GOVERNMENT OF ODISHA
DEPARTMENT OF HIGHER EDUCATION

No. HE-MC-PG-0010-2026 /HE / 54934 **Dated:** 12/10/26

From,

Smt. Ranjita Sahoo, OAS
Joint Secretary to Government

To,

1. **The Vice-Chancellors of all State Public Universities, Odisha**
2. **The Registrars of all State Public Universities, Odisha**
3. **The Principals of all Government and Non-Government Colleges, Odisha**

Sub: **Registration of grievances by employees, staff and students through the online mode on the HIMS Portal in preference to physical visits, and conduct of weekly Grievance Hearing on Mondays – Reg.**

Madam / Sir,

I am directed to invite your kind attention to the subject cited above and to state that a considerable number of employees, staff and students of Universities and Colleges have been visiting the Department in person to submit and follow up their grievances, many of them travelling long distances for the purpose. Such visits involve considerable time, travel and expenditure, besides loss of working and academic hours.

With a view to ensuring transparent, accountable and time-bound redressal of grievances, it has been decided that, henceforth, **employees, staff and students should give priority to registering their grievances online on the HIMS Portal instead of coming to the Department physically**. This will save their time and expenditure, and those residing at a far distance will particularly benefit from the facility. The following procedure shall be adhered to:

(i) **Registration:** Grievances may be registered on the HIMS Portal on any day from **Monday to Sunday** of the week.

(ii) **Hearing:** All grievances registered during a week shall be listed for hearing in the Grievance Hearing to be held on the **Monday immediately following** that week.

(iii) **Particulars:** The grievant shall furnish complete and correct particulars and upload the relevant supporting documents at the time of registration, so that the grievance may be examined without delay.

(iv) **Communication:** The acknowledgement, the date of hearing and the action taken shall be communicated through the HIMS Portal, where the grievant may also track the status of the grievance.

(v) **Online first:** Employees, staff and students are advised to use the online mode as their first option, in preference to visiting the Department in person.

You are, therefore, requested to:

(a) Circulate these instructions among all employees, staff and students of your University / College and advise them to give priority to the online mode instead of coming to the Department physically.

(b) Display these instructions prominently on the notice board and the official website of the institution.

(c) Designate a nodal officer in the institution to guide and assist those who face difficulty in registering their grievances online.

Wide publicity may kindly be given to these instructions so that the maximum number of grievants may benefit from the online facility.

The matter may, therefore, be treated as **MOST URGENT**, and immediate compliance may kindly be ensured.

Yours faithfully,

12/10/26

(Smt. Ranjita Sahoo, OAS)
Joint Secretary to Government

Memo No 54935 /HE., Dated :- 12/ 10/2026

Copy forwarded to the All Deputy Directors, GIA-III, GIA-II(A) and GIA-II(B) Sections for information and necessary follow-up..

12/10/26

Joint Secretary to Government.

Memo No 54936 /HE., Dated :- 12 /10/2026

Copy forwarded to the Grievance Consultant, Janasunani and CPGRAM Portal, Higher Education Department for information and monitoring of compliance.

12/10/26

Joint Secretary to Government.

Memo No 54937 /HE., Dated :-12 /10/2026

Copy forwarded to the P.S to Commissioner-cum-Secretary, Higher Education Department for kind information of Commissioner-cum-Secretary.

12/10/26

Joint Secretary to Government.