

Type of Complaints being Received as on date & Level of Disposal

Level of Complainant	Type of Complaints	Student	Institute	DWO	State Admin	Development Team (NIC-MP)	Remarks
STUDENT	Forgotten Password	✓					Click on Recover password Give the parameters asked for validation, New Password will go as SMS
	Addition of IFSC Code of any Branch of a Bank				✓		
	Change of Institution Name, Course or Branch of the student after locking		✓				Institute has to temporarily reject the locked application. Then student can be able to do the required change
	Change of Category / Scheme of Scholarship	✓	✓				1. Student can re-register Else 2. Institute can Permanently Reject to enable student to register
	Change of basic & Applications details of the student (Except above parameters) after locking		✓				
	Non-Display of Course Name & Branch Name at the time of online registration			✓			Institute need to register all the courses run by the institute
	Institution not being displayed under particular Tehsil					✓	
INSTITUTE	Resetting of Password			✓			
	Deletion of Duplicate Entry of Institution name				✓		
	Addition of New Course or Branch					✓	Department has to specify Course Group
	Correction of details of the Institute				✓		
	Omission of Number of Month entry at the time of processing Application.			✓			DWO to be requested for entry of correct number of months, at the time of Sanction of Scholarship.
DEPARTMENT	Registration of course with course group				✓		