



Government of Jammu and Kashmir  
**Directorate of Colleges**  
Higher Education Department

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**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.**

The screenshot shows the SIGMA Portal interface. At the top, there is a purple header with the text "Directorate of Colleges Higher Education Government of J&K (UT)" and navigation links: "Home", "About Us", "Help", and "Student Login". Below the header, the text "SIGMA Portal" is displayed, followed by the subtitle "Student Integrated Grievance & Messaging Application". In the center, there is a white box with a red border containing the text "OTP sent to your email id: \*\*\*\*\*@gmail.com" and "Enter OTP". Below this text are two blue buttons: "Verify OTP" and "Resend OTP".

**Step 4: Set your password**

The screenshot shows the SIGMA Portal interface. At the top, there is a purple header with the text "Directorate of Colleges Higher Education Government of J&K (UT)" and navigation links: "Home", "About Us", "Help", and "Student Login". Below the header, the text "SIGMA Portal" is displayed, followed by the subtitle "Student Integrated Grievance & Messaging Application". In the center, there is a white box with a red border containing the text "Set Your Password". Below this text are two input fields: "New Password" and "Confirm Password". At the bottom of the box is a blue button labeled "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.**

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

AFREENA AKHTER

Dashboard Logout

Welcome, AFREENA AKHTER  
GDC (Women), Nawaladal, Sgr  
View 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 NOORIBAGH

Category:

OM

Income Class:

NA

Orphan:

NO

Community:

MUSLIM

District:

SRINAGAR

Tehsil:

EDGANI

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.

The screenshot shows the 'Submit Your Grievance' form. At the top, it says 'Directorate of Colleges Higher Education' and 'Students Integrated Grievance Monitoring Action (SIGMA)'. The form has a blue header with the title 'Submit Your Grievance'. Below the header, there is a note: 'Only Submit those grievances that have not been resolved at the college level'. The form fields include: 'Grievance' (a text area with placeholder 'Enter your grievance here'), 'Upload Document (If Any)' (a file upload button labeled 'Choose File' and 'No file chosen'), and 'Under Taking' (a checkbox labeled 'I agree to the above undertaking and confirm all details are correct.'). A green 'Submit' button is at the bottom right.

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

The screenshot shows the 'Grievance Timeline' window. It lists the following phases and statuses:

- Phase: Replyed Back to Student  
Status: Resolved  
12 May 2025 12:40 PM
- Phase: Responded Back to Directorate  
Status: Resolved  
02 May 2025 12:40 PM
- Phase: Forwarded to Principal  
Status: Pending  
02 May 2025 12:47 PM
- Phase: Director Colleges  
Status: Pending  
01 May 2025 11:57 AM

A 'Close' button is at the bottom right of the timeline window.



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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
14/06/2025 11:01	22	test query for the portal	N/A	issue resolved	14/06/2025 11:03	Replied Back to Student	Resolved	<a href="#">View</a>	<div>--Select Rating-- Select Rating ★ Very Poor ★★ Poor ★★★ Average ★★★★ Good ★★★★★ Excellent</div>
12/06/2025 15:19	21	new test (high batch) file	N/A	new test (high batch) file	12/06/2025 15:19	Replied Back to Student	Resolved	<a href="#">View</a>	
03/05/2025 13:00	19	I have a complaint	N/A	received	23/05/2025 13:43	Replied Back to Student	Resolved	<a href="#">View</a>	