

GOVERNMENT OF INDIA
MINISTRY OF EDUCATION
DEPARTMENT OF HIGHER EDUCATION

LOK SABHA
UNSTARRED QUESTION NO. 1775
ANSWERED ON 31.07.2023

EdTech Sector

1775. SHRI RAVNEET SINGH BITTU:

Will the Minister of EDUCATION be pleased to state:

- (a) whether it is a true that a large number of complaints have been made by the users against the educational technology or EdTech sector;
- (b) if so, the details thereof during the last three years, year-wise and EdTech company-wise;
- (c) whether many prominent EdTech companies are also facing financial crisis situations as well as funding issues, if so, the details thereof;
- (d) the details of the general nature of complaints being filed against these companies;
- (e) whether the Government is taking any measures to bring in more transparency in the working of the EdTech Sector in the country to make it more effective and useful for the students in future;
- (f) if so, the details thereof and if not, the reasons therefor; and
- (g) if so, the details of the EdTech Companies during the last three years?

ANSWER

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

(a) to (g) In order to ensure transparency and safeguarding students' interest, Department of School Education & Literacy has issued advisory on 23rd December, 2021 which includes do's and don'ts for the stakeholders. It has also reiterated legal provisions for e-commerce firms (which were notified by the MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (Department of Consumer Affairs)) for information to citizens who are consumers of ed-tech services. The details may be seen at <https://pib.gov.in/PressReleasePage.aspx?PRID=1784582>.

A few complaints have been received by University Grants Commission (UGC) and All India Council for Technical Education (AICTE) regarding grievances against Ed-tech platforms. Considering this UGC and AICTE have issued multiple public notices advising the students to check recognition/entitlement status of programme on official website before enrolling any course. These advisories can be accessed at <https://deb.ugc.ac.in/Latest/OL>.

University Grants Commission (UGC) has constituted Complaint Redressal Committee (CRC) for processing complaints related to violations of UGC (ODL Programmes and Online Programmes) Regulations, 2020. These regulations prohibits franchise arrangement with private sector and the ownership of offering online programmes shall be that of HEIs only. The CRC examines complaints as and when received are examined and suggests various corrective/punitive measures to address the issues. More than 70 top ranked Universities are offering over 350-degree programme under these regulations.

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