

**GOVERNMENT OF INDIA  
MINISTRY OF EDUCATION  
DEPARTMENT OF HIGHER EDUCATION**

**LOK SABHA  
UNSTARRED QUESTION No. 3670  
TO BE ANSWERED ON 8<sup>TH</sup> AUGUST, 2022**

**Grievance Redressal Cell**

**3670. SHRI N.K. PREMACHANDRAN:**

**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 applied for various scholarships on online and if so, the details thereof;
- (b) whether the Government initiated action for resolving the issues of students where online application for scholarship were mistakenly rejected and if so, the details thereof;
- (c) whether it comes to the notice of the Government that there is no response when the students raised their complaint against the wrong rejection of application for scholarship and if so, the details thereof;
- (d) whether the Government proposes to introduce a method in financial management system to redress the grievances and complaints and if so, the details thereof; and
- (e) the system followed by the Government to correct the mistake in processing the application in public financial management system?

**ANSWER**

**MINISTER OF STATE IN THE MINISTRY OF EDUCATION**

**(DR. SUBHAS SARKAR)**

(a) to (c):The scholarship schemes are implemented online 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 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. 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 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://grievance.ugc.ac.in/> .

(d) & (e): 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.

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