

National Scholarship Portal

Frequently Asked Questions (FAQ) for Institutes

Version 1.3



Institute FAQ's

1. What is the process to change existing INO (Institute Nodal Officer) and HoI (Head of Institute)?

Ans. DNO/ SNO can change the existing HoI or INO of the institutes. The institutes are advised to contact SNO/ DNO along with the Aadhaar details of the respective HoI/INO. Please refer the below path on the NSP portal to navigate the list of contact details of SNOs/DNOs-

- **Public Corner → Nodal Officers (District-wise) → View**

The direct link is provided as below:

<https://scholarships.gov.in/districtNodalOfficerDetails>

After updating the Aadhaar details, HoIs/INOs are required to perform face Authentication process through NSP FaceAuth application. For detailed process please refer **Step B: Procedural Steps (in case of INO and HoI of Existing Institute who have Login ID & Password** under the document i.e. User Manual of BioAuth in face authentication mode

https://scholarships.gov.in/public/userManual/UserManual_for_INO_and_HoI_to_perform_FaceAuth_withnewvalidations.pdf

2. What are the steps to onboard a new institute (The institute which is not registered on NSP)?

Or

What are the steps to fill KYC Registration form for INO and HoI?

Ans. INO and HoI users will-

- a. Visit the website <https://scholarships.gov.in/>. Under **Institute Corner'** section, click on **Apply Now** under **Registration Form** to register as a New User.

- b.** INO fills the KYC Registration Form by entering the necessary details of the institute and the personal information of the INO and HoI.
- c.** Both the INO and HoI perform Aadhaar-based face authentication using the **NSP Face Auth** and **Aadhar Face RD** app (only available for Android device users). For step-by-step process, please refer to **Step A: Procedural Steps (in case of INO and HoI of New Institute who are in the process of Institute's KYC Registration and have Form reference No.)** under the document i.e. User Manual of BioAuth in face authentication mode
https://scholarships.gov.in/public/userManual/UserManual_for_INO_and_HoI_to_perform_FaceAuth_withnewvalidations.pdf
- d.** INO takes the printout of KYC Registration Form. After printing, INO completes the form by pasting his or her passport sized photograph and attach his/her identity proof.
- e.** HoI attests and verifies duly completed KYC Registration form and submit the hard copy of form to DNO/SNO for final approval.
- f.** Once DNO/SNO approves the KYC Registration Form on the portal through their login, Login Credentials of INO and HoI will be sent to their registered mobile numbers.
- g.** For detailed operational steps, please refer the below link:
https://scholarships.gov.in/public/userManual/KYC_REGISTRATION_PROCESS_INSTITUTES_V1.1.pdf

3. What are the steps for Aadhar based Face Authentication. What is to be done and whom to be approached?

Ans.

A. First INO user would-

- Search for and install the **NSP Face Auth app** from the Google Play Store (available only for Android devices) and open it.
- In case of a new institute INO will click on "NEW INSTITUTE WITH FORM REF. NO." and select "INO" under the "I am" field.

- Next complete the process by following instructions in the upcoming screens (For detailed steps please refer to User Manual of BioAuth in face authentication mode

https://scholarships.gov.in/public/userManual/UserManual_for_INO_and_HoI_to_perform_FaceAuth_withnewvalidations.pdf

- Once authenticated, a screen confirming **successful Aadhaar-based Face Authentication** will be popped up.

B. Once the above process done by INO user, the HoI user will follow the same steps for face authentication process.

4. What should INO do in case of the Institute is not visible to applicants' while filling the scholarship application?

Ans. The INO should ensure the below points for the name of Institute to be visible to applicants while filling the scholarship application-

- The KYC of Institute must be completed.
- The course level and the courses run by the Institute must be updated. INO can update the same from his/her login.

5. Whether INO has to submit a fresh KYC in situation where schools/ colleges have been upgraded and their UDISE/AISHE code has been changed?

Ans. If institutes have been upgraded and have received new AISHE / DISE codes, they need to apply for fresh KYC through new codes and after that Institute should request DNO/SNO to merge the both, old and new institutes.

After merging of Institutes all the applications available in old Institute's profile will be getting reflected in new Institute's profile and Old Institute's login Id would get automatically deactivated. Also, the document on how to apply for KYC is available on the portal under Institute corner. Please refer to the link for the same

https://scholarships.gov.in/public/userManual/KYC_REGISTRATION_PROCESS_INSTITUTES_V1.1.pdf

6. If an INO forgets their login credentials, do they need to submit KYC to the DNO, or can they reset their login credentials using the "Forgot Password" module under the INO login?

Ans.

- INO can re-set its password using "**School/Institute Forgot Password?**" option available on Institute login page. In this case INO is not needed to perform Aadhaar based face authentication.
- The password can also be reset by the DNO/SNO login. However, in this situation, INO will have to provide their AADHAAR related information (AADHAAR Number, Name, Gender, Date of Birth & Mobile number registered with Aadhaar) to DNO/SNO for updation in INO's profile.
- After successful updation of INO by DNO/SNO, new password will be sent to INO's registered mobile number.
- After successful reset of password by DNO/SNO, INO has to perform the Aadhaar based face authentication. (For detailed steps please refer User Manual of BioAuth in face authentication mode

https://scholarships.gov.in/public/userManual/UserManual_for_INO_and_HoI_to_perform_FaceAuth_withnewvalidations.pdf

7. In-case the INO is not able to print the KYC Registration form due to any unfortunate reason and gets logged out, what should Ino do?

Ans. Kindly refer to Step no. 10, screen 10 in the document i.e. "How To Fill Registration Form" manual in the below link under Institute Corner on NSP portal.

https://scholarships.gov.in/public/userManual/KYC_REGISTRATION_PROCESS_INSTITUTES_V1.1.pdf

8. How to activate Institute's HoI Login in-case of new KYC?

Ans. Before HoI's login, INO shall login and update his or her profile. After updation of INO's profile, HoI's login will be activated.

9. How to change the district of an Institute?

Ans. The district of an Institute can be changed only if AISHE / UDISE master is showing the updated (changed) district. NSP system will prompt INO to update the district as per AISHE / UDISE master, once INO logs in the system.

10. How will any institute get suspended?

Ans. Institute's verification section will be disabled as soon as any application belonging to the institute is marked as FAKE by the DNO/SNO/MNO of any scheme and Institute will be known as SUSPENDED INSTITUTE on NSP. During suspension period institute will not be able to verify any application i.e., institute's verification link will be disabled. As soon as any institute gets SUSPENDED, the applications pending for verification at 2nd level & final level verified applications (except those which are pushed to PFMS for payment) belonging to suspended institute will be sent back to institute's level and the same will be verified once again until institute's suspension is REVOKED by re-verification of suspended institute by DNO/SNO/MNO.

11. To whom institute should approach if it gets suspended by NSP?

Ans. The suspended institute can be revoked after re-verification of the institute by the same DNO (who marked the application fake) or by SNO of the state (to which DNO belongs to) or MNO of the scheme. Once institute is revoked then it will have to re-verify all eligible applications again (i.e. applications whose verification date is open by that time). Application verification date depends upon scheme. So, applications belonging to the schemes whose verification date gets over, by the time on which institute is

reverified by INO/SNO/MNO, it will remain unverified at institute level.

While marking applications FAKE, DNO/SNO/MNO will be intimated for the entire workflow / scenario of suspension & revoke process of the institute as an alert by the system.

12. Can approved KYC of an Institute be rejected or cancelled?

Ans. In-case any INO is marked as faked, the KYC of the HoI and INO of the Institute will be invalidated by the NSP portal. The institute shall initiate the process of KYC registration of HoI and INO once again.

13. In-case there is an Institute which is not reflecting in the reports associated with the BioAuth drive available in the SNO and DNO login. What should DNO / SNO shall suggest the Institute as next steps?

Ans. The Institute is not getting reflected because, its KYC has not been done yet. For the BioAuth, the KYC registration of the institute is must as first step. For detailed information, the Institutes are advised to follow the steps mentioned in the below link ('How to fill registration Form' i.e.

https://scholarships.gov.in/public/userManual/KYC_REGISTRATION_PROCESS_INSTITUTES_V1.1.pdf

14. The highlighted Alert message will appear when DNO / SNO is trying to update the Aadhaar details (Aadhaar no., Name, Mobile no., and Gender) of INO / HoI which are already registered on NSP portal for the same INO / HoI. Why is it shown?

Ministry of Communications & IT, Govt. of India A Digital India Initiative User Type (Administrator)
MOMA PREMATIC - DEMO (202324) Login IP: (10.1.65.214) DELHI

Change INO of Institute

Message:- You are trying to update same aadhar details whis is not allowed

DISE / AISHE / NCVT code *

Institute Nodal Officer's Aadhar Number: *

Institute Nodal Officer's Name as In Aadhar: *

Institute Nodal Officer's Date of Birth as In Aadhar: *

Institute Nodal Officer's Gender as In Aadhar: *

Institute Nodal Officer's Mobile Number as In Aadhar: *

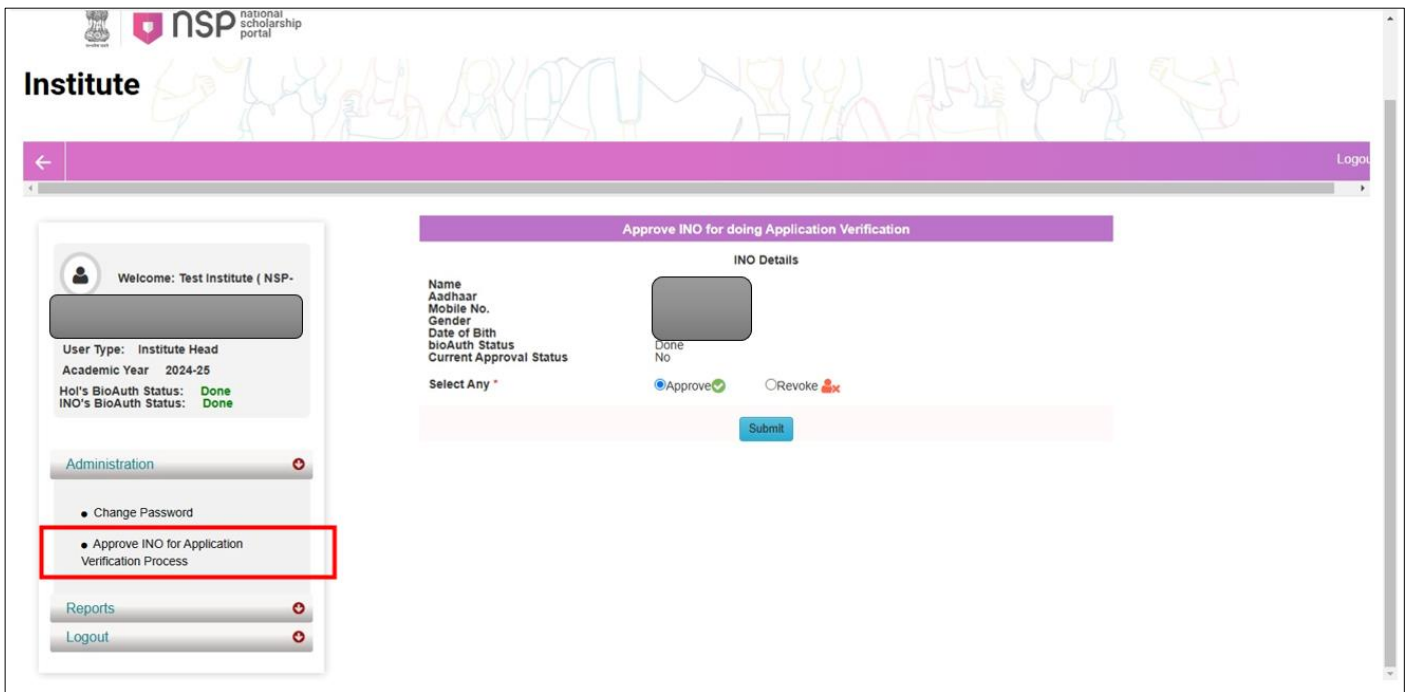
Submit Back to Dashboard

Ans. DNO / SNO are advised not to update same Aadhaar details which are already registered against the INO / HoI.

15. I am unable to view the Application Verification Link under my INO profile. What steps should I do?

Ans. If you are unable to view the Application Verification Link in your INO profile, please follow these steps:

- Verify that the BioAuth process has been completed.
- Ensure your INO profile is at least updated once in the current academic year.
- If the above two steps are complete, request your HoI to enable INO for application verification by using the link i.e. "**Approve INO for Application Verification Process**" through HoI's profile/login. Also, please refer to the red rectangle in the below screenshot for clarity-

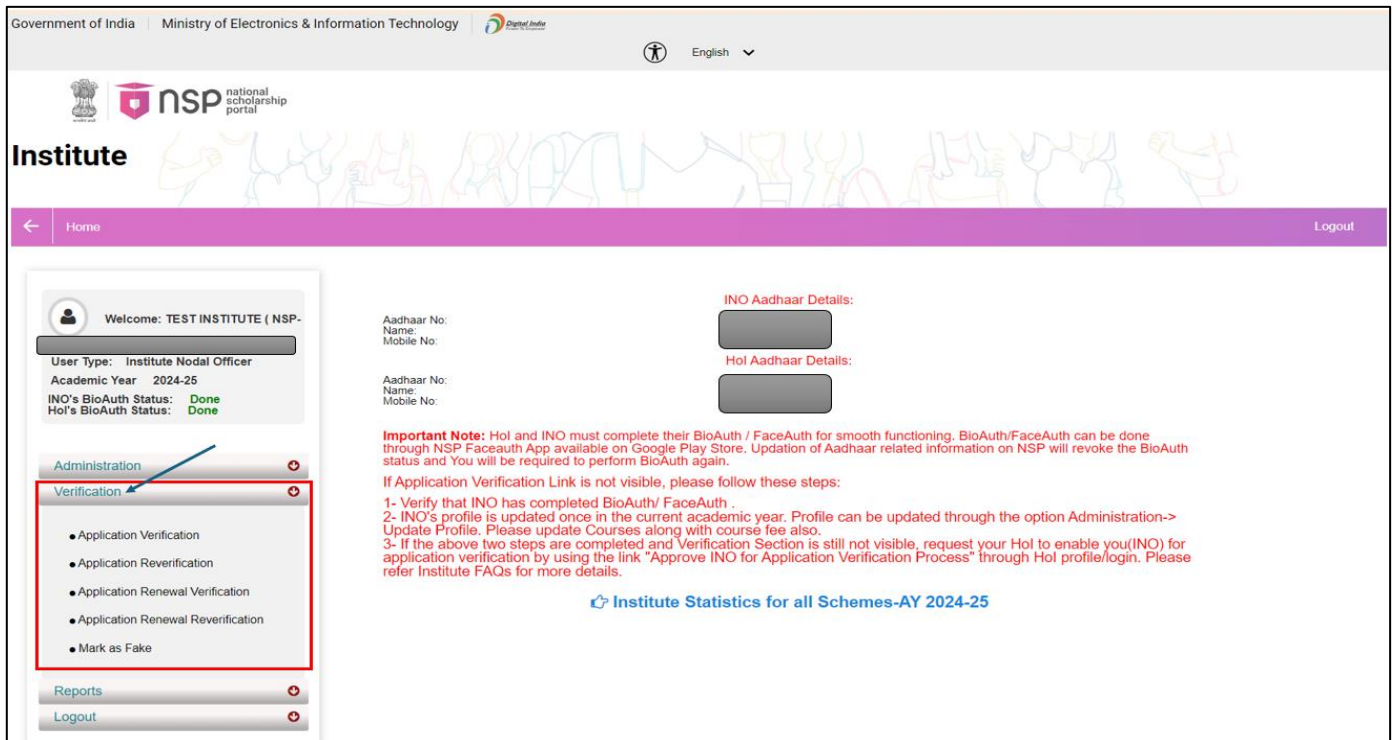


16. How to verify scholarship applications at the INO level?

Or,

What is the use of “Verification” section in INO login?

Ans. All the applications (Fresh and Renewal) finally submitted by the students are made available for verification by L1 (Institute) level under **VERIFICATION** tab in INO login.



As visible in above screen, the **Verification tab** for Fresh and Renewal applications is broadly categorised into 2 categories:

- I. Verification:** All the applications (Fresh & Renewal) finally submitted by student, initially received at the below tabs:
 - **Application Verification:** All the Fresh applications get visible under this tab.
 - **Application Renewal Verification:** All the Renewal applications get visible here.
- II. Reverification:** All the applications (Fresh & Renewal) marked as “Defective” by L1 (Institute level) or L2 (DNO/SNO/MNO) level and then responded by the student, are made available at the below tabs:
 - **Application Reverification:** All the Fresh applications get visible under this tab.
 - **Application Renewal Reverification:** All the Renewal applications get visible here.

Process

- Log in to INO portal.
- Navigate to **Verification** section.
- Then, navigate to required tab among the-
 - Application Verification or,
 - Application Reverification or,
 - Application Renewal Verification or,
 - Application Renewal Reverification tab.
- Authenticate the user using OTP/TOTP.
- Click on **View Details** against the specific scholarship application.
- Update the required parameters, provide remarks, and mark the tick boxes to give their consent to declaration statements.
- Select the appropriate decision among-
 - **Verify:**
 - If all the details submitted by the student in the application are correct, then INO may select the **Verify**

button and the application will get forwarded to L2 level for further verification.

- In this case, the student gets notification via text message on their registered mobile no. that their application has been verified from Institute level.
- **Defect:**
 - If INO is not satisfied with the details submitted by the student in the application, and INO feels that the application can be re-considered upon sought of correct/additional information from student, then INO may select the **Defect** button by mentioning the reason of marking Defect in Remarks text box.
 - In this case, the application will be moved back to the student level and the student gets notification via text message on their registered mobile no. that their application has been marked Defective by the Institute level.
- **Reject:**
 - If INO is not satisfied at all with the details submitted by the student in the application, and INO feels that there is no chance of re-considering the application, then INO may select the **Reject** button by mentioning the reason of marking Reject in Remarks text box.
 - In this case, the application will be rejected permanently, and the student gets notification via text message on their registered mobile no. that their application has been rejected by the Institute level.

Note:

- In cases where INO is willing to reconsider the request submitted by student for the applications rejected by the Institute (L1) level, INO may revoke the status of that application (Fresh or Renewal) by using the below options-
 - **Rejected Applications List (Fresh)**
 - **Rejected Applications (Renewal).**

Below is the path to access the above options-

INO login > Reports > Verified, Defective and Rejected List >

- Rejected Application List (Fresh) Or,
- Rejected Application List (Renewal)

- In this case after revoking the status i.e. **Reject** by INO, such applications would get pending at Institute level and will be reflected under the **Application Reverification or Application Renewal Reverification** tabs under INO login for further necessary action.

17. What happens if any application is marked as Fake by INO?

Ans. INO can mark the application as Fake by using the tab i.e. **“Mark as Fake”**. To access this tab please use the below path-

INO login > Verification > Mark as Fake

Any application marked as “Fake” by INO level cannot be re-considered and the status of application cannot be revoked at all in any condition in the academic year.
