1. 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 2021-2022 is available on the portal.

2. 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 it's 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 DEMOAuth.

3. Whether the demographic Aadhaar authentication of INO will be applicable to all the existing INOs (i.e. INO’s for whom KYC already approved during 2019-20, 2020-21)?

Ans. The Aadhaar Authentication of all the existing INOs as well as Head will be applicable in AY (2021-2022). Existing INO's & Head will login in AY2021-22 with their existing credentials. After successful login they will have to do AADHAAR Demo Auth through "Update Profile" option. After successful demo auth, NSP will prompt for OTP authentication (OTP will be sent on AADHAAR linked mobile number). After successful profile update, other existing options in their profile like administration section, verification section etc. will get enabled.
DNO/SNO are not involved in this process as demo auth will be done through UIDAI electronically.

Although options to reset the password and change INO's or Head's details are still available under DNO/SNO logins and these can be used according to need. In these options DNO/SNO will be required to enter AADHAAR related information of INO/Head for demo auth. After successful demo auth new INO/Head's information will be updated in the institute profile and new password will be sent to INO's AADHAAR linked mobile.

4. If the mobile number given by the INO, is not linked with Aadhaar, what will happen? Whether NSP will reject the request of INO on real time basis?

Ans. Demo auth will be done on AADHAAR Number, name, gender, mobile number and DOB. So INO / Head are supposed to enter information on these 5 parameters exactly as present in their AADHAAR registration. Any mismatch will result in failure of demo auth and hence user login will not become functional in AY 2021-22.

5. How institute head’s detail can be change for the institutes already registered on NSP ?

Ans. Follow below steps :-
   i. Login as head with credentials already available
   ii. After successful login, the institute head will click on update profile option to update the head profile.
   iii. Once the profile is updated OTP will be sent to the new mobile number provided during the profile updation.
v. After OTP, AADHAAR details have to be updated correctly by new Institute Head

Vi. After updating the details of the new Institute Head, OTP will send to the new mobile number

Vii. After submitting the OTP, updated new Institute Head's information will be displayed

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

Ans. i. Click on Services, then click on Institute KYC registration Form.
   ii. Enter ASHE/DISE code
   iii. Then click on Print button to view the form
   iv. After form has been displayed, then automatically OTP will be verified

7. How to activate Institute Head Login issue of new KYC?

Ans. First way to activate Institute Head Login

For activation of Institute Head Login, Institute login is necessary

1. INO will login to Institute login, with his/her existing password
2. After login, INO will change the password
3. After changing the password, OTP authentication has to be done
4. After the authentication of OTP, the profile of INO will be updated
5. INO will login to Institute login by his/her new login credentials

After Institute profile has been updated, now the activation of Institute Head login is to be done
1. Institute Head will login with his/her Institute login password
2. After login Institute Head Login will change the password
3. After changing the password, OTP authentication has to be done
4. After the authentication of OTP, the profile of Institute Head Login will be updated
5. Institute Head will login with his/her new login credentials.

Second way to activate Institute Head Login (DNO will update details of INO and Institute Head Login)

1. Login in NSP Admin Login
2. Click on Administration panel
3. Under Administration panel click the link of reset institute login password / change mobile number
4. After clicking the above link, OTP will come on registered mobile number, enter OTP and click confirm button
5. DNO will click the link of reset password, and then the changes in updation of profile will be done.
6. DNO handles both the INO login and Institute head login, accordingly DNO must select the login, in which DNO will update the profile.
7. In This Institute will able to login, INO successfully update his/her Profile using Update Profile Link.
8. 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.

9. How can we change the mobile number of nodal officer, at present it is the same as of Aadhaar number which I am not using, for receiving transactions for office how can we give the new number?

**Ans.** In this case the mobile number which is present in Aadhaar card, that number only to be used, but the change of mobile number of Nodal Officer can be done only when new Aadhaar card has been issued to him with updated mobile number.

10. How to update Institute Head details?

**Ans.** Login as institute head and use update profile option.

11. How to change Institute District?

**Ans.** Institute can change its District, as per the AISHE/DISE Master.

Process to change the Institute District as follows:

1. Login to Institute INO
2. After Login, Click Administration link and under that section click Update Profile
3. Enter OTP that will be send to registered mobile number
4. Institute Profile Update form will be displayed on the screen
5. In this form there are two options:
   i. Name of the Institute (As per NSP Directory)
   ii. Name of the Institute (As per AISHE/DISE Code Directory)

Select the name of the Institute from above two options, to get updated on NSP Directory and by selecting the option Institute District will be updated.

If desired District is not getting reflected, from the above process, may please contact AISHE/DISE.

12. How any institute will 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 ie. 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 ie 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 DNO/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 can be rejected or cancelled?

Ans. No, once KYC is approved for some Institute it can not be reverted/ rejected/ cancelled. Although provision to mark any Institute as fake or as suspended, has been provided to the DNO/ SNO/ MNO. For more information on the suspension of Institute, please refer to FAQ related to suspension of Institute given above.