

3-Day Administrative Development Program



Date 23-25 June 2026

**E-OFFICE MANAGEMENT
AND DOCUMENTATION
PRACTICES IN HIGHER
EDUCATION**

Organized by

Internal Quality Assurance Cell

3-DAY ADMINISTRATIVE DEVELOPMENT PROGRAM

 **Date: 23-25 June 2026**

Organized by

INTERNAL QUALITY ASSURANCE CELL



E-OFFICE MANAGEMENT AND DOCUMENTATION PRACTICES IN HIGHER EDUCATION

SCHEDULE

DATE & DAY	TIME	SESSION	RESOURCE PERSON
 23-06-2026 DAY 1	12:00 – 12:15 PM	Inaugural Ceremony	—
	12:15 – 1:00 PM	Session 1: Human Sensitivity in Machine Era	Prof. Karunesh Saxena President, Sangam University
	2:00 – 3:30 PM	Session 2: Mental Wellness for a Balanced Life	Ms Neha Shrivastav Mental Wellness Coach, Co-founder Caring Roots
 24-06-2026 DAY 2	1:30 – 2:15 PM	Session 3: Principles of Effective Office Management	Dr. Alok Kumar Registrar, Sangam University
	2:30 – 4:15 PM	Session 4: Implementing E-Office Workflows for Enhanced Productivity	Dr. Avinash Panwar Head, Department of Computer Science at Mohanlal Sukhadia University Udaipur
 25-06-2026 DAY 3	2:00 – 3:50 PM	Session 5: Official Correspondence & communication and Digital File Management and Record Keeping	Mr. Sanjeev Kumar Director, Communication and Information Services (CIS), Jawaharlal Nehru University, New Delhi
	4:00 – 4:30 PM	Valedictory Session	—



**EXPERT
SPEAKERS**



**PRACTICAL
INSIGHTS**



**EFFICIENT
WORKFLOWS**



**ENHANCED
PRODUCTIVITY**



Empowering Administrative Excellence for

A SMARTER & STRONGER HIGHER EDUCATION SYSTEM



Sangam University, Bhilwara
Internal Quality Assurance Cell
3-Day Administrative Development Program

REPORT

Title: “E-Office Management and Documentation Practices in Higher Education”

Date: 23-25 June 2026

Organized by: Internal Quality Assurance Cell (IQAC)

Objective: The primary objective of this program was to strengthen the professional competencies of our administrative staff, enhance their understanding of digital office systems, improve documentation practices, and promote efficiency, accountability, and transparency in administrative processes.

Participants: The program witnessed enthusiastic participation of 70+ staff members from administrative and non-teaching staff members across various departments of the University.

Venue: SU Auditorium

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	12:15– 1:00 PM	Session 1: Human Sensitivity in Machine Era	Prof. Karunesh Saxena President, Sangam University
	2:00 -3:30 PM	Session 2: Mental Wellness for a Balanced Life	Ms Neha Shrivastav Mental Wellness Coach, Co-founder Caring Roots
24-06- 2026 Day 2	1:30 – 2:15 PM	Session 3: Principles of Effective Office Management	Dr. Alok Kumar Registrar, Sangam University
	2:30– 4:15 PM	Session 4: Implementing E-Office Workflows for Enhanced Productivity	Dr. Avinash Panwar Head , Department of Computer Science at Mohanlal Sukhadia University Udaipur
25 -06- 2026 Day 3	2:00 – 3:50 PM	Session 5: Official Correspondence & communication and Digital File Management and Record Keeping	Mr. Sanjeev Kumar Director, Communication and Information Services (CIS), Jawaharlal Nehru University, New Delhi
	4:00 – 4:30 PM	Valedictory Session	

Day 1: 23rd June 2026

The program commenced with the inaugural ceremony, followed by two insightful sessions.

The three-day Administrative Development Program commenced with the inaugural ceremony, followed by two insightful sessions on the first day. Hon'ble President, Prof. Karunesh Saxena, delivered an inspiring session on "*Human Sensitivity in the Machine Era*," emphasizing the importance of balancing technological advancement with human values and ethical responsibility. Distinguished guests Prof. Rajendra Jain group Director Vikrant University, Indor and Prof. M.P. Punia BISR, Head department of Remote sensing also shared valuable insights on the role of Artificial Intelligence in enhancing work efficiency and the importance of effective time management.

The second session on "**Mental Wellness for a Balanced Life**" was conducted by **Ms. Neha Shrivastava**, Mental Wellness Coach and Co-founder of Caring Roots. The session emphasized stress management, emotional well-being, work-life balance, and the significance of mental health in enhancing productivity and professional effectiveness.

Day 2: 24th June 2026

The second day focused on strengthening managerial and technological competencies.

The first session, "**Principles of Effective Office Management**," was delivered by **Dr. Alok Kumar, Registrar, Sangam University**. The session provided valuable insights into office administration, time management, workplace discipline, communication, coordination, and professional ethics.

The second session on "**Implementing E-Office Workflows for Enhanced Productivity**" was conducted by **Dr. Avinash Panwar**, Head, Department of Computer Science, Mohanlal Sukhadia University, Udaipur. Participants gained practical understanding of digital workflows, paperless administration, process automation, and the effective use of technology in administrative operations.

Day 3: 25th June 2026

The concluding technical session was delivered by **Mr. Sanjeev Kumar, Director, Communication and Information Services (CIS), Jawaharlal Nehru University, New Delhi**, on the topic "**Official Correspondence & Communication and Digital File Management and**

Record Keeping.” The session provided practical guidance on official communication protocols, drafting and correspondence practices, digital file management systems, record preservation, and best practices for efficient document handling in higher education institutions.

Valedictory Session:

The ceremony commenced with the rendition of the Sangam Kulgeet, followed by the welcome of the dignitaries. **Prof. Preeti Mehta, Director, IQAC**, presented a comprehensive report highlighting the objectives, activities, and key learning outcomes of the three-day programme. She emphasized the active participation of the administrative and non-teaching staff and their commitment to enhancing administrative efficiency through digital practices and effective documentation.

The gathering was addressed by **Ms. Palak Modani**, Member, Board of Management, who appreciated IQAC's initiative in organizing the programme and encouraged participants to implement the knowledge and skills gained in their day-to-day administrative responsibilities. The **Hon'ble President** also addressed the participants, motivating them to embrace continuous learning, adopt technology-driven administrative practices, and contribute towards institutional excellence.

A **feedback session** provided participants with an opportunity to share their experiences, learning outcomes, and suggestions. The feedback reflected a high level of satisfaction with the relevance and usefulness of the sessions. Certificates were then distributed to all participants in recognition of their successful completion of the programme.

The ceremony concluded with a heartfelt vote of thanks delivered by **Dr. Jayant Sharma**, who expressed sincere gratitude to the Hon'ble President, university leadership, resource persons, organizing committee, and all participants for their valuable support and enthusiastic involvement in making the programme a grand success. The event ended with the National Anthem.

Outcomes of the Program

Over the course of three days, participants were exposed to a wide range of themes including:

- Human sensitivity and ethical values in the digital age.
- Mental wellness and emotional resilience.

- Effective office management and professional conduct.
- E-office systems and workflow automation.
- Documentation, record management, and official correspondence practices.
- Digital transformation and administrative excellence in higher education.

The program successfully enhanced awareness regarding modern administrative practices and encouraged participants to adopt technology-driven, efficient, and transparent work processes.

Administrative Development Program (ADP) Feedback Summary

Feedback Questionnaire

Email*

Name (Optional)

Department*

Rating Scale: Excellent Very Good Good Average Poor

1. Overall organization and management of the program*
2. Relevance of the program theme to your work responsibilities*
3. Quality of resource persons and delivery of sessions*
4. Usefulness of the program for improving your professional skills*
5. Session 1: Human Sensitivity in the Machine Era*
6. Session 2: Mental Wellness for a Balanced Life*
7. Session 3: Principles of Effective Office Management*
8. Session 4: E-Office Management and Documentation Practices*
9. Session 5: Official Correspondence, Communication, Digital File Management & Record Keeping*
10. Suggestions for improving future Administrative Development Programs*
11. Topics you would like to see in future training programs*

Total Responses: 21

Overall Rating Summary

Key Highlights

- The program received an **overwhelmingly positive response**, with the majority of participants rating every aspect as **Excellent** or **Very Good**.
- Participants appreciated the **quality of the resource persons, program organization, and the professional relevance** of the sessions.
- The ADP was widely perceived as beneficial for enhancing participants' administrative knowledge and professional skills.

Common Suggestions for Improvement

Participants recommended:

- More **practical, hands-on, and interactive sessions**.
- Greater focus on **Artificial Intelligence (AI)** and digital tools.
- Increased participant engagement through discussions and case studies.
- Conducting need-based training after identifying administrative skill gaps.
- Providing opportunities for staff to share workplace challenges and best practices.

Topics Suggested for Future Training

The most frequently recommended topics include:

- Artificial Intelligence (AI) and Prompt Engineering
- E-Office and Digital Administration
- Advanced Microsoft Excel and Office Applications
- Communication Skills
- Problem Solving and Decision Making
- Leadership and Time Management
- Cyber Security Awareness
- Computer-based Administrative Skills
- Data Management and Office Automation

Overall Conclusion

The feedback indicates that the **3-Day Administrative Development Program** was **highly successful**. Participants expressed strong satisfaction with the organization, content, and delivery of the sessions. The suggestions received mainly focus on incorporating **more practical demonstrations, AI-based applications, digital administration tools, and interactive learning methods**, which can further enhance the effectiveness of future Administrative Development Programs.

Date: 23-25 June 2026

3-DAYS
Administrative Development Program

Organized by
Internal Quality Assurance Cell
E-Office Management and Documentation Practices in Higher Education

RESOURCE PERSONS



Prof. Karunesh Saxena
(President, Sangam University)



Dr. Alok Kumar
(Registrar, Sangam University)



Ms. Neha Shrivastav
(Mental Wellness Coach,
Co-founder Caring Roots)



Mr. Sanjeev Kumar
Director, Communication and
Information Services (CIS)
Jawaharlal Nehru University,
New Delhi



Dr. Avinash Panwar
Head, Department of Computer
Science at Mohanlal Sukhadia
University, Udaipur

Resource Persons Profile

- 1. Prof. Karunesh Saxena (President, Sangam University)**
- 2. Dr. Alok Kumar (Registrar, Sangam University)**

External Resource Persons

Dr. Avinash Panwar

**Associate Professor and Head, Dept. of Computer Science & Director, Computer Center ,
Mohanlal Sukhadia University, Udaipur**

Dr. Avinash Panwar is an accomplished academician and administrator, currently serving as Associate Professor & Head, Department of Computer Science, and Director, Computer Center at Mohanlal Sukhadia University (MLSU), Udaipur. With over 20 years of teaching and research experience, he specializes in E-commerce, Business Analytics, Social Network Analysis, Netnography, and Electronic Word of Mouth. He holds a Ph.D. in E-commerce, M.Tech. in Computer Science, MCA, and B.Sc. (Hons.) in Electronics, and has previously served as the Registrar of JK Cement's Sir Padampat Singhanian University.

Dr. Panwar has guided 14 Ph.D. scholars, with 10 awarded doctoral degrees, and has published over 50 research papers along with two edited books. He has held several key administrative positions, including Course Director, IQAC Member, Technical Head of the University ERP System, and Nodal Officer for UGC, e-Procurement, and Ministry of Tribal Affairs Scholarships at MLSU.

An engaging speaker and accomplished orator, he has delivered lectures for the SWAYAM platform and received several national and state-level awards. His interdisciplinary expertise in technology, management, and research continues to contribute to innovative solutions for social and economic development.

Mr. Sanjeev Kumar

**Director, Communication and Information Services (CIS) at Jawaharlal Nehru University (JNU),
New Delhi,**

Sanjeev Kumar is an accomplished ICT leader with over **28 years of experience** in information and communication technology, specializing in **ICT infrastructure, cybersecurity, cloud computing, digital transformation, ERP systems, and e-Governance**. He is currently serving as the **Director, Communication and Information Services (CIS) at Jawaharlal Nehru**

University (JNU), New Delhi, and also holds the additional charge of **Director, University Science and Instrumentation Centre (USIC)**.

He has previously held leadership positions at **ERNET India, Symantec Software, Infosys Technologies, Union Bank of India**, and the **National Informatics Centre (NIC)**. A postgraduate in Computer Science from **BITS Pilani** and an MBA graduate, he holds several globally recognized certifications, including **PMP, CISSP, CISM, CEH, ITIL, ISO 27001 Lead Auditor**, and **CCNA**.

Recognized among the **Best CIOs and CTOs**, Sanjeev Kumar has led several large-scale ICT and digital transformation initiatives, authored research papers and technical publications, and continues to contribute to research in Software Defined Networking (SDN) as a Ph.D. scholar. His expertise in technology-driven governance and institutional digital transformation has made him a respected leader in the higher education ICT ecosystem.

Ms. Neha Goel (Srivastava)

Counselor, Certified Master NLP Practitioner, and Mental & Emotional Wellness Coach

Ms. Neha Goel (Srivastava) is a distinguished Counselor, Author, Certified Master NLP Practitioner, and Mental & Emotional Wellness Coach with over a decade of experience in education and psychological well-being. She is the Founder and Co-Founder of **Caring Roots**, an initiative dedicated to strengthening parent-child relationships and promoting emotional wellness among individuals and families.

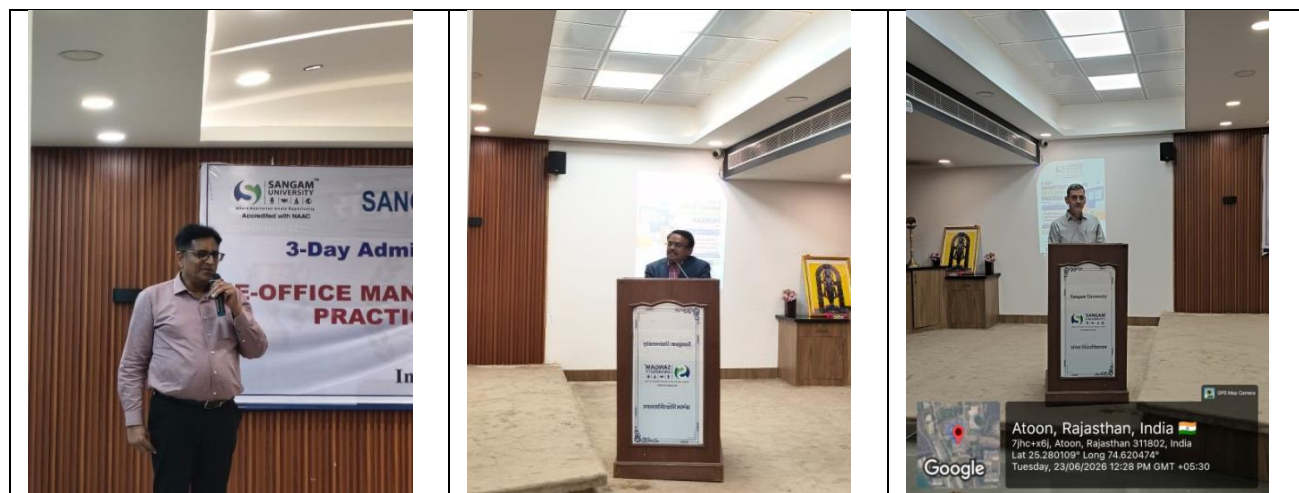
An accomplished educator and motivational speaker, Ms. Goel is the author of the book *Caring Roots – Parenting Insights*, which reflects her expertise in parenting, mental wellness, and holistic personal development. She is also an expert in **Journaling as Healing**, using expressive art therapy and self-reflection techniques to help individuals overcome emotional challenges and build resilience.

Throughout her career, she has positively impacted more than **800 families** by fostering stronger parent-child connections and empowering children and parents with practical strategies for emotional growth and well-being. She currently serves as a **Psychological Counsellor at Sangam University**, where she continues to guide students and staff towards improved mental health, emotional balance, and personal development through counselling, workshops, and wellness initiatives.

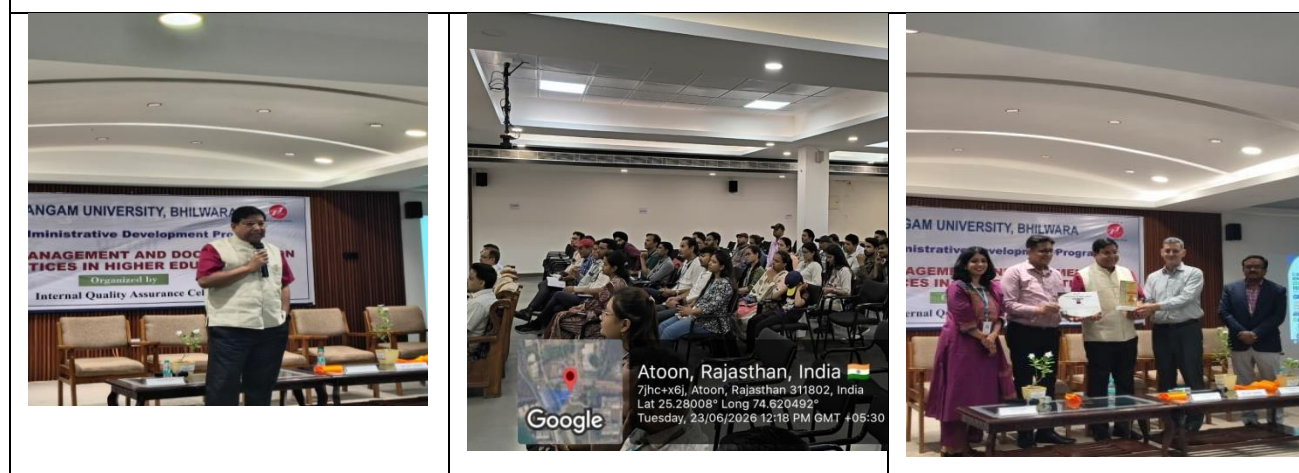
Glimpses

Inaugural Session





Keynote Session 1: Prof. Karunesh Saxena, *Human Sensitivity in Machine Era*



Session 2: Ms. Neha Goel (Srivastava), *Mental Wellness for a Balanced Life & Resilience Building Activities*





Session 3: Dr. Alok Kumar, *Principles of Effective Office Management*



Session 4: Dr. Avinash Panwar, *Implementing E-Office Workflows for Enhanced Productivity*



Session 5: Mr. Sanjeev Kumar, *Official Correspondence & communication and Digital File Management and Record Keeping*



Valedictory Session



List of Participants

Name	Designation	Department	Contact Number
Sanjay Sharma	ADPE	Sports	9829509030
Payal Singh	HR Executive	Human Resource	7073504366
Ravi Shanker Sharma	SR. TECHNICAL ASSISTANT	ELECTRICAL ENG.	9460577296
Divya Khetrpal	Research Assistant	Research and Development Cell	7027709779
Mahaveer Pareek	Manager IT	IT	9001097352
Ajay mali	Technical assistant	It department	8875441455
Abhin Patodiya	Assistant System Admin	CSE	9461079968
Abhishek Upadhyay	Technical Assistant	SOET	9784587760
Virendra yadav	Technical Assistant	IT	8962764094
Yuvraj Bhatt	Assistant Librarian	Library Science Department	9783395905
Gopalb Lal Bhambi	Library Assistant	Library	7357661664
Laxmi Narayan Prajapat	Technical Assistant	SOBAS	9828264107
Poornima Pareek	Library assistant	Library & Information Science	9461073488
Daksha pareek	Receptionist	Admin	6378058969
DR Amit jain	Dy,Director Marketing/Admission	Admission	9649439767
NIKI SINGH KESHAWAT	Technical assistant	ERP	7073068033
Satish jingar	Technical assistant	Soet	8764770795
Nilesh Ojha	Office assistant	Student Section	8890778788
Meenal Sharma	Placement Executive	Training and Placement	9649995866
ASHOK KUMAR SAMOTA	Assistant Professor	Agriculture	6377469676
NAND KISHORE SHARMA	ERP MANAGER	ERP	9724460565
Pushpa lal sharma	AAO	SOAST	9929929799
GOPAL LAL JOSHI	U.D.C. (REGISTRAR OFFICE)	SU ADMINISTRATION (REGISTRAR OFFICE)	9636573164
Ankit Verma	Technical Assistant	SOAST	9696202466
Pukar Chauriya	Technical Assistant	Physics (SOBAS)	6376373031
PRAKASH CHANDRA SINGH	SECTION OFFICER	STUDENT SECTION	9887604121
Tripuraree Nandan	Office Assistant	Store Department	8853747590
Vijai Joshi	Marketing Manager	Marketing / Admission	9314001247
Shyam sundar pareek	Senior technical assistant	Mechanical engineering department	9785777267
Sushant Tiwari	Office Assistant	Student Section	8502056557
Dr. Aditi Tulchhia	Assistant Registrar (Exams)	Examination	8764445840

Pushpendra Singh Rawat	Civil engineer	Administration	6378655427
Radhika Dadheech	Marketing coordinator	Marketing	9982882641
Ashish Kumar Pareek	Admission Marketing Cordinitor	Admission	9799633517
Rashid Khan	Office Assistant	Examination	9887781602
ajay kumar suwalka	Assistant Professor	CSE	9414614680
Dr. Rakesh Bhandari	Controller of Examinations	Examination	9783240377
Anuj Parashar	Senior Office Assistant	Examinations	9672658913
Sharad Fatehpuria	Senior office assistant	Exam Cell	7742656962
Lokesh Chandra Dhakar	Technical Assistant	SOAST	9610227137
Neeraj kumar chhipa	Assistant professor	Electrical	8561034487
DEEPAK RAV	LAB TA	PHARMACY	6375293808
Arvind Dadhich	Marketing Coordinator	Admission	9462731923
Sachin	Assistant professor	Agriculture	9509429000
Kanhaiya Lal Soni	Section Officer	IQAC/ Publications	9772264520
Abhishek Agarwal	Technical assistant	Mechanical engineering	9079156523
Rajesh Kumar Koli	Office Asst.	Admin	9413862785
Devendra Kumar Sharma	Assistant professor	CSE	8949185699
Lakhan Goswami	Accounts officer	Accounts	8955838218
Deepika Kanwar Kachawa	Accounts executive	Accounts	9166475533
Sandeep Pareek	Marketing Coordinator	Admission	9460936609
Rajveer Singh Ranawat	Assistant Registrar	Registrar Office	7737977650
Avinash ojha	Accounts officer	Accounts	8058701812
Gurmeet Singh	Assistant COE	Examination	9460376097
Nishant Pareek	Associate Admin & Finance	Sangam i-TBI	8824620050
Nikita Rathore	Executive	CESD	8107465040
Harish Chand sharma	Admin	Administration	7014070233
Sakshi Mundra	Training and Placement Executive	Training And Placement Cell	7357330752
Harshita Sisodiya	Lecturer	Diploma Textile Soet	7413972343
Salina khan	Marketing executive	Admission	7018168627