

## Best Practice 2

1. **Title: Transition towards digitalization of Payments**
2. **Objective:** Following the advisory of the University Grants Commission (UGC) regarding digital transactions and the prevailing pandemic situation, the Berhampore Girls' College authority intended to promote digital transaction in all students' related activities. In this direction, the college aimed to upgrade the existing system of offline cash payment to digital payment for maintaining transparency as well as easy access to financial transactions in the pandemic condition.
3. **The Context:** Until the financial year 2020- 2021, only the admission fee of the first semester Undergraduate and Post graduate students has been done through e-payment. Apart from that, all the fees and other transactions with the student have been conducted through offline mode. Even if offline transaction is more comfortable way of transaction both to office staffs and students, the institution has decided to reap the opportunities of digital payment on administrative ground. The e-payment systems have enabled the institution to reconcile financial records with great accuracy that induces transparency in transactions. The transition towards digital payment frame mandates:
  - Stimulating favorable environment for promotion of the digital payment
  - Inculcating accountability in office staffs and other stakeholders for assuring quality of the total process.
  - Providing the proper levels of trust and assurance for secured transaction by creating a secure payment gateway.
4. **The Practice:** The Berhampore girls' college transits to the challenging task of digitization of all receipts and payments related to the functioning of the institutions. In the reference year, admission to all the semesters has taken place through e-payment. Admission to hostels is duly accomplished through e-payment. To facilitate cashless transaction for students all kinds of fees like exam fees, registration fees etc are taken through e-payment. In this respect the college has a tie-up with a nationalised Bank. The college office and the Bursar of the college constantly monitor to ensure that students do not face any difficulty with regard to the digital payment.
5. **Evidence of success:** 100 % of the student related receipts and payments of the institution have been done through online mode using digital payment gateway.

**6. Problem Encountered and Resources required:** While working on this process of transformation the institution encountered several challenges.

- i.** Few of the students from the economically weaker sections of the society found it very difficult and they had to take resort to third party intervention which means additional cost to them.
- ii.** Most of the students of the institution come from surrounding village areas that still rely on cash. The student often found it difficult to find required internet and allied services for e-payment in their neighbouring area that adds to opportunity cost of time to them.
- iii.** The office staffs require special ICT training to keep track of the digital transactions.
- iv.** To alleviate the problems of students in future, the construction of an e-payment counter is under the due consideration of the college authority.
- v.** Awareness programs with regard to safe digital transactions for students shall be organized in future.