

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION
OF
e-GOVERNANCE INITIATIVES

I. Excellence in Government Process Re Engineering

1		Coverage-Geographical and Demographic:-										
	i	Comprehensiveness of reach of delivery centers										
		<p>The All India Council for Technical Education (AICTE), set-up in November 1945 as a national level Apex Advisory Body, and enacted as an act of Parliament in 1987, is marching ahead with its mission of developing and promoting qualitative technical education in the country in a coordinated and integrated manner. The Council is constantly endeavoring to encourage a meaningful association between the technical education system and research & development activities and provide a level playing field to all its stake holders in a concerted effort aimed at nation-building.</p> <p>AICTE regulates 10500 Institutes in the UG/PG sector where 14000 programs at 18000 levels are conducted besides 3700 polytechnics that award diplomas.</p>										
	ii	Number of delivery centers										
		<p>The AICTE e-Governance portal is accessible over the internet and all the services are available online. AICTE Regional offices are located in the following regions.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Region</th> <th style="text-align: left;">States under Jurisdiction</th> </tr> </thead> <tbody> <tr> <td>Eastern</td> <td>Andaman & Nicobar, Sikkim, Orissa, Jharkhand, West Bengal,</td> </tr> <tr> <td>Northern</td> <td>Bihar, Uttar Pradesh, Uttarkahand</td> </tr> <tr> <td>North-West</td> <td>Chandigarh, Haryana, Jammu & Kashmir, Delhi, Punjab, Rajasthan, Himachal Pradesh</td> </tr> <tr> <td>Central</td> <td>Madhya Pradesh, Gujarat & Chhattisgarh A new Gujarat Camp office is ready to be</td> </tr> </tbody> </table>	Region	States under Jurisdiction	Eastern	Andaman & Nicobar, Sikkim, Orissa, Jharkhand, West Bengal,	Northern	Bihar, Uttar Pradesh, Uttarkahand	North-West	Chandigarh, Haryana, Jammu & Kashmir, Delhi, Punjab, Rajasthan, Himachal Pradesh	Central	Madhya Pradesh, Gujarat & Chhattisgarh A new Gujarat Camp office is ready to be
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			inaugurated.
		Western	Goa, Maharashtra, Daman & Diu, Dadra and Nagar Haveli
		South-West	Karnataka
		Southern	Tamil Nadu, Puducherry
		Guwahati Camp Office	Assam, Manipur, Nagaland, Mizoram, Tripura, Meghalaya, Arunachal
		Thiruvananthapuram Camp Office	Kerala, Lakshadweep
	iii	Geographical	
		a	National level-Number of state covered: All (29 states)
		b	State/UT level-Number of District covered: All (671 Districts)
		c	District level-Number of Blocks covered: All
		Please give specific details:	
		AICTE is a national level apex body responsible for administering the delivery of technical education programs across India.	
	iv	Demographic spread (percentage of population covered)	
		<p>The current user base for the AICTE e-Governance application includes approximately 10500 institutes, around 8 million under Graduate students, around 2 million Polytechnic students and around 50,000 Post Graduate students, 5 lakhs faculty, around 100 AICTE staff and end users. All these stake holders access the AICTE website www.aicte-india.org.</p> <p>The user base is expected to grow, due to new portals that are launched by AICTE for the benefit of the students, faculty and the public, in general. Seven million students across the country have been provided access to student centric portals, like Social Community Portal, Project Factory, and Placement Portal.</p>	
2		Situation Before the Initiative (Bottlenecks, Challenges, constraints etc with specific details as to what triggered the Organization to conceptualize this	

		project)
		<p>AICTE is responsible for administering the delivery of technical education programs across India. Educational institutes must submit a formal application to the council to receive approvals, to set up new institutes and obtain approvals, accreditation and funding. The council reviews each application and conducts a site visit to ensure the institute meets mandated criteria. Once an application is approved, AICTE monitors and evaluates the institute on a regular basis to ensure it delivers quality educational services.</p> <p>AICTE was not using any computerized system for its day-to-day activities earlier. Almost all the activities involved laborious manual processes and was essentially transactional. The core processes of AICTE includes registering applications, payment of registration fees, scrutiny of application for new college, integrated campus, extension of approvals, selection and deputation of experts for recommendation on approval of applications, inspection of facilities of the college premises, granting approvals, grievance redressal etc.</p> <p>As a result, several problems were being encountered primarily with the college database, availability of information of critical nature in the national interest, application processing, transparency in processing, application approval history, information analysis etc.</p> <p>In the past, applicants would have to visit an AICTE office to submit their requests. The applications would then be processed manually, a time-consuming and error-prone task. There was a lack of transparency into the status of applications. Processing fees were often not received on time, so the council missed out on revenue.</p> <p>Furthermore, as information was on paper in 10 different offices across the country, rather than in a central database, so there was no easy way to generate reports quickly and accurately.</p>
3		Scope of Services / Activities Covered (Relevance of application for end users / citizens, extent of e-enablement in terms of number of services/activities extent to which step in each service/activity have been ICT-enabled)
		The AICTE e-Governance portal has been implemented using ' Siebel CRM for

Public Sector’ and **Oracle Business Intelligence Suite**’. This has helped AICTE & Institutes to overcome challenges as listed above and cater to the e-Governance requirements of AICTE. The solution helped AICTE meet following objectives successfully:

Module/Function Name	User Type	Description
AICTE Website based on HTML 4	General Public	The AICTE website www.aicte-india.org is the main website of AICTE, developed in HTML 4 and provides links to various portals like User Registration, Siebel Portal, OBIEE portal, Social Community Portal, India education Portal, Student Portal etc. It provides information on current events, announcements, advertisements, free downloads etc. AICTE posts all its updates through this website.
Application Process for New and Existing Technical Institutes.	Institutes	New Institutes and Existing Institute can apply online for approval on the Portal. After registering online, the Institute enters all the Institute information including contact person, Head of institute, faculty details, student details, facilities available, courses, programmes, intake applied for etc on the portal. The Institute then pays the processing fee online and submits the application, which is

			then processed by the Regional Officer. Currently AICTE has about 10500 institutes using the e-Governance system for various purposes.
		Deficiency Calculation	Institute/ AICTE e-Governance team Institutes have been given a facility using which they can verify if there are any deficiencies in the institute, related to infrastructure, faculty, library facilities, Computational facilities etc. This is based on the hard coding of rule base and checked against the data filled.
		Online Payment Facility	Institutes The system provides Internet banking facility via payment gateways for payment of Processing fee and Security Deposits to be paid by New Institutes.
		Approval process for New Institutes.	AICTE HO Officers/ Regional Officers Scrutiny committee formation and EVC (Expert Visit Committee) formation is done online using the Siebel Portal. The New Institute application is evaluated online by various committees before the Approval or Rejection letter is issued to the institute.
		“Extension of Approval” Process for Existing Institutes	AICTE HO Officers/ Regional Officers All Existing Institutes who have applied online would go through an Approval Process, which has been developed in Siebel. The Regional Committee would process these

		applications via various stages of approval, using the portal.
Email/SMS sending functionality	AICTE HO Officers/ Regional Officers/ Institute	Emails are sent via Siebel application, to the Institute, Experts, Regional Officers at various stages in the Approval process via the SMTP server. SMS Gateway sends SMS to all Institutes.
Issue of LoA / EoA / LoR letters, using Siebel BIP	AICTE HO Officers / Regional Officers	For Existing Institutes, the letter for Extension or Letter for Closure is issued online. For New Institutes also the Letter for Approval or Letter for Rejection is issued online.
Application for Expert Registration	Individuals wishing to apply as Expert.	The Siebel portal provides facility for Experts to Register in the Portal. Experts register for user id online and fill in all their details including contact details, educational qualifications, work experience, research experience etc.
Project Factory	Students	In this application, Students / Faculty / Industry can upload details of their projects, which can be viewed as online reference by other Students / Faculty / Industry. The portal allows students and out-of-class professionals to upload / download projects, to and from the repository at free of cost. This creates a National repository for

			projects and aids in R&D
Placement Portal	Students/ Industry users		Using this application, Students can upload their CV and apply online for Job opportunities. Industries can upload their Job profiles and also communicate with students through the portal. This portal functions as a platform of communication between student job seekers and industry employers.
Student Portal	Student		The Student Portal facilitates PG Students to obtain their Unique Id online and enter their GATE Score information. Student can check the status of the Scholarship online.
PG Scholarship Disbursement Application	Institute/ AICTE RIFD Bureau/ AICTE Finance Bureau		This application has been developed to facilitate AICTE for Direct Benefit Transfer (DBT) scheme through CPSMS for disbursement of PG Scholarships to all the eligible students.
Application for Vocational Institutes and SKPs	Institutes, SKPs (Skill Knowledge Providers)		This application enables Institutes who want to start a Vocational course/to function as SKP, to apply online. The applications are then processed by AICTE using standardized Approval process.
Application and Processing of AQIS grants	Institutes / AICTE RIFD Bureau/ AICTE Finance Bureau		This application accepts on-line applications for various proposals under AQIS schemes. The applications are then processed by

		AICTE using standardized Approval process.
Application for CII Ranking	Institutes / CII Officials	AICTE has initiated a first Industry Institute survey that is expected to showcase the best practices in AICTE approved institutes in the basic specializations like Chemical, Civil, Computer & IT (taken together), Electrical, Electronics & Communication and Mechanical Engineering. This application enables Institutes to provide the necessary information needed. This information is used by the application to calculate the scores for individual disciplines for the institutes as per the CII criteria and provides overall ranking of the institutes.
Grievance Portal	Students/ Parents of Students	Grievance Portal has been developed in Siebel using which Students, Faculty, Parents of Students can raise their grievances online to AICTE. The Status of the Grievances in displayed online.
Pravasi Bharatiya Portal (India Education Portal)	All Students (local / foreign) / Parents of Students, faculty and other stake holders	Facility available to students wanting to study abroad to know the status of technical institutions in different countries on the AICTE website.
Pravasi	NRI Students	Facility available for students

			Grievance system.		studying abroad to raise grievances on the AICTE website which will be addressed by AICTE.
			Application for Universities and Constituent Colleges	Institutes/ AICTE e-Governance team	This is an application for universities. AICTE requires disbursing PG scholarship to students of Constituent Colleges and Departments of Universities. This requires all the institutes / department under the given University to fill the details of the University, College/Department, Faculty and Students eligible for PG scholarship on the online AICTE portal. This data is used by AICTE for scholarship disbursement to eligible students.
			Module where Institutes can apply for Distance Education course approval (BLM- Blended Learning Mode)	Institutes/ AICTE e-Governance team	Institutes can apply online for approval for Distance Education courses. This is available as a separate tab in the Institute login.
			Siebel BIP Reports	Institutes / AICTE e-Governance team / AICTE Approval	Several Reports have been developed using Siebel BIP e.g. Deficiency, Scrutiny Evaluation

			Bureau	and EVC Evaluation reports, Committee Reports, All Approval / Rejection letters, etc.
		Application for Institutes to PhD	Institutes	<p>This is a module developed in Siebel to enable AICTE Approved Institutes and Scientific / Research organization to apply for 'PhD Program Centre'.</p> <p>Application captures details about Organization details, Research / Scientific staff details, Trust / Society details, Contact Person details, E-journal subscription.</p>
		NEEM	NEEM Agents/ Trainees	<p>NEEM (National Employability Enhancement Mission)</p> <p>The objective of NEEM application is to offer on the job practical training to enhance employability of graduates / diploma holders or students pursuing graduation / diploma to increase their employability.</p> <p>This application is developed in Siebel and includes the following features</p> <ul style="list-style-type: none"> • NEEM Agent user registration form • NEEM Agent Application form • NEEM processing fee payment • Student(Trainee) details

			OBIEE for analytical reporting	AICTE e-Governance team / AICTE Approval Bureau / Regional Officers	<p>BI has been implemented to meet the following requirements of AICTE Users.</p> <p>The OBIEE system of AICTE is built to provide reports and slicing and dicing of information related to colleges, students and faculties for e.g. Category wise students across the country; Faculty on particular subjects, Approved Seats, Vacant seat reports etc.</p> <p>It provides quick graphical outputs based on the adhoc queries raised.</p> <p>OBIEE has been used to generate BIP reports in Bulk e.g., Bulk EoA, Bulk LoA, RC reports.</p>
			Social Community Portal	Students / Faculty / AICTE	<p>This will be one stop social community portal for AICTE students, faculty etc. They can chat, blog, have forums and community on this portal. This portal is also available as a channel for NRI students to interact and share their views.</p>
			Know your college portal	General Public	<p>Know your College portal has been developed for the benefits of aspiring students and public, in general, to see detailed information about college infrastructure, faculty etc. of any technical institute across the country.</p>

					This portal will soon display the detailed information about non technical institutes across the country.
4			Strategy Adopted		
	i		The details of base line study done.		
			<p>Discussions were conducted with AICTE stakeholders and staff and with Institute Representatives to understand the challenges faced by them in the current manual process.</p> <p>The key objectives of AICTE were identified to be</p> <ul style="list-style-type: none"> • Transparency • Accountability • Faster Processing • RTI Compliant • Elimination of all manual processes • Transactional to Robust Process driven <p>Key critical areas were identified</p> <ul style="list-style-type: none"> • Process of Applications has to be faster and less error prone • Processing fee payment procedure should be easier and transparent • Approval Processing should be transparent and faster. • Institute Information should be available easily online in the public domain. 		
	ii		Problems identified		
			<p>The following problems were identified</p> <ul style="list-style-type: none"> • Lack of single platform- to address diverse needs of different stakeholders and implement schemes with large number of beneficiaries • Managing, coordinating and synchronizing multiple administrative units under multiple departments was a big challenge 		

		<ul style="list-style-type: none"> • Lack of accountability, transparency and adequate ownership, participation and audit/oversight • Lack of reliable & timely availability of process & entity data • Difficult to control, supervise and ensure compliance with Government Instructions • There was no central database, available for quick reference and quick decision making • Institutes had to visit the AICTE Offices personally for application submission, and payment of processing fees. It was a challenge to received complete and valid data from the institutes in the first visit itself • Delay in receiving correct information and processing fee, led to delay in the application processing and decision making
	iii	Roll out / implementation model
		<p>The solution was implemented in the following main phases</p> <ul style="list-style-type: none"> • Installing of required Hardware and software at the Data center. • Development of portal using Siebel 8.1 and Oracle DB • Portal enabled to all Institutes to apply online for Academic year 2010-2011 • Online Payment facility enabled • Online Approval Process enabled
	iv	Communication and dissemination strategy and approach used
		<p>Email/SMS communication is implemented in the portal. SMTP server is installed at Data center which is used to send the emails.</p> <p>SMS server connects to third party tool to send across bulk SMSs.</p> <p>Email and SMS communication is sent to institutes as and when their application progresses</p> <p>Bulk Email/SMS are sent to Institutes, Faculty, students regarding event information, important notices etc</p>

		Students are communicated over Email/SMS about the status of their PG Scholarship application.
5		Technology Platform used
	i	Description
		<p>The key technologies that are used in the portal are as follows</p> <ol style="list-style-type: none"> 1. Siebel Public Sector – For Institute, Faculty , Student Portal 2. OBIEE – For Analytical Reporting 3. Oracle Database as the back end database 4. Drupal PHP – For Social Community Portal, Know your college portal 5. HTML 4 – For AICTE website
	ii	Interoperability
		There is Flexibility of deploying Siebel on variety of platform and able to switch between the platform as the requirement changes. Siebel can be integrated with two or more application (Developed in different technologies like .Net or J2EE) on the same Oracle instance. Its capable of working together and fulfill the end to end business process. Support various products like Microsoft, SAP, Avaya etc.
	iii	Security concerns
		<p>The components of Siebel security architecture include:</p> <ol style="list-style-type: none"> 1. User authentication for secure system access 2. End-to-end encryption for data confidentiality 3. Authorization for appropriate data visibility 4. Audit trail for data continuity 5. Secure physical deployment to prevent intrusion 6. Security for mobile devices 7. Web browser security settings
	iv	Any issue with the technology used
		Siebel High Interactivity is currently supported only on Internet Explorer.

		Upgrade is in process, such that it can support all browsers.
	v	Service level Agreements (SLAs) (Give details about presence of SLA whether documented, whether referred)
		All standard SLA's are documented and adhered to Historical issue of data is also being referred to plan out new SLAs. Which will be incorporated in the project.
6		Service Delivery- user orientations (Give details about improvement in interaction with end user and outcome, relevance of access points, length and breadth of service provided online etc)
		<p>AICTE implemented the e-Governance project and a limited approval process went live on 10th January, 2010 for the purpose of online processing of applications for starting of new institutes and extension of approval to existing institutions through AICTE web site at www.aicte-india.org.</p> <p>This e-Governance system has been used, for last five years, and the development has seen several stages of refining and incorporation of robust processes which are further based on appropriate regulations and Process hand book that were issued from time to time by AICTE. The institutes data, Faculty, Students data is accordingly updated, on AICTE web portal for setting up New Institute, Extension of Approval, and addition of new courses etc which are treated as services.</p> <p>This information is processed and the status of approval is available online. Also e-mail and SMS is sent at appropriate stages of approval to all applicants. All payments, including processing fee and security deposits are done using online facility and a payment gateway provided by the e-Governance application. The information provided by the Institute and by AICTE regarding status of approval is available online through the portal in Public Domain.</p> <p>Since all the processes are automated now, there is minimum scope of errors and human intervention or influence. This has improved the efficiency and</p>

effectiveness of the existing staff of AICTE. The system has reduced workloads with regard to application collection, evaluation, and approval, so AICTE could redeploy people to more challenging, higher-level work. The people are more motivated and excited by their responsibilities, which has improved AICTE's ability to retain talented staff.

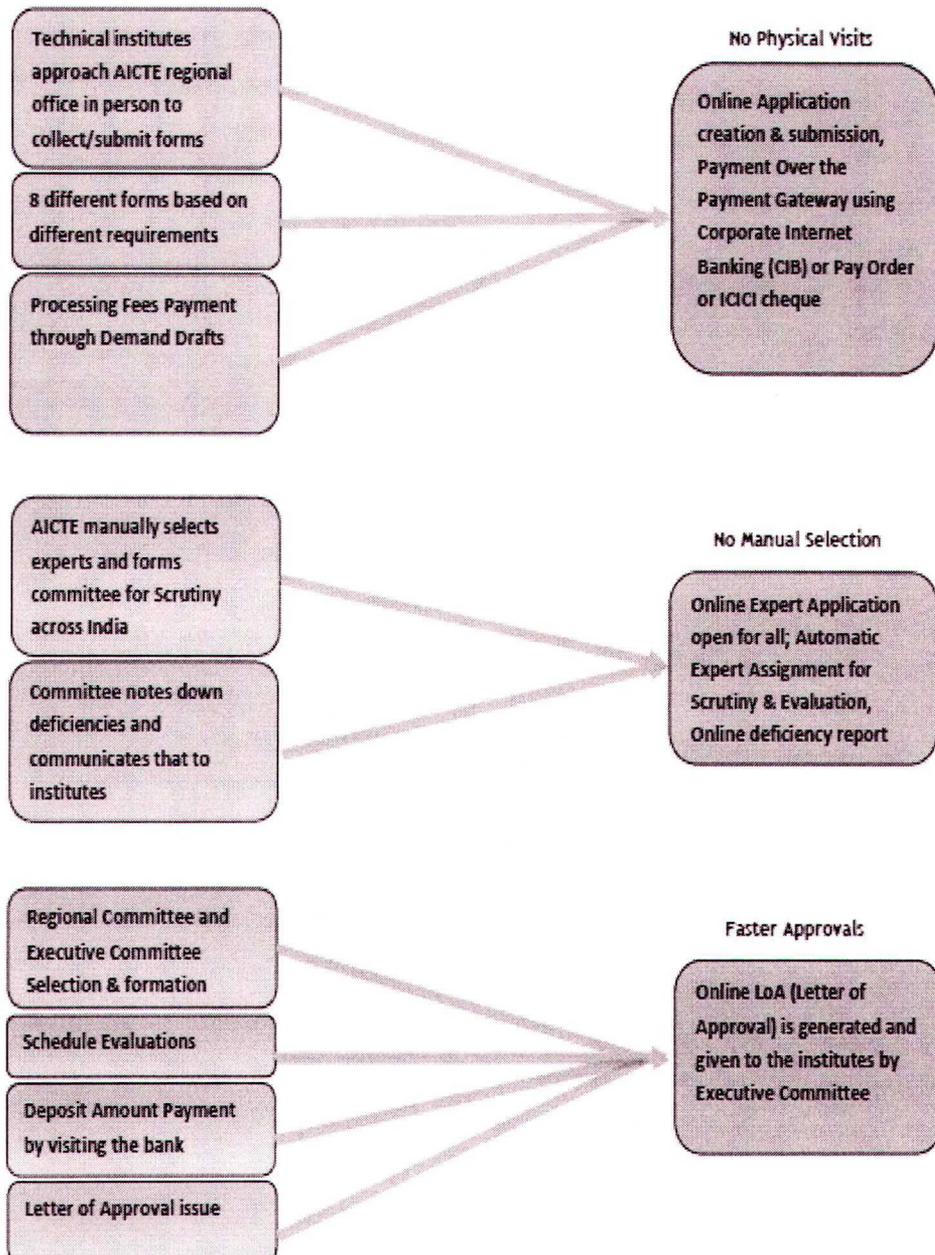
e-Governance procedures at AICTE are stakeholder driven, in all the processes brought about transparency, accountability, flexibility, integrating the entire ecosystem. A purely transaction based system was converted to a Process driven system that was based on rules and open to scrutiny and RTI complaint. The system is one of its kinds with ease of use, is scalable, is retrievable, and is secure and robust. This has increased the credibility of the system and improved the brand value.

Significant benefits accrued due to e-governance is utmost transparency, almost total end to corrupt practices and delays, reduction in cost of operations and fast-paced online operations replacing manual administrative work. Higher productivity as elimination of manual processing allowed AICTE employees deliver more value added services. Better control due to enhanced reporting where AICTE was able to generate reports dynamically, unlike earlier, where accurate report generation was difficult due to the absence of a single, comprehensive online database of colleges. Post implementation of the solution, reports could be fetched with ease, based on various parameters.

AICTE Processes:

Then

Now



This project is one of the milestones achieved in the e-Governance space and has brought-in several benefits not only to institutes but also to the operations of AICTE.

7		Citizen Centricity (Give specific details on the following)
	i	Impact on effort, time and cost incurred by user.
		<p>Before the portal was established, a representative or applicant had to visit an AICTE office to collect and submit application forms and pay processing fees in the form of a Demand Draft.</p> <p>Now, institutes can apply online for approvals, accreditations, or funding and attach materials, such as supplementary documents and videos. Instead of filling in eight paper forms, institutes only have to fill in one online form. This has saved on travel costs, time and effort spent by the Institutes. Further the processing fees are paid via the payment Gateway.</p> <p>In addition, AICTE can track an application as it moves through the evaluation cycle. The council can also track the status and can provide applicants with an update, if required.</p> <p>This significantly improved efficiency. The previous approach was tedious and open to errors as each application had to be manually processed. If the applicant did not provide the required information or supporting documentation, the AICTE assessor had to contact the applicant, which delayed decisions, such as funding approvals for new courses or teacher training. Now, the system automatically checks the application to ensure all necessary data is included, and the system alerts the applicant immediately if information is missing.</p> <p>Due to the e-governance system, the approval process has become more structured and much faster than the earlier manual process. The streamlined application and evaluation process has enabled AICTE to increase the number of approvals for the establishment of new institutes and extending approvals for existing institutes by 20% to 25%.</p> <p>Post Graduate students can apply for Scholarship online, and after due approval, the scholarship amount is directly disbursed into the student account. This has saved on considerable amount of time and effort spent by the students and the Institutes. CPSMS has further increased the reliability of the system.</p>
	ii	Feedback / grievance redressal mechanism
		Grievance Portal has been developed in Siebel using which Students, Faculty, Parents

		of Students can raise their grievances online to AICTE. The Status of the Grievances in displayed online.
	iii	Audit Trails
		<p>The audit trail, in the e – governance application has to deal with customer inquiries, questions about the delivery of service, audit investigations, etc., for all transactions. It is necessary that the applicant gets the status of services in time, can track the status and the complaints if any are addressed in time. The system implemented provides enough useful information.</p> <p>Transactions that are sent/received using the external and/or internal networks have integrity and confidentiality. A log is kept and special attention is given to these kind of requirements because they usually are the core of the processes involved.</p>
	iv	Interactive platform for service delivery
		<ul style="list-style-type: none"> • The entire application is interactive. • In the approval application process, the system first captures , what the institute needs to apply for, for eg, Extension of Approval, New Institute, Change of site, change of name of Institute etc. • Institute is then presented only with the relevant details and necessary validations are executed. • Detailed help manual is available on the AICTE website and on the Siebel portal at the respective location. • Informative error messages are presented to users, which not only indicates what the validation issue is but also what kind of data is expected. • Service Request module is available in Institute login, wherein they can raise service requests and these can be tracked online. • Helpdesk numbers available to Institutes, students to call in case of any issue while using the portal.
	v	Stakeholder consultation
		The entire application has been reviewed every year based on the inputs of various stake holders like the Managements, Faculty, students, Industry and society and CVC, the Processes are modified if necessitated.

		Based on the above several changes have been effected in the last five years and consequently, the application has become more interactive, dynamic and user friendly. New applications have been developed and integrated with the main Data Base based on the stake holder inputs.
8		<p>User convenience (Give Specific details about the followings)</p> <ol style="list-style-type: none"> 1. The website is universally accessible and displays all major information like – About us, Public notices, Tenders etc. Free virus free download facility is available with plug-ins 2. There is minimum content on Homepage i.e. only relevant information is displayed 3. Content has been written with current & potential users in mind 4. The website is available in two languages – English & Hindi 5. Consistent terminology has been used in the website 6. The site has easy to locate text on all its pages. For sighted users it has different font sizes for different areas on the page 7. Consistent Page layout has been used throughout 8. National Emblem on the home page 9. Clean visual design 10. Color and contrast to guide a user through the web site. 11. Used headings, lists and consistent structure to increase legibility 12. Designed the layout for 1027 by 768 13. Graphics, buttons and icons have been used effectively to highlight necessary parts and not clutter the website 14. Standard fonts are used 15. Color, image audio video links are used effectively in the website 16. Links are opened in new window for ease of operation and to allow user to refer the website 17. Format of the files are standard 18. Designed the site with a clear hierarchy and Descriptive categories 19. Consistent navigation scheme has been followed 20. The logo are clickable and takes the user to the home page

		<p>21. Each page has effective landing page</p> <p>22. Technology used : HTML – Version - 3.2, CSS- Version – 3.0, JavaScript, JQuery – Version - 1.4.2 Photoshop CS3, Flash CS3</p> <p>23. Multiple Browser support</p> <p>24. Contingency management: minimum downtime is ensured in case of emergency.</p> <p>25. Relevant page title for search engines to show in result</p> <p>26. Search engine optimization is done. Proper unique names given to links instead of generic names</p> <p>27. Website promotion: Press releases, Seminars, National conventions, Inter-Government links, updated news on Government and citizen issues etc.</p>
	i	Service delivery channels (Web, email, SMS etc.)
		AICTE functions and services are available online over Web, via the site www.aicte-india.org . Email and SMS communication is sent to institutes as and when their application progresses Bulk Email/SMS are sent to Institutes, Faculty, students regarding event information, important notices etc. Students are communicated over Email/SMS about the status of their PG Scholarship application.
	ii	Completeness of information provided to the users
		<p>The e-Governance application provides complete information is utmost transparency, almost total end to corrupt practices and delays, reduction in cost of operations and fast-paced online operations replacing manual administrative work. Higher productivity as elimination of manual processing allowed AICTE employees deliver more value added services. Better control due to enhanced reporting where AICTE was able to generate reports dynamically, unlike earlier, where accurate report generation was difficult due to the absence of a single, comprehensive online database of colleges. Post implementation of the solution, reports could be fetched with ease, based on various parameters</p> <p>Further AICTE conducts workshops in different cities annually to disseminate information on the processes to be followed.</p> <p>Following are explained in terms of information.</p> <ul style="list-style-type: none"> • Revamp details of AICTE website, making it comprehensive and useful to community at large

- Development of College Portal for collection and maintenance of institute data
- Bringing in transparency in the registration process and extensions of colleges and integrated campus
- Automating various approval and accreditation related steps and processes
- Automating various processes executed by the AICTE Bureaus and Regional offices
- Reporting requirements and Business Intelligence
- Transparency and Integration of Entire Eco System
- Institute to Learner to Administrator to Policy
- Rule Based, Process Driven, Open to Scrutiny &
- RTI Compliant.
- Ease Of Use, Scalable, Retrievable, Secure, Robust & Expeditious Decision Making
- Decentralized Decision Making

In order to create a National Data Base and MIS for technical education the following applications were also created as envisaged.

On line Grievance redressal: Grievance Form against Ragging, Corruption, RTI info, CVC role etc was developed.

MIS Reports gives access to Annual Report, Yashpal Committee Report, Knowledge Commission report, Sarva Shiksha Abhiyaan, Accredited Institutions, Approved Institutions etc.

Statistics in public domain: All Institutes Count, MBA Institutes Count, PGDM Institutes Count, Polytechnics Count, Post Diploma Institutes Count, Seat Analysis Count, Faculty Count

Education initiatives for students and faculty: Mobile Education, Vocational Education, Distance Education, Model Syllabus, Library Services, Projects etc.

Students specific objectives are met with development of applications for Scholarships, Awards, Facilities, Placement, Loans, Ethics

A special Bulletin Board displays the Job opportunities, Circulars, Tenders, Status of Applications, Free Downloads

		<p>Online Forms – For Online Registration, Application Creation & Submission. It captures details like faculty, Students, Infrastructure in detail.</p> <p>An objective of transparency is met with by generating online deficiency Reports: Institutes can see the deficiencies in their applications on line and take corrective actions before submitting the application. The institutions upload data in a self disclosure mode for this to happen.</p> <p>Expert Applications: Expert DB application provides facility for online registration of academicians and professional from Industry to become AICTE Expert Panel Members</p> <p>Program, Course, Fee, Seats, Quota etc – Can be checked online for a specific institutes:</p> <p>All the applications developed promote transparency and accountability which are the main objective of information dissemination</p>
	iii	Accessibility (Time Window)
		The portal is accessible 24 x 7, 365 days a year. In case any downtime, is required to be taken for server maintenance activity, then the downtime duration is published on the website.
	iv	Distance required to travel to Access Points
		The AICTE e-governance system is 100% web based solution, and not does not any dependency on location / access points.
	v	Facility for online/offline download and online submission of forms
		<p>The portal requires uploading data of Students, Faculty, Technical Staff, Admin & Library staff. If there are few records to be entered, the Institute can do it in the online mode. Else Institute can download format/template of uploading such data. Institute enters information in the template provided, in offline mode. Institute can upload this information into the portal using the import button.</p> <p>Any record which fails the validation is referred to in the log format. Institute makes Attachments related to the institute including video of the institute. PG students can upload Attachments, related to GATE score, bank pass book excusing the online attachment facility.</p>
	vi	Status tracking

		<ol style="list-style-type: none"> Status of the application can be tracked online, by Institute. The status is visible in the Siebel portal login Institute also receives status updates over email/SMS. Post Graduate students upload information onto the student portal. Email and SMS communication is sent to the student as and when his/her application progresses. Any discrepancy in data is communicated to the student over email/SMS. Anyone can log a grievance on to the grievance portal. The status and response to the grievance can be tracked online. 															
9		Efficiency Enhancement (Give specific details about the following)															
	i	Volume of transaction processed															
		<ol style="list-style-type: none"> Around 10000+ Institutes are processed every year for Extension. Approx 500 to 600 New Institutes are processed every year Around 50,000 PG students access the PG Scholarship portal, for whom Scholarship disbursement amount is sent every month to their bank accounts User base expected to increase due to new modules, like AQIS, Vocational Education and SKP (Skill knowledge provider), Project Factory, Placement Portal. Currently during peak hours, there are around 3000 concurrent users accessing the system. 															
	ii	Coping with transaction volume growth															
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		SKPs (Skill knowledge providers	0	300
		Public Domain	0	Any one from general Public
		It is expected that due to the new applications, the number of concurrent users might increase up to 5K to 7K users. Revised infrastructure is being planned so as to upgrade existing servers and support more number of concurrent users and increased data flow.		
	iii	Time taken to process transactions		
		<p>All Processing is done almost instantaneously. 4000 concurrent users log on to the system and no process degradation has been observed.</p> <ul style="list-style-type: none"> • Steps in processing • Applicant uploads the data • Applicant uploads documents • System Processes for deficiencies • Data Corrected by the applicant • Final Submission • Generation of approval letter or otherwise • Print the approval letter at home 		
	iv	Accuracy of output		
		Several iterations have taken place for the last five years in the development process and coding errors or processing errors if any have been removed and the current application runs without errors.		
	v	Number of delays in service delivery		
		There are no delays in the automated process service delivery that can be attributed to the development process. There could be issues that are associated with availability of bandwidth in certain parts of the Country.		
10		Accessibility (give details about how following has been enhanced: user accessibility, transparency in system, single-window resolution, ease of navigation; impact on service response time, number of visits required for accomplishing the task before and after automation, Communication e-Mail, SMS, web based tracking ,etc)		

Benefits to Institutes

- Institutes need not visit AICTE Offices any more. They can fill in details in the online application and get their data validated.
- Application Report and Deficiency report can be obtained from the online portal. This has led to reduced travel costs for Institutes
- Detailed Fee structure is available online and Institute has multiple options available for online payment of processing fee
- Application Report and Deficiency report can be obtained from the online portal
- Compliance guidelines for Institutes are available online as ready reference. They can generate the deficiency report for institute from the online portal.
- Institutes can apply for Grants, and other schemes online. Complete information is available online
- Public Domain application is available for all Institutes and Universities to view the information related to facilities, students, faculty etc.
- Institute can track status of the application online
- Institute receives Letter of Approval / Letter of Rejection with appropriate reasons.
- Institute can track status of the application online

Benefits to Students

- Post Graduate Students can apply for Scholarship online. Student can track the status of their application. Students need not contact Institute for the scholarship. Scholarship is disbursed directly to the Student's bank account
- Students can access project information and can upload their projects using the Project Factory portal
- Students can post grievances using the grievance portal. The status can be tracked
- Placement portal can be used by students to create a CV and apply for job vacancies
- Students use Public Domain application, to view details of Institutes, in which they wish to register for a course. Institutes videos and facility details are freely available online for the benefit of the students

		<ul style="list-style-type: none"> • Google MAPs is available to students to search of institutes in their vicinity • Students can apply for grants for research, travel purpose, via Institute Portal. • Social Community portal can be used to share thoughts and ideas and connect with the student community <p>Benefits to Faculty</p> <ul style="list-style-type: none"> • Faculty can post grievances using the grievance portal. The status can be tracked • Social Community portal can be used to share thoughts and ideas and connect with the student community • Faculty use Public Domain application, to view details of Institutes • Faculty receives email/SMS communication from AICTE, related to important events. • Faculty can apply as an expert using the Expert Registration module • Faculty can apply for grants e.g. FDP, via Institute Portal • Faculty can access project information and can upload their projects using the Project Factory portal 						
11		<p>Innovations (give details on the extent to which initiative/project is unique in purpose/goal, competed to other common e-governance project, give details about the new processed/new activities, new steps, ICT interventions, administrative process reforms, any use of new & emerging technology functionalities introduced into the system, identification & removal of any bottlenecks/give details irrelevant steps, Comparative with Original Project (Provide a comparative analysis about how is the project similar/different in services provided, design, functionality, technology platform etc from the original project)</p>						
		<table border="1"> <thead> <tr> <th>Area/Function</th> <th>Before</th> <th>Now</th> </tr> </thead> <tbody> <tr> <td>Application process</td> <td>Paper based and error prone application process.</td> <td>Application process is simple. System ensures that valid and complete data is entered.</td> </tr> </tbody> </table>	Area/Function	Before	Now	Application process	Paper based and error prone application process.	Application process is simple. System ensures that valid and complete data is entered.
Area/Function	Before	Now						
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			Processing fee payment	Fee payment was done using DD or Payorder	Quick online facility of processing fee payment. Institute is given complete break up of processing fee thus ensuring transparency of processes. Payment reconciliation is easier now.
			Scrutiny and EVC Committee Formation	Committee formation was sometimes biased	Random selection of Committee member is introduced in the portal. The Regional officers have no control on the committee member selection.
			Bulk Email and SMS Communication	There was no means to broadcast messages to Institutes/Students/Faculty. This was done via Institutes, which was not reliable.	AICTE is able to communicate with Institutes, Students and Faculty using Bulk Email and SMS sending methods which reach the targeted users directly and quickly.
			Google MAPs	No method by which students, parents of students could check the exact location of an institute or no facility by which they could search for a suitable institute nearby.	Using Google MAPs, Anyone for the general public can search the exact location of an institute and can also search for institutes in their vicinity.

12		Sustainability (Give details about Self sustainability of these w.r.t Institution hiring trained staff, training etc, financial scope for revenue generation, saving of time and money etc)
		The application has ensured that it is self sustainable both from AICTE perspective and the applicant Institutions perspective. The necessary Hardware is in place both in AICTE Data centre and the Institutes. Comprehensive maintenance contract helps in resolving issues that concern either HW or applications.
13		Adaptability Analysis
	i	Measures to ensure adaptability and scalability
		The following measures are taken to ensure adaptability and scalability Ensured changes in processes are communicated well in advance to the vendor, such that the vendor comes up with a suitable solution. Ensured that technology selected is flexible enough to adapt or quickly changing requirements.
	ii	Measures to ensure reliability
		Daily monitoring of the servers and their performance is being done.
	iii	Restrictions, if any, in replication and or scalability
		There are none as far as this application is concerned. However any regulatory process undergoes continuous changes based on inputs from various sources and change requests and development of new applications. This puts a pressure on the applications productisation. The application has been found to be scalable as seen from glitch free service rendered when number5 of applications rise every year.
	iv	Risk Analysis
		Increasing number of users and increasing data size, pose a risk on the current system. AICTE has plans to upgrade the infrastructure to cater to the additional users and increasing data size.

14		<p>Result Achieved/Value Delivered to the beneficiary of the project- (share the result, matrices, key learning's, feedback and stakeholders statements that show a positive difference in being made etc)</p>
		<p>User acceptance has increased Credibility in the process has increased Revenue has increased 200 fold due to online transactions through payment Gateways. Complete MIS from BI implementation and availability of the same in public domain has added to the transparency Completely RTI compliant and almost zero pendency on the RTI queries. (Supported by written communication from DOPT</p>
	i	<p>To organization</p>
		<p>Benefits to AICTE</p> <ul style="list-style-type: none"> • The introduction of Siebel Portal and AICTE Website has bring in complete transparency in AICTE functioning. There is no scope left for corruption and favoritism. • The information is available for all to see and question, if not found appropriate • Increased fee collection by 200% from 50 to 200 crores • Through the Deficiency Report generating in the Portal, AICTE could enforce the norms like ideal student faculty ratio, availability of common facilities etc resulting into higher compliance and improved Quality of Education. • Earlier AICTE was able to provide approvals to approx 7000 institutes across India but after the implementation of Siebel Public Sector and Institute Portal which is now accessed by approx 15,000 institutes, AICTE provided approval to approx 10,000 institutes for academic Year 2011-12 which is 25% higher than last year. • Earlier AICTE was able to provide approvals to approx 7000 institutes across India but after the implementation of Siebel Public Sector and Institute Portal which is now accessed by approx • 15,000 institutes, AICTE provided approval to approx 10,000 institutes for academic Year 2011-12 which is 25% higher than last year.

ii	To citizen
	<p>On line Grievance redressal: Grievance Form against Ragging, Corruption, RTI info, CVC role etc was developed.</p> <p>MIS Reports gives access to Annual Report, Yashpal Committee Report, Knowledge Commission report, Sarva Shiksha Abhiyaan, Accredited Institutions, Approved Institutions etc. Statistics in public domain: All Institutes Count, MBA Institutes Count, PGDM Institutes Count, Polytechnics Count, Post Diploma Institutes Count, Seat Analysis Count, Faculty Count</p> <p>Education initiatives for students and faculty: Mobile Education, Vocational Education, Distance Education, Model Syllabus, Library Services, Projects etc.</p> <p>Students specific objectives are met with development of applications for Scholarships, Awards, Facilities, Placement, Loans, Ethics</p> <p>A special Bulletin Board displays the Job opportunities, Circulars, Tenders, Status of Applications, Free Downloads</p> <p>Online Forms – For Online Registration, Application Creation & Submission. It captures details like faculty, Students, Infrastructure in detail.</p> <p>An objective of transparency is met with by generating online deficiency Reports: Institutes can see the deficiencies in their applications on line and take corrective actions before submitting the application. The institutions upload data in a self disclosure mode for this to happen.</p> <p>Expert Applications: Expert DB application provides facility for online registration of academicians and professional from Industry to become AICTE Expert Panel Members</p> <p>Program, Course, Fee, Seats, Quota etc – Can be checked online for a specific institutes:</p>
iii	Other stakeholders
	<p>E-Governance procedures at AICTE are stakeholder driven, in all the processes brought about transparency, accountability, flexibility, integrating the entire eco system. A purely transaction based system was converted to a Process driven system that was based on rules and open to scrutiny and RTI complaint. The system is one of its kinds with ease of use, is scalable, is retrievable, and is secure and robust. This has</p>

		<p>increased the credibility of the system and improved the brand value.</p> <p>AICTE to meet its obligations and commitments to its stakeholders has introduced comprehensive e-governance for transparency and accountability, where the existing institution makes applications online, and the applications are processed completely online subsequent to which approval letters are generated online through virtual portal available to every institute through their respective logins.</p> <p>Several services and functionalities have been added on the AICTE web portal as a part of a continuous portal feature enhancement process in the last four years, based on the change requests provided by the stake holders and as an enhancement of services as a policy from time to time.</p> <p>AICTE in furthering the cause of transparency and accountability to its stakeholders is currently implementing Work Flow, accounts, electronic records and digitization of Records, Mail server, Video Conferencing with all Regional Offices, Security Systems and legal case tracking applications.</p>
15		<p>Extent to which the objective of the project is fulfilled- (benefit to the target audience i.e. GG, G2C, G2B, G2E or any other , size and category of population/stakeholder benefited etc)</p>
		<ul style="list-style-type: none"> • Most of the objectives as envisaged under the project have been realized • Benefits to GG in the form of reports, to G2C in the form of raised credibility, G2B in the form of increased participation and G2E in terms of deliverables and outcomes have been realized. • User acceptance has increased • Credibility in the process has increased • Revenue has increased 200 fold due to online transactions through payment Gateways. • Complete MIS from BI implementation and availability of the same in public domain has added to the transparency • Completely RTI compliant and almost zero pendency on the RTI queries. (Supported by written communication from DOPT

16		<p>Comparative Analysis of earlier Vs new system with respect to the BPR, Change Management, Outcome/benefit, Change in legal system, rules and regulations</p>
		<p>Significant Benefits</p> <p>Significant benefits accrued due to e-governance is utmost transparency, almost total end to corrupt practices and delays, reduction in cost of operations and fast-paced online operations replacing manual administrative work. Higher productivity as elimination of manual processing allowed AICTE employees deliver more value added services. Better control due to enhanced reporting where AICTE was able to generate reports dynamically, unlike earlier, where accurate report generation was difficult due to the absence of a single, comprehensive online database of colleges. Post implementation of the solution, reports could be fetched with ease, based on various parameters</p> <p><u>Corruption Free Education</u></p> <p>The introduction of Siebel Portal and AICTE Website has bring in complete transparency in AICTE functioning. There is no scope left for corruption and favoritism. The information is available for all to see and question, if not found appropriate.</p> <p><u>Increased Approvals by 25%</u></p> <p>Earlier AICTE was able to provide approvals to approx 6000 institutes across India but after the implementation of Siebel Public Sector and Institute Portal which is now accessed by approx 12,000 institutes, AICTE provided approval to approx 10,500 institutes for academic Year 2011-12 which is 25% higher than last year.</p> <p><u>Greater Transparency</u></p> <p>For the first time in Indian Technical Education, so much information has been made available online in public domain. System automation has brought greater transparency to the application process. To ensure fair and consistent evaluation of applications, AICTE has standardized application requirements, assessment criteria, and mandatory disclosures for institutes, as well as internal assessment and approval workflows.</p> <p><u>Increased Fee Collection by 200% - From 50-200 Crores</u></p> <p>With this new e-Governance system offering a secure online payment gateway,</p>

		<p>institutes can pay processing fees and annual extension fees online easily without visiting any banks or offices. This has led to a 200% increase in revenue from fee payments since the system was implemented from approx 49 crores in Academic Year 2009-10 to approx 200 crores in Academic Years 2010-11 and 2011-12</p> <p><u>Improved Quality of Education and Higher Compliance Rate</u></p> <p>Through the Deficiency Report generating in the Portal, AICTE could enforce the norms like ideal student faculty ratio, availability of common facilities etc resulting into higher compliance and improved Quality of Education.</p> <p><u>Reduced Helpdesk Staff</u></p> <p>The e-Governance system contains process flow handbooks and answers to frequently asked questions to assist institutes with their applications. Issues or queries can also be submitted through the portal. All this has greatly reduced the average number of visits to AICTE offices</p> <p><u>Cut Paper Costs – Saved approx 500 sheet of paper/application</u></p> <p>The use of a single online form has eliminated the need for paper forms. AICTE estimates that it saves up to 500 sheets of paper per application, or around 3 million sheets in total.</p> <p><u>Enhanced Management, Student Services with Comprehensive Reporting</u></p> <p>Using Oracle Business Intelligence, AICTE can now generate reports instantly. These reports enable AICTE to find out vital statistics regarding the state of technical education across India, thereby enabling AICTE to make strategic plans that are in the best interests of students.</p>
17		<p>Other distinctive features/accomplishments of the project</p>
		<ol style="list-style-type: none"> 1. Complete revamp of AICTE website, making it comprehensive and useful to community at large 2. Development of College Portal for collection and maintenance of institute data 3. Bringing in transparency in the registration process and extensions of colleges and integrated campus 4. Automating various approval and accreditation related steps and processes 5. Automating various processes executed by the AICTE Bureaus and Regional offices

		<ol style="list-style-type: none">6. Reporting requirements and Business Intelligence7. Transparency8. Integration of Entire Eco System9. Institute to Learner to Administrator to Policy10. Rule Based, Process Driven, Open to Scrutiny & RTI Compliant.11. Ease Of Use, Scalable, Retrievable, Secure, Robust & Expeditious Decision Making12. Promotes Decentralized Decision Making
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