

GOVERNMENT OF INDIA  
MINISTRY OF EDUCATION  
DEPARTMENT OF HIGHER EDUCATION

RAJYA SABHA  
UNSTARRED QUESTION NO. 811  
TO BE ANSWERED ON 09.02.2022

**Grievances against ed-tech platforms**

811. SHRI SUSHIL KUMAR MODI:

Will the Minister of Education be pleased to state:

- (a) the number of complaints received by Government regarding grievances against ed-tech platforms such as misleading payment structures, false advertisements, etc., the details and outcomes thereof;
- (b) the update on measures taken in order to address the issues;
- (c) the details of number of ed-tech platforms operating in the country;
- (d) the number of ed-tech companies found to be offering degrees or diploma programmes by partnering with educational institutes and the measures taken in response; and
- (e) whether Government has explored to notify regulations related to operation of ed-tech platforms, if so, the expected timeline thereof, if not, the reasons therefor?

**ANSWER**  
**MINISTER OF STATE IN THE MINISTRY OF EDUCATION**  
**(DR. SUBHAS SARKAR)**

(a) to (e) A few complaints have been received by UGC and AICTE regarding grievances against Ed-tech platforms. Considering this UGC and AICTE have issued public notices advising the students to check recognition/entitlement status of programme on official website before enrolling any course. The notice may be seen at [https://deb.ugc.ac.in/pdf/UGC\\_Public\\_Notice\\_16-01-2022.pdf](https://deb.ugc.ac.in/pdf/UGC_Public_Notice_16-01-2022.pdf).

The Department of School Education and Literacy had issued an advisory to citizens regarding use of caution against Ed-tech Companies on 23.12.2021. The advisory has enlisted do's and don'ts and notable e-commerce guidelines/standards, which may be seen at <https://pib.gov.in/PressReleasePage.aspx?PRID=1784582>

UGC has informed that about 3-4 Ed-tech companies found to be offering degrees or diploma programmes by partnering with educational institutes.

UGC has notified regulations for offering full-fledged online programme by Higher Educational Institutions. The regulation prohibits franchise arrangement with private sector and the ownership of offering online programmes shall be that of HEIs only. The details may be seen at <https://www.ugc.ac.in/pdfnews/221580.pdf>.

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