

# **Standard Operating Procedure**

## **Har-Chhatravratti Centralized Scholarship Portal**

**Version 1.0**

**07<sup>th</sup> Feb 2022**



**Department of Higher Education Haryana  
Shiksha Sadan, Sector – 5, Panchkula**

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## Acronyms and Abbreviations

Abbreviation	Description
AISHE	All India Survey on Higher Education
NCVT	National Council for Vocational Training
DBT	Direct Benefit Transfer
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OTP	One Time Password
DHE	Department of Higher Education
MoSJE, GOI	Ministry of Social Justice & Empowerment, Government of India
PPP	Parivar Pehchan Patra
UIDAI	Unique Identification Authority of India
SARAL	Simple, All Inclusive, Real Time, Action Oriented, Long lasting portal
PMS	Post Matric Scholarship

## 1. Har-Chhatravratti Portal Overview

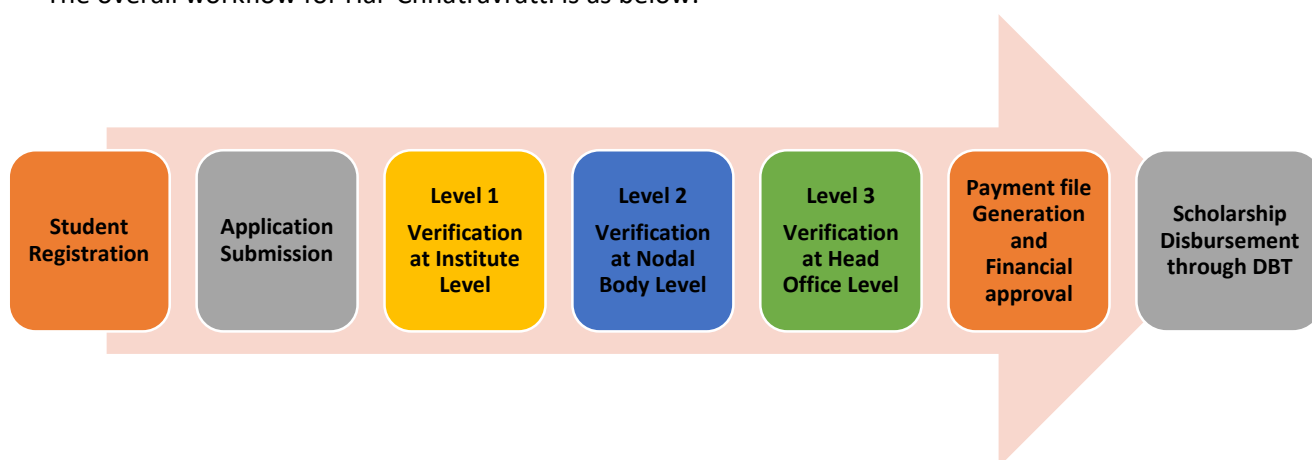
Har-Chhatravratti is one-stop solution through which various services starting from student application, application receipt, verification, processing, and disbursal of various scholarships to students are facilitated. Har-Chhatravratti is a Centralized Scholarship Portal developed by Department of Higher Education Haryana for various scholarship schemes of the Government. This initiative aims at providing a Simplified and Transparent System for faster and effective disbursal of Scholarship to eligible applicants directly into their account through Direct Benefit Transfer (DBT).

## 2. Purpose of the Document

This document defines Roles and Responsibilities of all users of Har-Chhatravratti, and briefly conveys the high-level processes involved while operating Har-Chhatravratti.

## 3. Overall Har-Chhatravratti Workflow

The overall workflow for Har-Chhatravratti is as below:



The steps involved in Har-Chhatravratti are as follows:

- Step 1: Student Registration
- Step 2: Application Submission
- Step 3: Level 1 Verification of Application at Institute Level
- Step 4: Level 2 Verification of Application at Nodal Body Level
- Step 5: Level 3 Verification of Application at Head Office Level
- Step 6: Payment File Generation and Financial approval
- Step 7: Scholarship Disbursement through DBT

## 4. Users of Har-Chhatravratti and their Roles & Responsibilities

This section enlists the essential users of Har-Chhatravratti, and enumerates their brief roles and responsibilities.

### 4.1 Users of Har-Chhatravratti

The Primary users of Har-Chhatravratti is as under:

- a. Student/Applicant
- b. Institute Nodal Officer
- c. Nodal Body Nodal Officer
- d. Head Office Nodal Officer
- e. Scheme owner Departments

- f. Welfare of SC/BC Department
- g. IT Cell, DHE
- h. Helpdesk

## 4.2 Roles & Responsibilities

The user-wise Roles & Responsibilities are as per the subsections below:

### 4.2.1 Student/Applicant

The primary role of the Student/ Applicant is to register and submit the application at Har-Chhatravratti. The student/applicant who is applying for the first time on Har-Chhatravratti portal have to register on the portal. The students who have already applied earlier in any of the scheme on-boarded at Har-Chhatravratti in the previous Academic Year, need not to register again. Har-Chhatravratti is based on "One Time Registration" process. The student/applicant using the Har-Chhatravratti must adhere to the following:

#### Registration Process for Students:

- a. Students applying for scholarship for the first time need to "Register" on the portal, using the icon "New Registration" at Har-Chhatravratti Portal URL - <https://harchhatravratti.highereduhry.ac.in/>.
- b. Registration of student is purely based on the Parivar Pehchan Patra (PPP). For this Student have to enter his Family Id and then select his name from the Members List. A OTP will be sent to the selected member of the family which is Student and after entering the OTP, most of the information will be auto fetched from the Parivar Pehchan Patra and will be filled automatically.
- c. Information which is not pre filled have to be filled by the student himself.
- d. Fields marked as '\*' are mandatory.
- e. Information such as Domicile, Family Income, Caste Category, Aadhaar will be auto fetched from the Parivar Pehchan Patra and are non-editable. If student found any discrepancy in the data, they need to correct the information first in the Parivar Pehchan Patra and then need to register.
- f. Student have to choose a strong password before final registration. This password has to be kept safely and confidentially.
- g. Upon submitting all the details on registration page, student will get a unique Username and Password.
- h. The student/applicant must select the desired scheme from list of schemes available as per the eligibility criteria of the scheme(s).
- i. Students are strongly advised to read all the scheme guidelines in which they are applying to avoid the Objection and Rejection to their application.

#### Precautions to be taken by the Student:

- a. The student/applicant must ensure that his Aadhar is linked and seeded with his Bank Account Number. Student/Applicant must ensure that his bank account is active (i.e. non-dormant) and functional to receive scholarship amount (i.e. Any condition imposed on accounts by bank, like seeding of AADHAAR, any limit on receiving credit in accounts etc., which may hamper scholarship credit in account should be complied with).
- b. The student/applicant must ensure that the resolution/quality of documents uploaded is adequate so that they are clear and readable.
- c. The student/applicant must ensure that the mobile number provided in the application is correct and belongs to the student/ applicant.

- d. The student/applicant must take timely action(s) on the SMS received in case of objection raised on account of his scholarship application. The student/applicant must rectify the error(s)/objections and comply with the remarks made in the application in case the application is marked as defective on portal.
- e. The student/applicant must follow up with Institutes for application verification before the deadlines.
- f. The student/applicant shall note that applications marked Rejected by the nodal officer during the verification process will not be considered for further processing on portal.
- g. The student/applicant must carefully select their institute. If applicant selects some other institute by mistake, he or she will have to get their application marked “*Send Back for Correction*” from the selected institute and then Institute can be corrected.
- h. The student/applicant shall note that Scholarship Disbursement will be done to the Aadhaar seeded bank accounts only.
- i. Students who are domicile of Haryana but studying in the institutes which are situated outside Haryana, needs to upload the following additional documents:
  - a. Attendance certificate dully attested by the institute.
  - b. Fee Structure Copy (dully attested).
  - c. University Certificate (dully attested).
  - d. NSP Certificate (proof that institute is registered on NSP Portal).
  - e. College/Institution Affiliation Certificate (dully attested).

#### **4.2.2. Institute Nodal Officer**

The primary role of the Institute Nodal officer is 1st Level verification of the applications submitted by applicants at Har-Chhatravratti. Hence, the role of the Institute Nodal officer becomes very critical in the entire chain of verification process. The Institute Nodal officer using Har-Chhatravratti must adhere to the following:

- a. Colleges/Universities Campus/Institutes/ITIs and any other educational establishments on boarded on Har-Chhatravratti shall be referred to as Institutes.
- b. Institute Nodal Officer will operate the Institute Login.
- c. Institute logging in the first time will have to mandatorily fill the Institute Nodal Officer Registration Form.
- d. The Institute/ITI shall possess a valid AISHE/NCVT code, before processing of applications on portal w.e.f 2021-22. If any institute does not have valid AISHE/NCVT Code then they should apply for the same to obtain the AISHE/NCVT code at the earliest.
- e. **Nodal Officers of Self Finance/Private Institute must need to upload the affiliation and approval letter of the current/latest academic session under “Manage Docs” for the activation of their institute. Head Office will check the request of these institute and mark the college status as Active/Inactive for the current session. If their request got rejected, institute can upload the revised document again.**
- f. The Institute Nodal Officer shall ensure that the profile details of the Institute are updated from time to time.
- g. The Institute Nodal officer must verify the correctness of details in the application form and uploaded documents submitted by the student/ applicant.
- h. The Institute Nodal officer has the option to either “Approve” the application, “Reject” the application or “Send Back for Correction” the application. In case she/he chooses to “Reject” or “Send Back for Correction” the application, the reasons for

“Rejection” or “Send Back for Correction” must be provided, so that the same can be displayed to the student/applicant.

- i. The Application Sent Back by the Institute will be returned to student/applicant for correcting the same, and once submitted by the student/applicant, the application will be shown under “Pending” section of Har-Chhatravratti application.
- j. The Institute Nodal Officer shall ensure that appropriate due diligence is done before verification of applications in accordance with the Scheme guidelines, and internal procedure as prescribed by Institute authorities / Government are followed.
- k. The Institute Nodal Officer shall ensure that the applications are scrutinized well-in time by the Institute, thus avoiding the last-minute rush to verify the applications.
- l. The Institute Nodal Officer shall ensure that there are no pending applications, as on last date of L1 verification for that particular scheme, and all applications submitted by students/applicants to the Institute are scrutinized (verified/rejected/Sentback along with appropriate reason, as the case may be).

#### **4.2.3. Nodal Body Nodal Officer:**

Nodal Body can be a University / any Affiliation organization / Polytechnic / ITI etc. The primary role of Nodal Body Nodal officer is 2nd Level verification (as per the scheme guidelines) of the applications submitted at Har-Chhatravratti Portal and verified by Institutes. The Nodal Body Nodal officer using Har-Chhatravratti Portal must comply with the following:

- a. The login credentials for Nodal Body Nodal Officers are created when the Department Nodal officers create the Nodal Body.
- b. Nodal Body Nodal Officer will operate the Nodal Body Login.
- c. **Verification Process in case of Department of Higher Education Haryana:**
  - a. All the Nodal Body shall verify the correctness of Registration Number / PRN Number / Enrolment Number allotted by the University or any other affiliated organization.
  - b. Nodal Body can either “Approve” the application, “Reject” the application or “Send Back for Correction” the application.
- d. **Verification Process in case of Department of Technical Education Haryana:**
  - a. In case of Technical Education Haryana, there are 9 Government Polytechnic who will act as Processing Centre and are responsible for verification of applications at 2<sup>nd</sup> Level.
  - b. The Nodal Body (Processing Centre) shall verify the correctness of details in the application form and uploaded documents submitted by the student/applicant as per guidelines of the related scheme.
  - c. The Nodal Body (Processing Centre) can either “Approve” the application, “Reject” the application or “Send Back for Correction” the application.
- e. **Verification Process in case of Department of Skill Development & Training Haryana:**
  - a. In case of Skill Development Department, application of students of all the Govt. ITI got auto verified whereas applications of students of Private ITI shall be verified by the Govt. ITI at 2<sup>nd</sup> Level.
  - b. The Nodal Body (Govt. ITI) shall verify the correctness of details in the application form and uploaded documents submitted by the student/applicants of Private ITI as per guidelines of the related scheme.

- c. The Nodal Body can either “Approve” the application, “Reject” the application or “Send Back for Correction” the application.

**f. Verification Process in case of Department of Animal Husbandry & Dairying Haryana:**

- a. In case of Animal Husbandry Department, application shall verified by the State University at 2<sup>nd</sup> Level.
- b. The Nodal Body (State University) shall verify the correctness of details in the application form and uploaded documents submitted by the student/applicants of Private ITI as per guidelines of the related scheme.
- c. The Nodal Body can either “Approve” the application, “Reject” the application or “Send Back for Correction” the application.

**g. Verification Process in case of Department of Medical Education Haryana:**

- a. There is no verification at 2<sup>nd</sup> Level in case of application which belongs to Department of Medical Education, Hence these applications are shown as “Auto Approval” for 2<sup>nd</sup> Level.

**4.2.4. Head Office Nodal Officer:**

The primary role of the Head Office Nodal officer is 3rd Level verification of the applications which are verified by the Institute and Nodal Body.

- a. The Head Office Nodal Officer shall verify the correctness of details in the application form and uploaded documents submitted by the student/applicant as per guidelines of the related scheme.
- b. Applications of the students who are resident of Haryana but studying outside Haryana shall be verified by the Head Office directly.
- c. The Head Office Nodal officer has the option to either “Approve” the application, “Reject” the application or “Send Back for Correction” the application. In case she/he chooses to “Reject” or “Send Back for Correction” the application, the reasons for “Rejection” or “Send Back for Correction” must be provided, so that the same can be displayed to the student/applicant.
- d. The Head Office Nodal officer shall monitor overall pendency of the applications for the scheme at Institute and Nodal Body Level.
- e. The Head Office Nodal officer shall ensure that the applications are scrutinized well-in time by the Institute, thus avoiding the last-minute rush to verify the applications.

**4.2.5. Scheme owner Departments:**

The primary role of the Scheme Owner Departments is to onboard the scheme at Har-Chhatravratti, and monitor the overall progress of the scheme. This includes all three types of schemes, i.e. Central Schemes, Centrally Sponsored Schemes and State Schemes. The Scheme Owner Departments must adhere to following:

- a. The Scheme Owner Departments shall provide confirmation for adherence to the Har-Chhatravratti portal guidelines.
- b. The Scheme Owner Departments shall provide Scheme guidelines, Configuration details, FAQs to Higher Education Department.



- c. The Scheme Owner Departments shall act as Data trustee for all data at Har-Chhatravatti portal, for their scheme(s).
- d. The Scheme Owner Departments shall verify the correctness of Scheme configuration on Har-Chhatravatti portal, including but not limited to the eligibility criteria, important dates etc.
- e. The Scheme Owner Departments shall monitor overall progress of the scheme, including L1, L2 and L3 verification progress.
- f. The Scheme Owner Departments shall issue timely instructions to Institute/Nodal-Body Nodal Officers.
- g. The Scheme Owner Departments shall provide trainings to Institute/Nodal-Body Nodal officers from time to time.
- h. The Scheme Owner Departments shall provide name of Nodal Officers along with contact details to be displayed on the portal, and validate the same from time to time.
- i. The Scheme Owner Departments shall provide data and reports concerning the scheme to Govt. organizations, as may be required, using different pre-defined standard reports/ query generated by Har-Chhatravatti.
- j. The Scheme Owner Departments shall abide by IT Act, Aadhaar Act and all other Government rules and regulations, from time to time.
- k. The Scheme Owner Departments shall operate Har-Chhatravatti portal for all activities.
- l. The Scheme Owner Departments shall answer the queries of any law enforcement agency / RTI related to Scheme(s), Applications received at Har-Chhatravatti, Timelines of the scheme(s), workflow, operations, servers, the content data and transaction data, etc.

#### **4.2.6. Department of Welfare of SC/BC Haryana:**

The Department of Welfare of SC/BC Haryana is the owner of Post Matric Scholarship (PMS), and shall oversee the end-to-end processes of PMS scheme. Designated officers from Department of Welfare of SC/BC Haryana shall:

- a) Provide administrative approvals for PMS to Higher Education Department.
- b) Provide inputs for value addition in Har-Chhatravatti. Portal for PMS.
- d) Provide latest guidelines/instructions issued by the MoSJE, GOI to implement the PMS scheme
- c) Monitor and review the PMS Scheme.

#### **4.2.7. IT Cell, Department of Higher Education:**

IT Cell, Department of Higher Education is the technical wing for developing and maintaining the Har-Chhatravatti portal, as per the guidance provided by Scheme Owner Departments and Welfare of SC/BC Department. IT Cell shall:

- a. Develop and Maintain Har-Chhatravatti infrastructure, including software and hardware components.
- b. Receive the requests for onboarding of schemes at Har-Chhatravatti portal.
- c. Configure the Scheme as per details provided by the Scheme Owner Departments.
- d. Make changes in Har-Chhatravatti portal as per the recommendations of Scheme Owner Departments/Other Govt. bodies.

- e. Draft important documents such as Standard Operating Procedures, Guidelines, and User Manuals etc. in English language, and regularly update the same.
- f. Undertake security audit of Har-Chhatravratti.
- g. Manage the integrations and data exchange with external applications.

#### **4.2.8. Help Desk**

Help Desk for Har-Chhatravratti is maintained by Higher Education Department. The primary role of the helpdesk is to provide first level assistance to the users of Har-Chhatravratti (Student/Institute). The helpdesk shall:

- a. Assist the student(s)/applicant(s) for filling the registration and application forms, and provide technical support.
- b. Escalate the critical issues to IT team, as and when required.
- c. Maintain a list of User category-wise FAQs for several users of the portal.
- d. Keep the operators of call center agency updated about the processes at Har-Chhatravratti.

### **5. General Terms and Conditions in respect of stakeholders:**

1. The source code/ technical artifacts/ utilities of the application software developed by IT Cell, DHE will be the property of IT Cell, DHE. IT Cell, DHE can reuse the common and standard code/ artifacts/ utilities used in the software applications in other Govt. Projects wherever these are needed.
2. All parties undertake to act in good faith in respect of/with respect to each other's rights under this understanding and to adopt all reasonable measures to ensure the realization of the objectives of this project as per the roles and responsibilities.
3. Government may take action against any illegal or unauthorized activity on the Har-Chhatravratti portal.
4. IT Cell, DHE will not be directly answering any RTI related queries/ clarifications/ law enforcement agency/ court cases and cannot be asked by respective Scheme Owner Ministries/ Departments or Other Govt. bodies whose Scholarship Schemes are operational to be present before the Information Commission/ Courts either at State/ National levels or any other such body.
5. The outcome of validation(s) done by external bodies like PPP, UIDAI, SARAL, MoSJE,GOI will be treated as final. Any grievance related with such outcome should be dealt with by respective bodies.