

Institute FAQ's

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

Ans. DNO/ SNO can change the existing Hol or INO of the institutes. The institutes are advised to contact SNO/ DNO along with the Aadhaar details of the respective Hol/INO. Contact details of SNO / DNO are available on the NSP portal (Public Corner→Schemes Nodal Officer at District level). The direct link is provided as below:

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

After updation of the Aadhaar details,Hols/INOs are advised to Login with their respective Login Id and password.

2. What are the steps to fill KYC Registration form for INO and Hol?

Ans. INO and Hol 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 theKYC Registration Form by entering the necessary details of the institute and the personal information of the INO and Hol.
- c. Both the INO and Hol perform Aadhaar-based face authentication using the **NSP Face Auth** and **Aadhar Face RD** app(only available for Android device users).
- d. INO takes the printout of KYC Registration Form. After printing the INO verifies and attests the form. In the similar manner theHol verifies and approves the KYC Registration form for final submission to DNO/SNO.
- e. After completion of all approvals, Login using the Credentialsreceived on mobile.

For detailed steps please refer the below link:

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.
- Click on "NEW INSTITUTE WITH FORM REF. NO." and select "INO" under the "I am" field.
- Enter the KYC Registration number generated during the registration process, then logs in by entering the 6-digit OTP on its registered mobile number.
- After logging in, view the institute's details and click on "Proceed for INO's Face Authentication".
- Read the Consent statement, click "Agree" if you accept, and use your mobile phone's camera to authenticate your face with your Aadhaar.
- 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. 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 KYC through new codes and after that old and new institutes can be merged. Document on how to apply for KYC in AY 2023-2024 is available on the portal.

5. If an INO forgot the login credentials, whether they must submit KYC to DNO {OR} they can reset their login credentials through forget password module under INO login.

Ans.INO can reset its password using "School/Institute Forgot Password?" Option available on Institute login page. The password can also be reset by the DNO/SNO but 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 Aadhaar demo auth. After successful Demo Auth of INO from SNO/DNO login, password reset will be done, and new password will be sent to INO's mobile number verified from UIDAI during DEMO Auth.

6. How institute Hol's / INO's details (i.e. Mobile no., Date of birth, Name, Gender) can be change for the institutes already registered on NSP?

Ans. Contact your respective DNO / SNO along with the Aadhaar information and get the same updated in your Login ID. INO / Hol should ensure that the information which they are going to change on NSP portal must be updated in their Aadhaar at UIDAI.

7. In-case the INO is not able to print the KYC Registration form due to any unfortunate reason and gets logged out (as shown in Screen 9 in the 'How To Fill registration Form' manual in the below link under Institute Corner on NSP portal.

<https://nsp.gov.in/public/manual/Operational Steps Involved In Filling Institute Registration Form.pdf>) or not able to get the Screen 9, then please follow below steps:

- a. Go to Institute Corner on NSP portal.
- b. Click on Fill Registration form again.
- c. Enter 'ASHE/DISE / NCVT code' again, enter 'Captcha' and Click 'Submit'.
- d. It will show INO the 'Print' button again in the tabular grid to view the form (as shown in Screen 12 of the 'How To Fill registration Form' document under Institute corner on NSP portal as mentioned <https://nsp.gov.in/public/manual/Operational Steps Involved In Filling Institute Registration Form.pdf>)
- e. After clicking the 'Print' button as shown in Screen 12, the INO has to again enter the OTP that is sent on his mobile no. for validation and take the printout of the filled KYC registration form.

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

Ans. Before Hol's login, INO shall login and update his profile. After INO's profile updating Hol's login will be activated.

9. How to change the Institute of a District?

Ans. The Institute of the district 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.

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 the institute will be known as SUSPENDED INSTITUTE on NSP.

During suspension period, the institute will not be able to verify any application, i.e., the 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 the suspended institute will be sent back to the institute's level and the same will be re-verified once again until the institute's suspension is REVOKED by re-verification of the 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 the 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 the scheme. So, applications belonging to the schemes whose verification date gets over, by the time on which the institute is re-verified by INO/SNO/MNO, it will remain unverified at the 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 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 a must as first step. For detailed information the Institute is advised to follow the steps mentioned in the below link ('How to fill registration Form').

https://nsp.gov.in/public/manual/Operational_Steps_Involved_In_Filling_Institute_Registration_Form.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)

Login IP: (10.1.65.214)

Scheme: MOMA PREMATIC - DEMO (202324)

State: DELHI

Change INO of Institute

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

DISE / AISHE / NCVT code *

NSP-33333

Institute Nodal Officer's Aadhar Number: *

949612875571

Institute Nodal Officer's Name as In Aadhar: *

DEEP PARAMANIK

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

13/06/2001

Institute Nodal Officer's Gender as In Aadhar: *

Male

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

6295228102

Submit Back to Dashboard

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