

GOVERNMENT OF INDIA  
MINISTRY OF EDUCATION  
DEPARTMENT OF HIGHER EDUCATION  
**LOK SABHA**  
**UNSTARRED QUESTION NO-2465**  
ANSWERED ON- 04/08/2025

**Review of National Testing Agency (NTA)**

2465. Shri Sasikanth Senthil:

Will the Minister of EDUCATION be pleased to state:

- (a) whether the Government has received complaints regarding technical glitches, question paper discrepancies or procedural delays in examinations conducted by the National Testing Agency (NTA) during the current year, if so, the details thereof;
- (b) whether the Government proposes to undertake a comprehensive review on the operational procedures and governance structure of the NTA;
- (c) if so, the details thereof including the timeline and scope of such review;
- (d) whether any steps have been taken/proposed to be taken to enhance transparency accountability and grievance redressal mechanisms within the NTA, if so, the details thereof;
- (e) whether the Government has constituted or proposes to constitute any enquiry or Expert Committee to examine the conduct of recent examinations held by NTA, if so, the details thereof; and
- (f) whether the Government has considered any institutional reforms or structural changes to strengthen the functioning of NTA, if so, the details thereof?

**ANSWER**

MINISTER OF STATE IN THE MINISTRY OF EDUCATION  
(DR. SUKANTA MAJUMDAR)

(a) to (f): The National Testing Agency (NTA) was established in 2018 as a specialized organization to conduct examinations for Admission/Fellowship in Higher Education Institutions. Since its inception in 2018, NTA has successfully conducted over 250 examinations involving over 5.5 crore candidates.

The major examinations conducted by NTA since January 2025 include JEE (Main), CUET(PG), NEET(UG), UGC-NET, CUET(UG) among others. The aforesaid examinations have been conducted successfully and results of the same have also been declared. NTA has informed that NTA helpdesk receives queries/complaints/grievances regarding examinations, which are redressed as per established procedure. Complaints relating to technical glitches have also been redressed in accordance with factual ground reports, while ensuring that the interest of all candidates is protected. Any issues related to Questions/Keys are transparently settled by

subject experts through the Answer Key Challenge Process. Overall process of examinations has been conducted by NTA successfully.

In order to suggest effective measures for transparent, smooth and fair conduct of examinations by NTA, the Ministry of Education constituted a High-Level Committee of Experts (HLCE) on 22.06.2024. The Committee has submitted its report on 21.10.2024 and has recommended Reformation of National Common Entrance Testing including strengthening of NTA, institutional linkage with States, involvement of Test Indenting Agencies as Knowledge and Examinations partner etc.

The HLCE has also laid out measures and recommended Standard Operating Procedures (SOPs) to prevent breaches in both Pen and Paper Test (PPT) and Computer Based Test (CBT) examinations. Guidelines for Question Paper Setting and Vetting as per defined protocols have also been recommended. Further, besides other recommendations, the HLCE has called for detailed framework to be developed on Testing Centre Allocation Policy to prevent any unusual pattern of test centre allocation to students. The HLCE has called for Grievance Reporting and Redressal Cell of NTA to be equipped with AI/ML- based technology power to quickly assess and provide a response to the stakeholder query/complaint within a reasonable time frame.

For strengthening of the NTA, 16 new posts have been created in NTA, 8 each at the Director and Joint Director levels. Institutional linkages with States and Districts have been established.

A High-Powered Steering Committee, chaired by Dr. K. Radhakrishnan, former Chairman, I.S.R.O. is already constituted to oversee the implementation of reforms in the conduct of national-level examinations by the NTA.

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