

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

**UNSTARRED QUESTION NO.2699
TO BE ANSWERED ON 02.08.2022**

PRE AND POST MATRIC SCHOLARSHIP

2699. SHRI SYED IMTIAZ JALEEL:

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

- (a) the details and names of the States that have put in place a Grievance Redressal Mechanism as per provision of Pre and Post Matric Scholarship (PMS) guidelines to address problems of students trying to access PMS scholarships and the Grievance Redressal Mechanisms in place presently, State-wise;
- (b) the States that do not have any such mechanism;
- (c) the plans of the Government to ensure that all States institutionalise Grievance Redressal Mechanism and the expected time for the same;
- (d) the fund flow mechanism under PMS-SC as per PMS guideline, 2021; and
- (e) whether the Government has launched the national scholarship portal as per the PMS guideline 2021 and if so, the details thereof?

ANSWER

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

(a) to (c): As per the information provided by the State Governments, most of the States/UTs have set up a Grievance Redressal Mechanism under Pre and Post Matric Scholarship. Details are given in Annexure. As per the guidelines of the Post Matric Scholarship Scheme for SC students, the State Governments/UT Administrations, through which the scheme is being implemented, are required to set up an online grievance redressal mechanism linking all the authorities responsible for implementation on the scholarship portal.

(d): The fund flow mechanism under PMS-SC as per the PMS guidelines is as under:

1. The entire scholarship amount - both from the State and Central Government - including the tuition fees, academic allowance and any other admissible allowance is paid directly into the account of the students ONLY through DBT preferably through an Aadhaar Based Payment System (Aadhaar Payment Bridge) from 2021-22.
2. Starting from 2021-22, the Central share in the scheme is also released in DBT mode directly into the bank accounts of the students.

(e): Yes, Sir. The Government has launched a Central portal as per the PMS guidelines 2021. Some of the salient features of the portal are as under:

- The portal obtains complete database of the beneficiaries under various scholarship schemes from the States/UTs to ensure de-duplication of the beneficiaries.
- The portal is integrated with PFMS for scrutiny of the Aadhar (in case of Aadhar based payment)/Bank Account details submitted by the students for the payment.

It is Integrated with PFMS for DBT of Central Share.

Annexure referred to in reply of part (a) and (c) of reply to Lok Sabha Unstarred Question No. 2699 for answer on 02.08.2022

(The information provided by the State Governments regarding Grievance Redressal Mechanism under Pre and Post Matric Scholarship for SCs)

S.No.	Name of the State	Whether Grievances Redressal Mechanisms in place presently	Remarks/Details
1.	Andhra Pradesh	Yes	Andhra Pradesh has a Grievance Redressal Mechanism in Jnanabhumi portal for post matric scholarships scheme. In case of pre matric scholarships program, similar grievance mechanism is available under New Beneficiary Management (NBM) portal at the level of the village/ward secretariats, which exist at the grassroots level in our state of Andhra Pradesh.
2.	Assam	No	There is no specific Grievance Redressal Mechanism in Assam regarding Pre and Post Matric Scholarship for SC students but grievances are received through official e-mail of Directorate of Welfare of SC, Assam.
3.	Bihar	Yes	Public Grievance Redressal Officer (PGRO) has been appointed by the State Government which covers all the schemes of the state government as well as the scholarship scheme. In addition, Bihar has a Grievance Redressal Mechanism in Pmsonline.bih.nic portal for post matric scholarships scheme.
4.	Chandigarh	No	No such Grievance Redressal Mechanism has been adopted by the UT Chandigarh in respect of Pre and Post Matric Scholarship.
5.	Chhattisgarh	Yes	A provision of student helpdesk has been kept in the portal to solve the problems of the students. Facility is provided to register complaints for the problems such as payment status, reason for successful/failed payment, account statuses etc. faced by the students in getting scholarship and being resolved through the facilities available on the portal.
6.	Daman and Diu	Yes	UT of DNHDD has set up scholarship cell which consist of officers from Social Welfare Department and Education Department and the entire grievance are handled through scholarship cell. The Scheme is already on boarded on NSP.
7.	Delhi	Yes	Delhi has a proper system to deal the public complaints and grievances with regards to Pre Matric and Post Matric Scholarship along with state scholarship schemes through RTI/PGMS/CPRAM/LG portal.
8.	Goa	Yes	In case of any difficulties that the students might face while applying on the portal, the students can directly contact the technical assistant whose number is already provided to the concern institutions or students can contact info-tech

			corporation, altinho Panaji-Goa in case of any difficulties.
9.	Gujarat	Yes	In Gujarat at the State level and District level concern Deputy Director, Scheduled Caste Welfare are designated as a Grievances redressal Officer for answering grievances for Post Matric Scholarship Scheme. More over in Gujarat there is toll free Number (18002335500) for Students for any query regarding scholarship.
10.	Haryana	Not reported	
11.	Himachal Pradesh	Yes (through H.P. Mukhya Mantri Seva Sankalp Portal)	Till date no provision is available for the redressal of the grievances of students as per pre and post matric scholarship guidelines on National Scholarship Portal. At present students is frequently using H.P. Mukhya Mantri Seva Sankalp Portal for the filing of their grievances regarding scholarships.
12.	Jammu & Kashmir	Yes	The Required Grievance Redressal system is already present in UT Scholarship Portal, where the student can log any grievance related to the Scholarship Scheme by entering the unique PMS ID. In Addition to this, the UT has also LG grievance cell where student can log their grievance related to the said scheme and the same are resolved on priority. Jammu & Kashmir has a Grievance Redressal Mechanism in www.jk.gov.in portal for post matric scholarships scheme.
13.	Jharkhand	Yes	There is a Grievance Redressal Mechanisms in State portal. There is also State level monitoring and approval committee under the chairmanship of Tribal Welfare Commissioner and District level monitoring and approval committee under the chairmanship of Deputy Commissioner for Scholarship Scheme.
14.	Karnataka	Yes	Department has set up a 24/7 helpline center to deal with student grievances. The Government of Karnataka has also established a separate Scholarship Cell under the supervision of the officer in the rank of Deputy Director, who is completely monitoring the grievance Redressal mechanism and solving the problems immediately.
15.	Kerala	Yes	As of now, technical supporting staffs are appointed at the Directorate and District Complaints regarding Pre Matric and Post Matric Scholarship. They are addressing students' issues and complaints verbally, on the phone, through E-mail and in person.
16.	Madhya Pradesh	Yes	State has a grievance redressal mechanism named as "CM Helpline" where student and institute can raise their complaint. Department has also setup a helpdesk unit where students and educational institutes can call and raise their complaints through helpdesk team on given toll free number.

17.	Maharashtra	Yes	The State Government of Maharashtra implements PMS-SC through a unified online portal namely 'MahaDBT' which has the online facility for the students and colleges/ institution to register their grievances on the portal. In case of Pre Matric Scholarship Scheme for SC, the scheme is being implemented offline till AY 2021-22, the state government has directed the District offices and Field offices to depute a "Student Assistance Cell" as Grievance Redressal Cell where the students, parents and their schools can register their grievances.
18.	Manipur	No	There is no such mechanism for grievance redressal in place currently for Manipur State.
19.	Odisha	Yes	The government of Odisha has set up a call center (Sanjog Helpline) with dedicated executive for receiving calls from stakeholders regarding pre and post matric scholarship.
20.	Puducherry	Yes	Government of Puducherry is already having a public grievances redressal mechanism under NIC. Puducherry has already on boarded on NSP and does not have separate scholarship portal and grievance redressal officers have been designated and communicated to the NSP.
21.	Punjab	Yes	State of Punjab has launched a portal namely "Dr. Ambedkar Scholarship Portal" which contains the contact details/e-mail ID of concerned State/District and Tehsil level officers of Social Justice, Empowerment & Minorities Department. On which students can contact for Grievance Redressal.
22.	Rajasthan	Yes	Rajasthan has sampark portal existed for redress the various departments' grievances. There is no separate redressal mechanism for social justice & empowerment department.
23.	Sikkim	Yes	The State has its own State scholarship portal - www.socialwelfarescholarships.sikkim.gov.in to address problems of student trying to access PMS scholarships. Also phone numbers of dealing staff are given for grievance redressal.
24.	Tamil Nadu	Yes (through Nodal Officer)	In the State of Tamil Nadu for post matric and pre matric scholarships scheme, only feedback mechanism is available as of now where the students can give their feedback. As of now, the grievances of the students reach to the Department through the nodal officer of the institution and these are redressed.
25.	Tripura	Yes	In the State of Tripura , Grievance Redressal Portal is available for addressing problems of students trying to access PMS scholarship (Pre and Post Matric Scholarships) namely public portal (PG-portal).
26.	Uttar Pradesh	Yes	On State Portal SAKSHAM, Grievance Redressal Mechanism option is available there for problems

			of students regarding scholarship where students can register their complaints and grievances.
27.	Uttarakhand	Not reported	
28.	West Bengal	Yes	West Bengal has Helpline No. : 8420023311 for Grievances Redressal. Student can also write their grievances and complaints to bcwoasis@gmail.com.
