

Response of HEI as per DVV Clarification for Metric ID 6.2.3 (3)

Annual E-Governance report for the year 2022-2023

Introduction:

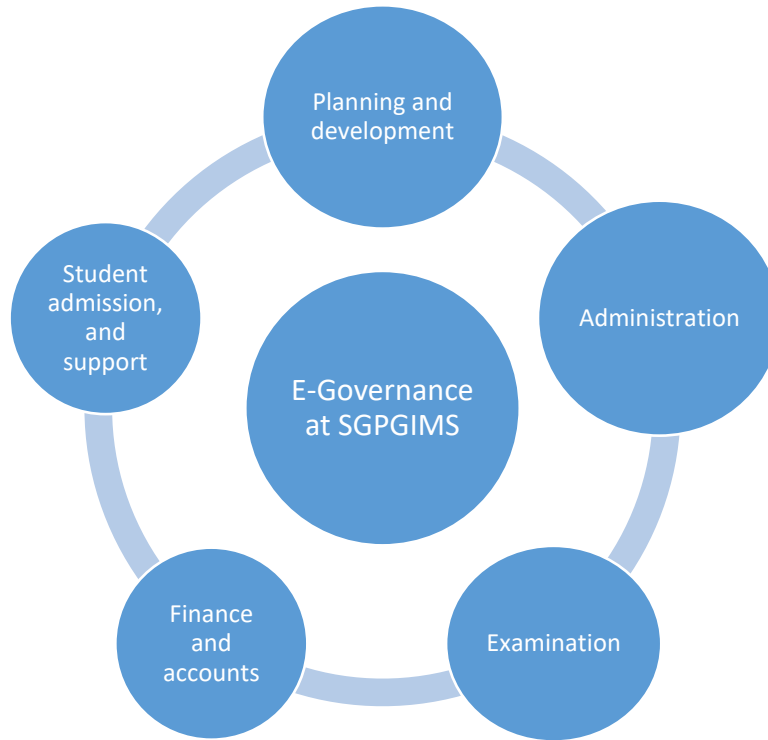
Sanjay Gandhi Postgraduate Institute of Medical Sciences (SGPGIMS) has been at the forefront of implementing e-governance initiatives focusing on stakeholders' needs, per its vision and mission. E-Governance at SGPGIMS has steadily evolved from computerization in the early phases (1997) for patient registration, visits, investigations, medical records, etc., to initiatives for efficient Governance in various areas, such as administration, planning, development, finance, teaching, research, etc.

The objective of e-governance at SGPGIMS is to streamline administrative processes, facilitate effective complaint management, ensure transparency in financial transactions, simplify student admission and support, and enhance the efficiency of examination procedures by adopting e-governance technologies.

The annual report on e-governance provides an overview of the implementation of e-governance at SGPGIMS. It summarizes the e-governance initiatives undertaken across various areas, including planning and development, administration (including medical records), finance and accounts, student admission and support, and examination during 2022-23.



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1. **Planning and Development:** e-Office, integral to the Digital India Programme, is the medium to achieve a simplified and transparent working at SGPGIMS. The e-office was implemented in the Institute in 2021, and its key components are functional, including:

- File Management System (eFile)
- Knowledge Management System (KMS): central repository of documents
- Work from Anywhere: This portal connects officials to access their offices from anywhere securely.

The e-office has promoted transparency, official workflow, and better resource management.

2. **Administration (including hospital administration and medical records):** Integrating e-governance in the administration domain aimed to streamline processes and enhance efficiency.

Key initiatives included:

- e-office in all office administrative work.
- A dedicated patient portal with an online registration facility
- Digitization of records and documents to reduce paperwork and improve accessibility.
- The website has been upgraded to include areas dedicated to patient support, student admission, the alumni portal, notices, policies, documents, etc.
- Online leave management and staff performance monitoring.

- Implementation of an online grievance redressal mechanism for student and staff concerns.
- Automation of HRF (Hospital Revolving Fund) for efficient and timely procurement and delivery of medicines and medical consumables.
- Automation of the library system to provide online access to educational resources.

These administrative e-governance initiatives aimed to promote transparency, decision-making, and better resource management.

3. Finance and Accounts: E-governance deployment in finance and accounts aimed to improve financial stewardship and accountability. Major initiatives comprised:

- E-office for all communication and financial administration.
- Online payment system for fee collection and financial transactions.
- Accounting software to streamline financial reporting and enhance accuracy.
- e-procurement system for online procurement of goods and services.
- Utilization of ERP system (Tally software) for financial transactions, budget management, expenditure tracking, and generation of financial reports.

These financial e-governance initiatives enhanced financial management efficiency, expedited transaction processing, and increased transparency.

4. Student Admission and Support: Integrating e-governance in student admission and support simplifies admissions and improves student support. Key initiatives included:

- Implemented HIS (Hospital Information System) in 1997, with upgrades from time to time.
- The Institute initiated Telemedicine activities in 1999. The NMCN network provides support and e-resources for improved learning.
- All departments have been provided with ICT-enabled facilities.
- User ID and IT facilities for all students to ensure optimal performance and accessibility.
- Wi-Fi facility in the hospital and hostel premises. The institution provides sufficient bandwidth with access to HIS to support patient care, research, and academic activities.
- Use of an online admission system for streamlined student enrolment.
- Online learning resource network for easy access to educational resources.
- Students get their admit cards online from the Institute website.



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- Availability of E-library services 24x7.
- Online submission of research projects to Bioethics Cell for Ethical clearance.
- Online feedback system for student input and quality enhancement.

These student-focused e-governance efforts improved accessibility, enhanced student support, and increased student satisfaction.

5. **Examination:** E-governance adoption in the examination domain aimed to enhance examination efficiency and accuracy. Notable initiatives included:

- Online examination for secure and equitable examination conduct.
- Online evaluation to enhance evaluation accuracy and speed.
- Online result management for expedited and accessible result dissemination.

These e-governance initiatives increased awareness of examination process efficiency, accuracy, and fairness.

Conclusion: The integration of e-governance at SGPGIMS has enhanced efficiency, transparency, and accountability across various operational domains. These e-governance initiatives have enriched the institution's overall operational landscape and significantly contributed to attaining its objectives. The Institute remains committed to continually enhancing its e-governance initiatives to provide exemplary education and support to its stakeholders.



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