



**ROYAL GLOBAL UNIVERSITY**

—◆— GUWAHATI —◆—

**REPORT  
INTERNAL ADMINISTRATIVE AUDIT  
2023**

**Betkuchi, Opp. Tirupati Balaji Temple/ ISBT,  
NH-37, Guwahati-35, Dist- Kamrup(Metro), Assam, India  
Email: registraroffice@rgu.ac  
[www.rgu.ac](http://www.rgu.ac)**

# THE ASSAM ROYAL GLOBAL UNIVERSITY

## INTERNAL ADMINISTRATIVE AUDIT

### REPORT

CONDUCTED DURING 9<sup>th</sup> & 10<sup>th</sup> January 2023

#### 1. Background

The purpose of the Administrative Audit is to evaluate different branches of administration, to highlight the current state of affairs of their activities and to improve the overall performance of the administration. It endures as an essential element for maintaining the standard of excellence in Higher Education. A strong administrative setup and periodical auditing serves as a foundation for a quality oriented academic system.

The Administrative Audit is aimed at enhancing constant judgment, quality improvement and necessary nourishment, leading to best practices of the various academic programmes backed up by empirical data, which is a hallmark of excellence, and moreover a practice indispensable in academic programmes.

#### 2. Aims & Objectives:

The audit aims to:

- i. Encourage integration across academic branches and administration.
- ii. Subject every branch of administration to internal analysis.
- iii. Give self-evaluation based on quality standards.

The main objective of the audit is to update:

- i. Examination and evaluation methods.
- ii. Research, Innovation and Extension
- iii. Infrastructure facilities and Learning Resources within the campus and its maintenance.
- iv. HR policies adopted and schemes for faculty incentives.
- v. University best practices
- vi. Finance and resource mobilization
- vii. Functioning of Different branches of The University
- viii. Activities performed by the IQAC.

### 3. Components:

The report will have the following components-

- i. General observations
- ii. Analysis of each branch under Strength, Weakness, Opportunities and Challenges.
- iii. Recommendations.

### 4. The Internal Audit Committee

The following is the constitution of the Administrative Audit Committee for the year 2022:

1. Prof (Dr.) L.K. Nath, Dean, RSP- Chairman
2. Prof (Dr.) Ankur Ganguly, Dean - Academics - Member
3. Prof (Dr.) B.S.Mipun, Dean of Student Welfare – Member
4. Prof (Dr). Bipul Nath, IQAC Coordinator – Member Secretary
5. Mr. Manoj Sarma, Senior Manager (Administration) – Coordinator

The Terms of Reference of the committee was to conduct administrative audit of the administrative branches, Examinations, IQAC, Library etc. and the facilities available therein including the present status of working.

### 5. SCHEDULE FOR INTERNAL ADMINISTRATIVE AUDIT

PRE-LUNCH SESSION ON 10<sup>th</sup> January, 10.30 am to 1.00pm

Sl No.	Name of Departments	Venue	Name of Person	Date	Time
1	Academic Branch	BoG Room	Moonmoon Ahmed/Neeraj Chetry	10/01/2023	10:30 -10:45 AM
2	Estate, Repair And Maintenance	BoG Room	Manoj Kr. Sarma/Mahesh Karki/Manoj Patowary	10/01/2023	10:50 -11:10 AM
3	Human Resource section	BoG Room	Dipika T. Agarwal	10/01/2023	11:15 -11:25 AM
4	IT-Infrastructure	BoG Room	Sasanka Baruah/Bijoy Kalita	10/01/2023	11:25 -11:40 AM
5	Hostels	BoG Room	Harmohan Saikia/Kubuli Chamua	10/01/2023	11:40 -11:55 AM
6	Health Centre	BoG Room	Manoj Kr. Sarma	10/01/2023	12:00 -12:10 PM
7	Sports Board	BoG Room	Hrishikesh Pathak	10/01/2023	12:10 -12:15 PM
8	Finance and Accounts	BoG Room	Vijay Kr. Sharma/Pankaj Doloi	10/01/2023	12:15 -12:30 PM

SI No.	Name of Departments	Venue	Name of Person	Date	Time
9	Infrastructural facilities	BoG Room	Monoj Kr. Sarma	10/01/2023	12:30 -1:00 PM

### PRE-LUNCH SESSION ON 11<sup>th</sup> January, 2.30 pm to 4.30pm

10	Library	Library	Ms. Mousumi Das	11/01/2023	10:30-10:50AM
11	Technology Innovation & Incubation Centre	B-Block G Floor Incubation Centre	Sasanka Baruah	11/01/2023	10:50-11:10AM
12	Examination	D-Block 5 <sup>th</sup> Floor exam branch	Dr. Atanu Bhattcharjee/Santosh Kr, Anand	11/01/2023	11:10-11:30AM
13	IQAC	IQAC office ( D-Block Ground Floor)	Dr. Bipul Nath/Dr.Seema N Devi	11/01/2023	11:30-11:50AM
14	Internal Complaints Cell	IQAC office ( D-Block Ground Floor)	Prof.(Dr). AnuradhaDevi	11/01/2023	11:50-12:10PM

### 6. Observations:

The committee members visited all the administrative sections of The Assam Royal Global University. One to one meeting was conducted with the section heads of all the branches. They also checked the files and records of all the sections. The members also visited the central library and Examination Department. This report was prepared based on general observations as well as the department-specific observations.

#### 6.1. GENERAL OBSERVATION

6.1.1 The Office of the Registrar, RGU is functioning well coordinating with all branches of the administration. However, it is observed that the number of employees is understrength in every branches. There is a need of one or two more employee in each branch for smooth functioning of the administration.

6.1.2 The examination cell is ensuring the best efforts for systematic functioning of the examination which is divided into Pre- examination activity and post-examination activity. Pre-exam activity involves approval of names of question setters, sending request for question setting, moderation of the question paper, printing and packing of question papers. The Post examination activity relates to collection of answer scripts, adding code numbers, sending them to the examiners, ensuring their return

in time, collection of marks, computing and scrutinizing and finally declaration of results. The Cell should be strengthened with a proper Software for seamless functioning.

6.1.3 The library of the University is one of the cleanest spaces having good number of collection of books, journals etc. The major objectives of the central library should include facilitating the Departments to access the online open access resources and have databases of e-books, journals and thesis etc. However, as the University is growing, it needs to be strengthened with respect to collection of books and creation of additional space for both students and faculties. Also, a full time Librarian to be recruited at the earliest.

6.1.4 The University has signed several MoUs' with reputed academic and research organization of national importance. However, the departments need to initiate many activities to keep the MoU functional through faculty joint projects and students exchange programs.

6.1.5 Record of various quality activities are in the process of data collection by the IQAC due to delay in submission by the Departments. The IQAC should conduct some best practices such as Green Audit, Energy audit, ISO certification etc. and they must be highlighted in the IQAC report. The IQAC should identify some of the distinctive features of the activities of the University and include in the 'Best practices' list.

6.1.7 The IQAC should make an Annual plan of the activities to be performed to make the University prepared to comply with quality benchmarks as per requirements of the accreditation agencies.

6.1.8 The internet connectivity of the campus to be upgraded to 1.0 Gbps to ensure proper connectivity across all ends and to suffice the requirements of the accreditation authorities.

6.1.9 Special Cells such as NCC Cell, Hindi Cell, etc. are to be introduced in the University.

## 6.2 SWOC ANALYSIS OF EACH BRANCH

### 6.2.1 The Examination Cell

#### Strength

- Adequate infrastructural facilities
- Adequate supporting staff

#### Weakness

- Exam branch should have an elaborate structure with good number of dedicated



staff.

- Web based online management system (OEMS) has not been introduced for managing the entire examination process.

### Opportunities

- May avail free Shodhaka software from INFLIBNET which traces the life cycle of a research scholar which will make the examination activity faster and automated.
- May obtain software like e-Samadhan for grievance redressal for students.

### Challenges

- Decentralization of the conduction of the Examinations through the Schools viz- School of Pharmacy and Commerce as a Pilot Study.

## 6.2.2 Finance and Accounts Section

### Strength

- Accounts are Audited regularly.
- Appropriate mobilization of funds and resources

### Weakness

- PO file and Registers to be updated.
- Staff Development Programme for personnels on regular terms is essential.
- Revenue generated through consultancy and corporate training to be maximized.

### Opportunities

- Adopting Automation will simplify all financial operations.

### Challenges

- Secured software to protect from cyber-attacks.
- Steps to be taken to disburse the salary to the employees in the 1<sup>st</sup> day of every month.

## 6.2.3 Academic Section

### Strength

- Application for admission, fees payment etc. are digitalized.
- Industry personnel are involved as the External members of BOS.
- Diverse vibrant student community from North-Eastern States.

### Weakness

- Staff Development Programme for personnels on regular terms is essential.

- ICT facilities of all departments/centers are not adequate.
- Enrolled Ph. D Scholars are not having NET-JRF.

### Opportunities

- Scope for attracting international students.

### Challenges

- To attract more externally funded research projects by the faculties and Scholars.
- There should be initiative to attract students from neighboring countries.
- Initiative should be taken to attract more NET-JRF qualified scholars to enhance quality research.

## 6.2.4 Estate, Repair and Maintenance Section

### Strength

- Senior staff available since inception of the University
- Buildings, laboratories, classrooms are well maintained.
- Quick response team with minimum staff.
- Proper planning and execution of construction works.
- Vendor Bank

### Weakness

- Lack of Manpower.
- Store space is not adequate.
- Purchase file and Register should be maintained department wise with issue record.
- Records of periodical maintenance and repairing not maintained properly.

### Opportunities

- Creation of Vendor Bank for supply of Instruments.

### Challenges

- To meet the demand for new classrooms and laboratories.
- To meet all the laboratory requirements on time.

## 6.2.5 HR Department

### Strength

- Effective Manpower Management leading to increased efficiency.
- Well framed HR Policy

### Weakness

- Automation of HR process (through ERP)

### Opportunities

- Updating HR policy at regular intervals and strengthen retention policy.

### Challenges

- Revision of HR policy at regular intervals.
- Revision of Compensation benefits for employees' time to time.

### 6.2.6 Hostels

#### Strength

- Commendable Hostel Capacity for boys & girls.
- Quality of the food well maintained and duly supervised.
- Well managed Hostel governance.

#### Weakness

- Records of hostel committee are not maintained properly.
- FCFS basis of allotment eliminates the scope for reservation of seats.

#### Opportunities

- Hostel Common room with entertainment facility will make students more comfortable and relaxed.

#### Challenges

- Separate hostels for Research Scholars.
- Proper upkeep of the Hostel records.
- Adoption of Reservation policy for hostel admission to ST, SC, EWS and Differently abled students
- Subscription of Reading materials like newspapers and magazines.

### 6.2.7 Games & Sports Section

#### Strength

- Commendable number of national and state level events are organized till date.
- Excellent sports infrastructure.
- Vibrant Sports club.

#### Weakness

- Less number of sports staffs



## Opportunities

- Diploma/Degree course in Physical Education may be introduced.
- Youth hostel be constructed for hosting the competitions at national / international level and Archery Arena should be developed with equipment.
- Professional coaches for different games and sports may to be appointed.
- Sports activity and facilities provided by the University and percentage of participation, awards, etc. may be highlighted.

## Challenges

- Regular maintenance and proper leveling of the Ground to avoid water logging and proper growth of grass.

## 6.2.8 Library

### Strength

- E-journals are accessible by DELNET and MANUPATRA
- The footfalls of students in the library are increasing with library hours scheduled from 9 am to 10 pm from Monday to Saturday.
- Availability of "OURIGINAL" software for plagiarism check which is accessible free of cost to the research scholars.

### Weakness

- Full time librarian is not appointed till date.
- Less Volumes and Titles
- Rare book sections are not available.
- Area of library space is not adequate.
- No Remote Access Software are available.

### Opportunities

- Additional library space and subscribing a greater number of journals and periodical will facilitate the students and scholars.
- Yearly Subscription of relevant National magazines can be increased.
- Library assets and usage should be highlighted.
- The e-shodhSindhu and Shodhganga sources to be used.

### Challenges

- To satisfy learner community with adequate library resources.



- Increasing the Faculty engagement in the Library.

### 6.2.9 IT- Section

#### Strength

- Strong IT-support facilities.
- Availability of Senior IT Managers.
- Wi-Fi enabled campus.

#### Weakness

- Internet bandwidth of 100 Mbps
- Non availability of strong fire-wall to protect from hackers.
- Records of annual IT Budget and utilization are not properly maintained with the Department.

#### Opportunities

- Internet bandwidth of may be increased to 1 Gbps.
- To introduce Captive login system.
- Phase wise upgradation of the ICT-based smart classrooms
- Enterprise Resource Planning (ERP) in all Branches be implemented soon.
- Operating software licenses to be procured.
- Creation of Central Computing Facility to bring the student computer ratio to 1:10.

#### Challenge

- Increase in annual IT expenditure.

### 6.2.10 Health Centre

#### Strength

- Availability of 24 hrs Ambulance Facility
- Availability of OPD facilities in Physiotherapy, Royal Swastha Seva
- Availability of Nurses and other staffs are available during working hours.
- Medicines are provided free of cost.
- MoU with nearby Hospitals.

#### Weakness

- Engagement of Lady Doctor on part time basis.
- Engagement of Pathologist & Technician for the Pathology Lab.



**Opportunities**

- Health sciences courses are running well in the University and hence it is the right time to establish our own hospital (to begin with a charitable one) for feeder of Allied Health Sciences, Nursing and Pharmacy students.

**Challenges**

- To establish a Medical College.

**6.2.11 Internal Complaints Cell**

**Strength**

- ICC committee has been formed as per UGC guidelines.
- Negligible cases received in past.

**Weakness**

- Sensitization programmes are not organized till date.

**Opportunities**

- Organization of sensitization programs at regular intervals as per the UGC guidelines.

**Challenges**

- To ensure that complainant and witnesses are not victimized or discriminated because of their complaint. To take proactive measures towards sensitization.

**6.2.12 Technology Innovation and Incubation Centre**

**Strength**

- Department has received many awards and recognition from various organizations.

**Weakness**

- Showcasing of prominent activities are not visible in the Campus.
- Presently no startups in the incubation center which is well equipped.

**Opportunities**

- Engagement of students across all branches of study towards innovation.
- To have more related activities throughout the year.
- To motivate students to participate in a greater number of Hackathons.

## Challenges

- To avail various start-up schemes announced by the Govt of India from time to time.

### 6.2.13 Internal Quality Assurance Cell (IQAC)

#### Strength

- Adequate Technology & Infrastructural support.
- Independent IQAC office.
- Adequate Manpower support.

#### Weakness

- Inadequate e-governance system
- Recovery of documents in time from the departments.
- Alumni support for employment generation is inadequate.

#### Opportunities

- Ample Scope for collaboration with Industries and educational institutions for training & placement and internship activities.
- To achieve NAAC accreditation with good grade.
- To proceed with ISO 9001:2015 and ISO 50001:2018 certification system. The ISO 9001:2015 certification implies that the university's processes and facilities are in conformity with International Standards. The ISO 50001:2018 certification implies that the university is energy efficient.

## Challenges

- Better coordination among various academic and administrative departments
- Receiving research fundings from external agencies.
- Comply with quality benchmarks as per accreditation agencies.

### 6.2.14 Infrastructural Facilities Section

#### Strength

- Commendable Infrastructural facilities
- Adequate Transport facility
- Ultra clean eco-friendly campus.
- Plastic, Tobacco free green campus.

#### Weakness

- Non Availability of residential facilities for the Employees.



- Car parking facility is not adequate.

### Opportunities

- Regular well-defined maintenance procedure.
- Creation of departmental identity as per the guidelines of UGC and accreditation bodies.
- To create sports facilities to cater to world class sports infrastructure.

### Challenges

- Surveillance of the entire campus.
- Coordinated maintenance work in the old blocks.
- To create departmental identity before going for NAAC/accreditation processes.

## 7. Recommendations

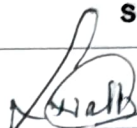
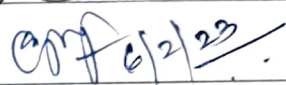

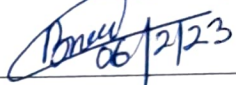
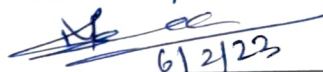
- 7.1 Maximum use of ICT, end to end solutions, single window solution to students. and software like e-Samadhan for grievance redressal for students.
- 7.2 Decentralization of the conduction of the Examinations through the schools need to be implemented with the School of Pharmacy and Commerce may be considered as Pilot Study.
- 7.3 Initiative should be taken to attract more NET-JRF qualified scholars to enhance quality research.
- 7.4 Selection Committee for teaching staff is to be formed as per UGC norms.
- 7.5 Professional coaches for different games and sports need to be appointed.
- 7.6 Course of Diploma/Degree in Physical Education may be introduced.
- 7.7 Common Gymnasium facilities to be provided to Employees.
- 7.8 Recruitment of Full Time Librarian on an urgent basis.
- 7.9 Conduction of Green Audit, Energy audit, Eco-Parks, Environment Friendly, Green Campus, etc .
- 7.10 The University should go for ISO 9001:2015 and ISO 50001:2018 certification system. The ISO 9001:2015 certification implies that the university's processes and facilities are in conformity with International Standards. The ISO 50001:2018 certification implies that the university is energy efficient.
- 7.11 Residential facility for the Employees may be extended at a later stage and Car parking facility is to be made adequate.
- 7.12 Steps to be taken to disburse the salary to the employees in the 1<sup>st</sup> week of every month.







**Signature of Administrative Audit Committee Members:**

Sl.no.	Name of Expert	Position	Position in Committee	Signature
1	Prof (Dr.) L.K. Nath	Dean, RSP	Chairman	 06/02/2023
2	Prof (Dr.) Ankur Ganguly	Dean - Academics	Member	 06/2/23
3	Prof (Dr.) B.S.Mipun	Dean of Student Welfare	Member	 06/04/23
4	Prof (Dr.) Bipul Nath	IQAC Coordinator	Member	 06/2/23
5	Mr. Manoj Sarma	Senior Manager (Administration)	Coordinator	 6/2/23