FAQ

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. 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/districtNodelOfficerDetails
   After updation of the Aadhaar details, HoIs/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 HoI**

   Ans.

a. As a first Step the INO and HoI shall visit the website https://scholarships.gov.in/ . Under **'Institute Corner'** Section, click on '**Fill Registration Form'** to Register as a New User.
b. Fill the Registration form,
c. Update the photograph on the Registration form,
d. Upload the scanned copy of KYC registration form on NSP portal,
e. Get the form attested by HoI on the NSP portal, further get it approved by DNO/SNO respectively.
f. After completion of all approvals, Login using the Login and password received on mobile.
   For detailed steps please refer the below link:
   https://nsp.gov.in/public/manual/Operational_Steps_Involved_In_Filling_Institute_Registration_Form.pdf

3. **What are the steps for Biometric Authentication. What is to be done and whom to be approach?**

   Ans.

   a. HoIs/INOs of the institutes are advised to make their login functional before proceeding for bio-metric authentication.
   b. If there is a change in the existing HoI/INO, institutes may refer FAQ no. 1. In-case there is no change in the HoI/INO then existing HoI/INO are advised to login on NSP portal with their respective credentials and update their profile. The new institutes may refer FAQ no. 2. For making their profile functional on NSP.
   c. Camps to perform Bio-metric authentication (bioAuth) will be organized at district level by CSC under the supervision of DNOs. The contact details of DNOs can be obtained from the portal (Public Corner→ Schemes' Nodal Officers at District Level). The direct link is https://scholarships.gov.in/districtNodelOfficerDetails.
   d. The nodal ministries for executing the bioAuth drive for the respective state is provided in HoIs'/INOs' logins.

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 have to submit KYC to DNO {OR} they can reset their login credentials through forget password module under INO login.**

   Ans. INO can re-set 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, INOs will have to provide their AADHAAR related information (AADHAAR Number, Name, gender, DoB& 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 in INO's mobile number verified from UIDAI during DEMO Auth.

6. **What shall HoI / INO do to perform bioAuth?**

   Ans. HoIs/INOs are advised to login in their respective NSP profile before proceeding for bioAuth and INO is also required to update the institute profile through his login. The profile can be updated through 'Edit profile' option. Profile updation is mandatory before proceeding for the bioAuth. In-case there is any change in HoI/INOs, the Aadhaar details shall be updated through DNO as advised in the FAQ no.1. HoI's bioAuth is mandatory before INO's bioAuth. If HoI and INO is the same individual, then he has to do bioAuth separately as HoI and INO respectively.

7. **What information shall HoI / INO carry while going to CSC camp for bioAuth?**

Ans. HoI's / INO's are required to report their NSP login ID (without password) and Aadhaar no. to CSC official for bioAuth. bioAuth of HoI / INO will be done in presence of DNO / SNO.

8. **How institute HoI'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 / HoI should ensure that the information which they are going to change on NSP portal must be updated in their Aadhaar at UIDAI.

9. **What to do if OTP is taking time to submit the KYC registration form in Step 4?**

   Ans.

   a. Click on Services, then click on Institute KYC registration Form.
   b. Enter ASHE / DISE code
   c. Then click on Print button to view the form
   d. After form has been displayed, then automatically OTP will be verified

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

    Ans. Before HoI's login, INO shall login and update his profile. After INO's profile updation HoI's login will be activated.**If in the case one institute is having more than one AISHE/DISE/NCVT code, then how the correct form would be selected?**

    Ans. Only one form will be accepted by the system which is correct, and rest of the form will be rejected by the system automatically.

11. How to change Institute District?

Ans. The Institute's 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.

12. 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 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 reverified once again institute's suspension is REVOKED by re-verification of suspended institute by DNO/SNO/MNO

13. To whom institute should approach once it gets suspended by NSP?

Ans. The suspended institute can be revoked after reverification 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 revoked institute 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, will remain unverified at institute level.

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

14. 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.