

Complaint Redressal Mechanism

National Means-cum-Merit Scholarship Scheme (NMMSS) :

The following will be the channel for approaching the concerned officials engaged in sanction / disbursement of scholarship at State / Centre level after the proposal has been received from the State Governments and payment has become due.

State Nodal Officer → SBI Main Branch, New Delhi, → Ministry of HRD

(i) The student /complainant will first approach State Nodal Officer regarding non-payment of scholarships. A list of State Nodal Officers (SNOs) along with address and telephone no. etc., to be placed on the home page of Scholarship Portal is given below.

(ii) In case the proposals has been forwarded by the State Governments, and the payment has become due or reply has not been received from SNO in three weeks, the students may approach Ms. Ashu Jaggi, Dy. Manager (Commercial & Institutional Division), 4th floor, State Bank of India New Delhi Main Branch, 11 Sansad Marg, New Delhi – 110001. The details of phone and email etc. are as follows:

Phone: 011-23748016 / 23374190

Fax: 011-23365887

Email: mgrinstdev.00691@sbi.co.in

(iii) In case of no reply from SBI within 3 weeks, the student may thereafter, approach to the following Officers in the Department of School Education & Literacy, Ministry of HRD, Shastri Bhawan, New Delhi -110001:

(a) V.T.Likhar, Under Secretary

Phone No. : 011-23381782

Fax: 011-23074113

Email: vinayak.likhar@nic.in

(b) Ms. Pooja Malik, Assistant Section Officer

(Secondary Scholarship Section)

Room No. 531-C

Phone No. 011-23383363

Email: ss.edu.nmmss@gmail.com