

GOVERNMENT OF INDIA
MINISTRY OF EDUCATION
DEPARTMENT OF HIGHER EDUCATION

LOK SABHA

UNSTARRED QUESTION No. 44

ANSWERED ON 04/12/2023

ESTABLISHMENT OF GRIEVANCE REDRESSAL CELL FOR STUDENTS

44. SHRI G.M. SIDDESHWAR:

SHRIMATI POONAM MAHAJAN:

Will the Minister of EDUCATION be pleased to state:

- (a) whether the Government proposes to establish a grievance redressal cell to resolve the grievances of students who have applied for various scholarships online;
- (b) if so, the details thereof and the time by when it is likely to be established;
- (c) whether the Government has initiated action for resolving the issues of students where online application for scholarship were mistakenly rejected and if so, the details thereof;
- (d) whether it has come to the notice of the Government that the students get no response when they raised their complaint against the wrong rejection of application for scholarship; and
- (e) if so, the details thereof and the steps taken/proposed to be taken in this regard?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF EDUCATION

(DR. SUBHAS SARKAR)

(a) to (e): The scholarship schemes are implemented online as per the respective scheme guidelines through the National Scholarships Portal (NSP) namely <https://scholarships.gov.in>. The NSP has phone-based helpdesk, available from 8.00 A.M. to 8.00 P.M. on all days except holidays. In addition, a dedicated e-mail is also made available on the portal. Applicants can also lodge grievances online on Centralized Public Grievance Redress and Monitoring System (CPGRAMS).

Verification of the applications are conducted by the authorities in the college/ universities where the students are studying. The verification officers apply due diligence while verifying an application and the students are provided opportunities to provide additional documents to support their claims. Further, the All India Council of Technical Education (AICTE) has developed an online Centralized Support System (CSS) to facilitate resolving of grievances of all stakeholders in the AICTE approved institutions. The weblink for the portal is <https://css.aicte-india.org/login>. The University Grants Commission (UGC) also have an online facility for handling grievances of students available at <https://samadhaan.ugc.ac.in/Home/Index> . Payment to the students eligible to receive scholarships is done through Direct Benefit Transfer (DBT) mode to the Bank Account of the student. The Public Financial Management System (PFMS) processes the payments for scholarships. To facilitate rectification of mistakes committed, if any, PFMS has provided an online facility to check the payment status under ‘Track NSP Payments’ on the portal at <https://pfms.nic.in/static/NewLayoutCommonContent.aspx?RequestPagenam=static/TrackNSPpayments.aspx> .
