



Government of Jammu and Kashmir
Directorate of Colleges
Higher Education Department

The Principal
All Degree Colleges of J&K

Subject: Launch of SIGMA – Students Integrated Grievance and Messaging Application

Sir/Madam,

In an effort to foster a more responsive and student-centric educational environment, a well-functioning system for addressing student concerns is crucial for their academic well-being and overall satisfaction. Furthermore, ensuring that vital information reaches every student promptly and efficiently is key to their engagement and success.

In this connection, we are pleased to announce the launch of SIGMA (Students Integrated Grievance and Messaging Application), an online portal designed for effective student grievance redressal, robust feedback mechanisms, and streamlined, centralized communication with the students.

SIGMA will be accessible to all students of J&K colleges on the Directorate website: <https://www.directorcollegesjk.in> This innovative web portal integrates several key features:

- **Student Grievance Redressal:** Students will now have a dedicated platform to lodge unresolved grievances pertaining to educational matters to the department confidentially for prompt redressal.
- **Centralized Information Dissemination:** The portal will serve as an important communication channel to update the students about such programs which will upscale their knowledge and integration with national-level initiatives.

SIGMA will significantly enhance our ability to address student concerns, improve information flow, and create a more connected and supportive educational ecosystem for all. We request your cooperation in popularizing this portal among our students and encouraging them to utilize its features by logging into the portal using their student registration numbers.

The Application Manual of SIGMA is attached herewith


Dr. Sheikh Ajaz Bashir
Director Colleges

Attachment: SIGMA Application Manual (05 Leaves)

No: DC-HE/2025/1147

Dated: 14-06-2025

Copy to:

1. OSD to Hon'ble Minister for Higher Education, School Education, Health & Medical Education and Social Welfare for information of the Hon'ble Minister.
2. PS to Additional Chief Secretary, Higher Education Department for kind information of the Additional Chief Secretary.
3. Office file.



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STUDENTS INTEGRATED GRIEVANCE AND MESSAGING APPLICATION (SIGMA) APPLICATION MANUAL

Step 1: Visit the SIGMA Login page by clicking on the Student Login option at <http://directorcollegesjk.in/sigmalogin>

Click on “Activate Account”

Step 2: Enter your university Registration Number



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Step 3: Enter the OTP received on your registered email address.

Directorate of Colleges Higher Education Government of J&K (UT)

Home Directorate Notifications Help Student Login

SIGMA Portal
Student Integrated Grievance & Messaging Application

OTP sent to your email au*****@gmail.com
Enter OTP

Verify OTP

Resend OTP

Step 4: Set your password

Directorate of Colleges Higher Education Government of J&K (UT)

Home Directorate Notifications Help Student Login

SIGMA Portal
Student Integrated Grievance & Messaging Application

Set Your Password
New Password
Confirm Password
Set Password



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Step 5: Login using your email and password to the SIGMA dashboard. Click on 'Go to Grievance' or View Profile.

Welcome, AFREENA AKHTER
GDC (Women), Nawakadal, Sgr.

Your profile overview

View Profile

Grievances

Manage and track your grievances

Go to Grievance

Basic Information

Registration No:	
Name:	
Parentage:	GH MOHAMMAD RATHER
Gender:	FEMALE
Mobile:	
Email:	@gmail.com
Address:	KRESHBAL NOORBAGH
Category:	OM
Income Class:	NA
Orphan:	NO
Community:	MUSLIM
District:	SRINAGAR
Tehsil:	EIDGAH

Academic Information

Semester 5 - Roll No: 201103 - Batch: 2022

Subjects:

Subject_Type	Subject_Value
Major C1	Zoology
Major C2	Zoology
Major C3	Zoology
Minor	Botany

Semester 6 - Roll No: 201103 - Batch: 2022

Subjects:

Subject_Type	Subject_Value
Major C1	Zoology
Major C2	Zoology
Major C3	Zoology
Minor	Botany



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Step 6: Submit the details of your grievance.

Kindly report only those grievances which have not been resolved at the college level. The identity of the student raising a grievance will not be shared with the college unless permitted by the student. Only one grievance will be allowed to be submitted at one time.

Directorate of Colleges Higher Education
Govt. of J&K (UT)
Students Integrated Grievance Monitoring Action(SIGMA)

AFREENA AKHTER

Dashboard Logout

Submit Your Grievance

Only Submit those grievances that have not been resolved at the college level

Submit your Grievance

Grievance:

Enter your grievance here

Upload Document (if Any):

Choose File No file chosen

Under Taking

I hereby declare that this grievance has not been resolved at the college level.

☐ I agree to the above undertaking and confirm all details are correct.

Submit

Step 7: View the Grievance timeline to monitor the progress of your grievance.

Directorate of Colleges
Govt. of J&K (UT)
Students Integrated Grievance Monitoring Action(SIGMA)

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Grievance Timeline

Phase: Replied Back to Student
Status: Resolved
02 May 2025 12:49 PM

Phase: Responded Back to Directorate
Status: Responded
02 May 2025 12:48 PM

Phase: Forwarded to Principal
Status: Pending
02 May 2025 12:47 PM

Phase: Director Colleges
Status: Pending
01 May 2025 11:57 AM

Close



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Step 8: Rate the response to your grievance.

Date	Grievance ID	Grievance	Document	Reply	Reply Date	Current Phase	Status	Timeline	Satisfaction
13/06/2025 11:01	22	Test query for the portal	N/A	Issue Resolved	13/06/2025 11:02	Replied Back to Student	Resolved	View	--Select Rating-- --Select Rating-- ★ Very Poor ★★ Poor ★★★ Average ★★★★ Good ★★★★★ Excellent
12/06/2025 15:18	21	new test j'high lkhkh lhlhi	N/A	new test j'high lkhkh lhlhi	12/06/2025 15:19	Replied Back to Student	Resolved	View	
09/05/2025 13:00	19	i have a complaint kjk	N/A	resolved	20/05/2025 13:45	Replied Back to Student	Resolved	View	