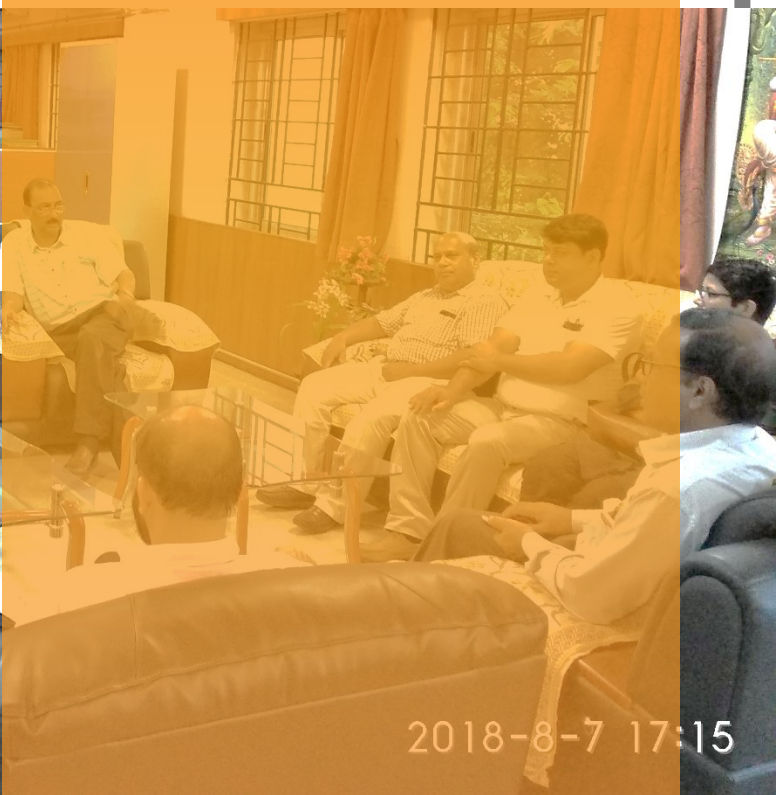




Report on External Administrative Audit at Assam University 2018



An Audit organized for
the Administrative Units
of the University on 6th –
7th August, 2018

A Quality Initiative of IQAC

Report of
External Academic Audit
at Assam University, Silchar

An Audit Organized for the Administrative Units of
Assam University on 6th – 7th August, 2018



A Quality Initiative of
Internal Quality Assurance Cell
Assam University

2018

Report of External Administrative Audit at Assam University, Silchar



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Prelude

In the IQAC Steering Committee Meeting dated 15th May, 2018 it was decided that an External Administrative Audit needs to be conducted in the University to understand the way of functioning of the different administrative sections/branches/cells/centers of the university. Such administrative audits are necessary to place the functioning of the different offices of the university in proper order so as to enhance the quality of performance quality. The Administrative Audit also helps to identify the requirements of different offices/cells, their good practices and the grey areas where the cells/offices need improvement.

For this purpose an external group of members were appointed who are working in senior positions of academic administration in different universities. Based on the availability and the willingness to participate the following members were appointed for the audit.

- (a) Prof. Kashi Nath Jena, Controller of Examinations, Tripura University, Agartala
- (b) Mr. Bishnu Chakraborty, Finance Officer, K K Handique State Open University, Guwahati
- (c) Dr. Mrinalendra Narayan Dutta, Registrar, Dibrugarh University, Dibrugarh
- (d) Dr. Wooma Sankar Devnath, Librarian, Gauhati University

Dr. Pradipto Das, Assistant Director of IQAC was coordinating the event from the side of IQAC, Assam University.

The date of Administrative Audit was fixed on 6th – 7th August, 2018. The university funded the travelling, living expenses of the external members and the other relevant expenses of the audit.

The audit team was divided into four groups. Each group was headed by one of the external members. Teachers from the different departments of the university was placed in the different groups. Thus, the four teams each headed by an External member visited the administrative sections/branches/cells/centers etc. on 6th – 7th of August, 2018 in

Assam University, Silchar campus and conducted the audit. The details of the visit can be seen in the Audit Schedule below. The representatives of Diphu Campus took part in the audit they travelled to Silchar Campus and met the audit team.

The Welcome Meeting

The audit started on the 6th of August, 2018 at 10 AM with a welcome meeting of the External Audit Team members with the Vice Chancellor and all officers of Assam University in the Hemanga Biswas Meeting Hall located in the Vice Chancellor's secreteriate. In the meeting Honorable Vice Chancellor welcome all the external members of the Audit Team. The members were falicitated by the university with token gift and University *Uttario*. The Vice Chancellor explained to the house the need and purpose why such audits are necessary for institutes of higher education. He also expressed that the university expects the audit team to suggest the areas of improvement in the administrative functioning of the university, following which there shall be a significant upliftment in the performance of the university in its ongoing quality improvement initiatives. The welcome meeting ended by 10:45 PM with thanks from and to the chair.



Welcome meeting of the External Academic Audit team in progress on 6th August, 2018

Following the end of the Welcome meeting the Audit team started visiting the different administrative sections/branches/cells/center of the University and interacted with the officers there to understand the process of their functioning.

The Visit Schedule



Assam University, Silchar

External Administrative Audit, 6th-7th August, 2018

Programme Schedule

Day 1 (06/08/2018)

Time	Programme Details	Venue	Audit Team/ Accompanying Members
10:00 AM	Welcome Meeting	Hemanga Biswas Meeting Hall	All audit team members will be welcomed by Hon'ble Vice-Chancellor
Team1 1. Dr. Mrinalendra Narayan Dutta, Registrar, Dibrugarh University 2. Dr. Saugata Chattopadhyay, Registrar, Visva-Bharati Shantiniketan 3. Dr. M. Faruque Hussain, Associate Professor (Earth Sc.) & Director i/c, IQAC 4. Dr. Paramita Purkait, Assistant Professor (Linguistics), AUS			
11:00 AM	Non-Teaching Staffs Service matters	Establishment-I Section	Team 1 and SO (Estt-I)
11:30 AM	Teaching Staffs Service matters	Establishment-II Section	Team 1 and SO (Estt-II)
12:00 Noon	SC/ST/OBC/Minorities etc. Matters	SC/ST Cell & Liaison Office	Team 1 and AR (SC/ST), SO (SC/ST), Liaison Officer
12:15 PM	Research Courses & Fellowships	Research Cell	Team 1 and DR (Academics & Research)
12:30 PM	All academic matters & academic bodies, statutes, ordinances	Academic Section	Team 1, SO (Academics) & AR (Academic), DR (Academic)
1:30 PM	All Estate Matters	Estate Section	Team 1 & DR (Estate), Estate Officer
2:00 PM	Lunch Break	IQAC	All Audit Team members
3:00 PM	All Engg. Matters	Engg. Section	Team 1 & Executive Engg.
3:45 PM	All Recruitment Matters	Recruitment Cell	Team 1 & SO (Recruitment)
4:00 PM	College Matters	CDC Office	Team1 & Director (CDC)
4:30 PM	Hostel matters	Hostels (Girls) and Technology Hostels	Team1, DSW, Proctor & Wardens
5:00 PM	Hostel matters	Hostels (Boys) & International Hostel	Team1, DSW, Proctor & Wardens

Time	Programme Details	Venue	Audit Team/ Accompanying Members
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Team 2			
1. Mr. Bishnu Chakraborty, Finance Officer, K.K. Handique State Open University, Guwahati 2. Prof. Joyati Bhattacharyya, Professor (Political Science) & Assistant Director, IQAC 3. Dr. Parag Shil, Associate Professor (Commerce), AUS 4. Dr. Rajat Sharmacherjee, Assistant Professor (Commerce), AUS			
11:00 AM	Record-keeping procedures, Data Reports	Budget Section	Team 2 & SO (Budget)
12:30 Noon	Record-keeping procedures, Data Reports	Salary Section & Non-Plan Funds	Team 2 & SO/UDC (Salary)
2:00 PM	Lunch Break	IQAC	All Audit Team members
3:00 PM	Record-keeping procedures, Data Reports	Income Tax	Team 2, In-charge (IT)
4:00 PM	Record-keeping procedures, Data Reports	Project & Fellowship Cell	Team 2, In-charge (PFC)

Time	Programme Details	Venue	Audit Team/ Accompanying Members
Team 3			
1. Dr. Wooma Sankar Devnath, Librarian, Gauhati University 2. Prof. M. K. Sinha, Professor & Head, Library & Info. Sc, AUS 3. Dr. Pankaj Kumar Dev Sarma, Associate Professor, Computer Science, AUS 4. Dr. Debomalya Ghosh, Associate Professor, Business Administration, AUS			
11:00 AM	Verification of Stocks and others	Text Book Section	Team 3 and Librarian
12:00 Noon	Verification of Stocks and others	Reference Section & Periodicals	Team 3 and Librarian
2:00 PM	Lunch Break	IQAC	All Audit Team members
3:00 PM	Record-keeping procedures	Circulation Section	Team 3 and Librarian
3:30 PM	Verification of Facilities & Infrastructure	Online Journals & NDL facilities	Team 3 and Librarian
4:00 PM	Verification of Facilities & Infrastructure	Digital Initiatives	Team 3, Librarian and Information Scientist
4:30 PM	Verification of Facilities & Infrastructure	Computer Centre	Team 3 and Director (CC)

Day 2 (07/08/2018)

Time	Programme Details	Venue	Audit Team/ Accompanying Members
10:30 AM	Initial Discussion	IQAC	All Audit Team Members
Team 4 1. Prof. K. N. Jena, Controller of Examinations, Tripura University 2. Prof. Parthankar Choudhury, Professor & Head, Ecology & Env. Sc., AUS 3. Dr. Debotosh Chakraborty, Assistant Professor (Political Science), AUS 4. Mr. Arnab Paul, Assistant Professor (Computer Science & Engg.), AUS			
11:00 AM	Examination Audit (UG)	Examination Branch	Team 4 and AR, SO(UG)
12:00 Noon	Examination Audit (PG) & Certificate Cell	Examination Branch	Team 4 and AR, SO(PG)
1:00 PM	Professional Courses	Examination Branch	Team 4 and AR, SO (Professional)
1:30 PM	M.Phil & Ph.D Section and Digital Initiatives	Examination Branch	Team 4 and AR, SO
2:00 PM	Lunch Break	IQAC	All Audit Team members
3:00 PM	Dissemination Seminar	PMG Meeting Hall	All Audit Team Members and All University Administrative Officials
5:00 PM	Closing of External Administrative Audit		

Time	Programme Details	Venue	Audit Team/ Accompanying Members
11:00 AM	Meeting with Diphu Campus Representatives	IQAC Office	Team1 & Diphu Campus Representatives
12:00 Noon-12:15 PM	Hindi Cell Matters, Placement Activities RTI Records & Replies, PR Activities	Hindi Cell, Placement Cell (CCPC), RTI Cell, PR Cell, Legal Cell	Team1 & Hindi Officer, CCPC Coordinator, CPIO, PRO, Legal Consultant
12:30 PM	Health Facilities	Health centre	Team1, Faculty In-charge and All Doctors
12:45 PM	Sports Board Office & Gymnasium	Sports Board	Team1, Director, Sports Board & Staffs
1:00 PM	Food & Canteen facilities	Canteens	Team1, Estate Officer and Security Officer
1:30 PM	Facilities in the Qtrs	Staff Quarters (Teaching and Non- Teaching)	Team1, Estate Officer and Security Officer
2:00 PM	Lunch Break	IQAC	All Audit Team members

Time	Programme Details	Venue	Audit Team/ Accompanying Members
11:00 AM	Annual Accounts & PF	Accounts Section	Team 2 & SO (Accounts)
12:30 Noon	Digital Initiatives	Finance Section	Team 2 & Finance Officer
2:00 PM	Lunch Break	IQAC	All Audit Team members

Time	Programme Details	Venue	Audit Team/ Accompanying Members
11:00 AM	Verification of Facilities & Infrastructure	Departmental Libraries (NBHM Library, Computer Sc Library, SOT Library etc.)	Team 3, Estate Officer, Security Supervisor
12:00 Noon	Verification of Facilities & Infrastructure	Engg. Workshop, CIL, Smart Class Rooms, Distance Learning Centre, Auditoriums, Bus stoppages, Banks, PO, ATMs, Water & Electricity facility, Kendriya Vidyalaya	Team 3, Estate Officer, Security Supervisor
1:00 PM	Verification of Facilities & Infrastructure	NET Coaching Cell, Remedial Coaching, Incubation Centre, Innovation Club, AUTA Office, AUNTEA Office, AUSEWA Office, AUSU Office, Alumni Association Office, Internal Complaint Committee, Security Office & Arrangements	Team 3, Estate Officer, Security Supervisor
2:00 PM	Lunch Break	IQAC	All Audit Team members

Nodal Officer: Dr. Prodipto Das, 9435372034 (Call)/8638318387(Call & Whatsapp)

For Transport, Food, Accommodation etc.

Dr. Sanju Das: 9401326593/9365081490

Control Room & Logistic Support:

Shri Pranesh Paul (MTS): 9101049948

Shri Amit Kumar Yadav (DEO): 8473951753

Shri Uttam Roy (DEO): 9678995529

Report of the Audit Team based on their visit to the different administrative sections/branches/cells/center etc.

Name of the Section: Establishment I and Establishment Section II

Observations:

1. The branch is doing good over all but space constraint is observed.
2. Minutes of the meetings are not recorded for action taken. Records of old files are not maintained properly.

Suggestions for Improvement:

1. Ceiling fans need to be increased and furniture required for keeping files.
2. There shall be requirement of Pension Cell
3. Intercom facility recommended

Name of the Section: SC/ST Cell

Observations:

1. The branch is keeping all records properly.

Suggestions for Improvement:

1. The Roster Register should be properly maintained as per rules.

Name of the Section: Research Cell

Observations:

1. Space constraint is there.

Suggestions for Improvement:

1. Proper furniture and space is required,

Name of the Section: Academic Section

Observations:

1. Section Officer position is to be filled up urgently as the section officer is a very key position in the office
2. Guest house is required in the campus and it is to be initiated urgently
3. Hostels for international students is not there

Suggestions for Improvement:

1. Vacant posts are to be filled within a short time
2. Requirement of guest house be initiated as early as possible
3. Also international hostel is to be built up as early as possible.

Name of the Section: Estate Section

Observations:

1. Road condition, waste disposal system, water supply in the campus is not up to the mark
2. Guest house is not in a good condition and also the buildings
3. Quarters for teaching and non-teaching staff are not sufficient.
4. Auditorium is not there

Suggestions for Improvement:

1. University should take action for overall development including face lifting operations
2. Quarters for all employees and teachers should be increased.
3. Guest House and Auditorium is to be constructed

Name of the Section: Engineering Section

Observations:

1. The section has not taken initiatives in all matters
2. E-tendering is not adopted till date

Suggestions for Improvement:

1. All internal matters has to be initiated by the section without waiting for complaints for small maintenance works. This include hostels, departments, branches etc.

Name of the Section: Recruitment Cell

Observations:

1. The communicating officer apprised the functions of the cell.

Suggestions for Improvement:

1. The vacancy positions should be advertised as early as possible and recruitment is to be done so that teaching should not be hampered.

Name of the Section: CDC Office

Observations:

1. The Director is running the office efficiently.

Suggestions for Improvement:

1. The Director should take special care in the affiliation process of the under-graduate colleges.

Name of the Section: Girls Hostel

Observations:

1. Basic Facilities like Drinking water, proper maintenance of the toilets, water supply and food in the hostels is not in required standard conditions.
2. In one hostel due to landslide one/two rooms are hanging.

Suggestions for Improvement:

1. Drinking water supply must be improved along with several other basic facilities like electrical appliance.
2. Toilets required renovation and water supply must be ensured.
3. In one hostel cook and helpers are to be appointed.
4. CCTV is to be installed particularly in the girls hostels
5. Furniture in the dining halls are to be changed.

Name of the Section: Boys Hostel

Observations:

1. No proper Drinking water facilities.
2. Furniture in the dining hall is in dilapidated condition.

Suggestions for Improvement:

1. Drinking water supply must be improved
2. Furniture in the dining halls must be replaced with new ones.

Name of the Section: Examination Branch

Observations:

1. Publication of Results is being abnormally delayed. Dedicated and exclusive cell for exclusive work are not in place.

2. Infrastructure available is woefully limited. Work environment is uninspiring.
3. Central/Zonal evaluation is not being practiced in true letter and spirit.
4. Stationery used for mark sheet, certificate and transcript printing is of poor quality and without maintaining source confidentiality.

Suggestions for Improvement:

1. Exam calendar should be published and followed religiously. Final semester (6th) of UG Exam need to be held in the first week of May and results should be published by first week of July through on the spot central/zonal evaluation
2. Exclusive and adequate building should be constructed at the earliest for exam branch.
3. The source of printing of certificates/marksheet should be kept strictly confidential.
4. The quality stationery used for printing of mark sheet, certificate and transcript should be of high standard, with at least ten security features on 250 GSM metallic coated papers.
5. Guest rooms exclusively for exam works must be earmarked.
6. Plagiarism filtration for Ph. D/ M. Phil thesis must be maintained in three levels i.e. Supervisor Level, Librarian Level and finally at the level of CoE through exclusive plagiarism check cell.
7. More and more senior level officers should be attached to the office of CoE for efficient discharge of service by the section.
8. Exam related work through casual workers must be discontinued by appointing regular staff.
9. Paper checking must be centralized and should be under the direct control of examination controller.
10. Periodic workshop should be helped for the staff of exam branch for sensitization about latest exam automation works.

Name of the Section: Diphu Campus

Observations:

1. Insufficient Academic Buildings
2. Teaching and Non-teaching Quarters are not available
3. Water supply, Internal Road connectivity and Electricity condition is not proper

Suggestions for Improvement:

1. The university authority has to look into all the matters mentioned above.
2. Hostels have to be constructed
3. Teaching and Non-teaching staff have to be appointed urgently.

Name of the Section: Hindi Cell, Placement Cell, RTI Cell, PR Cell

Observations:

1. No specific observations against the cells are found
2. It seems that the cells are doing well

Suggestions for Improvement:

1. To continue as of now.

Name of the Section: Health Center

Observations:

1. Health Center is doing well.

Suggestions for Improvement:

1. Special “Health Checkup” program be conducted within the university community and to keep proper record of all stake holders.

Name of the Section: Sports Board

Observations:

1. The Gym Equipment are to be improved with the place where they are installed

2. Sports office (Director) should always be alert about the sports facilities
3. A proper playground and Indoor Stadium is not there in the campus

Suggestions for Improvement:

1. An Indoor Stadium is to be constructed
2. Playground be constructed for outdoor games
3. Appointment of coaches need to be done.

Name of the Section: Canteens

Observations:

1. Canteens are in a very bad shape.
2. No central canteen is seen except small tea stalls.

Suggestions for Improvement:

1. A Central Canteen is must.
2. University should take urgent necessary action to develop the existing tea stall for supply of quality food.

Name of the Section: Staff Quarters

Observations:

1. Water supply conditions is not proper.
2. Insufficient quarters for both Teaching and Non-teaching employees.

Suggestions for Improvement:

1. Sufficient quarters are to be constructed.
2. Renovation of the existing quarters are very urgent.
3. All basic facilities are to be checked urgently.

Name of the Section: Budget Section

Observations:

1. Budget is prepared in conventional system.
2. No department-wise allocation of fund is found in the budget.
3. Adjustment against advances are lying pending since long.

Suggestions for Improvement:

1. Department-wise allocation is required for uniform growth and development of the department. The head of the Departments may be requested to submit their budget proposal in a specified format within a specified time limit both for recurring and non-recurring expenditure giving proper justification for allocation of funds against respective head of A/c.
2. The overall expenditure which are made by the departments out of departmental fund is not reflected in the head-wise expenditure of the university. So, a mechanism may be developed for its reflection in the appropriate head of expenditure.

Name of the Section: Salary Section

Observations:

1. Salary is not linked with the attendance and the system needs more security features.

Suggestions for Improvement:

1. Any changes in the salary structure and bank account number of the employees should be done through inbuilt system of authorization which will ensure better security of the salary system.

Name of the Section: Income Tax

Observations:

1. Filing of TDS return is outsourced

Suggestions for Improvement:

1. Income tax TDS return should be filed by the concerned section i.e. Income Tax section of the university through the system itself to avoid duplication of work and chances of error.

Name of the Section: Project and Fellowship Cell

Observations:

1. Adjustment against advances are lying pending.
2. Unspent balance in the project account is lying for more than three years after submission of the Utilization Certificate.

Suggestions for Improvement:

1. Process for adjustment needs to be expedite to complete the adjustment against advance in a time bound manner.
2. Unspent balance in the project account that remains after submission of Utilization Certificate needs to be settled in a time bound manner to close the completed project account.
3. The project cell should examine both the sanction of the funding agency and the project proposal submitted to the funding agency prior release of project fund.

Name of the Section: Digitalization of Account

Observations:

1. Account Section is substantially digitalized but payments are yet to be digitized.

Suggestions for Improvement:

1. Introduction/implementation of online payment system may lead to fully digitization of the section.

Name of the Section: Account Section

Observations:

1. Accounts are maintained in Tally without security features.

Suggestions for Improvement:

1. Initiative may be taken to customize Tally with strong security features. Upgraded version having more facility to cover the following record may be installed.
 - a. Asset Register
 - b. Salary Process through Tally
 - c. Budget etc.

Name of the Section: Central Library

Observations:

1. Well organized Text book section for humanities, social science and science. Reference section is also well organized but the books are not up-to-date. Lack of current periodicals with poor organization of the periodicals section.

2. Housekeeping operations are partially automated and the report generation is found to be well developed particularly the membership modules and transactions.
3. A portion of the ground floor and the periodical section seems to be shabby.
4. Users Gate Register are maintained manually.
5. CC TV installed
6. E-journals are been assessed through *e-Shodhsindhu* consortium.
7. The library is contributing to NDL by up linking the IR to the NDL Portal.
8. Potentiality of all members of the library seems to be strong and reflects on their activities performed

Suggestions for Improvement:

1. Immediate repairing/ renovation works of the ground floor is a must along with the reorganization of periodicals section.
2. To streamline the different developmental activities of the library, budget may be created under appropriate head and allocate the same for non-plan recurring expenditure including periodical subscriptions.
3. There is a need to expedite the ETD related works by making policy for submission of soft copy of thesis in proper format at the time of submission to save time of the library staff.
4. IR should be reactivated in the central library.
5. Face lifting of the central library along with the ambience of the library front may be done with immediate effect.
6. State of the art data backup and storage facility should be installed for the safety of the existing data in the library server.

Name of the Section: Computer Center

Observations:

1. Well-equipped Computer Center with the state of the art equipment and networking facilities.

Suggestions for Improvement:

1. The Center may be reorganized with more space to perform its functions smoothly and also may think for manpower enhancement with the increase of services and facilities.

Name of the Section: NET Coaching Center, Innovation Club, AUTA etc.

Observations:

1. It is observed that the center is doing well as the trend is increasing so far the NET awardees are concerned from its inception.
2. Innovation Club is a good initiative
3. AUTA infrastructure is commendable
4. Security arrangement is also commendable and should be maintained in the future too.

Suggestions for Improvement:

1. Separate well-furnished accommodation with more space is the need of the hour as the university is growing.
2. Some book shelves may be provided to keep the books and journals in AUTA building.
3. Provision of budget for innovation club should be initiated under non-plan budget.

Name of the Section: CIL, Smart Class rooms, Distance Learning, Kendriya Vidyalaya, bus stoppage etc.

Observations:

1. It is observed that CIL is not doing well since last few years due to paucity of funds. Most of the equipment are found to be non-functional.
2. Smart class room infrastructure are almost outdated.
3. Distance learning center is always regarded as resource generating compound but at the same time we are to follow the guidelines so far the courses and other things are concerned.
4. *Kendriya Vidyalaya* was a very good initiative and it should be nurtured as well.
5. Bus facilities are found to be commendable.

Suggestions for Improvement:

1. Arrangement for immediate revamping of the CIL may be considered on priority basis.
2. Latest smart projectors and other equipment for organizing the smart class rooms in its proper perspectives may be procured.

Name of the Section: Departmental Libraries

Observations:

1. The Departmental Libraries of the different departments viz. NBHM, FIST, SOT (including three other libraries) and Computer Science are found to be rich in collection.
2. Organization of the libraries are up to the mark as one of the employee from the Central Library is looking after the libraries under SOT.
3. Other library infrastructure are required to be increased.



Discussion of the External Audit Team members, officials of IQAC coordinating the event with the Honourable Vice Chancellor is in progress

Suggestions for Improvement:

1. A Departmental library should be linked with the Central Library so far the acquisition of the books are concerned.
2. Depending upon the collection of books at least one person may be engaged for each department to look after the departmental libraries to make the resources assessable to the users in its proper perspective.
3. It will be beneficial for the users if the dissertations and other project reports etc. are uploaded in the IR already initiated in the central library.

The Exit Meeting

The Exit meeting of the External Administrative Audit team with the Vice Chancellor in presence of all the statutory officers and university officials has held on the 7th of August, 2018 at the Premendra Mohon Goswami (PMG) Meeting hall of the administrative building.

In the meeting the Vice Chancellor urged the Audit Team members to summarize their findings and suggestion for improvement of the working of the university. To this the external members spoke one by one and expressed the areas where they felt that the university need improvement. Some highlights of their submission included the following:

- Space constrained is observed in offices
- Roster register should be maintained as per rules
- Teaching & Non-teaching positions need to be filled up
- Guest House is not in good condition
- Drinking water facilities in the hostels need improvement
- Exam Calendar should be published and maintained
- Plagiarism check shall be followed before Ph. D thesis submission
- Special health awareness and check-up programs conducted by health center be documented with signature of attendees

In addition to these the Team also submitted a report to the Vice Chancellor of their detailed observations and suggestions for improvement of the different administrative sections/branches/cells/center of the University which has been detailed above.



Exit Meeting of the External Administrative Audit in progress in PMG Hall

The meeting ended with heart felt thanks being expressed to the External Members of the Audit Team by the university fraternity for extending their expertise and sharing their valuable time for the development of Assam university.

A copy of the report was send to the IQAC for record. From the IQAC the report in parts was forwarded to the different sections/branches/cells/center so that they can study in details what was observed by the Audit team, note the suggestions and make all the necessary improvement and hence move forward toward quality enhancement.

Bhattacharjee

(Dibyoyoti Bhattacharjee)

**Director, IQAC,
Assam Univeristy, Silchar**
