

7.2.1. Title of the Practice: e-office implementation in the university.

Objectives of the Practice: To minimize time and enhance efficiency in making things happen.

The Context : The University has so many departments apart from administrative sections. Everyday many issues do come to the administrators that should be solved on regular basis. In this context, there is every possibility of things getting delayed if files are routed through proper channel physically. Hence this practice of e-office implementation has been initiated and continued till date.

The Practice : The files as soon as they are received, the concerned clerk shall forward it the next level and thereon till it reaches the final level hierarchy. Everything takes place through e-filing and based on file number, the status of the file is known.

Evidence of Success :

- Timely clearance of files
- No grievance regarding forwarding
- No possibility of file missing or not found as is the case with physical files

Problems Encountered and Resources Required : This practise requires lot of people who are technically sound and enough of training should be provided to the staff for utilization of this service. This may cost the institution.