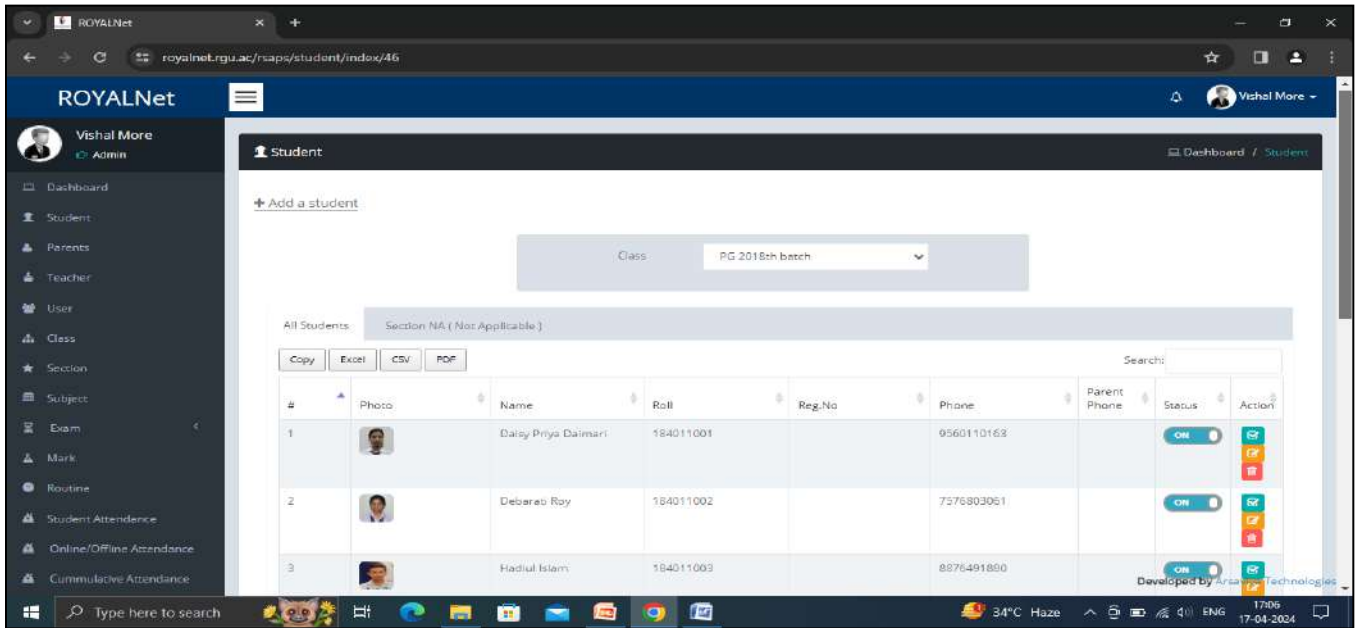
3. Student Admission and Support:

The admission procedures are one of the most tedious tasks in an educational institution and to ensure impartiality in its functioning, the University has resorted to online modes of application for admission. This has made the admission procedures far more transparent, systematic and efficient. The University's Renocampus and Nopaper Forms managed the admission list and published the selected and waiting list of candidates based on the set parameters within the scheduled time and with minimum or no errors. Student registration is also facilitated through the University portal.

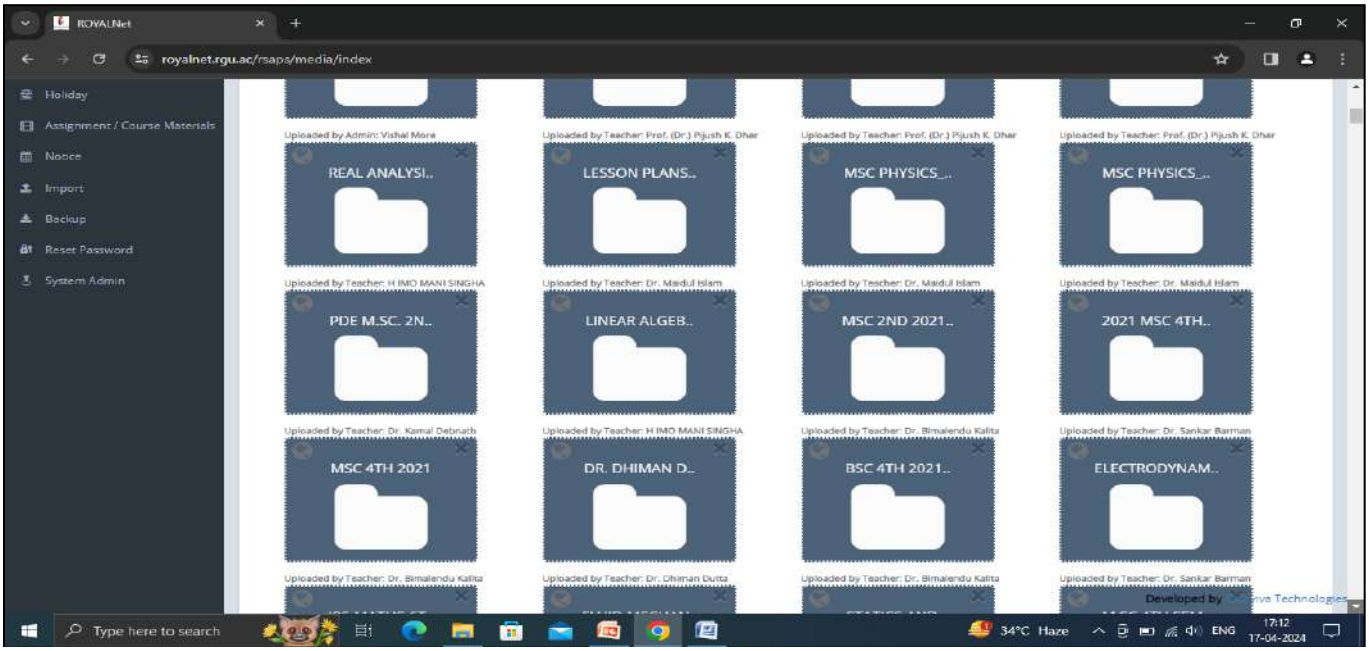
ROYALNET DASHBOARD



Ph.D. Scholars 2018 Batch Details

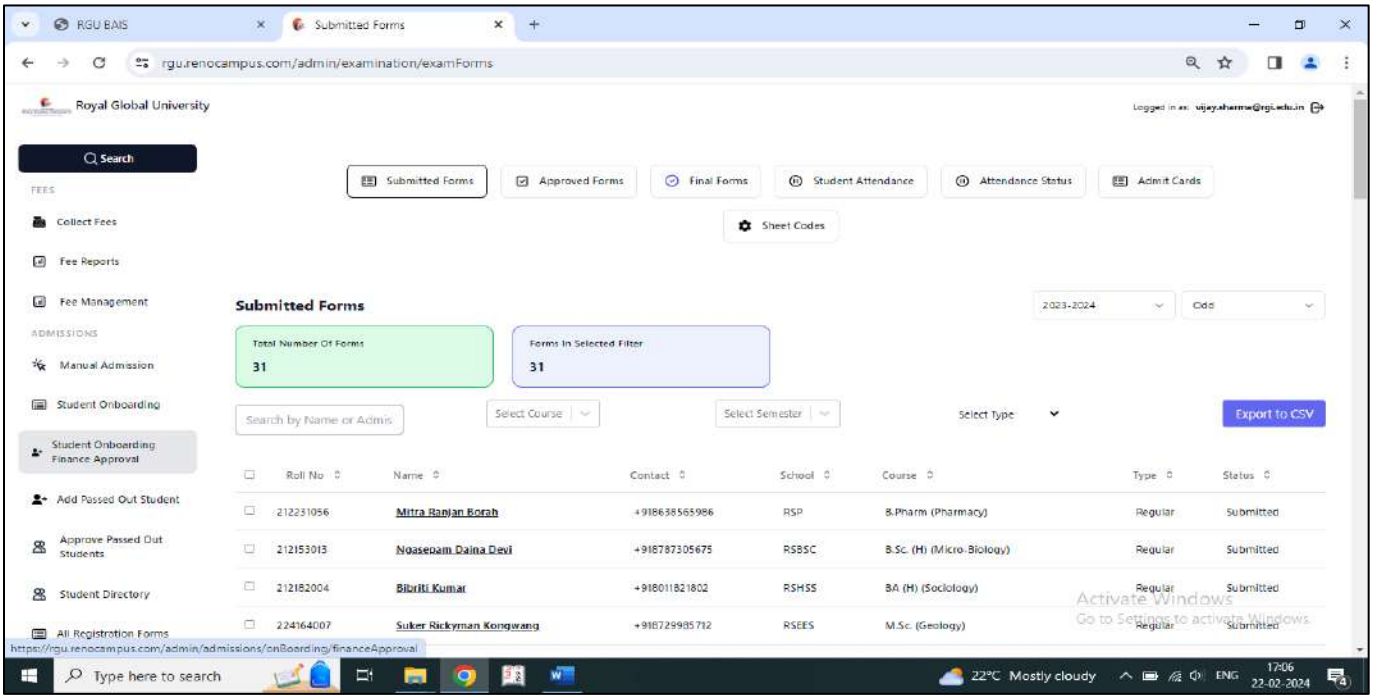


Students 2018 Batch Details

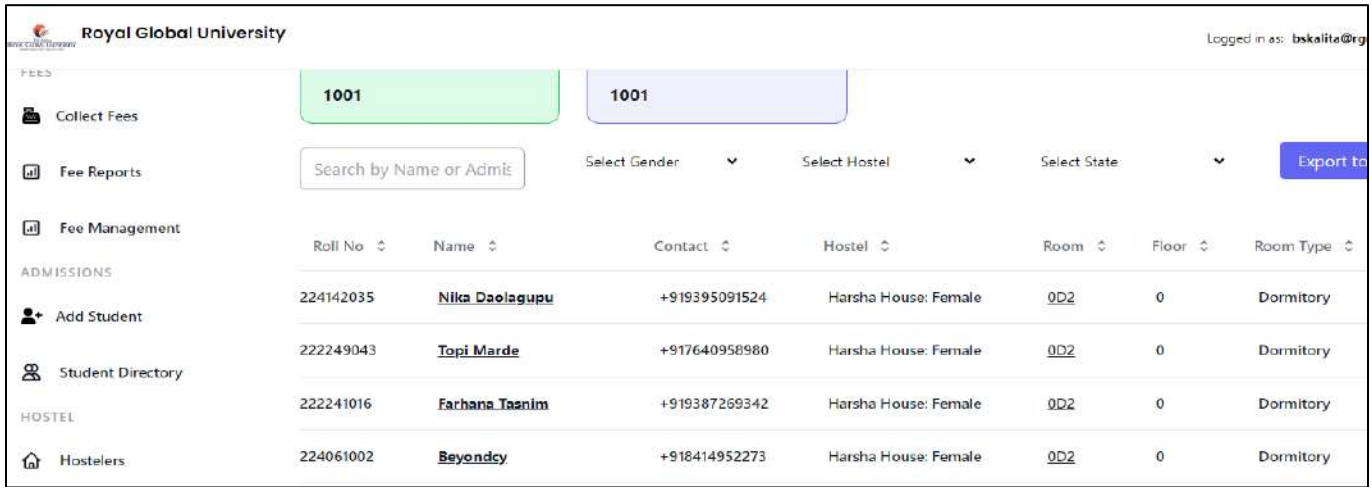


Assignment/Course Materials

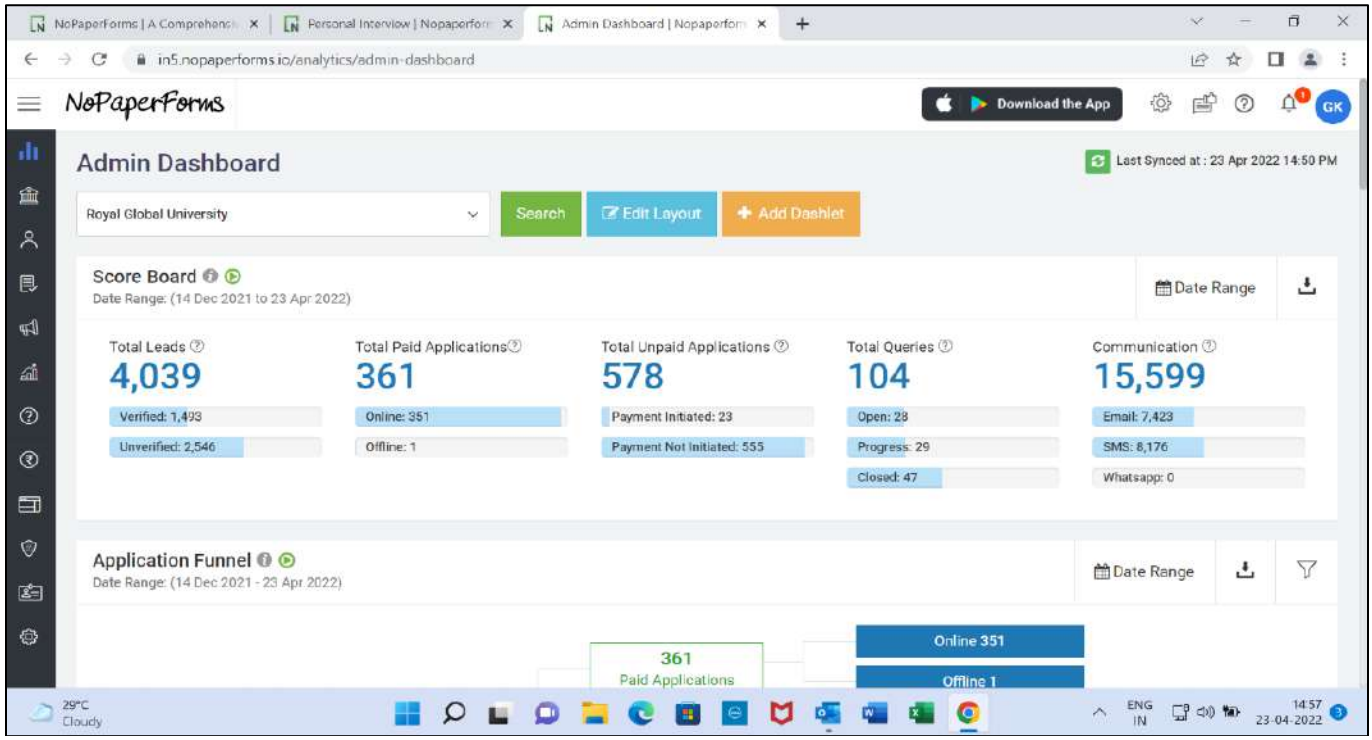
RENOCAMPUS DASHBOARD



User interface to check students' exam form submission



User interface to get information of Hostelers and regarding RGU Hostel wise report



User interface of No Paper Forms for student admission and support

For the session July 2018-June 2019

Entity	Frequency
Number of students enrolled through University's portal	205/1313
Number of student's admission queries solved over email	10213
Number of student's admission queries solved over website chat	5075
Number of student's admission queries solved over WhatsApp	2514
Number of admission queries handled from online platforms	9437

For the session July 2019-June 2020

Entity	Frequency
Number of students enrolled through University's portal	326/1481
Number of student's admission queries solved over email	12256
Number of student's admission queries solved over website chat	6090
Number of student's admission queries solved over WhatsApp	3017
Number of admission queries handled from online platforms	11324

For the session July 2020-June 2021

Entity	Frequency
Number of students enrolled through University's portal	876/1585
Number of student's admission queries solved over email	14707
Number of student's admission queries solved over website chat	7308
Number of student's admission queries solved over WhatsApp	3620
Number of admission queries handled from online platforms	13589

For the session July 2021-June 2022

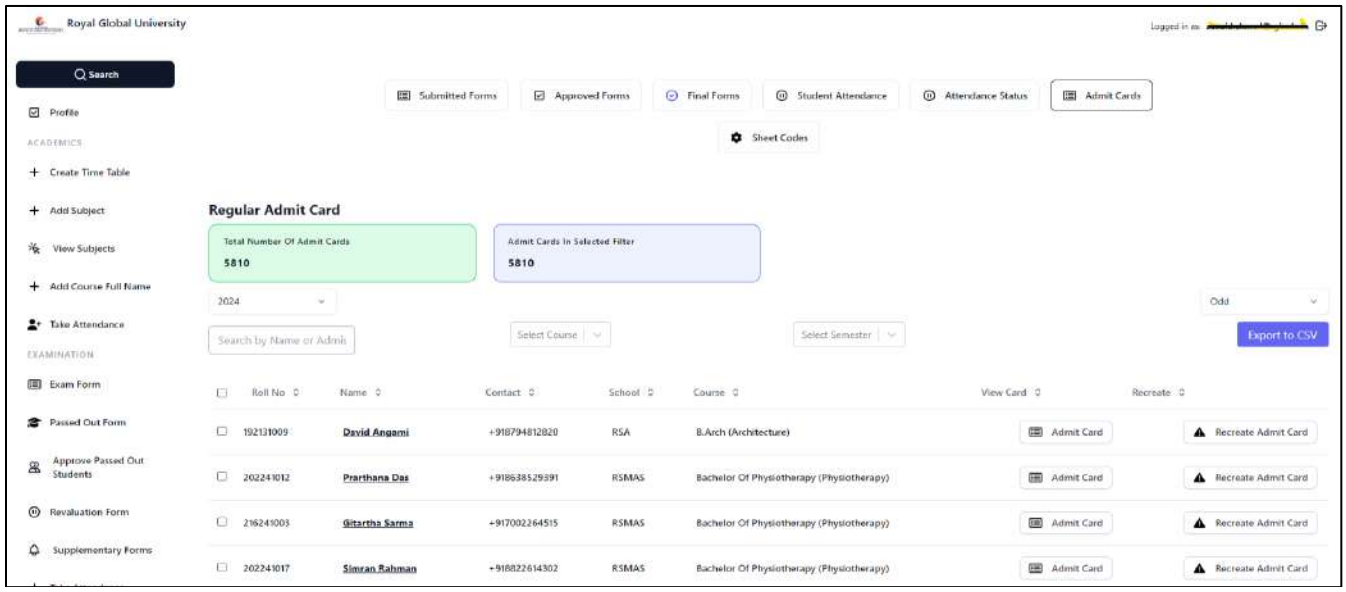
Entity	Frequency
Number of students enrolled through University's portal	1262/1927
Number of student's admission queries solved over email	17648
Number of student's admission queries solved over website chat	8770
Number of student's admission queries solved over WhatsApp	4344
Number of admission queries handled from online platforms	16307

For the session July 2022-June 2023

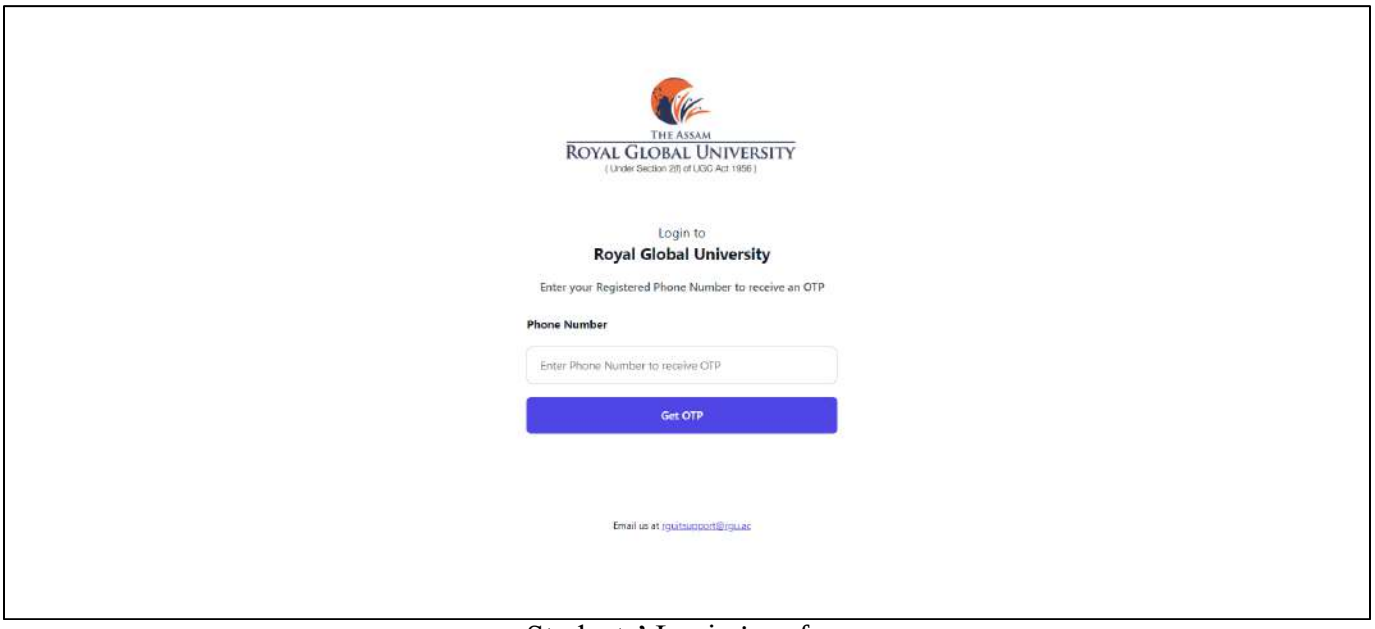
Entity	Frequency
Number of students enrolled through University's portal	2422
Number of student's admission queries solved over email	21178
Number of student's admission queries solved over website chat	10524
Number of student's admission queries solved over WhatsApp	5213
Number of admission queries handled from online platforms	19568

4. Examination:

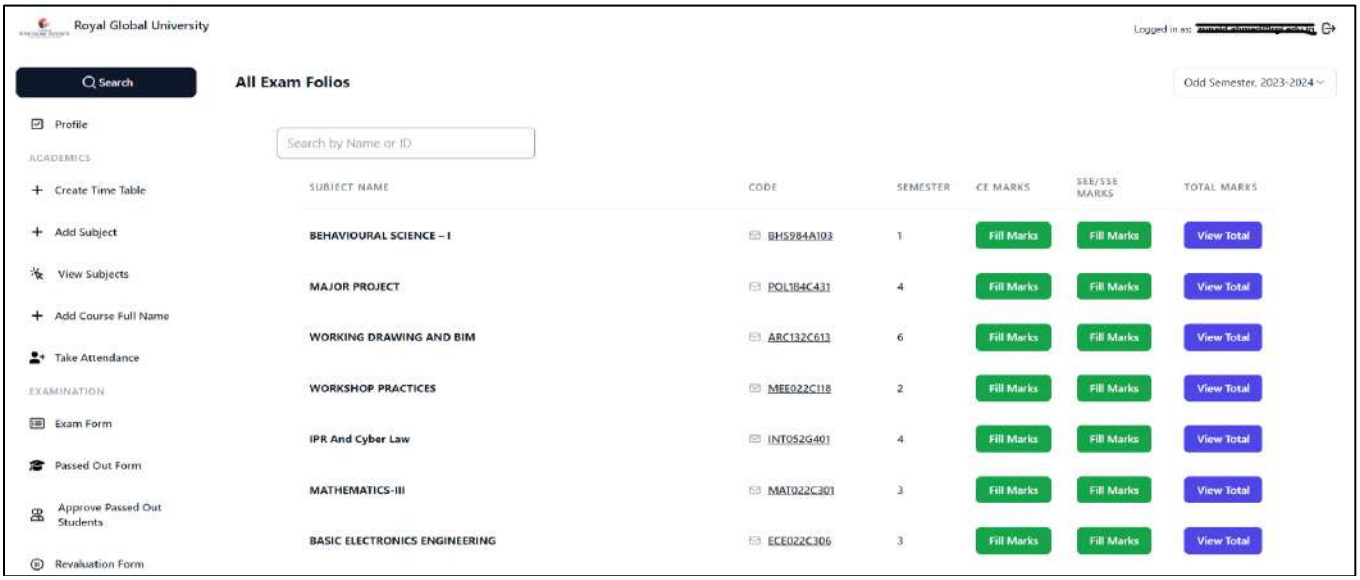
This is an area where the institution has witnessed great changes during this academic year with the digitalization of the examination section. Implementing an ERP system in the examination branch of a university streamlines administrative processes, enhancing efficiency and accuracy. With centralized data management, it facilitates seamless coordination between departments, ensuring timely scheduling of exams, result processing, and academic record management. Real-time access to information empowers administrators to make informed decisions swiftly, while automated workflows reduce manual errors and redundancies. Overall, the integration of ERP revolutionizes the examination management system, fostering a smoother experience for students and staff alike.



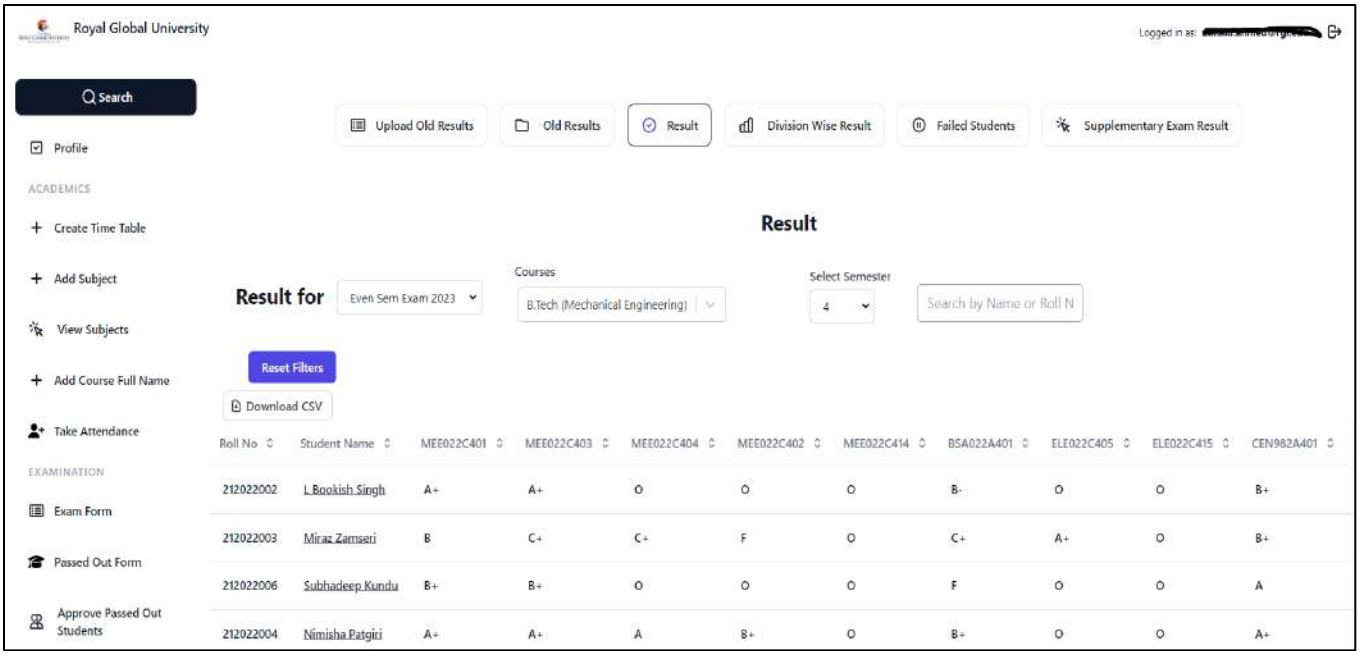
Admit card module



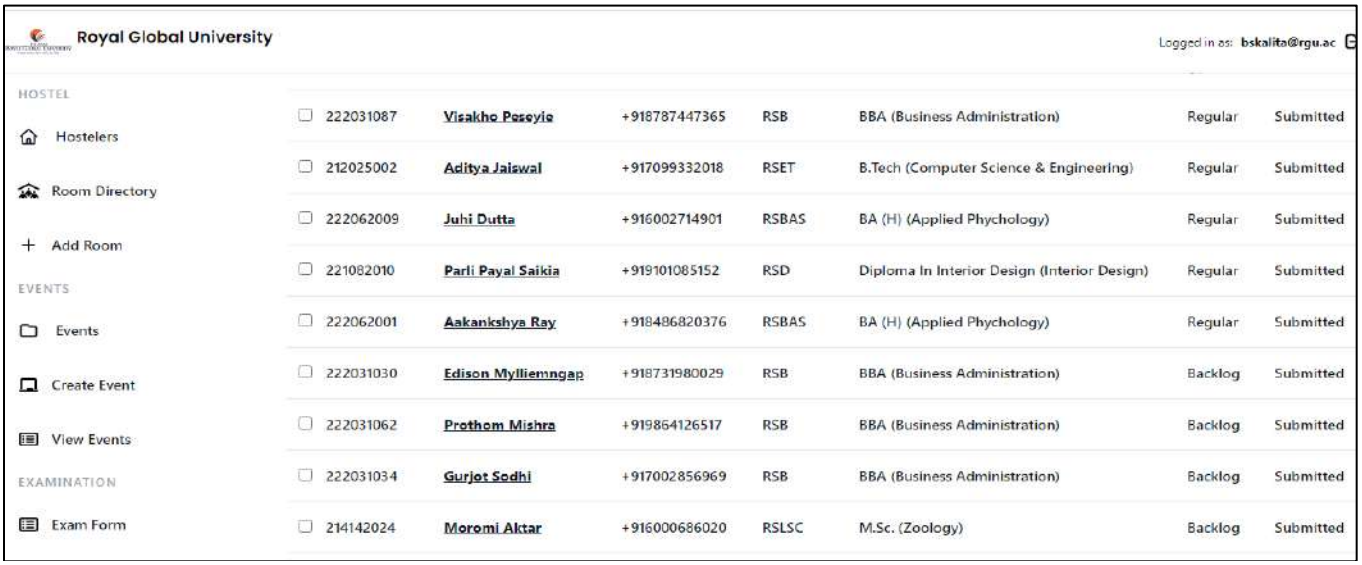
Students' Login interface



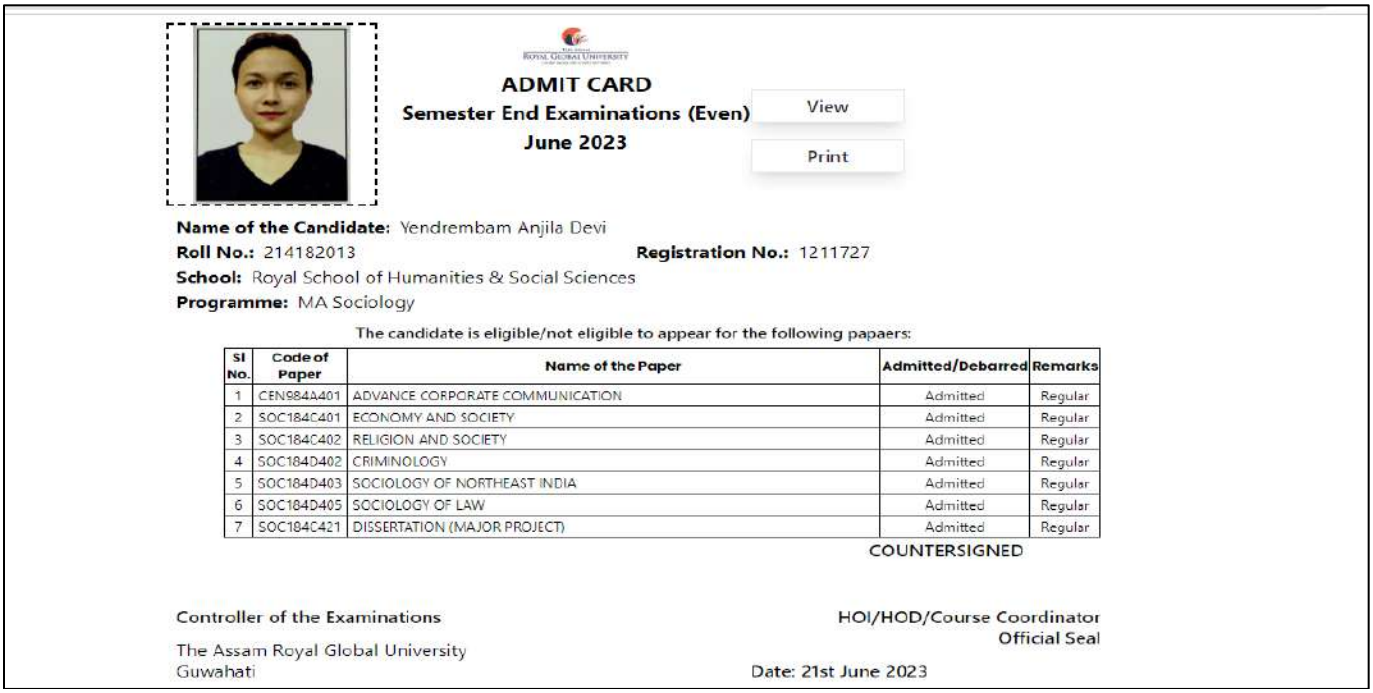
Marks entry module



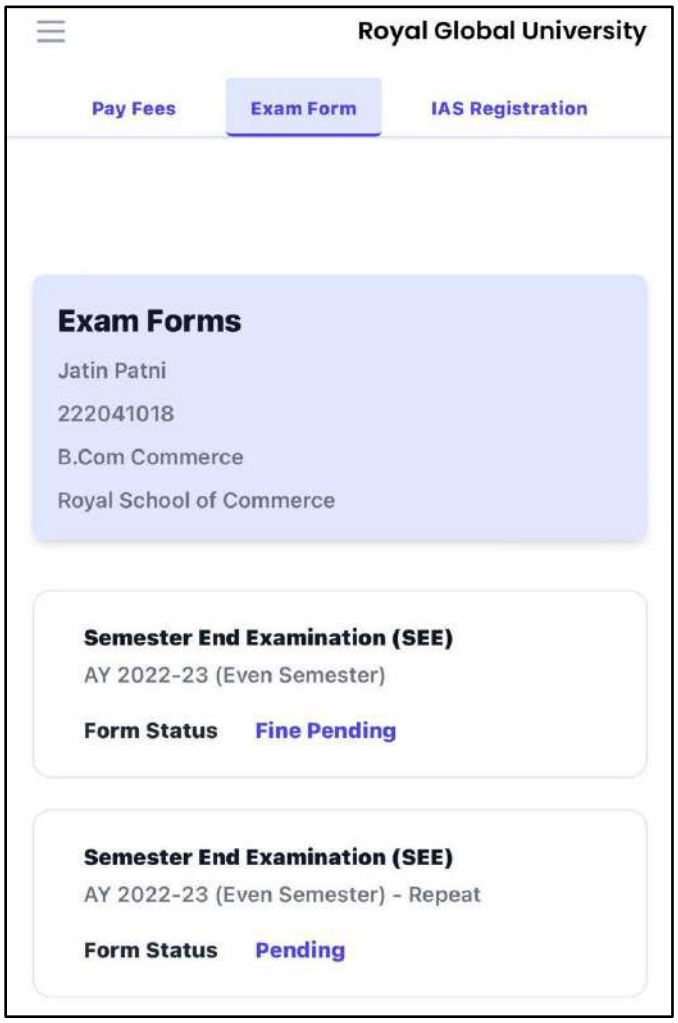
Result module

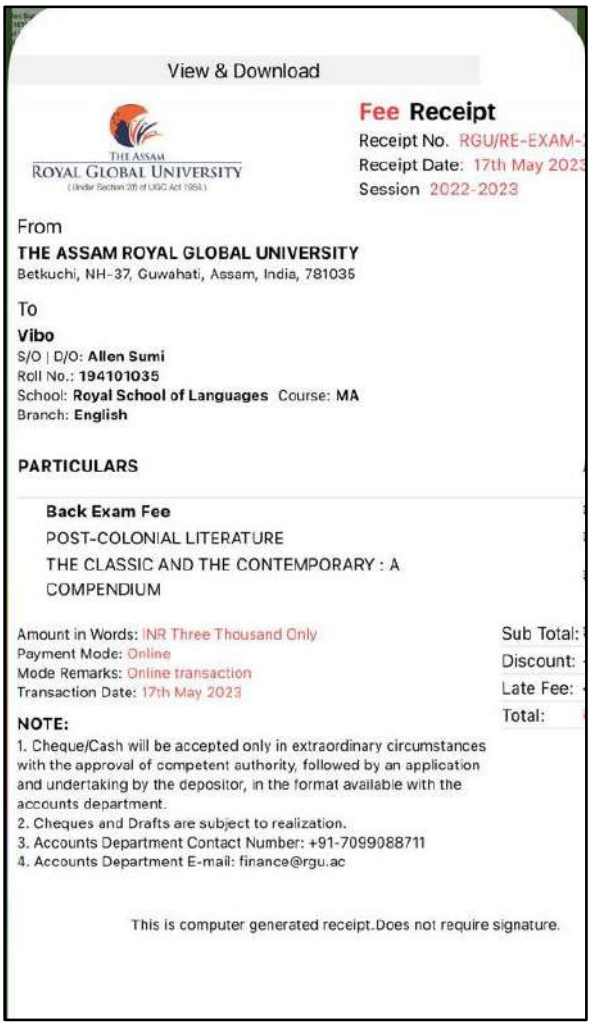


User interface to check the status of forms filled by students



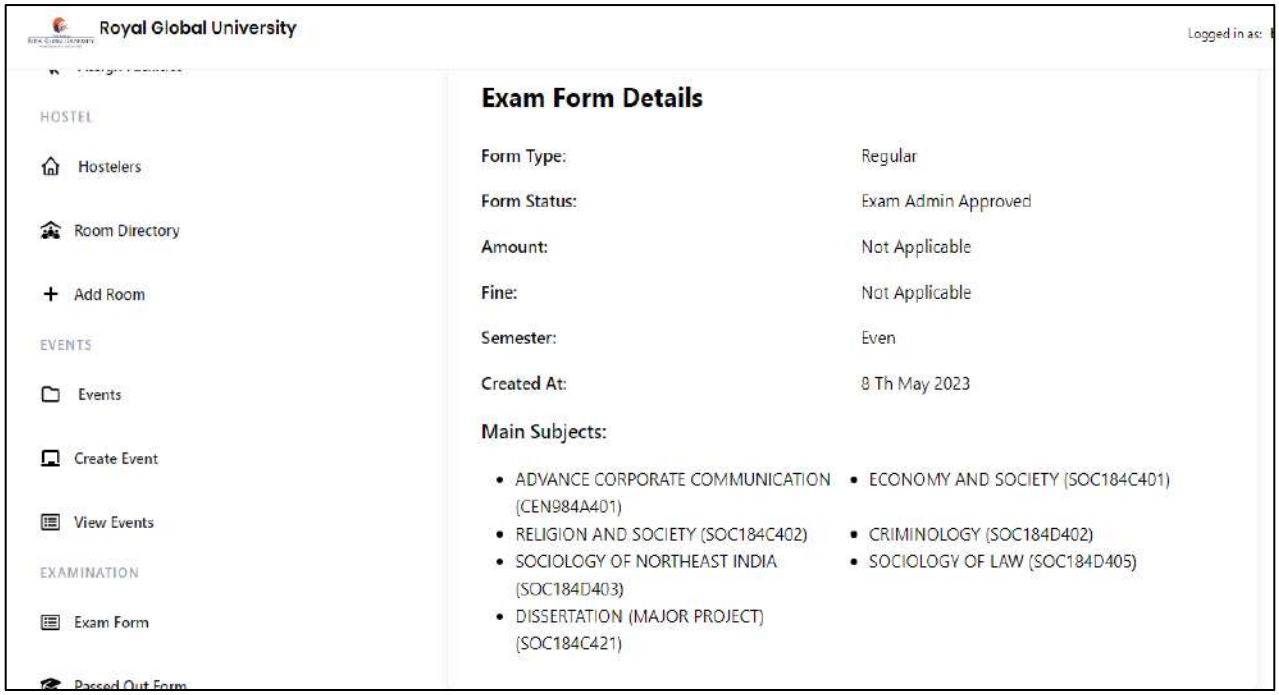
Admit card generation of students through ERP



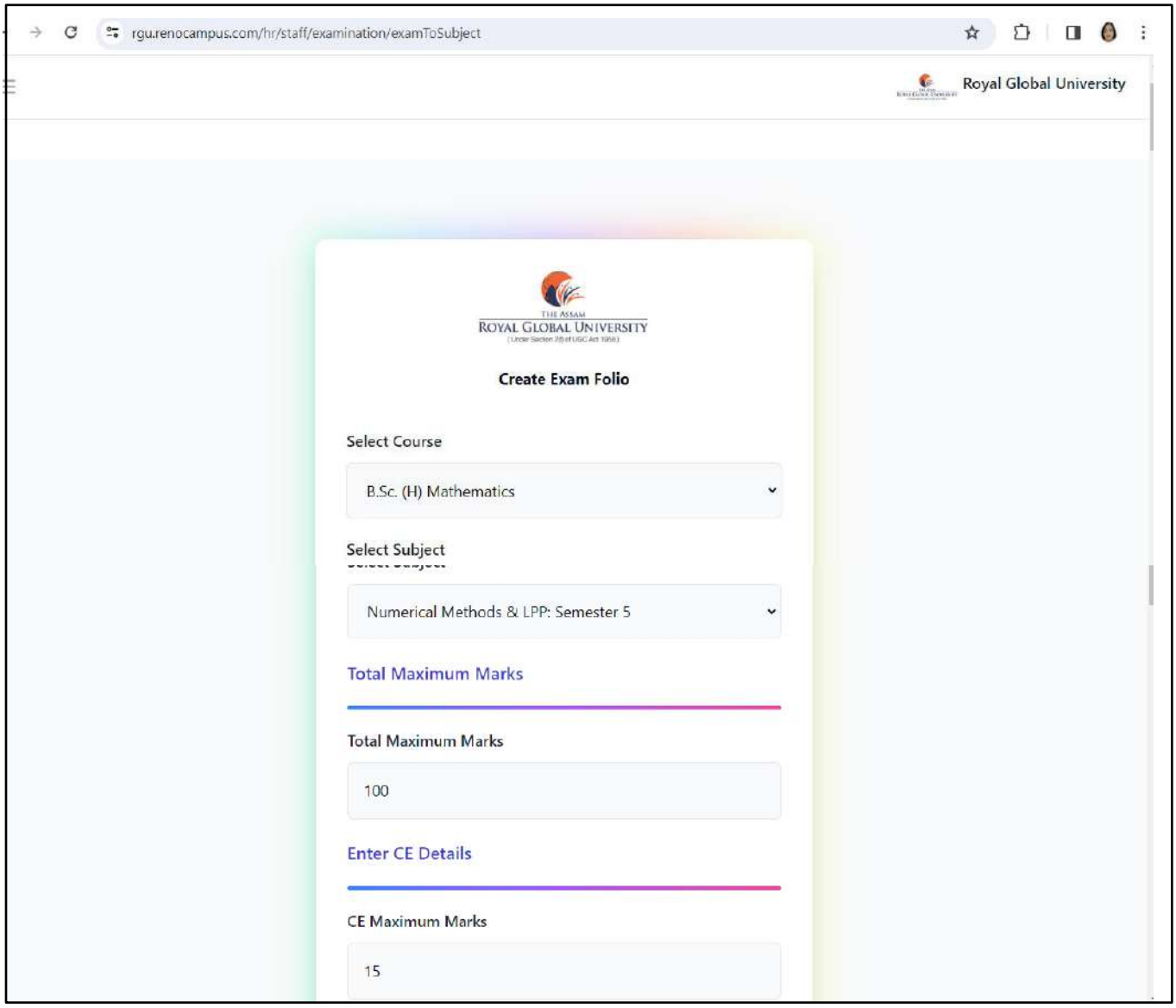


Status shown in student's dashboard for examination form

Money receipt in student dashboard after fee payment



CREATION OF EXAM FOLIO



5. Library:

The library gives access to a wide range of resources including books, study areas and e- books covering all departments viz. engineering, management, architecture, law, commerce, fashion, fine arts, nursing, pharmacy, hotel & tourism management etc. The central library at RGU can be acclaimed as one of the advanced libraries of not only Assam or the North-East but also regionally and nationally both in terms of quality and quantity covering 23 schools and more than 130 courses. The library has a huge collection of approximately 25000+ books. Apart from this, the library holds a special north-east collection, competitive books corner and fiction/nonfiction corner. RGU E-Library aims to provide online resources, professional support and guidance to all students whenever, and from wherever they have chosen to study. The library has 18000+ e-books and more than 65000 e- journals. Apart from this, it has various e-resources including e-journals, e-Books, and e- databases under different areas that can be accessed by its users. The database for the entire collection can be accessed through Online Public Access Catalogue (WebOPAC). The OPAC software allows users to search books on parameters such as title, author's name, volume, and keywords with mere clicks and enables the librarians to catalogue different genres of books and maintain its database online. The library management is done by ILMS SOUL 2.0 server platform and barcode system (Jan, 2013). DSpace is used for maintaining the Institutional Repository of the entire university. As a member of DELNET, the library avails various facilities of member institutions through resource sharing on demand from the users as and when required. It provides ready reference services like content list service, using both offline and online sources of information to the users**.**

Enabling E-Governance via IT Support Up-gradation

Since its inception, The Assam Royal Global University has been at the apex of creating a state-of-the-art IT infrastructure which has led to the making an unparallel e-governance system. Tabulated below is the adoption of newer technology which have been efficient enablers for exercising e-governance in the University.

CCTV Cameras

Cumulative number of CCTV Camera (2018-2023)

Year	2018-19	2019-20	2020-21	2021-22	2022-23
Number	**200**	**250**	**320**	**400**	**445**

Projectors

Cumulative number of Projectors (2018-2023)

Year	2018-19	2019-20	2020-21	2021-22	2022-23
Number	**195**	**203**	**215**	**228**	**242**

Biometric machines

Cumulative number of Biometrics (2018-2023)

Year	2018-19	2019-20	2020-21	2021-22	2022-23
Number	**03**	**03**	**05**	**05**	**11**

Turnstile Gates

Cumulative Access Control System (Turnstile Gates/Boom Barriers/Access Controllers/RFID Readers (2018-2023)

Year	2018-19	2019-20	2020-21	2021-22	2022-23
Number	**02**	**02**	**02**	**02**	**02**

Internet related technology

Year	2018-19	2019-20	2020-21	2021-22	2022-23
Mbps	**500**	**500**	**500**	**750**	**1000**

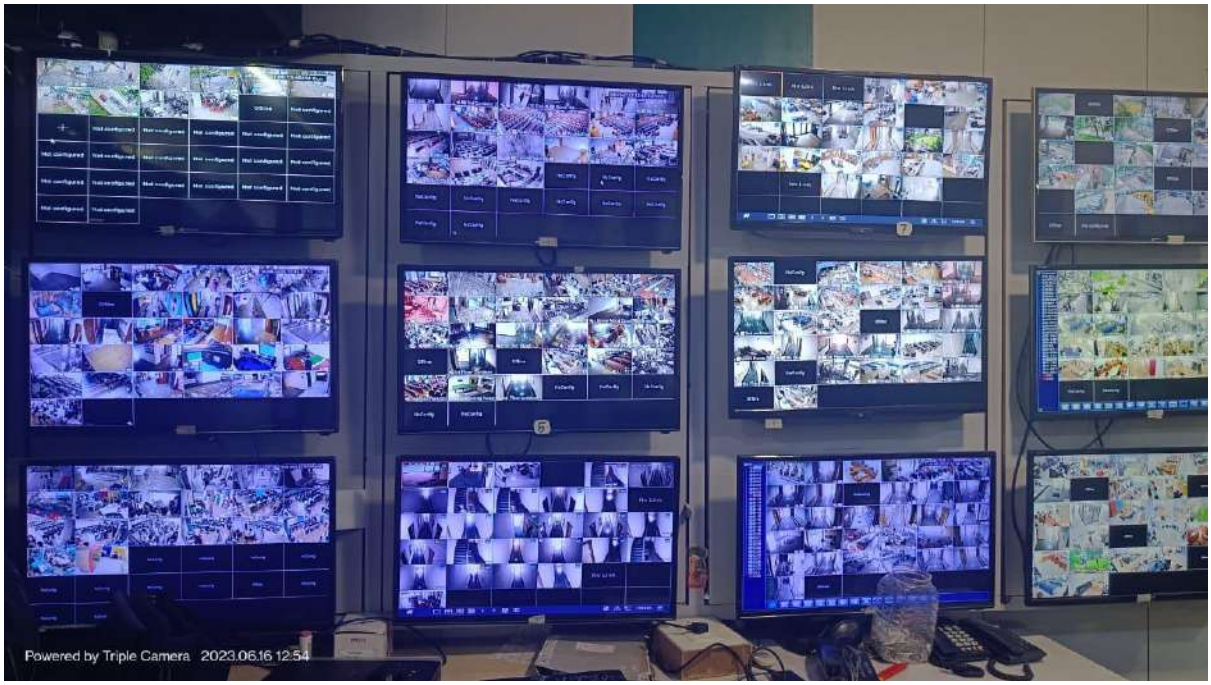
Some noteworthy technology support upgradation over the years:

Implementation of WiFi in the Campus

- *Enabled Wi-Fi Services in Hostels and Academic Blocks*
- *Enabled teachers to use laptops for teaching & learning purpose*
- *Improve the Wi-Fi Connection Speed for the Users*
- *Increased the user capacity to connect more users at single time*
- *Increase the Wi-Fi coverage for the users*
- *Users can seamlessly roam from one location to another*
- *Enabled Learning beyond the classroom walls.*
- *Allowed the parents, students and teachers to be more engaged with each other.*
- *Helped the students for encouraging students to stay on task, and engage in classroom activities and discussion.*
- *Students and teachers were able to share notes and assignments easily using free livetools like googledoc, one note, email etc.*

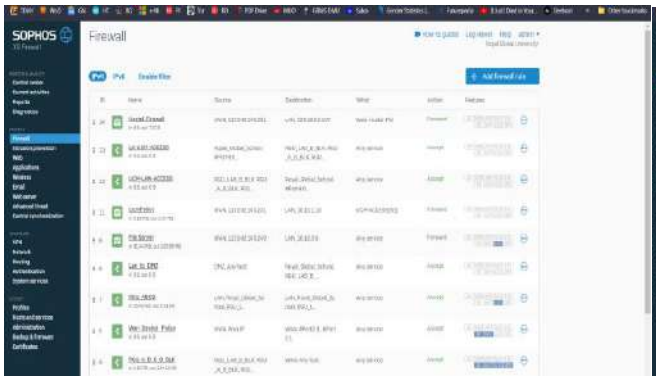
SURVEILLANCE

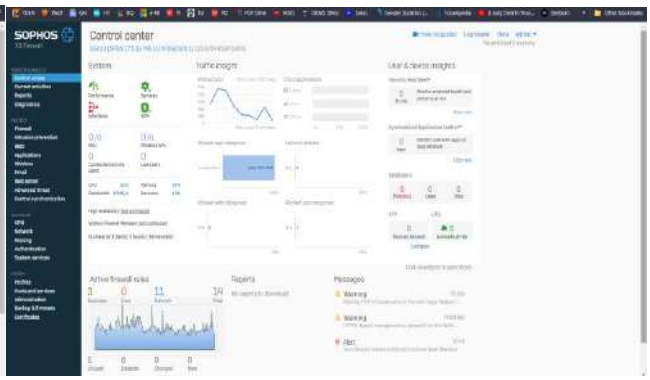
The campus is equipped with 300+ IP based CCTV cameras with 24/7 recording. The system is powered with a 15 minutes power backup from an UPS and diesel generator backup in case of mains power failure. Data is retained for 14 days on all cameras.



NETWORK SECURITY

We use technologies from Sophos Group to secure our network. Along with UTMs from Sophos, we use Raspberry Pi based Honeypots to track and secure our network. Each building has sub layers of security from Sophos with additional honeypots.



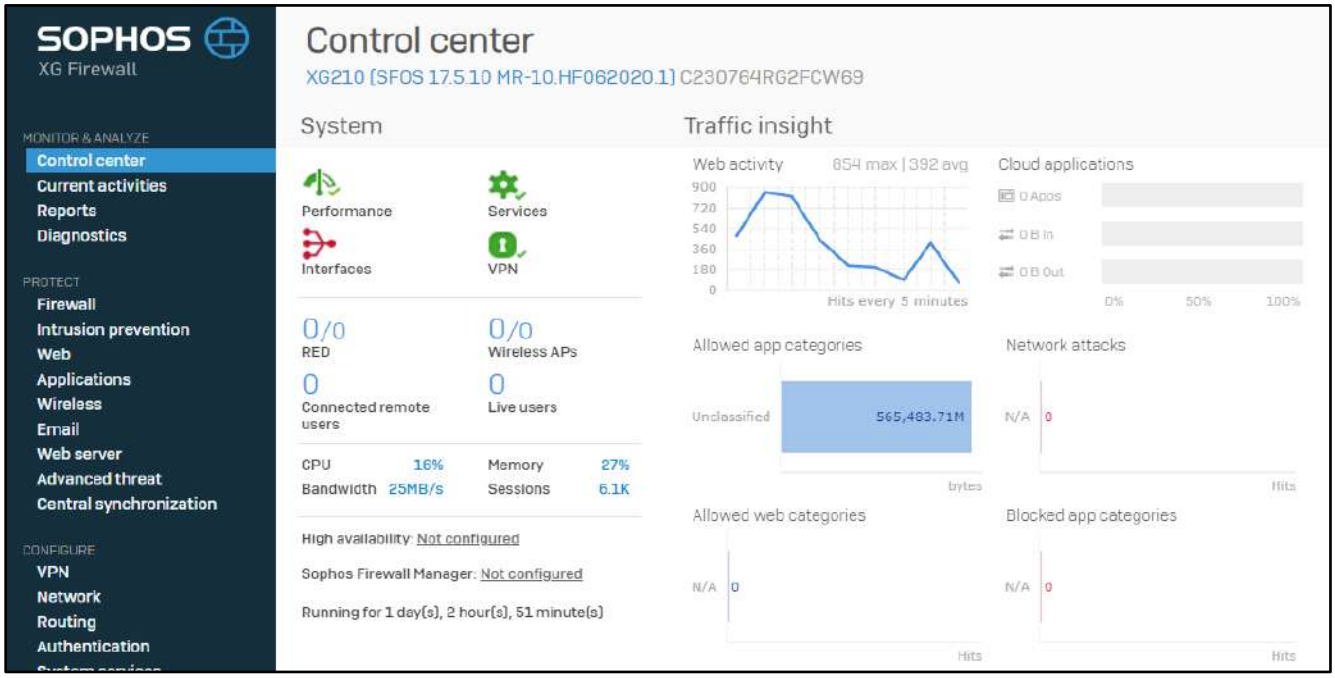


COMMUNICATION SYSTEMS

We have a robust email server based on the Microsoft's Office 365 framework. We provide 100GB of mail server space and 1TB of cloud storage space to all individual faculty members, administrative staff, and doctoral candidates. Parallelly, the WhatsApp platform is used for unofficial communications, which is getting transferred to Microsoft's Kaizala platform. Microsoft's Kaizala can be backlinked to our Microsoft Outlook backbone. We have VoIP based telephony across the campus based on the open-source Asterix platform, which is connected to a PRI service from BSNL to provide external call routing services.

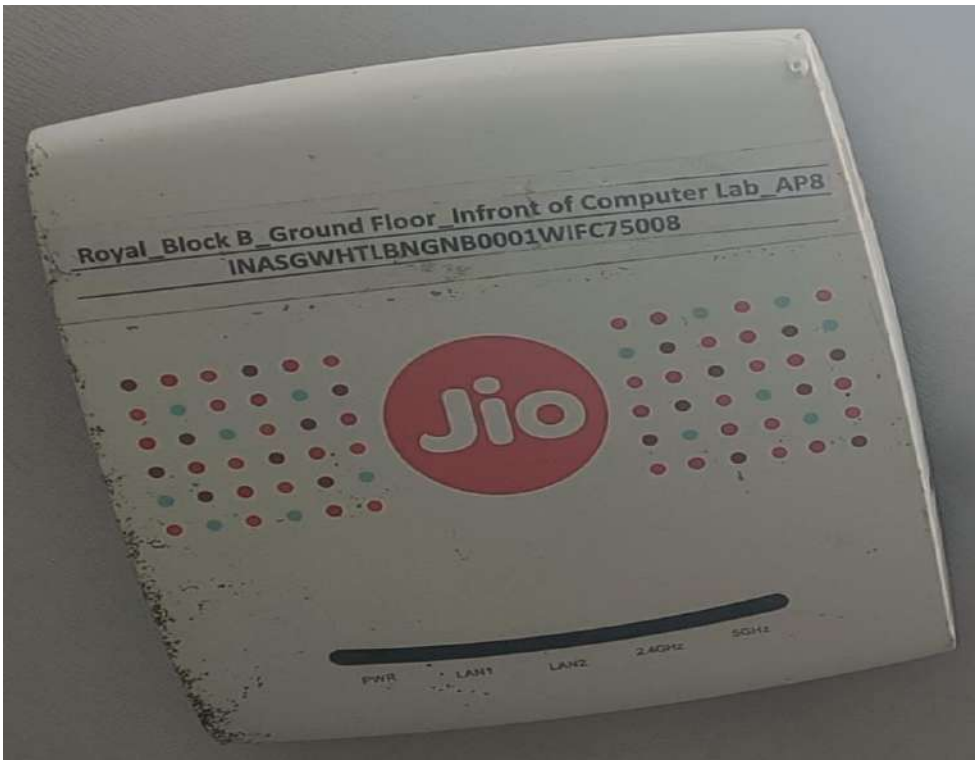
INTERNET FACILITY

RGU has a 1000Mbps (1:1) ILL from BSNL and a backup 10Mbps (1:1) ILL from Reliance Jio, which is distributed across all the blocks through nine virtual local area networks.



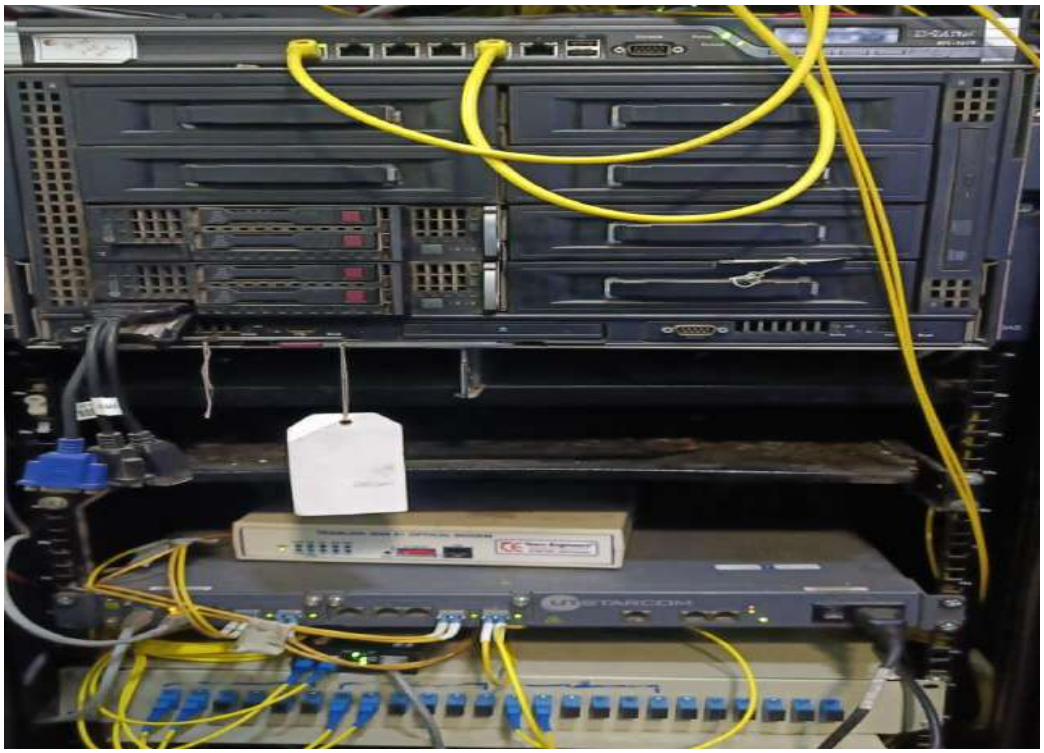
Internet is provided in all the hostels through Wi-Fi from 7 PM to 7 AM on weekdays and all 24 hours on Sundays. The authentication process is through a captive gateway for students, and faculty and administrative staff can connect directly over Wi-Fi or Ethernet.

Additionally, with the help of Reliance Jio, there is an alternate Wi-Fi network for all students and employees using Jio's GSM services. Non-Jio customers can also access the services with a limited data transfer of 35MB per login for emergency connectivity.



LOCAL & CLOUD SERVERS

RGU has a HP G8 series Datacentre that runs local applications. Its mail and storage run on Microsoft Cloud. The website is hosted in GoDaddy cloud as of now and will be soon migrated to AWS servers.



CONCLUSION

The Assam Royal Global University has taken significant steps towards the implementation of information technology for the management of various aspects of the university. These initiatives have significantly improved the efficiency and accuracy of university operations and have provided students and employees with convenient access to a range of services. The university will continue to invest in e-governance initiatives to further enhance the quality of its services and improve the overall experience of its students and employees.

Anuradha Devi 29/5/2023
Director, IQAC, RGU

Director, IQAC
The Assam Royal Global University

Digarlo Munsi 29/5/2023
Registrar, RGU

Registrar
The Assam Royal Global University
Betkuchi, NH-37,
Guwahati-781035 (Assam

29/05/2023
Vice Chancellor, RGU

Vice-Chancellor
The Assam Royal Global University
Betkuchi, NH-37,
Guwahati-781035 (Assam

THE ASSAM
ROYAL GLOBAL UNIVERSITY
GUWAHATI

Address: Royal Global University, Betkuchi, NH-37, Ghy-781035, Assam, India.
Mobile: 9707683013
Email: registraroffice@rgu.ac