

Complaint Redressal Mechanism

National Scheme of Incentive to Girls for Secondary Education (NSIGSE):

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 → Canara Bank, Govt. Business Branch New Delhi → Ministry of HRD

- (i) The student /complainant will first approach State Nodal Officer regarding non-payment of incentive amount. A list of State Nodal Officers 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, Shri Harish Mohan Agrawal, Manager, Government Business Branch, National Archives Building , 11, Janpath, New Delhi – 110001. The details of phone and email etc. are as follows:

Phone: 011-23383284 / 23387332
Fax: 011-23387243
Email: srmgrcb3525@canarabank.com
- (iii) In case of no reply from Canara bank 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) S.K.Verma, Under Secretary
Phone No. : 011-23381782
Fax: 011-23074113
Email: santosh.verma@nic.in
 - (b) Ms. Kanta Malik, Section Officer (Secondary Scholarship Section)
Room No. 531-C
Phone No. 011-23383363
Email: ss.edu.nmmss@gmail.com