Common errors faced in Bio-auth drive and their solutions

Important Note:

INO and HoI both should ensure that their Aadhar should be updated in their respective NSP logins before any of them going for BioAuth.

Any Aadhaar related changes/updation (i.e., Changes in Aadhaar no. or Name or Gender or Mobile no.) in their NSP profile (i.e., either INO or HoI) would nullify their BioAuth status from NSP and they must have to perform BioAuth again (if done earlier).

महत्वपूर्ण सूचना :-

समस्त INO और HoI को सलाह दी जाती है की BioAuth करवाने जाने से पहले दोनोंलोग (HoI और INO) अपनी आधार सम्बंधित इनफार्मेशन अपने NSP लोगिन्स में अपडेट करवा लें। BioAuth होने के पश्चात् INO अथवा HoI में से किसी एक के लॉगिन में आधार अपडेशन की दशा में HoI को पुनः BioAuth करवाना होगा। अतः BioAuth होने के पश्चात केवल अपरिहार्य कारणों जैसे स्थानांतरण अथवा UIDAI में आधार सम्बंधित (आधार नंबर, नाम , जेंडर अथवा मोबाइल नंबर) परिवर्तनों या अन्य अपरिहार्य कारणों की दशा में ही, NSP पर अपने HoI / INO लॉगिन में आधार अपडेट करवाएं।

Error / Alert 1

This Alert message on CSC – BAU will be shown to those institute's HoI and INO who were identified by MoMA for biometric authentication in AY 2022-23. After this special BioAuth drive conducted by MoMA, all such HoIs, INOs, DNOs and SNOs were freezed (i.e. HoI/INO/ DNO/SNO cannot be changed on NSP, also their biometric authentication will not be allowed further in AY 2023-24) as per the instructions received by MoMA. For any clarifications or relaxations please reach out to MoMA.

<u>Error / Alert 2</u>

This Alert message on CSC – BAU will be shown to those institute's HoI and INO who have not updated their profile on NSP portal during AY 2023-24. All INOs are advised to update their profile on NSP under the 'Administration→ Update Profile' section after login on NSP. For BioAuth of HoI / INO 'update profile' is must.

Error/Alert 3

Root Cause: Demo-auth of INO/HoI is failing. This could be because HOI/INO got changed **or** INO/HoI has changed some information in aadhaar after providing aadhaar on NSP.

Solution: INO/HoI has to get their aadhaar updated by SNO/DNO.

Error/Alert 3.1

Root Cause: Demo-auth of DNO is showing as not completed yet. However, the DNO has got his BioAuth completed from CSC BioAuth Centre.

Solution: There are cases wherein the error message (as shown in the above screenshot) shows that Bio Auth is not completed for the DNO. This is due to the reason that after getting the BioAuth completed DNO has again changed his Aadhaar in NSP.

Error/Alert 4

Root Cause: The officer's aadhaar received from CSC utility is not matching with the officer's aadhaar in NSP. This could be because Aadhaar no entered at CSC (as reported by Nodal Officer) is wrong (means the individual is not same as the one registered on NSP).

Solution: HoI shall get his aadhaar updated in NSP by SNO.

Error/Alert 5

Root Cause: DNO/SNO has marked any application fake and thus as per defined rule institute login (INO login) is suspended.

Solution: The DNO/SNO shall revoke this institute from their login. After revocation of institute, can login into the institute. Institutes are advised to refer the Institutes' FAQ available at InstituteFAQ.pdf (scholarships.gov.in).

Error/Alert 6

Root Cause: INO is trying to get his bio-auth done before bio-auth of HoI.

Solution: INO shall perform his bio-auth after the bio-auth of HoI is successful. In some cases, HoI gets the BioAuth done on CSC utility however, INOs BioAuth is denied on CSC utility and hence the above error message is shown. In such cases, NSP may not get bio-auth response of HoI immediately after he perform his bio-auth from CSC utility, hence the alert is shown. Ask the CSC VLE operator to synchronize the BioAuth response of HoI and then try again. Even if the error still persist, please report synchronization issue to the CSC.

Error/Alert 7

Root Cause: The officer's aadhaar received to NSP from BAU utility is not matching with the officer's aadhaar registered on NSP. This could be because Aadhaar no entered at CSC (as reported by Nodal Officer) is wrong.

Solution: INO shall get his Aadhaar updated in NSP by DNO/SNO. INO / HoI are also advised to check with the CSC VLE has entered the correct Aadhaar number on BAU utility or not.

Error/Alert 8

Root Cause: The user has not completed his bio-auth therefore verification is not allowed

Response: As per the instructions mentioned, SNO / DNO / INO shall perform his bio-auth to get his Administration and Verification section enabled.