

# 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: <a href="https://www.directorcollegesjk.in">https://www.directorcollegesjk.in</a> 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 <a href="http://directorcollegesjk.in/sigmalogin">http://directorcollegesjk.in/sigmalogin</a>

Click on "Activate Account"



Step 2: Enter your university Registration Number





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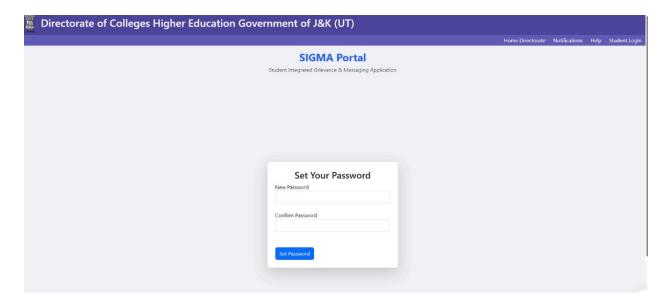
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### Step 3: Enter the OTP received on your registered email address.



Step 4: Set your password

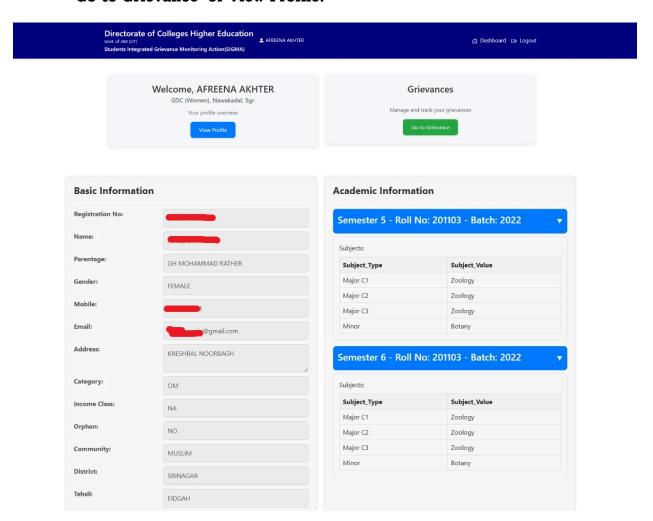




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# Step 5: Login using your email and password to the SIGMA dashboard. Click on 'Go to Grievance' or View Profile.



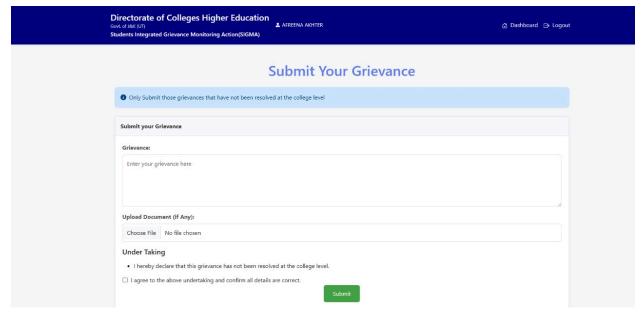


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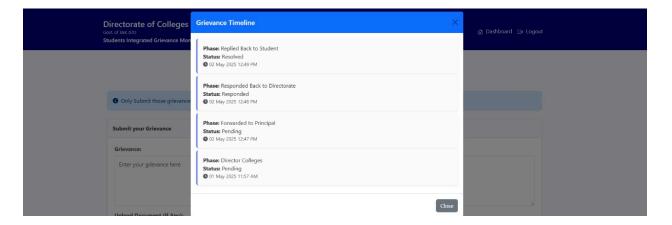
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#### Step 6: Submit the details of your grievance.

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.



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





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### Step 8: Rate the response to your grievance.

| Date                | Grievance | Grievance                     | Document | Reply                         | Reply Date          | Current<br>Phase              | Status   | Timeline | Satisfaction                            |
|---------------------|-----------|-------------------------------|----------|-------------------------------|---------------------|-------------------------------|----------|----------|---|
| 13/06/2025<br>11:01 | 22        | Test query for the portal     | N/A      | Issue Resolved                | 13/06/2025<br>11:02 | Replied<br>Back to<br>Student | Resolved | View     | Select RatingSelect Rating  ☆ Very Poor |
| 12/06/2025<br>15:18 | 21        | new test jhgh<br>lkhklh lhlhi | N/A      | new test jhgh<br>lkhklh lhlhi | 12/06/2025<br>15:19 | Replied<br>Back to<br>Student | Resolved | View     | 会会 Poor<br>会会会 Average<br>会会会会          |
| 09/05/2025<br>13:00 | 19        | i have a complaint<br>kjjk    | N/A      | resolved                      | 20/05/2025<br>13:45 | Replied<br>Back to<br>Student | Resolved | View     | 会会会会 Excellent                          |