

GOVERNMENT OF INDIA
MINISTRY OF EDUCATION
DEPARTMENT OF HIGHER EDUCATION

LOK SABHA

UNSTARRED QUESTION No. 546

ANSWERED ON 06/02/2023

GRIEVANCES OF STUDENTS

†546. DR. MANOJ RAJORIA:
SHRIMATI RANJEETA KOLI:
SHRI BALAK NATH:
SHRI SUMEDHANAND SARASWATI:

Will the Minister of EDUCATION be pleased to state:

(a) whether the Government proposes to set up a grievance redressal cell to address the grievances of the students who apply online for various scholarships in the country including Rajasthan and if so, the details thereof;

(b) whether the Government proposes to start a grievance redressal cell in the Financial Management System for redressal of grievances and if so, the details thereof; and

(c) whether the Government has any system in place to rectify the mistake committed while applying in the Public Financial Management System and if so, the details thereof?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF EDUCATION
(DR. SUBHAS SARKAR)

(a):The scholarship schemes are implemented through the National Scholarship 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. Further, applicants can also lodge grievances online on Centralised 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. NSP has a provision where a verification officer can mark an application 'defective' if she/ he finds some inconsistency in the application and seeks additional information/ documents for decision. The verification officers are advised to apply due diligence while verifying an application. In addition, the AICTE has developed an online Centralised 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/>.

(b) & (c): The applications for scholarships are processed and verified online as per respective scheme guidelines. Payment of 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 <https://pfms.nic.in/static/TrackNSPpayments.aspx>.
