



**SHRI GURU RAM RAI**  
**UNIVERSITY**  
Quest for Excellence

# E-Governance Policy



# **SHRI GURU RAM RAI UNIVERSITY**

**PATEL NAGAR, DEHRADUN-248001**

[Estd. by Govt. of Uttarakhand, vide Shri Guru Ram Rai University Act no. 03 of 2017 & recognized by UGC  
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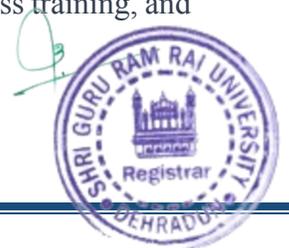
## **E-Governance policy**

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## E-GOVERNANCE POLICY

The Policy includes the e-governance policy of SGRR University Dehradun incorporates the following elements to harness the full potential of technology and digital platforms:

- 1. Digital Transformation Strategy:** The policy should outline a comprehensive digital transformation strategy that aligns with the overall goals and vision of the university. It should provide a roadmap for leveraging advanced technologies such as artificial intelligence (AI), machine learning (ML), the Internet of Things (IoT), and data analytics to enhance administrative processes and decision-making.
- 2. Cloud Computing and Infrastructure:** Emphasize the adoption of cloud computing technologies to enable scalable and flexible infrastructure for hosting applications, storing data, and supporting digital services. This ensures seamless accessibility, data availability, and cost efficiency.
- 3. Data-driven Decision-making:** Encourage the use of data analytics to generate insights and facilitate evidence-based decision-making. Implement tools and processes to collect, analyze, and visualize data from various sources, such as student records, research outputs, financial data, and operational metrics.
- 4. Smart Campus Initiatives:** Integrate smart technologies into the university campus to improve efficiency, sustainability, and user experience. This may include implementing smart classrooms, automated attendance systems, intelligent energy management systems, smart parking solutions, and location-based services.
- 5. Mobile Applications and Services:** Develop mobile applications to provide convenient access to university services, information, and resources. This can include mobile-friendly interfaces for course registration, timetables, library services, notifications, and student support services.
- 6. Virtual Learning and Collaboration:** Foster virtual learning environments and collaborative platforms to facilitate online courses, virtual classrooms, webinars, and remote research collaboration. Provide robust infrastructure, tools, and support for distance learning, blended learning, and online degree programs.
- 7. Open Data and Open Access:** Promote the concept of open data and open access by making non-sensitive university data and research outputs publicly available. This encourages collaboration, innovation, and societal impact, while ensuring appropriate data governance and privacy measures.
- 8. Cybersecurity and Privacy:** Develop a comprehensive cybersecurity framework to safeguard sensitive data, prevent cyber threats, and ensure user privacy. This includes implementing robust security protocols, conducting regular security audits, providing cybersecurity awareness training, and complying with relevant data protection regulations.



- 9. Continuous Innovation and Collaboration:** Foster a culture of innovation and collaboration within the university community. Encourage faculty, staff, and students to contribute ideas and participate in pilot projects, hackathons, and innovation challenges that aim to improve e-governance processes and services.
- 10. Digital Literacy and Skill Development:** Establish initiatives to enhance digital literacy among faculty, staff, and students. Offer training programs, workshops, and certifications to develop the necessary skills and competencies for effectively utilizing digital tools, technologies, and platforms.
- 11. Stakeholder Engagement and Feedback:** Create channels for stakeholders to provide feedback, suggestions, and complaints regarding e-governance initiatives. Regularly assess user satisfaction, measure performance metrics, and incorporate feedback into the policy and implementation processes.

A digital transformation strategy is a comprehensive plan that guides an organization in leveraging digital technologies to fundamentally change its operations, processes, and services to achieve strategic objectives. Here are some key components of a digital transformation strategy: -

**Vision and Objectives: Define a clear vision that articulates the desired future state of the organization after the digital transformation. Establish specific objectives and outcomes that the strategy aims to achieve, such as improving operational efficiency, enhancing customer experience, fostering innovation, or enabling new business models.**

- 1. Leadership and Governance:** Ensure strong leadership support and establish a governance structure to drive and oversee the digital transformation initiative. Assign roles and responsibilities, empower a dedicated digital transformation team or committee, and establish clear decision-making processes.
- 2. Stakeholder Analysis:** Conduct a thorough analysis of stakeholders, including customers, employees, partners, and regulators, to understand their needs, expectations, and pain points. Identify areas where digital technologies can address these needs and create value.
- 3. Digital Capability Assessment:** Assess the organization's existing digital capabilities, including technology infrastructure, data management, skills, and organizational culture. Identify strengths, weaknesses, and gaps to determine the level of readiness for the digital transformation journey.
- 4. Stakeholders-Centric Approach:** Place the customer at the center of the digital transformation strategy. Understand customer journeys, preferences, and pain points to design digital experiences that improve engagement, satisfaction, and loyalty. Leverage data analytics to gain insights into customer behavior and preferences.



5. **Process Optimization:** Identify key operational processes that can be optimized or automated using digital technologies. Streamline workflows, eliminate redundancies, and identify opportunities for efficiency gains. Consider reengineering processes to leverage the full potential of digital tools.
6. **Data Management and Analytics:** Develop a data management strategy that ensures the collection, storage, and analysis of relevant and reliable data. Implement robust data governance practices, including data quality assurance, privacy, security, and compliance. Leverage advanced analytics to generate insights for decision-making and personalized experiences.
7. **Talent and Skills Development:** Identify the skills and capabilities required for the digital transformation journey. Provide training and development programs to upskill existing employees and attract new talent with digital expertise. Foster a culture of continuous learning, innovation, and collaboration.
8. **Change Management and Communication:** Recognize that digital transformation involves significant organizational change. Develop a change management plan that addresses resistance, communicates the benefits of digital transformation, and engages employees throughout the process. Foster a culture that embraces experimentation, agility, and risk-taking.
9. **Partnerships and Ecosystems:** Explore collaborations with external partners, startups, technology vendors, and industry experts to leverage their expertise and accelerate the digital transformation journey. Engage in ecosystems and platforms that promote innovation and co-creation.
10. **Measurement and Iteration:** Establish metrics and key performance indicators (KPIs) to measure the success of the digital transformation strategy. Continuously monitor progress, gather feedback, and iterate the strategy based on insights and lessons learned.

**Administrative processes refer to the various tasks and activities involved in managing and overseeing the operations and functions of an organization. These processes are essential for the efficient functioning of the organization and typically encompass a wide range of activities, including planning, organizing, coordinating, and controlling. Here are some key areas of administrative processes:**

1. **Human Resources Management:** This includes activities such as recruitment, employee onboarding, training and development, performance management, employee benefits administration, payroll processing, and employee records management. Human resources processes ensure the organization has the right people with the necessary skills and competencies to achieve its goals.



2. **Financial Management:** Financial management processes involve budgeting, financial planning, accounting, financial reporting, accounts payable and receivable, expense management, and financial analysis. These processes ensure proper management of financial resources, accurate record-keeping, and compliance with financial regulations.
3. **Procurement and Supply Chain Management:** Procurement processes involve the sourcing, evaluation, selection, and acquisition of goods and services required by the organization. Supply chain management encompasses activities such as inventory management, vendor management, order processing, logistics, and distribution. These processes ensure the timely and cost-effective procurement of goods and services to support organizational operations.
4. **Facilities and Asset Management:** This includes processes related to the management and maintenance of physical assets, infrastructure, and facilities. It involves activities such as facility maintenance, space planning, equipment management, asset tracking, and security management. Effective facilities and asset management processes ensure that organizational resources are properly utilized and maintained.
5. **Information Management:** Information management processes involve the collection, storage, retrieval, and dissemination of information within the organization. This includes activities such as data management, document management, knowledge management, and information security. These processes ensure the availability, accuracy, and confidentiality of organizational information.
6. **Administrative Support:** Administrative support processes encompass a wide range of activities that provide assistance and support to various departments and personnel within the organization. This includes tasks such as scheduling meetings, managing calendars, coordinating travel arrangements, handling correspondence, and maintaining office supplies. These processes ensure smooth day-to-day operations and effective communication within the organization.
7. **Policy Development and Compliance:** Processes related to policy development and compliance involve the creation, review, and implementation of organizational policies and procedures. It includes activities such as policy drafting, policy communication, monitoring compliance, and addressing policy violations. These processes ensure adherence to legal and regulatory requirements and promote consistency and fairness within the organization.
8. **Records Management:** Records management processes involve the systematic organization, retention, and disposal of organizational records and documents. It includes activities such as record classification, storage, retrieval, and archival. These processes ensure efficient record-keeping, data privacy, and compliance with record retention policies and legal requirements.



9. **Performance Evaluation and Improvement:** Performance evaluation processes involve assessing and reviewing the performance of individuals, teams, and departments within the organization. It includes activities such as performance appraisals, goal setting, performance feedback, and performance improvement planning. These processes help identify areas for improvement, align individual and organizational goals, and enhance overall performance.
10. **Reporting and Decision-making:** Reporting processes involve the generation and analysis of data and information to support decision-making at various levels of the organization. It includes activities such as data collection, data analysis, report generation, and presentation of findings. These processes provide timely and accurate information for informed decision-making.

**Information systems (IS) refer to the combination of people, processes, data, and technology used to collect, store, process, and distribute information within an organization. These systems play a crucial role in supporting the operations, decision-making, and strategic goals of an organization. Here are some key aspects of information systems:**

1. **Components of Information Systems:** Information systems consist of several components:
  - a. **Hardware:** This includes physical equipment such as computers, servers, storage devices, networking devices, and peripherals used to process and store data.
  - b. **Software:** Software applications, operating systems, databases, and programming languages are used to manage and manipulate data, perform calculations, and facilitate various tasks within the information system.
  - c. **Data:** Data refers to the raw facts and figures collected and stored by the organization. It can include customer information, transactional data, employee records, and other relevant data points.
  - d. **Procedures:** Procedures define how data is collected, processed, stored, and accessed within the information system. They include rules, guidelines, and protocols for ensuring data integrity, security, and privacy.
  - e. **People:** People are the users, administrators, and stakeholders involved in the operation, management, and utilization of the information system. They include IT professionals, end-users, managers, and executives.
2. **Types of Information Systems:** Information systems can be classified into several types based on their functionality and purpose:



a. **Transaction Processing Systems (TPS):** TPSs facilitate the processing of routine transactions, such as sales, purchases, and inventory updates. They capture and store transactional data in real-time, ensuring the accuracy and integrity of the data.

b. **Management Information Systems (MIS):** MIS provide managers with summarized, structured reports and information to support decision-making and operational control. They generate regular reports, performance indicators, and ad-hoc queries based on predefined data.

c. **Decision Support Systems (DSS):** DSS help managers and executives make informed decisions by providing analytical tools, models, and data visualization capabilities. They assist in analyzing complex problems, exploring different scenarios, and predicting outcomes.

d. **Enterprise Resource Planning (ERP) Systems:** ERP systems integrate various business functions and processes, including finance, human resources, supply chain management, and customer relationship management. They provide a centralized database and enable the flow of information across different departments. We are using ERP in our University to manage our Students, Faculties, Exams, Library, Account etc records in a Digital manner.

e. **Business Intelligence Systems (BI):** BI systems gather, analyze, and present large volumes of data from various sources to support strategic decision-making. They employ data mining, data warehousing, and reporting tools to extract valuable insights and trends.

f. **Knowledge Management Systems (KMS):** KMS facilitate the creation, storage, and sharing of knowledge and expertise within an organization. They include knowledge bases, collaboration platforms, and expertise locators to support knowledge sharing and collaboration.

3. **Roles and Benefits of Information Systems:** Information systems play several critical roles and offer numerous benefits for organizations:

a. **Data Management:** Information systems ensure data accuracy, integrity, security, and privacy through proper data storage, backup, and access controls.

b. **Decision Support:** Information systems provide timely, accurate, and relevant information to support decision-making at all levels of the organization.

c. **Efficiency and Automation:** Information systems automate routine tasks, streamline processes, and enhance operational efficiency, leading to cost savings and productivity gains.

d. **Collaboration and Communication:** Information systems enable effective communication and collaboration among employees, teams, and departments through email, messaging, and collaborative tools.



**e. Competitive Advantage:** Well-designed and strategically aligned information systems can provide a competitive edge by improving operational efficiency, customer service, and decision-making capabilities.

**f. Business Insights:** Information systems generate valuable insights from data analysis, helping organizations identify trends, opportunities, and risks.

### **Data Security and Privacy**

**Data security and privacy are critical aspects of information systems and refer to the protection of data from unauthorized access, use, disclosure, alteration, or destruction. Organizations must implement robust security measures and adhere to privacy regulations to safeguard sensitive and personal information. Here are some key considerations for data security and privacy:**

- 1. Access Control:** Implement strong access control measures to ensure that only authorized individuals have access to sensitive data. This includes user authentication mechanisms like passwords, multi-factor authentication, and role-based access controls (RBAC) that grant permissions based on job roles and responsibilities.
- 2. Data Encryption:** Use encryption techniques to protect data both at rest (stored in databases or on storage devices) and in transit (during transmission over networks). Encryption algorithms encode data in a way that can only be decoded with the appropriate encryption key, making it unreadable to unauthorized individuals.
- 3. Firewalls and Intrusion Detection/Prevention Systems:** Deploy firewalls and intrusion detection/prevention systems to monitor and filter network traffic, preventing unauthorized access and detecting and responding to potential security breaches or malicious activities.
- 4. Regular Data Backups:** Implement regular and automated data backup processes to ensure that data can be restored in case of data loss or corruption. Backup data should be securely stored and protected.
- 5. Secure Software Development:** Follow secure coding practices and conduct regular security assessments and penetration testing to identify and address vulnerabilities in software applications. Apply patches and updates promptly to mitigate known security flaws.
- 6. Employee Training and Awareness:** Educate employees about data security and privacy best practices, including password hygiene, phishing awareness, and proper handling of sensitive data. Regularly reinforce training and awareness programs to keep security practices up to date.
- 7. Data Breach Response Plan:** Develop and maintain a data breach response plan to outline the steps to be taken in the event of a security incident or data breach. This includes identifying the incident,



containing the breach, notifying affected parties, and cooperating with regulatory authorities as required.

8. **Vendor and Third-Party Risk Management:** Assess the security practices of vendors and third-party partners who have access to your data. Implement contractual agreements and security audits to ensure that they adhere to data security and privacy standards.
9. **Privacy by Design:** Incorporate privacy and security considerations into the design of information systems and processes from the outset. This includes minimizing data collection, applying anonymization and pseudonymization techniques where possible, and conducting privacy impact assessments.

### **Digital Communication**

Digital communication refers to the exchange of information, messages, and data using digital technologies and electronic devices. It has revolutionized the way people communicate and interact, providing fast, efficient, and convenient means of communication. Here are some key aspects of digital communication:

1. **Email:** Email (electronic mail) is one of the most common and widely used forms of digital communication. It enables users to send and receive messages, documents, and files electronically over the internet. Email allows for asynchronous communication, where messages can be sent and received at different times.
2. **Instant Messaging:** Instant messaging (IM) platforms and applications enable real-time text-based communication between individuals or groups. Users can exchange messages instantly, see when others are online or typing, and engage in group chats. Popular instant messaging platforms include WhatsApp, Facebook Messenger, Slack, and Microsoft Teams.
3. **Voice and Video Calls:** Voice and video calling services allow individuals to communicate in real-time using audio and video channels. Services like Skype, Zoom, Google Meet, and FaceTime enable voice and video calls over the internet, connecting people from different locations.
4. **Social Media:** Social media platforms facilitate digital communication and interaction among individuals, communities, and organizations. Users can share text-based updates, photos, videos, and links, and engage in discussions and conversations with others. Examples of social media platforms include Facebook, Twitter, Instagram, LinkedIn, and Snapchat.
5. **Online Forums and Discussion Boards:** Online forums and discussion boards provide platforms for people to engage in threaded discussions on specific topics. Users can post questions, share opinions,



and reply to others' posts, creating a collaborative and interactive environment. Examples include Reddit, Quora, and Stack Overflow.

6. **Web Conferencing and Webinars:** Web conferencing and webinar platforms enable individuals and groups to hold virtual meetings, presentations, and training sessions over the internet. Participants can join from anywhere using their computers or mobile devices, utilizing features such as screen sharing, chat, and Q&A.
7. **Social Networking:** Social networking platforms allow individuals to create profiles, connect with others, and share content. Users can communicate with their connections through direct messages, comments, and reactions, fostering social interactions and networking. Examples include Facebook, Twitter, Instagram, and LinkedIn.
8. **Blogs and Microblogging:** Blogs provide a platform for individuals or organizations to publish articles, opinions, and thoughts on various topics. Microblogging platforms like Twitter allow users to post short messages or updates, engaging in real-time conversations and sharing information with their followers.
9. **SMS and Messaging Apps:** Short Message Service (SMS) allows for sending text messages between mobile devices. Messaging apps like WhatsApp, Telegram, and WeChat provide additional features such as multimedia sharing, voice messages, and group chats, enhancing communication capabilities.
10. **Collaborative Tools:** Collaboration tools like project management platforms, shared document editors, and task management applications enable teams to communicate, coordinate, and collaborate on projects and tasks in real-time, regardless of their physical location.

### **Accessibility and Inclusivity**

**Accessibility and inclusivity are crucial considerations in the design and implementation of digital technologies, systems, and services. They ensure that everyone, including individuals with disabilities or diverse needs, can access and engage with digital platforms and content on an equal basis. Here are some key aspects to promote accessibility and inclusivity:**

1. **Web Accessibility:** Follow web accessibility standards and guidelines, such as the Web Content Accessibility Guidelines (WCAG), to make websites and web applications accessible to individuals with disabilities. This includes providing alternative text for images, using proper heading structures, ensuring keyboard navigation, and providing captions for videos.



2. **Assistive Technologies:** Support assistive technologies like screen readers, magnifiers, voice recognition software, and alternative input devices. Ensure that digital platforms are compatible with these tools, allowing individuals with disabilities to navigate and interact with the content effectively.
3. **Design for Different Abilities:** Consider diverse abilities and needs when designing user interfaces. Use clear and consistent layouts, colors with sufficient contrast, and intuitive navigation structures. Provide options for font size adjustments, text-to-speech functionality, and customizable user settings to accommodate different user preferences.
4. **Captioning and Transcription:** Provide captions or subtitles for audio and video content to ensure that individuals who are deaf or hard of hearing can access the information. Additionally, offer transcripts for multimedia content to provide an alternative format for individuals who prefer or require text-based content.
5. **Alternative Formats:** Provide content in alternative formats, such as accessible PDFs or HTML versions, to cater to different reading preferences and assistive technologies. Consider offering downloadable versions of documents and materials in formats compatible with screen readers and other assistive tools.
6. **Inclusive Content:** Create content that is inclusive and avoids stereotypes or discriminatory language. Use plain language and avoid jargon or complex terminology. Ensure that images, videos, and other media represent a diverse range of individuals and experiences.
7. **User Testing and Feedback:** Involve individuals with disabilities or diverse needs in user testing and gather feedback to identify accessibility barriers and usability issues. Incorporate their input to improve the accessibility and usability of digital platforms and services.
8. **Training and Awareness:** Provide training and awareness programs for employees to promote understanding and knowledge about accessibility and inclusivity. This includes educating content creators, developers, and designers on best practices for accessible design and development.
9. **Compliance with Accessibility Standards:** Stay informed about accessibility laws and regulations in your jurisdiction, such as the Americans with Disabilities Act (ADA) in the United States or the Accessibility for Ontarians with Disabilities Act (AODA) in Ontario, Canada. Ensure compliance with these standards and regulations to avoid legal issues and promote equal access.
10. **Continuous Improvement:** Regularly assess and improve accessibility features and practices based on user feedback, emerging technologies, and evolving accessibility standards. Engage with accessibility experts and organizations to stay updated on best practices and advancements in the field.



## Training and Support

**Training and support are crucial components of implementing new technologies, systems, or processes within an organization. They ensure that employees have the knowledge, skills, and resources needed to effectively use and leverage the technology or system. Here are some key considerations for training and support:**

- 1. Training Needs Assessment:** Conduct a thorough assessment to identify the training needs of employees. Determine the knowledge gaps, skills required, and any specific training requirements related to the technology or system being implemented.
- 2. Training Plan Development:** Develop a comprehensive training plan that outlines the objectives, content, delivery methods, and timeline for training sessions. Consider using a combination of training methods such as in-person workshops, online courses, video tutorials, and job aids to cater to different learning styles and preferences.
- 3. User Manuals and Documentation:** Create user manuals, guides, and documentation that provide step-by-step instructions on how to use the technology or system. These resources should be easily accessible, well-organized, and regularly updated to reflect any changes or enhancements.
- 4. In-Person Training Sessions:** Conduct in-person training sessions led by knowledgeable trainers or subject matter experts. These sessions can include demonstrations, hands-on exercises, and opportunities for participants to ask questions and clarify their understanding.
- 5. Online Training and E-Learning:** Utilize online training platforms or learning management systems (LMS) to deliver self-paced online courses or modules. These can include interactive modules, quizzes, and assessments to track progress and provide feedback to learners.
- 6. Train-the-Trainer Programs:** Consider implementing train-the-trainer programs where a select group of employees are trained to become trainers themselves. These trainers can then deliver training sessions to other employees, ensuring scalability and sustainability of the training program.
- 7. Ongoing Support:** Provide ongoing support to employees after the initial training to address any questions, issues, or challenges they may encounter. This can include dedicated help desks, online forums or chat support, and regular communication channels for users to seek assistance.
- 8. Performance Support Tools:** Implement performance support tools such as job aids, quick reference guides, and video tutorials that employees can access on-demand to refresh their knowledge or troubleshoot common issues.



9. **Feedback and Evaluation:** Collect feedback from employees about the training program to identify areas for improvement. Conduct evaluations to assess the effectiveness of the training in terms of knowledge retention, skill development, and user satisfaction. Use this feedback to refine and enhance future training initiatives.
10. **Continuous Learning and Upgrades:** Technology and systems evolve over time, so it's important to provide continuous learning opportunities and updates to keep employees up to date with the latest features, best practices, and enhancements. This can be achieved through refresher courses, webinars, newsletters, or knowledge sharing sessions.

### **Continuous Improvement of governance**

**Continuous improvement is essential in the realm of e-governance to ensure that digital systems and processes are regularly assessed, refined, and enhanced to meet the evolving needs of citizens, improve efficiency, and deliver better outcomes. Here are some key considerations for continuous improvement in e-governance:**

1. **Feedback Mechanisms:** Establish robust feedback mechanisms to gather input from citizens, government employees, and stakeholders regarding their experiences with e-governance systems and processes. This can include feedback forms, surveys, user testing, and focus groups. Analyze the feedback to identify areas for improvement.
2. **Data Analytics:** Leverage data analytics to gain insights into the performance of e-governance initiatives. Analyze data on user interactions, service usage, response times, and citizen satisfaction to identify bottlenecks, patterns, and areas of improvement. Use data-driven insights to inform decision-making and prioritize improvement efforts.
3. **User-Centric Design:** Adopt a user-centric approach when designing and improving e-governance systems and interfaces. Conduct user research, usability testing, and user journey mapping to understand citizens' needs, pain points, and preferences. Incorporate user feedback into the design process to create user-friendly and intuitive digital experiences.
4. **Regular System Assessments:** Conduct regular assessments and audits of e-governance systems and processes to identify gaps, vulnerabilities, and areas for improvement. This can involve security assessments, performance evaluations, and compliance checks to ensure that systems meet industry standards, regulatory requirements, and citizen expectations.



- 5. Collaboration and Partnerships:** Foster collaboration and partnerships with other government agencies, private sector organizations, and technology experts to exchange knowledge, share best practices, and leverage expertise. Collaborative initiatives can help identify innovative solutions, address common challenges, and accelerate improvement efforts.
- 6. Capacity Building:** Invest in capacity building initiatives to enhance the skills and knowledge of government employees involved in e-governance. Provide training programs, workshops, and resources to ensure that staff members are equipped with the necessary technical and managerial skills to drive continuous improvement and effectively manage digital systems.
- 7. Benchmarking:** Benchmark e-governance initiatives against industry standards, international best practices, and successful case studies from other jurisdictions. Identify leading practices and adopt relevant strategies to improve performance, streamline processes, and enhance citizen satisfaction.
- 8. Agile Development and Iterative Approach:** Embrace agile development methodologies and adopt an iterative approach to system development and improvement. Break down projects into manageable phases, prioritize features based on citizen needs, and release regular updates and enhancements based on user feedback and changing requirements.
- 9. Innovation and Emerging Technologies:** Keep abreast of emerging technologies and trends in e-governance. Explore the potential of technologies like artificial intelligence, machine learning, blockchain, and data analytics to enhance e-governance processes, automate tasks, and improve service delivery. Pilot innovative solutions and evaluate their impact on citizen engagement and operational efficiency.
- 10. Collaboration with Citizens:** Engage citizens in the continuous improvement process by soliciting their ideas, suggestions, and participation. Foster citizen engagement through online forums, crowdsourcing platforms, and social media channels. Encourage citizens to provide feedback, report issues, and collaborate in co-designing e-governance initiatives.





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**(Established By Govt. of Uttarakhand, vide Shri Guru Ram Rai University, Act no. 3 of 2017)**

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