Centralized Admission: A Novel Student-Centric E-Governance Process

Abstract

e-governance initiative has helped many governmental organizations to carry out their services transparently, efficiently, and democratically. The admission process in many of the universities in Karnataka is usually manual. The process suffers from redundancy of data and workforce and the process itself is expensive. For the first time in any University in Karnataka, in 2009, an automated system for Post Graduate admissions was designed, developed and implemented for Bangalore University. This e-governance admission system has been in use in the University for the last four years. The process was started as a skeleton model and more services were added later in subsequent academic years during admission. It was found that the system was foolproof. It transformed the whole admission process into a single-window system. Admission Approval, Fee Payment, Hostel Admissions, and Issue of Library Cards were thus brought under a single-window system. This paper compares the novel e-governance initiative with that of the pervious system of admission. It also compares the Bangalore University model with other automated admission models in Karnataka. It investigates the performance of the e-governance initiative in reducing workforce and redundancy. It records the find that the e-governance process has helped the University and its stakeholders in rendering the admission system transparent. Many other Universities in Karnataka are now following this model for their admission.
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