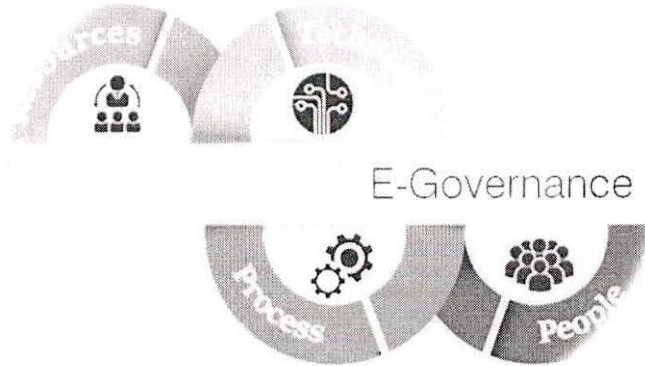




# e-Governance Policy



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कुलसचिव / Registrar  
श्री लाल बहादुर शास्त्री राष्ट्रीय संस्कृत विश्वविद्यालय  
Shri Lal Bahadur Shastri National Sanskrit University  
बी-4, कुतुब सांस्थानिक क्षेत्र, नई दिल्ली-110016  
B-4, Qutub Institutional Area, New Delhi-110016

SHRI LAL BAHADUR SHASTRI NATIONAL SANSKRIT UNIVERSITY

( CENTRAL UNIVERSITY )

B-4, QUTUB INSTITUTIONAL AREA,  
NEW DELHI-16

सहायक प्रोग्रामर / Assistant Programmer  
श्री लाल बहादुर शास्त्री राष्ट्रीय संस्कृत विश्वविद्यालय  
Shri Lal Bahadur Shastri  
National Sanskrit University  
बी-4, कुतुब सांस्थानिक क्षेत्र, नई दिल्ली-110016  
B-4, Qutub Institutional Area, New Delhi-110016

SLBSNSU e-Governance Policy Version 1.0



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कुलसचिव / Registrar

श्री लाल बहादुर शास्त्री राष्ट्रीय संस्कृत विश्वविद्यालय  
Shri Lal Bahadur Shastri National Sanskrit University  
बी-4, कुतुब सांस्थानिक क्षेत्र, नई दिल्ली-110016  
B-4, Qutub Institutional Area, New Delhi-110016

सहायक प्रोग्रामर/Assistant Programmer  
श्री लाल बहादुर शास्त्री राष्ट्रीय संस्कृत विश्वविद्यालय  
Shri Lal Bahadur Shastri  
National Sanskrit University  
बी-4, कुतुब सांस्थानिक क्षेत्र, नई दिल्ली-110016  
B-4, Qutub Institutional Area, New Delhi-110016

SEBSNSU e-Governance Policy V1.0





# SHRI LAL BAHADUR SHASTRI NATIONAL SANSKRIT UNIVERSITY

## (e-GOVERNANCE POLICY)

### 1. Introduction

The potential to greatly improve governance at Shri Lal Bahadur Shastri National Sanskrit University (SLBSNSU) is held by Information and Communication Technology (ICT) through the implementation of best IT practices.

The university provides a range of IT services supporting both academic and non-academic processes, including admissions, examinations, finance, establishment, and e-content services, ensuring accessibility for all stakeholders. To facilitate easy access to these IT services, the campus is equipped with NKN-Wi-Fi, in line with the university's E-Governance Policy.

In order to standardize its ICT infrastructure, applications, and software, SLBSNSU has established an "IT Policy." This policy document outlines best practices for the implementation and use of e-governance services, reinforcing the university's commitment to effective digital governance.

Through e-governance, the university aims to deliver services efficiently, transparently, and conveniently to the teachers, students, staff, and other stakeholders, this policy marks a significant advancement in the promotion and implementation of e-governance initiatives. The university is leveraging the SAMARTH ERP software, which encompasses 44 modules—such as establishment, admissions, examinations, and finance—to enhance service delivery. Various modules of SAMARTH ERP have already been implemented to broaden the scope of e-governance at SLBSNSU and the implementation e-Office is under process.

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### 2. Vision and Objectives

In accordance with the Information Technology Act of 2000, the Government of India mandates that public services be delivered electronically, wherever feasible. The University aims to enhance accessibility and efficiency in the delivery of

प्रधानमंत्री  
श्री लाल बहादुर शास्त्री राष्ट्रीय संस्कृत विश्वविद्यालय  
Shri Lal Bahadur Shastri  
National Sanskrit University  
बो-4, कुतुब संस्थानिक क्षेत्र, नई दिल्ली-110016  
B-4, Qutub Institutional Area, New Delhi-110016

बुनसक्ति / Registrar  
श्री लाल बहादुर शास्त्री राष्ट्रीय संस्कृत विश्वविद्यालय  
Shri Lal Bahadur Shastri National Sanskrit University  
बो-4, कुतुब संस्थानिक क्षेत्र, नई दिल्ली-110016  
B-4, Qutub Institutional Area, New Delhi-110016



services to citizens/stakeholders through proper implementation of IT system and its policy, as per following descriptions:

- I. **Enhance Productivity and Efficiency:** The University aims to improve productivity and efficiency in service delivery.
- II. **E-Governance Accessibility:** All university services will be available through e-governance models, allowing users to access them conveniently via desktop, laptop, or mobile devices anytime and from anywhere.
- III. **Achieve E-Governance Visions:** This policy will enable SLBSNSU to operate more effectively and realize its e-governance objectives.
- IV. **Streamlined Information Access:** By fully automating administrative workflows, the policy will facilitate easy and convenient access to information, enhancing data storage and retrieval in accordance with hierarchical permissions.
- V. **Promote Transparency and Accountability:** Implementing e-governance will foster transparency, accountability and eliminate bureaucratic inefficiencies, leading to greater productivity.
- VI. **Move Towards a Paperless Office:** The policy promotes comprehensive electronic communication among all university departments, advancing the transition to a paperless office environment.
- VII. **Framework for E-Governance Development:** This policy establishes a framework for the development and implementation of e-governance systems and applications, encouraging proactive service delivery to stakeholders.
- VIII. **Compliance with National Standards:** SLBSNSU will adhere to the national standards and policies for e-governance set by the Government of India, making necessary adjustments as required.

### 3. Scope and Applicability

The scope of the development and upgradation of e-governance structures is primarily to create greater synergy between the administration, teaching & non-teaching staff and students.

### 4. Expected Outcomes

The expected outcome of this policy is simplifying and streamlining the structure of administration. It also seeks to make the process of administration



कुलसचिव / Registrar

श्री लाल बहादुर शास्त्री राष्ट्रीय संस्कृत विश्वविद्यालय  
Shri Lal Bahadur Shastri National Sanskrit University  
बी-4, कुतुब संस्थानिक क्षेत्र, नई दिल्ली-110016  
B-4, Qutub Institutional Area, New Delhi-110016

सहायक प्रोग्रामर / Assistant Programmer  
श्री लाल बहादुर शास्त्री राष्ट्रीय संस्कृत विश्वविद्यालय  
Shri Lal Bahadur Shastri National Sanskrit University  
बी-4, कुतुब संस्थानिक क्षेत्र, नई दिल्ली-110016  
B-4, Qutub Institutional Area, New Delhi-110016





more transparent and efficient. By embracing e-governance tools, the institution intends to provide quick delivery of student-based services.

## 5. Infrastructure

To effectively implement and deliver e-governance services, the following key ICT infrastructure must be established. Please note that this section excludes user-end devices, as they are beyond the scope of this policy.

### I. University Data Centre (Server Room)

All IT services, including e-governance modules, shall be hosted and delivered from the University Data Center. The data center shall be equipped with sufficient servers, network infrastructure, and security devices. Additionally, it will feature a 24/7 uninterrupted power supply and an effective HVAC system to ensure optimal performance and reliability.

### II. National Knowledge Network (NKN)

The National Knowledge Network (NKN) is a cutting-edge multi-gigabit network designed to provide a unified high-speed backbone for knowledge-based institutions across the country. This network is fundamental to the nation's goal of developing high-quality institutions equipped with advanced research facilities and fostering a pool of highly skilled professionals. It is essential to maximize the benefits and utilization of the NKN to achieve these objectives.

### III. Campus wide Local Area Network (LAN)

- a) In the campus of the University all the buildings should be connected through Distribution Network Point by fiber optical cable in a Star Topology, and the building connected through one Distribution Point should be interconnected to form Ring Topology for enhancing the availability of the network.
- b) The IT enabled services shall be delivered to the users through Campus wide LAN. Hence, there should be a robust and agile campus wide LAN in the university. The network architecture should be built, based on the contemporary global standards.
- c) All the Distribution Network Point should be connected directly with Core Network point. The connectivity between the Distribution and Core Network point should be 10 Gbps.
- d) The Core Network Switch shall be used at Core Network point with high availability.

- e) High speed Internet bandwidth should also be provided inside the campus. The LAN should provide high speed bandwidth inside the campus should be scalable from time to time.

सत्यापित  
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Signature

सहायक प्रोग्रामर/Assistant Programmer  
श्री लाल बहादुर शास्त्री राष्ट्रीय संस्कृत विश्वविद्यालय  
Shri Lal Bahadur Shastri  
National Sanskrit University  
बी-4, कुतुब सांस्थानिक क्षेत्र, नई दिल्ली-110016  
B-4, Qutub Institutional Area, New Delhi-110016

कुलसचिव / Registrar  
श्री लाल बहादुर शास्त्री राष्ट्रीय संस्कृत विश्वविद्यालय  
Shri Lal Bahadur Shastri National Sanskrit University  
बी-4, कुतुब सांस्थानिक क्षेत्र, नई दिल्ली-110016  
B-4, Qutub Institutional Area, New Delhi-110016



- f) Redundant and backup Internet connectivity should be taken from different Internet Service Providers (ISPs)
- g) The Distribution Network Switches shall be used at Distribution Network point with high availability.

#### IV. Network Firewall

The university shall have next-generation firewall (NGFW) equipped with features such as Intrusion Prevention System (IPS), Intrusion Detection System (IDS), and antivirus capabilities to safeguard against cybersecurity threats. All internet connections will be routed through this firewall, ensuring comprehensive protection against external threats. Additionally, the firewall will support Virtual Private Network (VPN) functionalities, tunneling, and Software-Defined Networking (SDN) features, further enhancing the university's network security and flexibility.

#### V. Campus Wi-Fi

The university shall be provided campus-wide Wi-Fi service to facilitate easy internet access. This service will utilize the latest Wi-Fi 6 technology (802.11ax) and will be available in all buildings as well as outdoor areas where student gatherings commonly occur. The Wi-Fi network will feature AAA (Authentication, Authorization, and Accounting) capabilities, including log storage and analysis, to enhance security for all university stakeholders.

#### VI. Power Backup System

- a) The university campus should be provided with clean and adequate power backup solutions for the installed core IT and network access devices.
- b) Servers, Network Switches shall be on clean and 24x7 uninterrupted power backup in the University.



#### VII. Email and Messaging Services

- a) The University shall have its email domain to provide the email facility to the stakeholders.
- b) The University should be deployed proper email and messaging services infrastructure for seamless communication with the users.
- c) The University shall have a bulk SMS and email sending facility for timely intimation to all the stakeholders as when required.

सहायक प्रोग्रामर/Assistant Programmer  
श्री लाल बहादुर शास्त्री राष्ट्रीय संस्कृत विश्वविद्यालय  
Shri Lal Bahadur Shastri  
National Sanskrit University  
बी-4, कुतुब सांस्थानिक क्षेत्र, नई दिल्ली-110016  
B-4, Qutub Institutional Area, New Delhi-110016

कुलसचिव / Registrar  
श्री लाल बहादुर शास्त्री राष्ट्रीय संस्कृत विश्वविद्यालय  
Shri Lal Bahadur Shastri National Sanskrit University  
बी-4, कुतुब सांस्थानिक क्षेत्र, नई दिल्ली-110016  
B-4, Qutub Institutional Area, New Delhi-110016





## 6. e-Services Delivery

All services that shall be delivered electronically will be made accessible online through the university's web and mobile applications. Users can utilize these applications to access the e-governance services offered by the university.

### I. Web Portals

- Separate web portals should be developed and deployed for different applications.
- As per the requirement of the application, service delivery should be done through web portals.
- It should be ensured that complete backend computerization of the processes along with the frontend processes are done before making the portal live.
- Thorough testing of the applications should be done before the launch.
- Every effort should be made to ensure that applications are accessible and user-friendly for differently-abled users. Depending on the requirements of the e-governance applications, interfaces with a payment gateway will be integrated to facilitate online transactions. Additionally, a mobile payment gateway should also be implemented.

### II. Mobile Application

- Utilization of mobile phones in delivery of services would be encouraged and preferred wherever feasible.
- It would be ensured that the applications are compatible to mobile access and utilize the common mobile infrastructure provided by ISPs.
- Considering the mobile devices penetration among the people all over the world, university feels the need for utilizing the mobile mode of enabling easier access to services. This would be more beneficial to the users.
- To enable the users to access the services through mobile devices, the mobile applications may be developed in bilingual viz. English and Hindi if possible.
- All the web portals should be 'mobile compliant' in due course.

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### III. Payment Gateway

Based on the requirements of the e-Governance applications, they would have interfaces with a Payment Gateway so as to enable payment transactions online. The payment gateway should have the facility to make payments through UPI, Net Banking, Debit Cards, Credit Card etc.

सहायक प्रोग्रामर / Assistant Programmer  
श्री लाल बहादुर शास्त्री राष्ट्रीय संस्कृत विश्वविद्यालय  
Shri Lal Bahadur Shastri National Sanskrit University  
National Sanskrit University  
बी-4, कुतुब सांस्थानिक क्षेत्र, नई दिल्ली-110016  
B-4, Qutub Institutional Area, New Delhi-110016



#### IV. Email Gateway

All communications from the applications to the users should be communicated through emails. To do so email gateway needs to be integrated with the application.

#### V. Messaging Gateway

Based on the requirements of the e-Governance applications, communications with the users may also be done through various messaging platforms wherever feasible. Corresponding messaging gateways should be integrated with the application. The messages sent should be short and comprehensive.

#### VI. Open Source and Open Standards

- It would be ensured that use of Open Source and Open Standard technologies for software development is used unless otherwise the use of proprietary technology is unavoidable. This would prevent vendor lock-in, unnecessary cost on user licenses and long-term cost liabilities.
- Service-oriented architecture for software development would be followed to ensure interoperability.
- Appropriate standards as prescribed by the Government of India shall be followed for Data Classification, Data Retention, Metadata and Interoperability of applications.

### 7. Application Development

As per latest technology, various approaches are being adopted for the development of information technology applications. However, there is a clear need for a streamlined, systematic step-by-step process in software development to ensure a smooth transition from paper-based/manual methods to online systems. This approach will also implement necessary safeguards to ensure that the transition is incident-free and occurs within a secure environment. The university will adhere to the standards, guidelines, and directives issued by the Government of India for software development as they are updated over time.

#### I. Upgradation to New Technologies

The university should support adoption and usage of emerging digital technologies in e-Governance like Social Media, Internet of Things,

Digital Payments, Data Analytics, etc. which will play an active role in

improving the delivery of e-Services to its users.

सत्यापित  
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कुलसचिव / Registrar  
श्री लाल बहादुर शास्त्री राष्ट्रीय संस्कृत विश्वविद्यालय  
Shri Lal Bahadur Shastri National Sanskrit University  
ब्लॉक-4, कुतुब संस्थानिक क्षेत्र, नई दिल्ली-110016  
B-4, Qutub Institutional Area, New Delhi-110016

सहायक प्रोग्रामर / Assistant Programmer  
श्री लाल बहादुर शास्त्री राष्ट्रीय संस्कृत विश्वविद्यालय  
Shri Lal Bahadur Shastri National Sanskrit University  
ब्लॉक-4, कुतुब संस्थानिक क्षेत्र, नई दिल्ली-110016  
B-4, Qutub Institutional Area, New Delhi-110016





## II. Software Source Code

In general, the ownership of the source code of custom developed software for university whether it be developed in-house or by any third party would rest with SLBSNSU, and the reuse of these software components in other projects of university would be highly encouraged.

## III. Security

University shall have periodic cyber security audit of their websites, portals and applications as per GIGW and CERT-IN guidelines. All the applications developed for e-Governance shall be compliant to GoI policies that were in force during the time of development of the application. To protect the IT infrastructure, websites, applications and information of the Government Departments from external attacks, intrusion and hacking, an enhanced IT Security Policy should be drawn and updated from time to time.

## 8. Database Usage

The databases managed by the university administration as part of its e-Governance initiative. Data is a critical resource for the university, providing valuable insights, and its use must be safeguarded, regardless of whether the data is classified as confidential.

SLBSNSU has own specific policies governing database creation and information access, alongside a broader policy on data access. Together, these guidelines define the university's strategy for accessing and utilizing its resources effectively.

### I. Database Ownership

SLBSNSU is the overall data owner of all the University's institutional data generated in the university. Apart from this, every set of data must have a Data Owner. The Data Owner has overall responsibility for the quality, integrity and security of the data.

### II. Custodians of Data

The Registrar of SLBSNS University is the primary custodian of the university's data. Individual departments/ branches generate portions of data that constitute University's database. They may have custodianship responsibilities for portions of that data.

In many cases data will be entrusted to an individual or a department/ college/administrative unit/ research unit for the purposes of storage and/or processing in which case they take on the responsibility as the Data Custodian. The following are some of the responsibilities of the Custodian (but not limited to).

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VERIFIED

*Ammy*

सहायक प्रोग्रामर/Assistant Programmer  
श्री लाल बहादुर शास्त्री राष्ट्रीय संस्कृत विश्वविद्यालय  
Shri Lal Bahadur Shastri  
National Sanskrit University  
बी-4, कुतुब सांस्थानिक क्षेत्र, नई दिल्ली-110016  
B-4, Qutub Institutional Area, New Delhi-110016

कुतुब संस्थापक/Registrar  
श्री लाल बहादुर शास्त्री राष्ट्रीय संस्कृत विश्वविद्यालय  
Shri Lal Bahadur Shastri National Sanskrit University  
बी-4, कुतुब सांस्थानिक क्षेत्र, नई दिल्ली-110016  
B-4, Qutub Institutional Area, New Delhi-110016



- Ensuring that access to the data is restricted to those individuals authorized by the data owner.
- Maintaining the integrity and confidentiality of the data entrusted to them.
- Ensuring that processes undertaken on the data have been authorized by the data owner.
- Providing any information necessary for the Data Owner to ful-fill their responsibilities.
- Having adequate backup and recovery procedures in place for the data, taking into account the sensitivity and criticality of the data as characterized by the Data Owner.

### III. Data Administrators

Data administration activities may be delegated by the Data Custodian to designated officers within the department or branch. Currently, the university is implementing its Enterprise Resource Planning (ERP) and Management Information System (MIS) initiative, known as "Project Samarth." Data administrators will be granted database access privileges aligned with their specific roles and responsibilities.

### IV. Data Users

Anyone using or processing University Data must ensure that they do so in a manner that safeguards and protects the integrity, confidentiality and availability of the data at all times. They must comply with the relevant policies of the University (as may be amended from time to time) and with all applicable legal requirements, particularly in relation to data protection and copyright. The data should only be used for the purposes approved by the data owner. The following are some general policy guidelines and parameters for departments, branches and any other entity who are data users of the university:

- a) The university's data policies do not allow the distribution of data that is identifiable to a person outside the university.
- b) Data from the University's Database including data collected by departments or individual faculty and staff, is for internal university purposes only.
- c) One's role and function define the data resources that will be needed to carry out one's official responsibilities/ rights through its data access policies, the university makes information and data available based on those responsibilities/ rights.
- d) Data directly identifying a person and his/ her personal information may not be distributed in any form to outside persons or agencies, including all government agencies and surveys and other requests for data. All such requests are to be forwarded to the Office of the University Registrar.

सहायक प्रोग्रामर / Assistant Programmer  
श्री लाल बहादुर शास्त्री राष्ट्रीय संस्कृत विश्वविद्यालय  
Shri Lal Bahadur Shastri  
National Sanskrit University  
बी-4, कुतुब सांस्थानिक क्षेत्र, नई दिल्ली-110016  
B-4, Qutub Institutional Area, New Delhi-110016

संस्थापित  
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कुलसचिव / Registrar

श्री लाल बहादुर शास्त्री राष्ट्रीय संस्कृत विश्वविद्यालय  
Shri Lal Bahadur Shastri National Sanskrit University  
बी-4, कुतुब सांस्थानिक क्षेत्र, नई दिल्ली-110016  
B-4, Qutub Institutional Area, New Delhi-110016





- e) At no time may information, including that identified as 'Directory Information', be released to any outside entity for commercial, marketing, solicitation or other purposes. This includes organizations and companies which may be acting as agents for the university or its departments.
- f) Requests for information from any courts, attorneys, etc. are handled by the Registrar Office of the University and departments should never respond to requests, even with a subpoena. All requests from law enforcement agencies are to be forwarded to the Office of the University Registrar for response.
- g) All reports for UGC, MoE and other government agencies will be prepared/ compiled and submitted by the Registrar, Controller of Examinations and Finance Officer or any other officer delegated to do so by the competent authority of the University.
- h) Tampering of the database by the department or individual user comes under violation of IT policy. Tampering includes, but not limited to:
  - Modifying/deleting the data items or software components by using illegal access methods.
  - Modifying/deleting the data items or software components deliberately with ulterior motives even by authorized individuals/ departments.
  - Such data tampering actions by university member or outside members will result in disciplinary action against the offender by the university authorities. If the matter involves illegal action, law enforcement agencies may become involved
  - Causing database or hardware or system software crash thereby destroying the whole of or part of database deliberately with ulterior motives by any individual.
  - Trying to break security of the Database servers.

## 9. Open Source and Open Standards

- i. Service-Oriented Architecture for software development would be followed to ensure interoperability.
- ii. It would be ensured that use of Open Source and Open Standard technologies for software development is used unless otherwise the use of proprietary technology is unavoidable. This would prevent vendor lock-in, unnecessary cost on user licenses and long-term cost liabilities.
- iii. Appropriate standards as prescribed by Government of India shall be followed for Data Classification, Data Retention, Metadata and Interoperability of applications.



*[Signature]*

कुलसचिव / Registrar

श्री लाल बहादुर शास्त्री राष्ट्रीय संस्कृत विश्वविद्यालय  
Shri Lal Bahadur Shastri National Sanskrit University  
बी-4, कुतुब सांस्थानिक क्षेत्र, नई दिल्ली-110016  
B-4, Qutub Institutional Area, New Delhi-110016

सहायक प्रोग्रामर / Assistant Programmer  
श्री लाल बहादुर शास्त्री राष्ट्रीय संस्कृत विश्वविद्यालय  
Shri Lal Bahadur Shastri  
National Sanskrit University  
बी-4, कुतुब सांस्थानिक क्षेत्र, नई दिल्ली-110016  
B-4, Qutub Institutional Area, New Delhi-110016



## 10. Capacity Building

- I. Computer Centre would build capacities within the system for e-Governance, program and change management by training the manpower and deploying appropriate infrastructure and machinery.
- II. The university shall formulate and provide extensive capacity building training sessions for all the e-Governance modules and applications developed and implemented till then to all its users.
- III. For the purpose of training, employees would be categorized based on their roles and responsibilities and they would be given suitable training through IA.
- IV. Time bound training programme in Information and Communication Technology (ICT) skill development and capacity building of the university employees would be conducted by the Computer Centre.
- V. Adequate knowledge base needs to be created for dissemination of knowledge and information regarding the e-Governance services.

## 11. Budgetary Allocation

SLBSNSU shall earmark some of its budget for e-Governance annually. The university shall make an endeavour to increase the allocation in a phased manner over a period of time. The focus of the budget earmarked for e-Governance shall be on enablement of services and providing all backend infrastructure support for the same.

## 12. Review and Audit

- I. SLBSNSU shall conduct regular audits across all departments/ branches to verify the compliance of the department/ branch with respect to the e-Governance Policy, and to ensure that outcomes envisaged as per the plan are achieved.
- II. SLBSNSU shall constitute a ICT Committee for periodic review of the implementation of the policy and would provide necessary guidelines for its implementation from time to time.
- III. The university administration shall constitute a committee for period review of the implementation of the policy.
- IV. All e-Governance projects implemented till then shall be reviewed periodically to ensure that they meet the policy, standardization and legal guidelines.

संस्थापित  
VERIFIED

*[Signature]*

सहायक प्रोग्रामर / Assistant Programmer  
श्री लाल बहादुर शास्त्री राष्ट्रीय संस्कृत विश्वविद्यालय  
Shri Lal Bahadur Shastri  
National Sanskrit University  
बी-4, कुतुब सांस्थानिक क्षेत्र, नई दिल्ली-110016  
B-4, Qutub Institutional Area, New Delhi-110016






### 13. Implementation

The Computer Center, SLBSNS University shall act as a nodal and Implementing Agency for all e-Governance implementation in the university. Computer Centre shall coordinate the overall implementation of the policy.

### 14. Revisions

The University reserves the right to revise the terms of this Policy at any time. Any such revisions will be noted in the revision history of the policy, which are available on the SLBSNSU website and by continuing to use the University's IT Resources following any update it is considered acceptance on the revised terms of this Policy.

  
सहायक प्रोग्रामर / Assistant Programmer  
श्री लाल बहादुर शास्त्री राष्ट्रीय संस्कृत विश्वविद्यालय  
Shri Lal Bahadur Shastri  
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बी-4, कुतुब सांस्थानिक क्षेत्र, नई दिल्ली-110016  
B-4, Qutub Institutional Area, New Delhi-110016

सत्यापित  
VERIFIED



कुलसचिव / Registrar  
श्री लाल बहादुर शास्त्री राष्ट्रीय संस्कृत विश्वविद्यालय  
Shri Lal Bahadur Shastri National Sanskrit University  
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B-4, Qutub Institutional Area, New Delhi-110016