
Dr. Vitthalrao Vikhe Patil Medical College's **e-Governance Policy**

1. Introduction

Our institute has been at forefront in implementing e-governance initiatives that focus on stakeholders' needs and ensure superior service delivery. Greater transparency and access to information for all stakeholders' been the thrust area of e-governance of the institute. This policy is a step further towards promoting e-Governance in the institute.

2. Vision and Objectives

The Policy aims to maintain and strengthen the leadership of the institute in the area of e-Governance. The Policy would enable stakeholders to avail of various services online, without having to visit Institute's offices at minimum possible cost. The policy would enable institute to function more efficiently and move towards a paperless environment.

3. Applicability of the Policy

The policy shall be applicable to any authority of our institute and shall also include the bodies whose composition and administration are predominantly controlled by the institute. The policy shall also be applicable to partnerships, Joint Venture companies of the our institute.

4. Purpose

A number of initiatives have been taken by various departments for implementing e-Governance in their respective departments. Each department has defined its e-Governance Vision for the next few years. However to ensure implementation of these initiatives and interoperability of each of these and establish an integrated environment for delivering seamless services to Stakeholders in a cost effective manner, the e-Governance policy has been prepared. This policy puts in place a framework for development and implementation of e-Governance systems and applications in the institute. The policy provides a mechanism for continuity in objectives and directions in e-Governance implementation in various departments of the institute. The policy shall serve as an impetus to the institute to promote proactive delivery of services to stakeholders. This policy shall help in garnering increased Stakeholders' participation in policy formulation.

5. Use of biometric

Our institute shall make an endeavour to work out a time bound approach to incorporate and encourage the use of biometric for various e-Governance projects to facilitate the delivery of services to the right beneficiary. Our institute shall promote the use of biometric authentication for stakeholder service delivery.

6. Language for e-Governance implementation

Our institute shall establish English language in all e-Governance initiatives across applications and processes so that the benefits of e-Governance reach all the stakeholders of our institute. Complying with national and international standards for information interchange.

7. e-enablement of Services

Our institute shall follow a standardized governance-of-the-art Service oriented Architecture for various e-Governance projects. Each department shall prepare a list of stakeholder services for e-enablement of services in a time bound manner and departmental e-Governance initiatives shall be done in a planned manner. E-enablement of services shall include information availability, submission of online forms, online processing and payments, online verification, online status tracking and online availability of services with special stress being on timely service delivery.

The institute will ensure simplification of all the activities. Our institute shall mandate Interoperability and use of open standards in all e-Governance projects in our institute. Our institute shall create a checklist taking into account the use of standardization, integration with biometric etc. for all activities for consideration for approval.

An online hardware and software inventory of all departments shall be maintained. Our institute shall focus on data warehousing and data mining to facilitate decision support system of the institute. A data inventory also will be setup for sharing of data vertically and horizontally among departments and to avoid duplication of work. This will also be used to plug leakages in institute's Receipts and Expenditure, by sharing of relevant data within various departments, as well as by importing data from External sources.

Ownership of all data, including stakeholder related data, institute's financial data etc. arising out of any IT project shall be with the our institute and/or its various departments, bodies, agencies only and may be shared with institute's department and agencies. All applications, web portals and networks to be deployed as part of IT projects in the institute should have all mandatory security certifications issued from time to time by our institute. Institute shall ensure security and privacy of stakeholder data, while compiling stakeholder database in accordance to the various Acts in this regard. All contracts with vendors will have provisions to ensure this. All data shall be in standardized Unicode complaint formats. All legacy Applications and Data useful in future but present in various non-Unicode formats/coding will, be modified to full latest

Creation of standardized spatial data set will be a priority area by leveraging the ongoing efforts in this direction. The Institute will adopt a standardized e-procurement solution for our institute to bring in efficiency and transparency in Institute's and public sector purchases and sales. Digital signature will be introduced in all departmental computerization processes, so as to ensure authenticity and integrity of electronic data interchange.

The use of Biometric attendance system has been mandated for everyone staff of all offices/departments of the institute. Our institute will adopt a system to introduce Electronic Document and Workflow Management System in all departments for effective file movement and rules for reservation of Electronic Data (emails, documents, e-files, scanned documents, databases etc) will be notified, in line with best international practices. Our institute will digitize old records and files and introduce a system for online maintenance and search of old records and files.

The use of official e-mail shall be encouraged in all our institute's departments and offices. The use of unauthorized software shall not be allowed within institute's departments and offices, and Heads of offices will be made responsible for this.

Public Private Partnership shall be encouraged in all e-Governance projects in the institute, and the institute will adopt transaction based payments instead of outright purchases wherever possible, to reduce costs and/or development/roll-out time. The source code and IPR for all software custom developed for Institute shall, as far as possible, lie with the our institute, and the reuse of these software components in all projects of Our institute shall be readily encouraged.

Our institute Institute's shall issue adequate guidelines and/or standards regarding e-Governance from time to time based on guidelines and standards issued by Institute based on international best practices.

8. Service Delivery Channels

Our institute envisages the use of multiple service delivery services to provide Stakeholders with services at their doorsteps. Various stakeholder services shall be made available online through the institute Portal and through other channels like website apps, Mobile platforms etc. All departmental portals and websites should be integrated with the institute portal. Access to our institute portal should be made available to all stakeholders. All websites and Web-based applications will comply with Website design guidelines, should work across various browsers and operating systems, should have proper security certifications, and should follow Web Accessibility Guidelines.

Our institute will also promote the use of other innovative means of providing services to stakeholders like through mobile based technology, call centers etc. It shall be the endeavor of the our institute to promote m-Governance in the our institute including creation of standards and infrastructure for m-Governance, development of SMS and Mobile Service Delivery Gateway and Mobile applications. Mobile messaging will be used to give alerts and disseminate/ collect information. Use of Social Networking, with appropriate cautions, shall be encouraged for larger public awareness and effectiveness.

9. Service Gateway

E-Governance shall develop Payment Gateways for Receipts, payments, refunds and mobile based payments in collaboration with Finance department. E-Governance shall promote Financial Inclusion through use of technology, including mobile based payments and authentication.

10. Making Electronic Delivery of Services Mandatory

To promote electronic service delivery of stakeholder centric services, institute will make it mandatory for all institute's offices/departments to provide certain stakeholder centric services electronically to stakeholders. So that, every stakeholder shall have the option of availing the services through electronic (online) medium.

Institute's departments shall make online in a time-bound manner delivery of all public services, like information availability, issuing of forms and applications, licenses, permits, certificates, sanctions or approval and receipt or payment of money, application submission, application status tracking, and transactions.

Institute will mandate all departments and offices to disclose the services which will be delivered online.

11. Infrastructure Requirement

Our institute shall facilitate VPN connectivity of all institute's offices/departments with each other and provide a secure network for data, voice and video interaction.

Every office of our institute should have internet connectivity, preferably broadband (either wired or wireless) and video conferencing facility to facilitate effective working of the departments and reducing time lag.

The Data Center shall provide facilities for various departments of institute of to locate their server infrastructure, obtain hosting services for the software application, manage the data center operations and disaster recovery and backup.

Adequate bandwidth shall be provisioned at the data center to ensure quick and timely response to service requests. Adequate Disaster Recovery infrastructure shall be maintained by our institute for ensuring recovery and business continuity in case of any disaster scenario at the Data Center.

Our institute shall also make an endeavor to facilitate the reach of high speed broadband to all parts of the institute. The focus shall be on promoting and leveraging 'Green IT' in all ICT infrastructural set-up.

12. Procurement of IT Products and Services

In order to implement the various e-Governance projects in our institute in the recommended architecture with appropriate hardware, software and services with focus on Green ICT, the procurement of IT products and services are critical. To ensure participation of good quality bidders, it is important that adequate publicity be given to these tenders and the tender document is easily available to all these prospective bidders.

Each department shall constitute a Departmental e-Governance Implementation Committee for overseeing departmental e-Governance projects.

13. Capacity Building

Our institute shall also formulate an IT Cadre for the institute. Those will facilitate the implementation of e-Governance in the institute.

Time bound training programs in ICT skill development and capacity building of the institute's officers shall be conducted by our institute. Our institute will endeavor to build capacities within the system for e-Governance, Program and Change Management by training the manpower and deploying appropriate infrastructure and machinery. For the purpose of training, employees will be categorized as per their existing skills and future job requirements, and they would be given suitable training.

Our institute shall incentivize its employees for undergoing courses, training programs in the area of e-Governance.

14. Review and Audit

Our institute shall conduct regular audits across all departments (including subordinate/attached offices, corporations, boards, and projects, SPVs etc) to verify the compliance of the department with respect to our institute's e-Governance Policy.

All e-Governance projects enlisted in the inventory shall be reviewed periodically to ensure that they meet the policy, standardization and legal guidelines. Periodic cyber security audit of all our institute's websites shall be mandatory, and no website or portal or application shall be hosted at the Data Center without security audit and compliance. All our institute's website, portal, applications would be

updated on a regular basis and will have to be audited for security compliance on a periodic basis. Our institute shall also constitute a committee for period review of the implementation of the policy in our institute's departments.

15. Budgetary Allocation

Our institute shall earmark part of their budget for e-Governance. Our institute shall make an endeavor to increase the allocation in a phased manner over a period of time. The focus of the budget earmarked for e-Governance shall be on e-enablement of stakeholder services and providing all backend infrastructure support for the same. Our institute shall create a mechanism to allocate some portion of the budget for various departments for e-Governance e.g. shared hardware, hosting, and bandwidth, shared audio/video conference facilities, commonly used software modules across applications etc.

16. Governance of Implementation

It will be endeavor of our institute to have adequately trained and qualified staff for promoting and monitoring the implementation of e-Governance in the institute. Our institute shall engage with adequate experts, advisors and consultants who can work actively with our institute in the area of e-Governance. The IT department of institute shall act as a nodal agency for all e-Governance implementation in our institute. Our institute shall make provision for adequate budget for e-Governance implementation in the institute. Our institute shall make adequate endeavor to encourage, publicize and recognize successful implementation of e-Governance through awards and conference. Our institute shall conduct periodic impact assessment of key projects to ensure compliance to the desired outcomes of the project. Institute shall endeavor for Institute's-Industry-Academia interaction to increase employability in the institute.

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Dean

D.V.V.P.'s Medical College, Ahmednagar