

From

Principal Secretary to Govt. of Haryana
Higher Education Department, Chandigarh

To

All the Principals of
Government Colleges of Haryana

Memo No. DHE-080001/9/2022-IT CELL-DHE
Dated, Panchkula, the 03.10.2022

Sub: Employee Grievance Redressal Portal for Employees of Govt. Colleges.

Kindly refer to the subject cited above, I have been directed to inform you that the Department of Higher Education, Haryana has developed an online portal for redressal of employee Grievances. This portal will serve as a central redressal system for faster resolution of grievance. Employee can lodge their grievance on this portal and same will be dealt by the concerned branch of the Head office. The workflow of the Grievance portal will be as under:-

- Registration of employee on department MIS Portal (<https://mis.highereduhry.ac.in>) is mandatory for the submission of any grievance.
- Complainant shall visit the Employee Grievance Portal(<https://egp.highereduhry.ac.in/>) and sign in with the Login credentials of MIS Portal.
- After Sign in, employee shall lodge the complaint after filling his basic information along with relevant Grievance Category. Complaint No. will be generated after submission of complaint.
- The Complaint lodged by the complainant will be reflected in Grievance Redressal Cell of the Head Office in their Login.
- Grievance Redressal Cell will check the complaint and forward it to the concerned branch. Grievance Redressal Cell shall also monitor the overall and timely disposal of the grievance.
- There is separate login for each branch, branch will deal with the grievance and update the status of the grievance on the portal.
- Complainant can check the status of their grievance with Complaint No.


Deputy Director-Coordination
for Principal Secretary to Govt. of Haryana
Higher Education Department, Panchkula

Endst No. Even

Dated: 03.10.2022

A copy is forwarded to the following for information & necessary action please:-

1. PS to W/PSHE for information to W/PSHE.
2. PS to W/DGHE for information to W/DGHE.
3. PA to W/JD(Administration) for information to JD(Administration).
4. Branch Head, All Branches of Higher Education.
5. Nodal Officer, Grievance Redressal Cell.
6. IT Cell for uploading on web portal.


Deputy Director-Coordination
for Principal Secretary to Govt. of Haryana
Higher Education Department, Panchkula