

INSTITUTE FAQs

National Scholarship Portal

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1 INTRODUCTION TO NSP INSTITUTE MODULE

a) What is the National Scholarship Portal (NSP)?

The National Scholarship Portal (NSP) is a centralized digital platform developed for processing scholarship applications submitted by students across India. The portal integrates scholarship schemes offered by Central Ministries, State Governments, UGC, AICTE, and other agencies.

b) What is the Institute Module?

The Institute Module is a dedicated institutional interface within NSP that allows educational institutions to manage scholarship related activities.

c) Who is an Institute Nodal Officer (INO)?

An Institute Nodal Officer (INO) is the authorized institutional representative responsible for verifying scholarship applications, maintaining institutional information, managing courses and fee structures, and ensuring compliance with NSP and scheme guidelines.

d) Who is the Head of Institution (HoI)?

The Head of Institution (HoI) is the senior institutional authority responsible for certifying institutional authenticity and supervising scholarship verification activities.

2 LOGIN & ACCOUNT MANAGEMENT

a) How can INO users log in to the portal?

The Institute Nodal Officer (INO) can access the portal using the authorized login credentials assigned by the system after successful KYC approval. After entering the username and password on the login page, the officer is redirected to the dashboard where all portal functionalities become accessible.

b) What should users do if login credentials are not received?

Users should verify KYC approval status and contact DNO/SNO/MNO authorities if credentials are pending.

c) What security measures are implemented in the portal?

The portal uses OTP authentication, Aadhaar-based Face Authentication, password validation, and mobile verification.

3 PROFILE MANAGEMENT

a) What functions are available under “My Profile”?

The “My Profile” section allows the Institute Nodal Officer to maintain and update personal and institutional information associated with the portal account.

b) How can profile details be updated?

Navigate to: *Login >> My Profile >> Update Details.*

The system sends an OTP to the registered mobile number for authentication before allowing profile modifications.

c) Why is OTP verification mandatory during profile updates?

OTP verification safeguards institutional data by preventing unauthorized changes to profiles. It serves as a security measure to authenticate the identity of the Nodal Officer before any profile modifications are permitted.

4 KYC REGISTRATION FOR INSTITUTES

a) What is KYC Registration?

KYC Registration is a mandatory institutional verification process required for NSP onboarding.

b) How can a new institute register on NSP?

Institutes must visit <https://scholarships.gov.in/InstituteFAQs> and [https://scholarships.gov.in/public/userManual/UserManual for INO and HoI to perform FaceAuth with new validations.pdf](https://scholarships.gov.in/public/userManual/UserManual%20for%20INO%20and%20HoI%20to%20perform%20FaceAuth%20with%20new%20validations.pdf), complete KYC registration, perform Face Authentication, submit documents, and obtain approval.

c) What documents are required during KYC registration?

Documents may include Aadhaar details, identity proof, institutional documents, photographs, and mobile verification.

5 AADHAAR-BASED FACE AUTHENTICATION

a) What is Aadhaar-based Face Authentication?

It is a biometric identity verification process used for validating INO and HoI identities.

b) Which application is required for Face Authentication?

Users must install NSP FaceAuth App and Aadhaar Face RD App.

c) When is Face Authentication required?

Face Authentication is mandatory during KYC registration, password reset, Aadhaar updates, and profile changes.

6 ADMINISTRATION SECTION

a) What is available in the Administration section?

The Administration section includes dashboard monitoring, application statistics, course information, annual fee management and course addition/modification.

b) What is the purpose of the Dashboard?

The Dashboard provides a summarized overview of institutional activities, scholarship application statistics and pending verification counts

- c) How can application counts be checked from the Dashboard?

Navigate to: *Login >> Administration >> Dashboard >> Application Count*

Clicking any count opens a detailed pop-up containing application-specific information.

7 COURSE & FEE MANAGEMENT

- a) How can institutes view the course list?

Navigate to: *Login >> Administration >> Dashboard >> Course List*

The section displays all academic programs associated with the institution.

- b) How can institutions add or update courses?

Navigate to: *Login >> Administration >> Left Bar >> Add/Update Course Details >> Add Course*

The user must provide course-related information before submission.

- c) How can an institution add a new course level?

Navigate to: *Login >> Administration >> Left Bar >> Add/Update Course Details >> Add Course Level*

Users can enter and save academic course level details.

- d) What happens if course information is not updated?

Institutes may not appear to students and scholarship processing may be delayed.

- e) What is the purpose of the Annual Course Fee List?

The Annual Course Fee List contains the fee structure for courses offered by the institution and supports scholarship processing.

- f) How can annual course fee details be updated?

Navigate to: *Login >> Administration >> Left Bar >> Add/Update Course Details >> Add/Update Annual Course Fee List*

Users can modify and save fee structure information.

8 APPLICATION VERIFICATION

The Nodal Officer verification process also ensures standardization of fee related fields and controlled editing across multiple applications linked to the same institute/student.

- a) What is the purpose of the Verification module?

The Verification module allows nodal officer to validate student's eligibility and confirms their enrolment in the institution. It is used to review and verify scholarship applications submitted by students.

b) Can a student submit multiple applications for different schemes?

Yes. A student may submit multiple applications under different scholarship schemes, including one merit-based scheme application and one or more welfare-based scheme applications, depending on eligibility. The Institute Nodal Officer may receive multiple applications for the same student, and each application must be verified independently as per scheme guidelines.

c) How can Fresh applications be verified?

Navigate to: *Login >> Verification >> Left Bar >> Application Pending Verification >> Fresh Application*

The nodal officer can review and verify student applications and uploaded documents.

d) How can Renewal applications be verified?

Navigate to: *Login >> Verification >> Left Bar >> Application Pending Verification >> Renewal Application*

The Nodal officer can verify continuation details and supporting records.

e) What is the “View Details” option used for during verification?

The “View Details” option allows the Nodal Officer to access complete information related to a student application.

f) What changes have been introduced in Nodal Officer Verification regarding fee details?

During verification, key details such as Tuition Fees, Admission Fees, and other non-refundable charges are recorded and finalized while verifying the first application. Once captured, these details are automatically carried forward to all subsequent applications and are non-editable.

g) Can fee and course-related details be edited in subsequent applications?

No. After being captured during the first application verification, fee-related fields are auto-filled and locked in subsequent applications.

h) What application information is visible for verification to Nodal Officer?

During verification, a consolidated view of all applications will be displayed associated with the students along with their current status.

i) How are multiple applications from a single student handled by the Nodal Officer?

Each application must be verified individually. Fee details captured during the first verified application are reused across subsequent applications, while scheme-specific validations continue independently.

9 DEFECT, REJECT & FAKE MARKING

a) What is the “Defect” option?

The Defect option is used when an application contains incomplete, inconsistent, or incorrect information that requires correction by the student.

b) What types of defect reasons are available?

The system provides two categories: (1) Application is marked as defective for Scheme by the Institute: for corrections required in scheme details and upload documents, and (2) Application is marked as defective for All Information by the Institute.

c) What happens after marking an application as Defective?

The application returns to the student for correction and resubmission.

d) What is the “Reject” option?

The Reject option is used to permanently reject applications that are ineligible or invalid. Once rejected, the application cannot be reconsidered.

e) What is the “Mark as Fake” option?

Applications determined to be fraudulent can be permanently labelled as Fake. The “Mark as Fake” feature is used to flag applications that are suspicious, duplicate, invalid, or identified as fraudulent during the verification process.

10 INSTITUTE SUSPENSION & COMPLIANCE

a) How does an institute get suspended?

Institutes may be suspended if fraudulent activities or fake applications are detected.

b) What happens after suspension?

Verification access may become restricted until compliance review is completed.

11 AISHE/UDISE CODE CHANGES

a) What should institutes do after AISHE/UDISE code changes?

Institutes must complete fresh KYC and request DNO/SNO to merge old and new profiles.

12 PASSWORD RESET & ACCOUNT RECOVERY

a) How can Nodal Officer reset forgotten passwords?

Nodal Officer can click on the “Forgot Password?” option available on the login page and follow the password recovery process.

b) How can a Nodal Officer change the login password?

Navigate to: Login >> My Profile >> Change Password

Users are required to enter the current password and create a new secure password.

- c) When is DNO/SNO intervention required for password reset?

DNO/SNO assistance may be required when Aadhaar mismatch or mobile number changes occur.

13 REPORTS & MONITORING

- a) What reports are available in the Institute Module?

The module provides Institute registration, verification, payment, and application reports.

- b) Why are reports important?

Reports enable institutions to monitor verification activities and progress, manage payments, maintain records, and analyse application trends as well as pending cases.

- c) What reports are available on the portal under Institute Module?

The portal provides reports such as Fresh Registration Report, Renewal Registration Report, Application Payment Status Report, and Final Verified Application Report.

- d) What is the Fresh Registration Report used for?

The Fresh Registration Report contains information related to newly registered student applications submitted during the scholarship cycle.

- e) What is the purpose of the Application Payment Status Report?

The Application Payment Status Report helps institutions track scholarship payment processing status for students.

- f) What is the Final Verified Application Report?

The Final Verified Application Report contains details of applications that have successfully completed the institutional verification process.

14 TROUBLESHOOTING & SUPPORT

- a) What should users do if institute name is not visible to students?

Users should ensure KYC completion, active profile status, and updated course details.

- b) What should users do if the verification link is not visible?

Users should verify Face Authentication completion, HoI approval, and KYC activation.

- c) What should INO do if unable to print the KYC form?

Users should re-login, refer to NSP manuals, and continue the process.

15 NOTIFICATIONS & COMMUNICATION

- a) How are students informed about application status changes?

Students receive SMS or portal notifications for verification, defect, rejection, and fake marking updates.

16 SUPPORT & USER MANUALS

a) Where can users access official manuals?

Official manuals are available under *NSP Portal >> Institute Corner >> User Manuals*.