4.2.8 *The level of automation of different aspects of Institution including the features of Office Automation System/ERP/MIS (Online Support to Learners, Staff, RCs and LSCs)* Response:

Most OF the functions at PSSOU are Fully automated from admissions to the publication of Result. Students can take admission only online at the university website pssou.ac.in. All students complete their documents properly with scanned copies and fill the online application form the fee is accepted through Internet banking, credit/debit card payment, or through challan. University makes online verification of learner's applications at headquarters and regional centers.

Learners can download their admit cards from pssou.ac.in. Results of all subjects are published on the website. Students can download their results from pssou.ac.in. Students can apply online for fee refund, migration, duplicate markssheets, eligibility certificates, etc. Students can also fill online forms for ATKT, Re-admission, etc. E-Learning Materials are available online at our website pssou.ac.in for learners of all streams. Learners can download E-Learning Material or read it online. For assignment writing, learners can download their question paper from the website of PSSOU at pssou.ac.in. Audio-visual lectures are available on the University web portal. Learners are informed about their contact classes through websites, SMS, and Teleservice. Online Feedbacks from the learners, academic counselors, and alumni are taken and the data are analyzed for improvement in the respective areas.

At the PSSOU headquarters, the attendance of all the employees is recorded through biometric attendance system.

The Finance Department has also implemented automation in its various activities like Tally, Payment of Monthly Profession Tax, Payment of Monthly TDS, Quarterly TDS Return, GST return, Online Payment of Utility Bill, and all payments are made through bank transfer.

PSSOU has a central library, which has a large no. of items. Its collection comprises 15029 books, 77 Current Volumes, and 2780 back volumes of Indian/ Foreign scholarly journals, and 241 Ph.D. theses. The Library is uses SOUL software for automation. It is a user-friendly software developed to work in a client-server environment. SOUL is state-of-the-art integrated library management software designed and developed by the INFLIBNET Centre based on the requirements of college and university libraries. Through DELNET Library provides Union catalogue of books- CCF 2,92,70,150. Union list of current periodicals-38,184. Union catalogue of periodicals-20,235. Database of

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periodical Articles-11,06,228. CD-ROM Database-61,750. Union list of videos recordings-6,000. Union list of sound recordings-1,025. Database of theses and Dissertations-1,30,753. Database of E-books-1613.

Most of the LSCs and RCs have internet connectivity with sufficient number of computers, Printers Telephone have been provided for smooth functions of the institutions.

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