



MAHILA MAHAVIDYALAYA AMRAVATI

opp. SBI Main Branch, Jog Chowk, Amravati.
Telephone : 0721- 2571115

e-mail : mahilamahavidyalaya.amt@gmail.com

website : www.mmv.ac.in

AQAR 2022-23

Criterion VI

GOVERNANCE, LEADERSHIP AND MANAGEMENT

6.2.3 : Implementation of e-governance in areas of operation.

◆ **Screenshots of user Interfaces** ◆

Submitted to

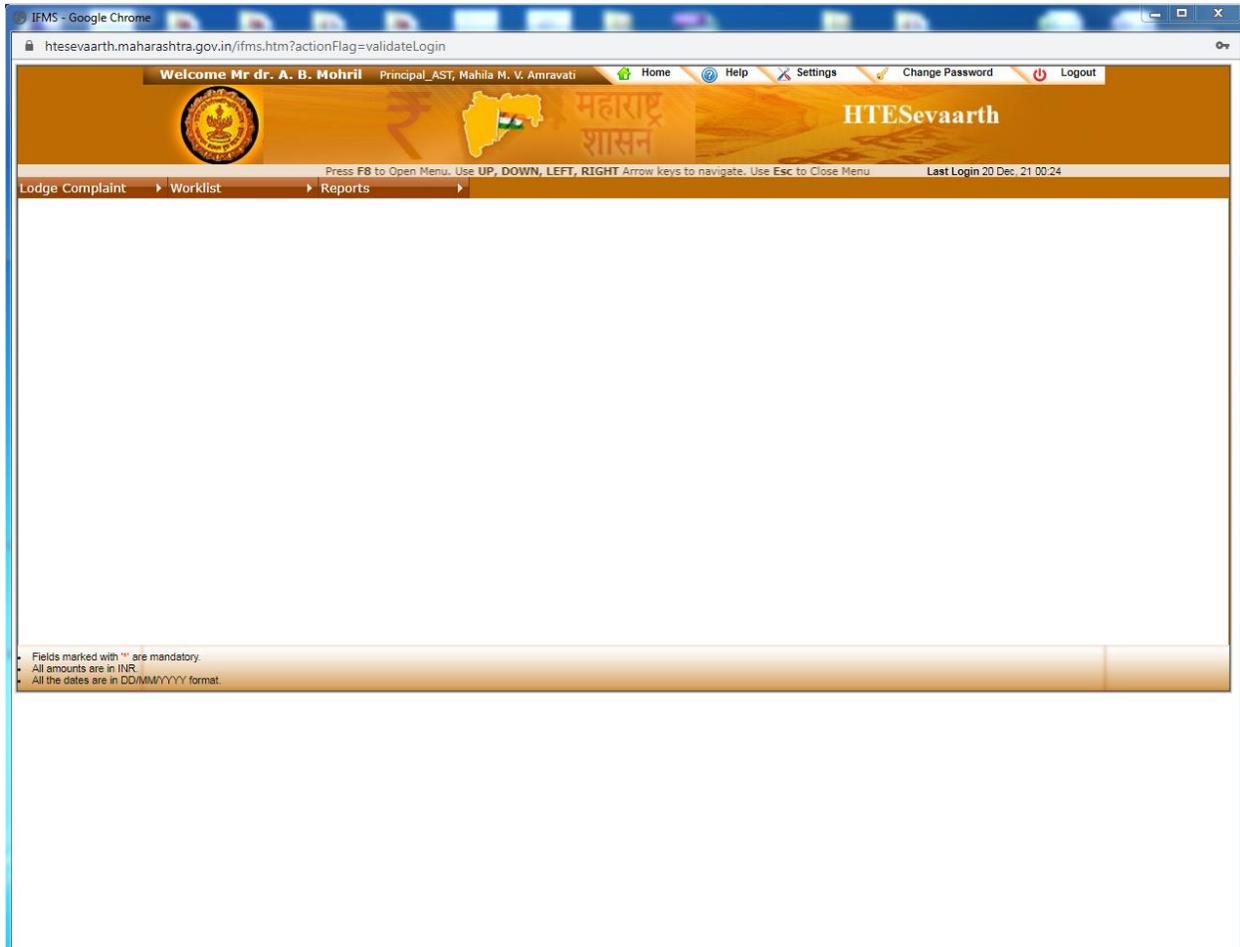


**THE NATIONAL ASSESSMENT
AND ACCREDITATION COUNCIL**

Screenshots of User Interfaces

1) Administration

Government Portal to credit salary of the employee to his/her bank a/c



IFMS - Google Chrome

shalarth.maharashtra.gov.in/ifms.htm?actionFlag=validateLogin

Welcome M Shri Avinash Bhaskar Mohari (Level) AST, Mahila Mahavidyalaya Junior College Amravati Principal (degree)

Home Help Settings Change Password Logout

महाराष्ट्र शासन शालेय शिक्षण व क्रीडा विभाग शालार्थ शालेय शिक्षक शिक्षकेतर कर्मचारी वेतन व्यवस्थापन प्रणाली

Use Esc to Close Menu

GPF Worklist Reports

Last Login 27 Dec, 21 13:14

Rectangular Snip

- Fields marked with * are mandatory.
- All amounts are in INR.
- All the dates are in DD/MM/YYYY format.

2) Finance and Accounts

Select Company

Current Period: 1.4.2020 to 31.3.2021

Current Date: Wednesday, 31 Mar, 2021

Path: D:\Tally.ERP9\Data

Name: Senior College Non Salary A/c - 1976

Name	Path	Date Range
Computer A/c - 1974	(10002)	1-Apr-2020 to 31-Mar-2022
Jr. College Term Fee A/c	(10014)	1-Apr-2021 to 31-Mar-2022
Junior College Non - Salary A/c - 1978	(10004)	1-Apr-2020 to 31-Mar-2022
Junior College Salary A/c No- 381	(10009)	1-Apr-2020 to 31-Mar-2021
MMV Alumni Association A/c 2034	(10012)	1-Apr-2020 to 31-Mar-2021
MMV B. Voc A/c 14933	(10013)	1-Apr-2020 to 31-Mar-2021
MMV Research Center A/c 2010	(10010)	1-Apr-2020 to 31-Mar-2022
MMV Revenue Generation A/c 2054	(10011)	1-Apr-2020 to 31-Mar-2021
Post Graduate A/c - 1977	(10003)	1-Apr-2020 to 31-Mar-2022
Scholarship A/c No - 7172	(10007)	1-Apr-2020 to 31-Mar-2021
Senior College Non - Grant A/c - 1975	(10001)	1-Apr-2020 to 31-Mar-2022
Senior College Non Salary A/c 1976	(10000)	1-Apr-2020 to 31-Mar-2021
Senior College Salary A/c No - 524	(10008)	1-Apr-2020 to 31-Mar-2021
UGC A/c No - 7170	(10006)	1-Apr-2020 to 31-Mar-2021
Vocational A/c No - 1979	(10005)	1-Apr-2020 to 31-Mar-2022

Company Info. options: Select Company, Login as Remote User, Create Company, Backup, Restore, Quit.

Product: Tally.ERP 9
Version & Updates: Series A Release 6.6.3 (Latest)
License & Services: Serial Number 735297651 Silver, TSS expired on 31-Oct-2021, Account Id mahilamahavidyalaya.anc@gmail.com
Configuration: Gateway WELCOME-PC:9999

Tally MAIN --> Company Info. --> Select Company

Gateway of Tally

Current Period: 1.4.2020 to 31.3.2021

Current Date: Wednesday, 31 Mar, 2021

List of Selected Companies:

Name of Company	Date of Last Entry
Senior College Non Salary A/c 1976	31-Mar-2021

Gateway of Tally Display Menu:

- Trial Balance
- Day Book
- Account Books**
- Statements of Accounts
- Inventory Books
- Statements of Inventory
- Cash/Funds Flow
- Receipts and Payments
- List of Accounts
- Exception Reports
- Quit

Product: Tally.ERP 9
Version & Updates: Series A Release 6.6.3 (Latest)
License & Services: Serial Number 735297651 Silver, TSS expired on 31-Oct-2021, Account Id mahilamahavidyalaya.anc@gmail.com
Configuration: Gateway WELCOME-PC:9999

Tally MAIN --> Gateway of Tally --> Display Menu

Tally.ERP 9

P: Print E: Export M: E-Mail O: Upload S: TallyShop G: Language K: Keyboard K: Control Centre H: Support Centre H: Help

Gateway of Tally Ctrl + M

Current Period: 1.4.2020 to 31.3.2021 Current Date: Wednesday, 31 Mar, 2021

List of Selected Companies

Name of Company	Date of Last Entry
Senior College Non Salary A/c 1976	31-Mar-2021

Gateway of Tally

Masters

- Accounts Info.
- Inventory Info.

Transactions

- Accounting Vouchers
- Inventory Vouchers

Utilities

- ImpOrt Data
- Banking

Reports

- Balance Sheet
- Profit & Loss A/c
- Stock Summary
- Ratio Analysis

Display

- Multi Account Printing

Quit

Product: Tally ERP 9
Version & Updates: Series A Release 6.6.3 (Latest)
License & Services: Serial Number 735297651 Silver, TSS expired on 31-Oct-2021, Account Id mahilamahavidyalaya.amc@gmail.com
Configuration: Gateway WELCOME-PC:9999
Calculator

Tally MAIN --> Gateway of Tally © Tally Solutions Pvt Ltd, 1988-2020 Thu, 23 Dec, 2021 11:35:37

Tally.ERP 9

P: Print E: Export M: E-Mail O: Upload S: TallyShop G: Language K: Keyboard K: Control Centre H: Support Centre H: Help

Gateway of Tally Ctrl + M

Current Period: Current Date:

List of Selected Companies

Name of Company	Date of Last Entry
-----------------	--------------------

Company Info.

- Select Company
- Login as Remote User
- Create Company
- Backup
- Restore

Quit

Product: Tally ERP 9
Version & Updates: Series A Release 6.6.3 (Latest)
License & Services: Serial Number 735297651 Silver, TSS expired on 31-Oct-2021, Account Id mahilamahavidyalaya.amc@gmail.com
Configuration: Gateway WELCOME-PC:9999
Calculator

Tally MAIN --> Company Info. © Tally Solutions Pvt Ltd, 1988-2020 Thu, 23 Dec, 2021 11:33:34

3) Student Admission and Support

PLEASE LOGIN

General Professional Engineering

LOGIN **CANCEL**

Mahila Mahavidyalaya, Amravati

Mahila Mahavidyalaya, Jog Chowk, Amravati 2016-2017

About Institution | Academics | Fees & Other Receipt | Examination | Reports | Utility | Exit

Campus ERP

Student Master

ABC
Date: 17-12-2021 Time: 16:20:43
Logout

First Name: Middle Name: Last Name

Admission Type: Course Level: Stud Gr.No.

Registration Enrollment Scholarship Medical Documents

Birth Date: 17/12/2021 Birth Place: Caste: Sub Caste: Category: CatNA Sex: Male Female

Local Address: Address: Taluka: City/Dist: Pin Code: State: MAHARASHTRA Ph./Mobile No: Permanent Address: Address: Taluka: City/Dist: Pin Code: State: MAHARASHTRA Phone No: Same Permanent Address

Fast Search Refresh Save Student Edit Student View Exit

dotcom



Select Student

AcadYear: 2016-2017

Student Id:

Select Student By First Name

Name: Kachawe Vaishnavi Prashanting Press Enter Key

Refresh Cancel

Fees Setup Form

Acad Yr: 2016-2017 Level: UnderGraduate Faculty: ARTS Fee Type: College Fee

Branch: NA Adm Type: NA Stud Type: LOCAL Show Fees

	B.A. Addi 3		B.A.1			B.A.2			B.A.3		
	SCH	CON	FP	SCH	CON	FP	SCH	CON	FP	SCH	CON
Admission Fee	0	0	20	0	0	20	0	0	20	0	0
Tuition Fee	0	0	800	0	0	800	0	0	800	0	0
Computer Fee	0	0	200	200	200	200	200	200	200	200	200
Library Deposit	0	0	0	0	0	0	0	0	0	0	0
Games & Sports Fee	0	0	135	0	135	135	0	135	135	0	135
Identity Card Fee	0	0	30	30	30	30	30	30	30	30	30
College Exam. Fee	0	0	100	100	100	100	100	100	100	100	100
College Development Fund	0	0	0	0	0	0	0	0	0	0	0
Library Fee	0	0	135	0	135	135	0	135	135	0	135
N. S. S. Fund	0	0	0	0	0	0	0	0	0	0	0
Student Aid Fund	0	0	25	0	25	25	0	25	25	0	25
Uni. Enrollment Fee	0	0	100	0	100	0	0	0	0	0	0
Physical Efficiency Test	0	0	25	0	25	25	0	25	25	0	25
Uni. Annual Fee	0	0	70	0	70	70	0	70	70	0	70
Medical Fee	0	0	45	0	45	45	0	45	45	0	45
Uni. Student Welfare Fund	0	0	3	0	3	3	0	3	3	0	3
Uni. Sports Fee	0	0	50	0	50	50	0	50	50	0	50
Uni. Gadgebaba Fund	0	0	1	0	1	1	0	1	1	0	1
Uni. Stadium Fund	0	0	0	0	0	0	0	0	0	0	0
Uni. Corpus Fund	0	0	5	0	5	5	0	5	5	0	5
Uni. Emergency Fund	0	0	10	0	10	10	0	10	10	0	10

Same Fee For All Classes

Refresh Save Close

Student Receipt

Search By

Search By Student Name Regular Student Receipt Old Student Receipt General Collection Receipt

Acad Year : 2016-2017 Level : UnderGraduate

Class : B.A.1 Branch : NA

Name : Adayke Karishma Ashok

List Of Receipts Drawn

Receipt...	ReceiptDate	Fee Paid	Fee Type	PayMode	Cancelled	Bank	ChequeNo
<input type="checkbox"/> 205	07/07/2016	330	College Fee	CASH	N	-	-
<input type="checkbox"/> 412	29/11/2016	285	Uni. Exam. Fee	CASH	N	-	-

Details Of Selected Receipt

Particulars	Fee Paid	Balance

Print Receipt

Cancel Receipt

Exit

Fee Payable: 2109 Fee Paid: 330 Balance: 1779

Mahila Mahavidyalaya, Joq Chowk, Amravati

Subjects wise Students List for Class :B.A.1 for the Academic Year 2016-2017

Gr. No	Sec	Adm. Date	Catg.	Name	ECE	ECO	ELT	ENG	GOP	HEC	HIS	Mar	MLT	MUS	POL	SLT	SNS
29		20/06/16	OBC	Shinde Sakshi B				ENG				Mar					SNS
7176	-	30/07/16	NT	Mahinge Ravina B				ENG		HEC		Mar	MLT	MUS			
7848	-	08/06/16	OBC	Munde Mayuri R				ENG		HEC	HIS	Mar			POL		
7850	-	03/06/16	SC	Tayde Pooja S				ENG	GOP			Mar	MLT		POL		
7858	-	11/06/16	OBC	Nanote Punam B		ECO		ENG		HEC	HIS	Mar					
7859	-	11/06/16	OBC	Thakur Priyanka D				ENG		HEC	HIS	Mar			POL		
7860	-	14/06/16	SC	Naik Manisha S			ELT	ENG	GOP			Mar			POL		
7861	-	14/06/16	OBC	Pawar Tejaswini D			ELT	ENG	GOP			Mar			POL		
7862	-	14/06/16	SC	Raut Shital B				ENG			HIS	Mar	MLT	MUS			
7879	-	16/06/16	SC	Raut Pradnya R				ENG	GOP			Mar	MLT		POL		
7893	-	16/06/16	OBC	Kirakate Ashwini S				ENG	GOP	HEC		Mar	MLT				
7894	-	16/06/16	OBC	Wakode Gayatri D			ELT	ENG			HIS	Mar			POL		

Students' Enrollment

The screenshot displays the 'Student Verification' interface of the Sant Gadge Baba Amravati University Examination System. The page is titled 'ENROLLMENT.PNG @ 66.67% (Original)' and shows a browser window with the URL 'login.sgauniversity.com/smartexam/public/college/student_verification'. The university logo and name are visible at the top, along with the 'EXAMINATION SYSTEM' and 'Winter 2021' session information.

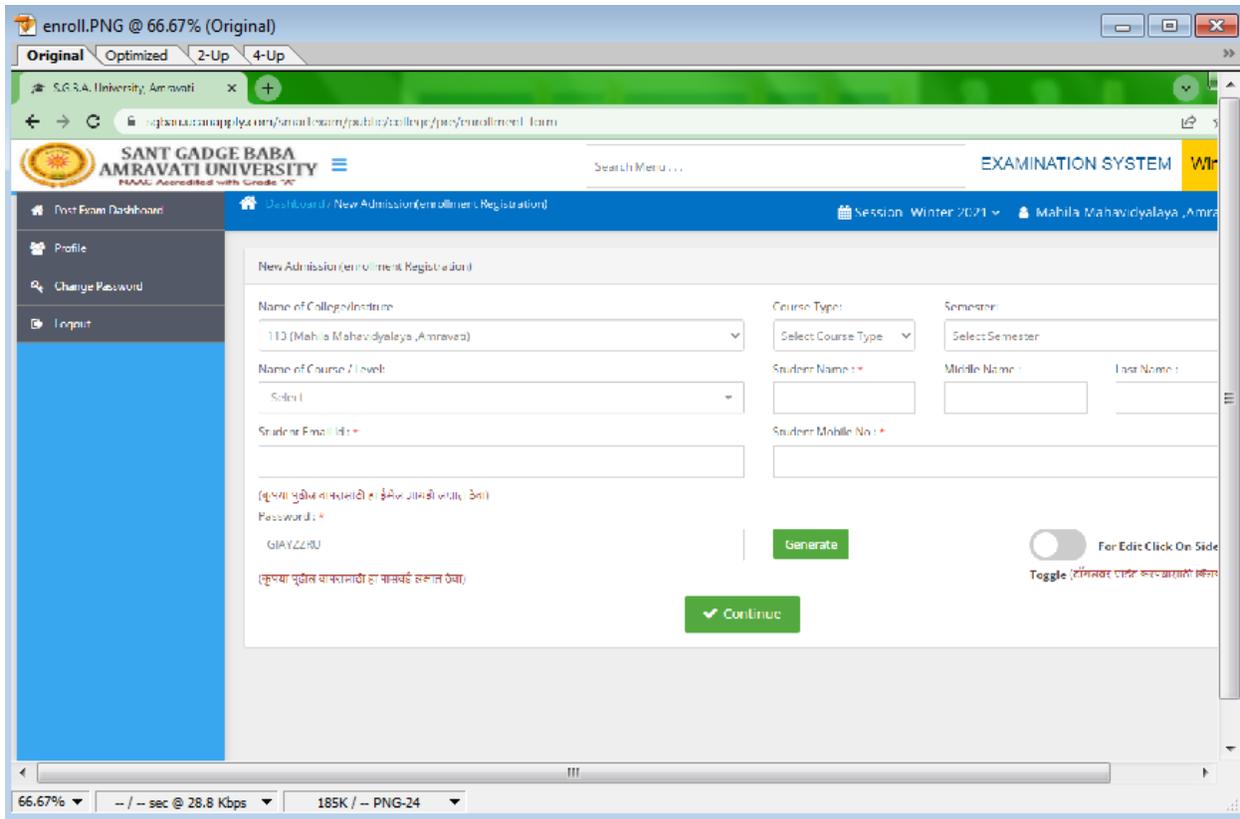
The main content area is divided into two sections. The top section is a form for 'Student Verification' with the following fields:

- Course Type: UG
- Course: Bachelor Of Commerce (Semester Pattern) (BCOM)
- Semester: First Semester (Sem - 1)
- Student Type: REGULAR
- Term: ENROLLMENTFORM

A green checkmark is visible in the 'Student Type' dropdown menu. A 'Support' button is located on the right side of the form. Below the form, a summary for 'Bachelor Of Commerce (Semester Pattern) (BCOM)' shows 'Total Students: 113 (Mahila Mahavidyalaya ,Amravati)'. A 'Verification Status' dropdown is set to 'All'. A table below shows the verification status for a student:

Student Name	Reg No	Mobile	Form Status	Verification Status	Remarks	Action
<input type="checkbox"/>	Anjali Sudhar Dande	9999191205	Complete	Verified-Cg		

The bottom of the screenshot shows a Windows taskbar with various application icons and a system tray displaying the time as 2:50 PM on 15/12/21.



Scholarships





महाDBT

Scrutiny Portal

es Data Entry Submission and Approval Process for New Academic Year 21-22 has been Commenced from 11th Nov 2021.

Notice

- Institute Profile i.e. Fees Data Entry Submission and Approval Process for New Academic Year 21-22 has been Commenced from 11th Nov 2021. New


Application


Scrutiny


Allotment


Disbursement

The Government of Maharashtra has introduced the Direct Benefit Transfer (DBT) Service through which the beneficiaries can apply for benefit from Schemes of various departments such as 'Social Justice and Special Assistance', 'Tribal Development', 'Directorate of Higher Education', 'Directorate of Technical Education', 'School Education and Sports', 'VJNT,OBC and SBC Welfare', 'Directorate of Medical Education and Research', etc. This benefit is received directly into the Aadhaar linked bank account of the eligible beneficiaries.

- Step 1 **Online Application** - The Citizen applies for a benefit via Direct Benefit Transfer(DBT) Portal.
- Step 2 **Scrutiny** - The applications process for scrutiny.
- Step 3 **Allotment** - After Scrutiny sent for allotment.
- Step 4 **Disbursement** - At this stage benefit is received in aadhaar link bank account of respective beneficiary.

Login

Enter Username

Enter Password

GBWFG Try another

Enter the text you see above:

Login

[Forgot Password?](#)



- Home
- Scrutiny
- Reports
 - DBT Dashboard
 - Status wise Application Detail Report
 - Student Disbursement Report
 - Institute Disbursement Report
- Institute
 - Institute Profile
 - Update Aadhaar Details
 - Reset Mobile Number
- Grievance/Support
 - Grievance/Suggestions

Welcome to Scrutiny Portal *All reports last updated on 17/12/2021 00:00:00



- Home
- Scrutiny
- Reports
 - DBT Dashboard
 - Status wise Application Detail Report
 - Student Disbursement Report
 - Institute Disbursement Report
- Institute
 - Institute Profile
 - Update Aadhaar Details
 - Reset Mobile Number
- Grievance/Support
 - Grievance/Suggestions

Welcome to Aaple Sarkar Direct Benefit Transfer Scrutiny Portal *All reports last updated on 17/12/2021 00:00:00

Institute Disbursement Report

Department Name:

Scheme Name:

Installment:

Financial Year:

[Get Bill Data](#)

[Export to XLS](#)

Department	Scheme	Application No	Beneficiary Name	Beneficiary Mobile No	Institute Name
VJNT	Post Matric Scholarship to OBC Students	2021VJO1001930906	Pratiksha Prakash Dhole	7020735448	DH3451 - Mahila Mahavidyalaya, Jo Chowk, Amravati
VJNT	Post Matric Scholarship to OBC Students	2021VJO1001651595	Khushi Narendra Devghare	8007889583	DH3451 - Mahila Mahavidyalaya, Jo Chowk, Amravati
VJNT	Post Matric Scholarship to OBC Students	2021VJO1002177476	Isha Subhash Yadav	9049822678	DH3451 - Mahila Mahavidyalaya, Jo Chowk, Amravati

Mahila Mahavidyalaya, Jog Chowk, Amravati Welcome, DH3451_Clerk ▾ Home




 Scrutiny Portal

Direct Benefit Transfer Scrutiny Portal *All reports last updated on 17/12/2021 00:00:00

- Home
- Scrutiny
- Reports ▾
 - DBT Dashboard
 - Status wise Application Detail Report
 - Student Disbursement Report
 - Institute Disbursement Report
- Institute ▾
 - Institute Profile
 - Update Aadhaar Details
 - Reset Mobile Number
- Grievance/Support ▾
 - Grievance/Suggestions

Student Disbursement Report

Department Name

Scheme Name

Installment

Financial Year

Department	Scheme	Application No	Beneficiary Name	Beneficiary ID	Beneficiary Mobile No	Ina
SJD	Government of India Post-Matric Scholarship	2021SJS1001255967	Kalpana Rahul Borkar	BMHMC09574164	9623936332	DH; Mal Am
SJD	Government of India Post-Matric Scholarship	2021SJS1001297706	Klyani Hanumant Jadhav	BMHMC09520267	8600759399	DH; Mal Am

Mahila Mahavidyalaya, Jog Chowk, Amravati Welcome, DH3451_Clerk ▾ Home




 Scrutiny Portal

Welcome to Aaple Sarkar Direct Benefit Transfer Scrutiny Portal

- Home
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 - Student Disbursement Report
 - Institute Disbursement Report
- Institute ▾
 - Institute Profile
 - Update Aadhaar Details
 - Reset Mobile Number
- Grievance/Support ▾
 - Grievance/Suggestions

Status wise Application Detail Report

Department Name

Scheme Name

StatusName

Financial Year

OR

Application No

*All reports last updated on 17/12/2021 00:00:00

Mahila Mahavidyalaya, Jog Chowk, Amravati Welcome, DH3451_Clerk Home

आपले सरकार महाDBT Scrutiny Portal

Welcome to Aaple Sarkar Direct Benefit Transfer Scrutiny Portal *All reports last updated on 17/12/2021 00:00:00

- Home
- Scrutiny
- Reports
 - DBT Dashboard
 - Status wise Application Detail Report
 - Student Disbursement Report
 - Institute Disbursement Report
- Institute
 - Institute Profile
 - Update Aadhaar Details
 - Reset Mobile Number
- Grievance/Support
 - Grievance/Suggestions

DBT Dashboard (Last Report Updated: 17/12/2021 05:34:24)

Financial Year:

[Expand All](#) [Export to XLS](#)

Department	Application Received	Cancelled	Net Received	Rejected	Sent back to applicant	Approved By Institute	Pending At Institute
Directorate of Higher Education	38	1	37	1	2	34	0
OBC, SEBC, VJNT & SBC Welfare Department	415	28	387	6	8	373	0
Social Justice and Special Assistance Department	166	5	161	0	3	157	1
Tribal Development Department	29	4	25	0	1	24	0
Grand Total	648	38	610	7	14	588	1

<https://dbtworkflow.mahaonline.gov.in/Dashboard/Report>

4) Examination

S.G.B.A. University, Amravati sgbau.ucanapply.com/smartexam/public/college/student-verification

SANT GADGE BABA AMRAVATI UNIVERSITY EXAMINATION SYSTEM Winter 2021

Post Exam Dashboard Session Winter 2021 Mahila Mahavidyalaya ,Amravati

Student Verification

Course Type: Course: Support

Semester: Student Type: Form: [Search](#) [Reset](#)

Bachelor Of Commerce (Semester Pattern) (BCOM) 113 (Mahila Mahavidyalaya ,Amravati)

Total Students : 129

Verification Status:

Show entries Search:

	Student Name	Reg No	Mobile	Form Status	Verification Status	Remarks	Action
<input type="checkbox"/>	Anjali Sudhir Pande		9699191305	Complete	Verified-Clg		View Edit Delete

3:58 PM 15/12/21

S.G.B.A. University, Amravati

sgbau.ucanapply.com/smartexam/public/college/dashboard

SANT GADGE BABA AMRAVATI UNIVERSITY
NAAC Accredited with Grade 'A'

EXAMINATION SYSTEM Winter 2021

Session Winter 2021 | Mahila Mahavidyalaya, Amravati

Post Exam Dashboard

Post Exam Activity

- EXAM FORM
- STUDENT DETAILS CORRECTION
- NEW ADMISSION/ENROLLMENT REGISTRATION
- EVS STUDENT DATA UPLOAD
- STUDENT VERIFICATION

Report Section

Confidential Section

Login Details

Support

5:40 PM 14/12/21

S.G.B.A. University, Amravati

sgbau.ucanapply.com/smartexam/public/

SANT GADGE BABA AMRAVATI UNIVERSITY
NAAC Accredited with Grade 'A'

EXAMINATION SYSTEM

STUDENT
Click here to Login Portal

ADMINISTRATOR LOGIN
To Login click here...

COLLEGE-CENTER LOGIN
To Login click here...

RESULT
Click Here to See Result Details ...

HelpDesk
Click Here ...

News

Notification **Read more...**
Instruction for Exam form **Read more...**
 Notice - Online Exam form(Winter-2021)- Date - 30/11/2021 to 10/12/2021 (regular fees) REGULAR EXAM FORM FOR ALL COURSES LIVE- UG & PG -1SEM / 3SEM / 5SEM / 7SEM / 9SEM BACKLOG ONLY ENGINEERING UG COURSES LIVE- 1SEM / 2SEM / 3SEM / 4SEM / 5SEM / 6SEM / 7SEM / 8SEM / 9SEM / 10SEM **5th sem Bachelor of engineering form are live now. Please fill your form once who ever have filled previous. Since subject has changed now all previously filled formed are cancelled. Form filled before 5/12/2021 4 pm will not be considered valid form for 5h sem engg. B.Tech form will be live soon.**

Instructions

Keep the following items in your hand before applying :

- Email id
- Mobile no
- Scanned photograph (Less than 100KB) Only jpeg, jpg formats are allowed.
- Scanned signature (Less than 100KB) Only jpeg, jpg formats are allowed.
- Scanned copy of Transfer certificate, 12th Marksheet, Cast Validity (if applicable), Non-creamy Layer(if applicable), Equivalent Certificate(if applicable), Migration Certificate (if applicable), Passport No (if applicable), Copy of Pass Book of Nationalised Bank, Voter ID, Adhar Card (Less than 100KB) Only jpeg, jpg formats are allowed.
- Candidates are instructed to read the eligibility clauses carefully from prospectus before applying to any course,S.G.B.A. University, Amravati will not be responsible for errors made by candidates in such cases, and application fees paid in such cases will not be refunded.

Technical HelpDesk Details

Please Use Your PRN as Username and Password
Guidelines For Students Exam Form Filling
Guidelines For College Login

For Marathi :

Mobile : +91-9420589381
 Email Id : sgbau.helpline@gmail.com

For Hindi :

Mobile : +91-7225940167

S.G.B.A. University, Amravati Smart Examination System © 2021 - 2022

5:39 PM 14/12/21

S.G.B.A. University, Amravati

sgbau.ucanapply.com/smartexam/public/college/jsper-report

SANT GADGE BABA AMRAVATI UNIVERSITY
NAAC Accredited with Grade 'A'

Search Menu ...

EXAMINATION SYSTEM Winter 2021

Post Exam Dashboard | Dashboard / Multiple Report | Session Winter 2021 | Mahila Mahavidyalaya ,Amravati

Multiple Report

Report Type: All Exam Report

Select Report *: -- Select --

Select Report Type *: -- Select --

Get Report

Please wait until current report is generated. Have patience, don't press Get Report Button repeatedly.

Support

5:44 PM 14/12/21

S.G.B.A. University, Amravati

sgbau.ucanapply.com/smartexam/public/college/jsper-report

SANT GADGE BABA AMRAVATI UNIVERSITY
NAAC Accredited with Grade 'A'

Search Menu ...

EXAMINATION SYSTEM Winter 2021

Post Exam Dashboard | Dashboard / Multiple Report | Session Winter 2021 | Mahila Mahavidyalaya ,Amravati

Multiple Report

Report Type: All Exam Report

Select Report: SGPA OLD MARKS REPORT

For Studenttype *: -- Select --

For Institute *: -- Select --

For Course Type *: -- Select --

For Course *: -- Select --

Get SGPA OLD MARKS REPORT

Please wait until current report is generated. Have patience, don't press Get Report Button repeatedly.

Support

5:45 PM 14/12/21