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Criterion VI Metric 6.2.2

Criterion VI: - Governance, Leadership and Management Key Indicator – 6.2 Strategy Development and Deployment

## **Annual E-Gov Report**



## Coimbatore Institute of Management and Technology

An Autonomous Institute approved by AICTE and affiliated to Bharathiar University

Accredited with 'A' Grade by NAAC

Vellimalaipattinam | Narasipuram (Post) | Thondamuthur (Via) | Coimbatore - 641 109

### DEPARTMENT OF MANAGEMENT STUDIES AND RESEARCH

# FIRST MEETING OF BOARD OF MANAGEMENT ON E-GOVERNANCE

Ref: CIMAT/E-GOV/2018/1

21-06-2018

### **MEETING NOTICE**

We wish to inform you that the 1<sup>st</sup> meeting of the Board of Management – E-Governance of Coimbatore Institute of Management and Technology is scheduled to be held on 25-06-2018 at 11.30 AM in the college premises to discuss the items cited under the agenda.

### **AGENDA**

- 1. To approve and confirm the implementation of ERP and E-Governance in CIMAT.
- 2. To review the E-Governance initiatives which are implemented.
- 3. To review on the demonstration of key featured and updates.
- 4. To review any operational grievances and challenges.
- 5. Any other items with the approval of the Chairman.

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### MINUTES OF THE MEETING

MEETING NAME	BOM - E GOV	MEETING NUMBER	1/2018-19
MEETING DATE	25-06-2018	MEETING PLACE	Board Room

#### **Members Present**

S.No	Name	Designation	Signature
1	Dr.K.A.Chinnaraju	Internal Member / Management	Mining
2	Dr.P.Natarajan	Internal Member / Management	ABSENT
3	Thiru.S.Subramanian	Internal Member / Management	J.Sm
4	Thiru.M.Thangavelu	Internal Member / Management	MMW
5	Dr.T.Banumathi	Internal Member / Management	ABSENT
6	Dr.K.Ramamurthi	Principal	Burn!
7	Dr. Ashok Kumar	Internal Member/IT Department	Dr.
8	Dr.V.Latha	Internal Member/Senior Faculty	Ud
9	Mr. Manoj	External Member from Vendor	Mary







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Criterion VI Metric 6.2.2

Criterion VI: - Governance, Leadership and Management

Key Indicator - 6.2 Strategy Development and Deployment

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#### MINUTES OF THE MEETING

The principal, welcomed and introduced all the members and appreciated them for their continued support contribution for the development of institution.

Further, the Chairperson informed the inability of the following member/s to attend the meeting and requested to grant leave of absence.

- 1. Dr.T.Banumathi
- 2. Dr.P.Natarajan

The agenda items were taken for discussion, and the following resolutions were passed.

Item No 1.1:	To approve and confirm the implementation of ERP and E- Governance in
	CIMAT.

External Member from Vendor presented the implementation of ERP and E-Governance in CIMAT.

Resolution:	Members of the BOM – E GOV were apprised and confirmed of the
	implementation of ERP and E- Governance in CIMAT.

Item No 1.2: To review the E-Governance initiatives which are implemented.

External Member from Vendor presented the detailed view into the implantations made in ERP and E-Governance.

**Item No 1.3:** To review on the demonstration of key featured and updates.

External Member from Vendor presented the key features and updates to be implemented.

### **Points Discussed:**

 The principal narrated to the Board members that the modules supplied for E-Governance implementation by the vendor has been put into use for the automation of functions/areas to ensure smooth entry and retrieval of database.







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Criterion VI: - Governance, Leadership and Management

Key Indicator - 6.2 Strategy Development and Deployment

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- Subsequently, the module owners had assessed the benefits of each module and also modified for certain corrective issues in the modules.
- After understanding the benefits derived from these modules under the E-Governance implementation plan presented by the respective module process owners, the Board accepted the modules as fit for regular use, prepared and presented under E-Governance report 2018-19.
- 4. The Board also advised to evaluate the further areas of E-Governance needed to be addressed so that a proper evaluation can be done and taken up in future.

Internal Member from IT Department raised the grievances and challenges over the operations

Resolution:	External Member from Vendor cleared the operational grievances and given the
	clarity.

Item No 1.5:	Any other items with the approval of the Chairman
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### Members suggested to

- 1. Evaluate the current UI design for simplicity and ease of navigation.
- 2. Consider incorporating more intuitive elements to enhance user experience

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Criterion VI: - Governance, Leadership and Management Key Indicator – 6.2 Strategy Development and Deployment

## **Annual E-Gov Report**



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### COIMBATORE INSTITUTE OF MANAGEMENT AND TECHNOLOGY

### DEPARTMENT OF MANAGEMENT STUDIES AND RESEARCH

# SECOND MEETING OF BOARD OF MANAGEMENT ON E-GOVERNANCE

Ref: CIMAT/E-GOV/2019/2

20-06-2019

### **MEETING NOTICE**

We wish to inform you that the 2<sup>st</sup> meeting of the Board of Management – E-Governance of Coimbatore Institute of Management and Technology is scheduled to be held on 24-06-2019 at 11.30 AM in the college premises to discuss the items cited under the agenda.

### **AGENDA**

- 1. To approve and confirm the Action Taken Report on minutes/resolutions of the  $1^{th}$  BOM E GOV meeting held on 25-06-2018.
- 2. To review the E-Governance initiatives which are implemented.
- 3. To review on the demonstration of key featured and updates.
- 4. To review any operational grievances and challenges.
- 5. Any other items with the approval of the Chairman.

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### MINUTES OF THE MEETING

MEETING NAME	BOM - E GOV	MEETING NUMBER	1/2019-20
MEETING DATE	24-06-2019	MEETING PLACE	Board Room

### **Members Present**

S.No	Name	Designation	Signature
1	Dr.K.A.Chinnaraju	Internal Member / Management	Vininte
2	Dr.P.Natarajan	Internal Member / Management	ABSENT
3	Thiru.S.Subramanian	Internal Member / Management	ABSENT
4	Thiru.M.Thangavelu	Internal Member / Management	HM W
5	Dr.T.Banumathi	Internal Member / Management	ABSENT
6	Dr.K.Ramamurthi	Principal	Eurit!
7	Dr. Ashok Kumar	Internal Member/IT Department	Dr.
8	Dr.V.Latha	Internal Member/Senior Faculty	Uld
9	Mr. Manoj	External Member from Vendor	May

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Criterion VI Metric 6.2.2

Criterion VI: - Governance, Leadership and Management Key Indicator – 6.2 Strategy Development and Deployment

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## Coimbatore Institute of Management and Technology

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MEETING NAME	BOM - E GOV	MEETING NUMBER	1/2019-20
MEETING DATE	24-06-2019	MEETING PLACE	Board Room

### MINUTES OF THE MEETING

The principal, welcomed and introduced all the members and appreciated them for their continued support contribution for the development of institution.

Further, the Chairperson informed the inability of the following member/s to attend the meeting and requested to grant leave of absence.

- 1. Dr.P.Natarajan
- 2. Dr.T.Banumathi
- 3. Thiru.S.Subramanian

The agenda items were taken for discussion, and the following resolutions were passed.

Item No 2.1:	To approve and confirm the Action Taken Report on minutes/resolutions of
	the 1th BOM – E GOV meeting held on 25-06-2018.

The principal presented the Action Taken Report on minutes/resolutions of the 1th  $BOM-E\ GOV$  meeting on 25-06-2018.

Resolution:	Members of the BOM – E GOV were apprised of the action taken report on	
	minutes of the 1th BOM – E GOV meeting held on 25-06-2018. After	
	deliberations, the members ratified the report.	

Item No 2.2:	To review the E-Governance initiatives which are implemented.

External Member from Vendor presented the detailed view into the implantations made in ERP and E-Governance.

Resolution	Members of the BOM – E GOV were noted and approved the same.
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Iten	n No 2.3:	To review on the demonstration of key featured and updates.

External Member from Vendor presented the key features and updates to be implemented.







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#### **Points Discussed:**

- 1. The Secretary informed the Board members that E Governance implementation has been started for Finance and accounts, HR & Administration, Student Admission and Support as well as Examination Management.
- 2. The modules were supplied by the vendor M/s AVEON InfoTech Pvt. Ltd. And required training of the module owners and staff were carried out as per the ERP document, for implementation of these module.
- 3. These modules were implemented in a phase-wise manner throughout the year 2019-20 with a view to streamline the process.
- 4. After thorough discussion and understanding the implementation details and readiness of the module owners, the Board accepted the implementation report of the modules prepared and presented under E-Governance report 2019-20.

Item No 2.4: To review any	operational grievances and challenges
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Internal Member from IT Department raised the grievances and challenges over the operations

Resolution:	External Member from Vendor cleared the operational grievances and given the	
	clarity.	

Item No 2.5:	Any other items with the approval of the Chairman

### Members suggested to

- 1. Provide more options for customization to meet the specific needs of our college.
- 2. Enhance flexibility in terms of user roles and permissions for better access control.







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### COIMBATORE INSTITUTE OF MANAGEMENT AND TECHNOLOGY

### DEPARTMENT OF MANAGEMENT STUDIES AND RESEARCH

## THIRD MEETING OF BOARD OF MANAGEMENT ON E-GOVERNANCE

Ref: CIMAT/E-GOV/2020/3

18-06-2020

### **MEETING NOTICE**

We wish to inform you that the 3<sup>st</sup> meeting of the Board of Management – E-Governance of Coimbatore Institute of Management and Technology is scheduled to be held on 22-06-2020 at 11.30 AM in the college premises to discuss the items cited under the agenda.

### AGENDA

- 1. To approve and confirm the Action Taken Report on minutes/resolutions of the  $2^{th}$  BOM E GOV meeting held on 24-06-2019.
- 2. To review the E-Governance initiatives which are implemented.
- 3. To review on the demonstration of key featured and updates.
- 4. To review any operational grievances and challenges.
- 5. Any other items with the approval of the Chairman.

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### MINUTES OF THE MEETING

MEETING NAME	BOM - E GOV	MEETING NUMBER	1/2020-21
MEETING DATE	22-06-2020	MEETING PLACE	Board Room

### **Members Present**

S.No	Name	Designation	Signature
1	Dr.K.A.Chinnaraju	Internal Member / Management	Mining
2	Dr.P.Natarajan	Internal Member / Management	6 MV
3	Thiru.S.Subramanian	Internal Member / Management	ABSENT
4	Thiru.M.Thangavelu	Internal Member / Management	ABSENT
5	Dr.T.Banumathi	Internal Member / Management	ABSENT
6	Dr.V.Latha	Principal	Ud
7	Dr. Ashok Kumar	Internal Member/IT Department	Der .
8	Dr.Y.Babu Vinothkumar	Internal Member/Senior Faculty	gum
9	Mr. Manoj	External Member from Vendor	M







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MEETING NAME	BOM - E GOV	MEETING NUMBER	1/2020-21
MEETING DATE	22-06-2020	MEETING PLACE	Board Room

### MINUTES OF THE MEETING

The principal, welcomed and introduced all the members and appreciated them for their continued support contribution for the development of institution.

Further, the Chairperson informed the inability of the following member/s to attend the meeting and requested to grant leave of absence.

- 1. Thiru.S.Subramanian
- 2. Thiru.M.Thangavelu
- 3. Dr.T.Banumathi

The agenda items were taken for discussion, and the following resolutions were passed.

Item No 3.1:	To approve and confirm the Action Taken Report on minutes/resolutions	
	the 2th BOM – E GOV meeting held on 24-06-2019.	

The principal presented the Action Taken Report on minutes/resolutions of the 2th BOM – E GOV meeting on 24-06-2019.

Resolution:	Members of the BOM – E GOV were apprised of the action taken report on	
	minutes of the 2th BOM – E GOV meeting held on 24-06-2019. After	
	deliberations, the members ratified the report.	

Item No 3.2:	To review the E-Governance initiatives which are implemented.

External Member from Vendor presented the detailed view into the implantations made in ERP and E-Governance.

Resolution:	Members of the BOM – E GOV were noted and approved the same.
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Item No 3.3:	To review on the demonstration of key featured and undates

External Member from Vendor presented the key features and updates to be implemented.







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### **Points Discussed:**

- 1. Library has been automated with Management Information System which is connected with gateway register.
- 2. Staffs are given training on how to utilize the College Management System by a trainer from the service provider.

Internal Member from IT Department raised the grievances and challenges over the operations

Resolution:	External Member from Vendor cleared the operational grievances and given the	
	clarity.	

Item No 3.5:	Any other items with the approval of the Chairman
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### Members suggested to

1. Ensure responsiveness across various devices for a seamless user interface.

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### COIMBATORE INSTITUTE OF MANAGEMENT AND TECHNOLOGY

### DEPARTMENT OF MANAGEMENT STUDIES AND RESEARCH

# FOURTH MEETING OF BOARD OF MANAGEMENT ON E-GOVERNANCE

Ref: CIMAT/E-GOV/2021/4

10-06-2021

### MEETING NOTICE

We wish to inform you that the 4<sup>st</sup> meeting of the Board of Management – E-Governance of Coimbatore Institute of Management and Technology is scheduled to be held on 14-06-2021 at 11.30 AM in the college premises to discuss the items cited under the agenda.

### **AGENDA**

- 1. To approve and confirm the Action Taken Report on minutes/resolutions of the  $3^{th}$  BOM E GOV meeting held on 22-06-2020.
- 2. To review the E-Governance initiatives which are implemented.
- 3. To review on the demonstration of key featured and updates.
- 4. To review any operational grievances and challenges.
- 5. Any other items with the approval of the Chairman.

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### MINUTES OF THE MEETING

MEETING NAME	BOM - E GOV	MEETING NUMBER	1/2021-22
MEETING DATE	14-06-2021	MEETING PLACE	Board Room

### **Members Present**

S.No	Name	Designation	Signature
1	Dr.K.A.Chinnaraju	Internal Member / Management	Vinita
2	Dr.P.Natarajan	Internal Member / Management	ABSENT
3	Thiru.S.Subramanian	Internal Member / Management	S.Sm
4	Thiru.M.Thangavelu	Internal Member / Management	ABSENT
5	Dr.T.Banumathi	Internal Member / Management	ABSENT
6	Dr.V.Latha	Principal	Ud
7	Dr. Ashok Kumar	Internal Member/IT Department	Dr.
8	Dr. Babu Vinoth Kumar	Internal Member/Senior Faculty	qui
9	Mr. Manoj	External Member from Vendor	Many







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MEETING NAME	BOM - E GOV	MEETING NUMBER	1/2021-22
MEETING DATE	14-06-2021	MEETING PLACE	Board Room

### MINUTES OF THE MEETING

The principal, welcomed and introduced all the members and appreciated them for their continued support contribution for the development of institution.

Further, the Chairperson informed the inability of the following member/s to attend the meeting and requested to grant leave of absence.

- 1. Dr.T.Banumathi
- 2. Thiru.M.Thangavelu
- 3. Dr.P.Natarajan

The agenda items were taken for discussion, and the following resolutions were passed.

To approve and confirm the Action Taken Report on minutes/resolutions of	
the 3th BOM – E GOV meeting held on 22-06-2020.	

The principal presented the Action Taken Report on minutes/resolutions of the 3th BOM – E GOV meeting on 22-06-2020.

Resolution:	Members of the BOM – E GOV were apprised of the action taken report on
	minutes of the 3th BOM – E GOV meeting held on 22-06-2020. After
	deliberations, the members ratified the report.

	Item No 4.2:	To review the E-Governance initiatives which are implemented.
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External Member from Vendor presented the detailed view into the implantations made in ERP and E-Governance.

Resolution:	Members of the BOM – E GOV were noted and approved the same.

Item No 4 3:	To review on the demonstration of key featured and updates.

External Member from Vendor presented the key features and updates to be implemented.







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NAAC 3<sup>rd</sup>CYCLE

Criterion VI Metric 6.2.2

Criterion VI: - Governance, Leadership and Management Key Indicator – 6.2 Strategy Development and Deployment

## **Annual E-Gov Report**



## Coimbatore Institute of Management and Technology

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#### **Points Discussed:**

- 1. Enhance the mobile app for staff.
- 2. Staff app through android mobile gives the access for giving the attendance, internal mark entry, leave apply, alternative class approval etc.,

Item No 4.4:	To review any operational grievances and challenges

Internal Member from IT Department raised the grievances and challenges over the operations

Resolution:	External Member from Vendor cleared the operational grievances and given the
	clarity.

Item No 4.5:	Any other items with the approval of the Chairman
1tem 10 4.5.	Any other items with the approval of the Chanthan

### Members suggested to

- 1. Improve the reporting capabilities to allow for more in-depth analysis.
- 2. Integrate advanced analytics tools or provide options for third-party integrations.

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Criterion VI Metric 6.2.2

Criterion VI: - Governance, Leadership and Management
Key Indicator – 6.2 Strategy Development and Deployment

## **Annual E-Gov Report**



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### COIMBATORE INSTITUTE OF MANAGEMENT AND TECHNOLOGY

### DEPARTMENT OF MANAGEMENT STUDIES AND RESEARCH

# FIFTH MEETING OF BOARD OF MANAGEMENT ON E-GOVERNANCE

Ref: CIMAT/E-GOV/2022/5

15-06-2022

### **MEETING NOTICE**

We wish to inform you that the 5<sup>st</sup> meeting of the Board of Management – E-Governance of Coimbatore Institute of Management and Technology is scheduled to be held on 22-06-2022 at 11.30 AM in the college premises to discuss the items cited under the agenda.

### **AGENDA**

- To approve and confirm the Action Taken Report on minutes/resolutions of the 4<sup>th</sup> BOM – E GOV meeting held on 14-06-2021.
- 2. To review the E-Governance initiatives which are implemented.
- 3. To review on the demonstration of key featured and updates.
- 4. To review any operational grievances and challenges.
- 5. Any other items with the approval of the Chairman.

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Criterion VI Metric 6.2.2

Criterion VI: - Governance, Leadership and Management Key Indicator – 6.2 Strategy Development and Deployment

## **Annual E-Gov Report**



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### MINUTES OF THE MEETING

MEETING NAME	BOM - E GOV	MEETING NUMBER	1/2022-23
MEETING DATE	22-06-2022	MEETING PLACE	Board Room

### **Members Present**

S.No	Name	Designation	Signature
1	Dr.K.A.Chinnaraju	Internal Member / Management	ABSENT
2	Dr.P.Natarajan	Internal Member / Management	ABSENT
3	Thiru.S.Subramanian	Internal Member / Management	S.Sn
4	Thiru.M.Thangavelu	Internal Member / Management	MMW
5	Dr.T.Banumathi	Internal Member / Management	ABSENT
6	Dr.V.Latha	Principal	Ud
7	Dr. Ashok Kumar	Internal Member/IT Department	Dr.
8	Dr. Babu Vinoth Kumar	Internal Member/Senior Faculty	gum
9	Mr. Manoj	External Member from Vendor	Mary







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Criterion VI Metric 6.2.2

Criterion VI: - Governance, Leadership and Management Key Indicator – 6.2 Strategy Development and Deployment

## **Annual E-Gov Report**



## Coimbatore Institute of Management and Technology

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MEETING NAME	BOM - E GOV	MEETING NUMBER	1/2022-23
MEETING DATE	22-06-2022	MEETING PLACE	Board Room

#### MINUTES OF THE MEETING

The principal, welcomed and introduced all the members and appreciated them for their continued support contribution for the development of institution.

Further, the Chairperson informed the inability of the following member/s to attend the meeting and requested to grant leave of absence.

- 1. Dr.K.A.Chinnaraju
- 2. Dr.T.Banumathi
- 3. Dr.P.Natarajan

The agenda items were taken for discussion, and the following resolutions were passed.

Item No 5.1:	To approve and confirm the Action Taken Report on minutes/resolutions of
	the 4th BOM – E GOV meeting held on 14-06-2021.

The principal presented the Action Taken Report on minutes/resolutions of the 4th  $BOM-E\ GOV$  meeting on 14-06-2021.

Resolution:	Members of the BOM – E GOV were apprised of the action taken report on
	minutes of the 4th BOM – E GOV meeting held on 14-06-2021. After
	deliberations, the members ratified the report.

Item No 5.2:	To review the E-Governance initiatives which are implemented.
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External Member from Vendor presented the detailed view into the implantations made in ERP and E-Governance.

Resolution:	Members of the BOM – E GOV were noted and approved the same.	
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Item No 5.3:	To review on the demonstration of key featured and updates.	
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External Member from Vendor presented the key features and updates to be implemented.







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NAAC 3<sup>rd</sup>CYCLE

Criterion VI Metric 6.2.2

Criterion VI: - Governance, Leadership and Management

Key Indicator - 6.2 Strategy Development and Deployment

## **Annual E-Gov Report**



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### Points Discussed:

- 1. Incorporated Assignment module in MIS.
- 2. Teaching aids and methods are improved more as we mentioned in pedagogical record.

Item No 5.4:	To review any operational grievances and challenges

Internal Member from IT Department raised the grievances and challenges over the operations

Resolution:	External Member from Vendor cleared the operational grievances and given the
	clarity.

Item No 5.5: Any other items with the approval of the Chairman	
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### Members suggested to

- 1. Ensure seamless integration with other systems used by the college.
- 2. Provide clear documentation on integration processes and requirements.

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Criterion VI Metric 6.2.2

Criterion VI: - Governance, Leadership and Management Key Indicator – 6.2 Strategy Development and Deployment

## **Annual E-Gov Report**



## Coimbatore Institute of Management and Technology

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### COIMBATORE INSTITUTE OF MANAGEMENT AND TECHNOLOGY

### DEPARTMENT OF MANAGEMENT STUDIES AND RESEARCH

# SIXTH MEETING OF BOARD OF MANAGEMENT ON E-GOVERNANCE

Ref: CIMAT/E-GOV/2023/6

14-06-2023

### MEETING NOTICE

We wish to inform you that the  $6^{st}$  meeting of the Board of Management – E-Governance of Coimbatore Institute of Management and Technology is scheduled to be held on 19-06-2023 at 11.30 AM in the college premises to discuss the items cited under the agenda.

### **AGENDA**

- 1. To approve and confirm the Action Taken Report on minutes/resolutions of the  $5^{th}$  BOM E GOV meeting held on 22-06-2022.
- 2. To review the E-Governance initiatives which are implemented.
- 3. To review on the demonstration of key featured and updates.
- 4. To review any operational grievances and challenges.
- 5. Any other items with the approval of the Chairman.

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Criterion VI Metric 6.2.2

Criterion VI: - Governance, Leadership and Management Key Indicator – 6.2 Strategy Development and Deployment

## **Annual E-Gov Report**



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### MINUTES OF THE MEETING

MEETING NAME	BOM - E GOV	MEETING NUMBER	1/2023-24
MEETING DATE	19-06-2023	MEETING PLACE	Board Room

### **Members Present**

S.No	Name	Designation	Signature
1	Dr.K.A.Chinnaraju	Internal Member / Management	Vinint
2	Dr.P.Natarajan	Internal Member / Management	ABSENT
3	Thiru.S.Subramanian	Internal Member / Management	S.Sn
4	Thiru.M.Thangavelu	Internal Member / Management	ABSENT
5	Dr.T.Banumathi	Internal Member / Management	ABSENT
6	Dr.V.Latha	Principal	Uld
7	Dr. Ashok Kumar	Internal Member/IT Department	Dr.
8	Dr. Babu Vinoth Kumar	Internal Member/Senior Faculty	gum
9	Mr. Manoj	External Member from Vendor	May







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Criterion VI Metric 6.2.2

Criterion VI: - Governance, Leadership and Management Key Indicator – 6.2 Strategy Development and Deployment

## **Annual E-Gov Report**



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MEETING NAME	BOM - E GOV	MEETING NUMBER	1/2023-24
MEETING DATE	19-06-2023	MEETING PLACE	Board Room

#### MINUTES OF THE MEETING

The principal, welcomed and introduced all the members and appreciated them for their continued support contribution for the development of institution.

Further, the Chairperson informed the inability of the following member/s to attend the meeting and requested to grant leave of absence.

- 1. Dr.P.Natarajan
- 2. Dr.T.Banumathi
- 3. Thiru.M.Thangavelu

The agenda items were taken for discussion, and the following resolutions were passed.

Item No 6.1:	To approve and confirm the Action Taken Report on minutes/resolutions of
	the 5th BOM – E GOV meeting held on 22-06-2022.

The principal presented the Action Taken Report on minutes/resolutions of the 5th BOM – E GOV meeting on 22-06-2022.

Resolution:	Members of the BOM – E GOV were apprised of the action taken report on
	minutes of the 5th BOM – E GOV meeting held on 22-06-2022. After
	deliberations, the members ratified the report.

Item No 6.2:	To review the E-Governance initiatives which are implemented.

External Member from Vendor presented the detailed view into the implantations made in ERP and E-Governance.

Resolution:	Members of the BOM – E GOV were noted and approved the same.
ixesolution.	Members of the Bolyl - E do v were noted and approved the same.

External Member from Vendor presented the key features and updates to be implemented. **Points Discussed:** 







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Criterion VI Metric 6.2.2

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Item No 6.	4:	To review any operational grievances and challenges	

Internal Member from IT Department raised the grievances and challenges over the operations

Resolution:	External Member from Vendor cleared the operational grievances and given the
	clarity.

Item No 6.5:	Any other items with the approval of the Chairman

### Members suggested to

- 1. Ensure a responsive and efficient customer support system.
- 2. Establish a clear maintenance schedule and provide timely updates and patches.

PRINCIPAL



