

**GOVERNMENT OF INDIA
MINISTRY OF SOCIAL JUSTICE AND EMPOWERMENT
LOK SABHA**

**UNSTARRED QUESTION NO.3707
TO BE ANSWERED ON 21.12.2021**

GRIEVANCE REDRESSAL MECHANISM FOR PRE AND POST MATRIC SCHOLARSHIPS

3707. DR. MOHAMMAD JAWED:

Will the Minister of SOCIAL JUSTICE AND EMPOWERMENT be pleased to state:

- (a) the names of the States that have put in place Grievance Redressal Mechanism to address the problems of students trying to access the Pre and Post Matric Scholarship;
- (b) the States that do not have any such mechanism; and
- (c) the plan of the Government to ensure that all States institutionalise Grievance Redressal Mechanism and if so, the timeframe to complete this?

ANSWER

**MINISTER OF STATE FOR SOCIAL JUSTICE AND EMPOWERMENT
(SHRI A. NARAYANASWAMY)**

(a) to (c): Under the Centrally Sponsored Pre and Post Matric Scholarship Schemes run by the Ministry of Social Justice & Empowerment, the State Governments/UT Administrations are the implementing agencies. The scheme guidelines mandate availability of Grievance Redressal Mechanism for handling issues in a prompt manner in order to assist and help the target group. This Department does not maintain details of Grievance redressal mechanisms available in the States.

At the Central level also, a grievance redressal mechanism for all schemes is already in place in Centralized Public Grievance Redress and Monitoring System (CPGRAMS) available to the citizens to file their grievances to the public authorities on any subject related to service delivery. It is a single portal connected to all the Ministries/ Departments of Government of India and States.
