



# Holy Cross College (Autonomous) Nagercoil - 629 004

Affiliated to Manonmaniam Sundaranar University, Tirunelveli  
Nationally Accredited with A+ Grade (CGPA 3.35) by NAAC IV Cycle  
An ISO 9001:2015 Certified Institution

SSR  
2019-2020  
to  
2023-2024

**4.4.2 There are established systems and procedures for maintaining and utilizing physical and academic support facilities – laboratory, library, sports complex, computers, classrooms etc.**

**2023 -2024**

Complaint No.	Department	Complaint	Complaint By Name	Remarks	Rectified/Not	Service by	Signature
21.06/23	Dept. of Commerce (Aided)	Keyboard is not working.	APCI	New k/b installed	Rectified	Amuthan	[Signature]
21/06/23	Dept. of Social Work (MSW)	Printer Problem	Rf				
22/06/23	Department of Commerce Aided	Word is not working	C. Ramesh		Rectified	Amuthan	[Signature]
22/06/23	Department of Commerce (S.T-II)	Dept. system need: update antivirus *Class Room No. 113 Speaker not working *Class Room No. 112 CPU Not working also speaker not working.	S. P. S. (S. P. Dept)	(Speaker no)			
			(S. P. Dept)		Rectified	Amuthan	[Signature]
23.6.23	Dept. of English (Aided)	III Yr Compa II Yr Computer is very slow - speaker is not working in II Yr.	[Signature]	HDD changed	Rectified	Amuthan	[Signature]
23.6.23	Department of Economics	Printer and Toner Refill	[Signature]	Toner Refill	Rectified	Amuthan	[Signature]
27/6/23	Department of History	Smart Board T.V. Repair	[Signature]			Amuthan	[Signature]
07/6/2023	Department of Mathematics (Aided)	Projector (very urgent) UPS	T. S. S.	Service			

[Signature]  
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NAAC V Cycle Self Study Report (SSR)

Date	System location	Problem	Complaint by Name	Remarks	Rectified or not	Service by	Signature
27/06/2023	Department of Zoology Main Lab.	UPS Not working Internet not connect	S. Madhwal	UPS battery Changed	Rectified	Amrithan	[Signature]
4-7-2023	Dept. of Zoology (Main Lab)	UPS not working	P. Shylpa Suresh			Amrithan	[Signature]
	Zoology Staff Room	Printer not working	P. Shylpa Suresh				[Signature]
8.7.23	Dept. of Commerce & Install projector in the 1 B.com class (Aided)	UPS not working.	[Signature]				
11-07-2023	Department of English (SC)	UPS is not working Mouse is broken	Janoba	Rectified			[Signature]
14/07/2023	Dept. of Com. (SF. 1)	Computer is not working.	[Signature]				[Signature]
18/7/23	Dept. of Botany	Printer problem	[Signature]				[Signature]
18/7/23	Department of Chemistry	Computer - not working	R. Ahil	New System installed			[Signature]
18/7/23	Dean office	Eps. problem	R. Ahil	New System installed			[Signature]
20/7/2023	Department of Mathematics	Projector repair (Very Urgent)	J. Shikha	Rectified		Amrithan	[Signature]
21/7/2023	Department of Mathematics	Printer - Toner	[Signature]	Toner Refill	Rectified	Amrithan	[Signature]

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Date	System Location	Problem	Complainant by Name	Remarks	Rectified or/Not	Solved by	Signature
24/7/23	Zoology Lab.	Printer not working	Mary Rita Luv		NO problem		
24/7/23	Hall No. 26. I M.Sc. Chemistry.	Smart Board with projector Not working (Net connection also not available).	S. Kizy Roselet	send problem			
26/7/23	Seams Room	Printer Not working	Wignin Nithya				
28/7/23	Mathematics 3F	Computer is not working Room no 102. (pdf file is also not open)	S. Karika			Amuthan	
31.7.23	Department of Economy Lynx Class Room 308 (87)	ZCI system problem	S. Vinod Babu				
3/8/23	Mathematics 3F	Computer is not working (department) & printer is	S. Karika		Rectified		
8/8/23	Mathematics 3F	Printer not working (department)	S. Karika				
11.8.23	Physico Room-no: 24 (old no: 18)	Projector & Smart board not working	S. Balakrishna	Log problem			

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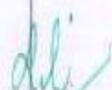
Date	System <del>name</del> Location	Problem	Complaint by Name	Remarks	Rectified or Not	Service by	Signature
18/8/23	Department of Commerce	System-1 UPS no functioning System-2 Not working System-3. <del>Not</del> Not Connected Internet	C. Beal	UPS Battery problem changed		Amrita	
20/08/2023	Department of English (ST)	UPS is always shutty can need mouse Printer is not clear network is not working		Mouse installed Toner	Rectified	Amrita	
23/08/23	Department of Commerce SF-I	I M.Com class II M.Com class Computer systems not working		UPS problem	Rectified	Amrita	
24/8/23	Depart of History	Printer not working	Jalyo	Printer Service	Rectified		
28/8/23	Physical Education	Computer Monitor & printer - print not clear	Jalyo	Monitor problem	Printer Tush		
31/08/23	Research Centre Commerce	System not working	C. Beal		Rectified	Amrita	
29/09/23	Dept. of Commerce SF-I	IM.Com & II.M.Com Computer Systems not working	Jalyo	UPS problem			

Amrita  
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(Jalyo)

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19/9/2023	Chemistry Department	Printer Not Working	lig.s	Toner Refill	Rectified		
19/9/2023	PG. Chemistry & M.Sc. Classroom	(i) Keyboard not working (ii) No net connected (iii) Audio not working	lig.s		Rectified with connection		
20/9/2023	Chemistry Department	(System) Computer (Switching off) again happens Repair	lig.s	m/b problem	M/b changed	Amrita	
26/9/23	English Department (Research centre)	System has the problem of not working occasionally ii) Printer - The Paper strucks in the printer and so, it is good if the printer is cleaned interiorly once.			Rectified	Amrita	
3/10/23	Tamil Department (Aided)	Printer Not Working.	Taru	Refilling		Rishi	

  
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Date	System Location	Problem	Complaint of Name	Remarks	Rectified or Not	Service by	Signature
4.10.2023	Department of English (S.F)	System is not working Printer is not in paper mode.	Manjiv	Printer Toner	Rectified	Amrita	[Signature]
7.10.23	Dept. Physio - 2 printers	Printer is not working	[Signature]	Toner Refill			
4.10.23	Dept. of Physio: Room no: 24	Smart board not visible not clear	[Signature]				
4.10.2023	Dept. of Zoology: Computer Lab	Computer showing problem	[Signature]		Rectified	[Signature]	[Signature]
11/10/2023	Dept. of History	Printer is not working.	[Signature]	SMPS problem	Rectified	Amrita	[Signature]
"	Research centre - History	CPU is not working	[Signature]				
11/10/2023	Department of Social Work	Printer - Paper	[Signature]	Toner	Rectified	Amrita	[Signature]
15/10/23	Department of Mathematics SF	Projector - Audio not working (Room no 101)	[Signature]				
17/10/23	Dept. of Mathematics (Aided) Research Centre - Mathematics	System is not working	[Signature]	OS error	Rectified	Amrita	[Signature]
19/10/23	Dept of Economics Research centre	Printer is not working	[Signature]		Rectified		

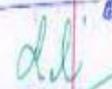
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Date	System Location	Problem	Complaint by Name	Remarks	Rectified Or/Not	Service by	Signature
20.10.2023	Department of Zoology (Main Lab)	Smart Board Problem	Hilbert	Projector problem <del>Not working</del>	Rectified		
25.10.2023	Dept. of Physics Room No: 24	Smart board problem dim - not visible to read	C. Nirmala Lewis dy				
		(Same problem wrote in this note on 4.10.23) (but not rectified)					
25.10.23	Dept. of Physics Room no: 20	Smart board Screen missing - unable to use PPT etc.	C. Nirmala Lewis dy	Screen taken from B-sc physics lab and fixed			
25.10.23	Department of Library	U.P.S. complaint	Prithvi Kumar				
25.10.2023	Department of English (SE)	Mouse is not working Printer is not working	Prithvi Kumar				
3/11/2023	Department of Economics	2 computers, printer & scanner	S.P. Navy	heating problem Power problem	Rectified Power Refill		
16/11/2023	Department of Chemistry	1 computer update Time update	Jeevan				
22/11/23	Department of Library	1 computer not working	Rohith				

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Date	System Location	problem	Complaint by Name	Remarks	Rectified or/Not	Service by	Signature
05/12/2023	Department of Physics	Printer problem	S. Virgin Jeba				
06/12/2023	Department of commerce	Printer Problem	d. Anuska mini				
5/12/2023	Department of Mathematics	(need cartridge). Projector Problem	Anuska Riga				
7/12/2023	Department of Chemistry (or)	Printer problem (need cartridge)	M.K. Angel Sathya				
		Computer (switching off again & again) Repair	M. Anitha Prinitha	Toner Refill	Rectified	Anuska	
9/12/2023	Department of Library	printer problem	V. Jayanth				
15/12/2023	Department of Mathematics	Printer Problem (Need Cartridge)	J. Anuska	Toner Refill	Rectified		
15/12/2023	Department of English (S.E)	Mouse is not working in I PU classroom Net tethering wire is not working. kindly change printer also problem		Mouse installed not working			
19/12/23	Department of Physics	Computer is connected to W is problem					

  
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Date	System Location	Problem	Complaint by Name	Remarks	Rectified or Not	Service by	Signature
19-12-23	Library	Repair CPU Board	Request				
19-12-23	Library	want power card for Barcode	Request	New power card installed	Rectified	Amrita	
20-12-2023	Department of Chemistry Room No. 26 I M.Sc.	Room No. 26 I M.Sc. Chem Projector PPT - No signal	U.S.		Rectified	Amrita	
	Dept of Chemistry	Printer issue	U.S.	Power Reset	Rectified	Amrita	
03-01-2024	Department of English (SF)	Computer keyboard is not working	M. Manoj Kumar Banner	2nd hand kb installed	Rectified	Amrita	
8/1/24	Department of Economics	Computer sharing is not working Smart class network	J. Shree		Rectified	Amrita	
10/1/24	Dept. of Botany	cpu not working	Amrita		Rectified	Amrita	
11/1/24	Dept. of History	Amivision issue	Joly				
11/1/24	Dept of Botany	toner & ups	Amrita	Toner & UPS Battery changed	Rectified	Amrita	

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Amrita

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Date	System Location	Problem	Complaint by Name	Remarks	Rectified or Not	Service by	Signature
20/1/24	Dept. of Mathematics (SF)	Computer UPS not working.		UPS Battery changed			
		Smart classroom Projector (Room No: 102) is damaged and not working.	J. Anas Mayilam		Rectified 30/1/24		
22/1/24	Dept. of Tamil	Computer & printer (Need cartridge)			Rectified	Ananta	
20/1/24	Department of Costume Design and Fashion	To refill toner	T. Manaka	Toner Refill	Rectified	Ananta	
31/1/2024	Department of Chemistry SF	System Not Working properly To Refill Toner	Lazy Roshni	Toner's checking	Rectified 31/1/24		
8/2/2024	Research Centre Department of Mathematics	System not working.	A. Anani	OS error	Rectified		
9/2/24	Zoology Lab.	System not working	K. Mary		Rectified 16/2/24	Ananta	
20/2/24	Zoology Dept	System not working	P.T. G. Liny	OS error/format	Rectified	Ananta	

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Date	System <del>prblm</del> Location	System problem	Complaint by name	Remarks	Rectified or not	Service by	Signature
21/02/24	English Research Room	Printer not working		Toner Refill	Rectified	Amrita	
21/2/24	Dept. of History & Research Centre	Printer is not working	D. Jalaja		Rectified	Amrita	 21/2/24
<del>21/02/24</del> <del>21/02/24</del>	<del>Office</del>	<del>UPS not working</del>	<del>...</del>				
24/02/24	Zoology Lab	download not working	...				
29/02/24	Commerce SF-1 (Department)	no refill toner	...				
29.2.24	Dept. of Physics	Printer - refill toner	...				
A. B. 2024	Deans' Room	Battery repair	Virgin Nikhya				
4-3-24	Mathematics S-F Rm no. 96 & 102	Computer not working	...	OS error/slow	Rectified	Amrita	
11.3.24	Department of Commerce	Refill toner	...	Toner Problem	Rectified (Toner Refill)	Amrita	
13.3.24	Dept of Commerce (SF-1)	I. M. Com	...				
13/3/24	Dept. of Costume Design and Fashion	UPS problem operation is not working	...	no problem	Found	Amrita	
13/3/24	Dept. of Mathematics - staff room	printer problem	...	Toner problem	Rectified	Amrita	
14/3/24	Dept of Mathematics S-F - Staff room.	printer problem (need cartridge)	...	Toner Refilling	Rectified	Amrita	

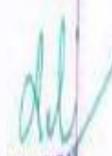
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Amrita 

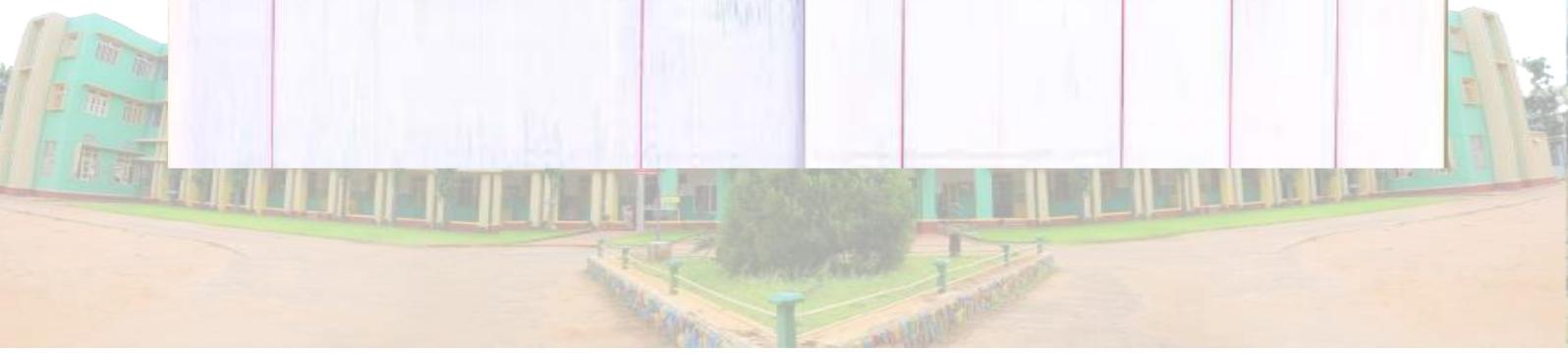
Date	System location	System problem	Complainant by name	Remarks	Rectified or not	Service by	Signature
18/3/2024	Physical Education	Printer not functioning	S. Chaitany	Toner problem	Rectified	Amrita	
21/3/2024	Department of Economics	Printer is not clean	S. Jini	Toner/Drum	Rectified	Amrita	
27-03-2024	Dept. of Zoology	Printer - not functioning	S. Jayan	Toner	Rectified	Amrita	
31/04/24	Dept of Lecture demonstration	Printer is not working properly	B. Shylpa	Toner	Rectified	Amrita	
		Scanner is not working	T. Manaka	Toner	Rectified	Amrita	
		Xerox is also not working	A. Leena				
3/4/2024	Dept of Zoology Lab	Computer network					
4/4/2024	Physical Education	Printer not working	S. Chaitany	Toner Refill	Rectified	Amrita	
5/4/2024	R Crossian Research Lab (J. Hall) Room	Printer - NO TONER	Suresh kalya.	Toner Problem	Rectified	Amrita	
10/4/2024	Department of History	Computer is not working properly	V. Pradeep	HDD problem			
12/4/2024	Dept. of Chemistry	Printer - Toner	Dr. M. Anita	Dept. of Chemistry - Toner			
15/4/2024	Dept. of Physics	UPS in the end system	M. Sriprabha				
16/4/2024	Department of English (S.F)	Printer is not clear	M. Janaka	Toner Refill	Rectified	Amrita	
16.04.2024	Deans' Room	1. UPS in the old computer 2. Printer	V. Vignini				
17.04.2024	Department of Botany	System problem	S. S. S. S.		Rectified	Amrita	
23/4/24	Department of Economics	System problem	S. S. S. S.				
23/4/24	Department of Mathematics (S-F)	Printer is not clear	S. S. S. S.	Toner Refill	Rectified	Amrita	

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Nagercoil - 629 004.

NAAC V Cycle Self Study Report (SSR)

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23/4/24	Dept. of Tamil (Aided)	Printer problem	A.P. Babita	Toner Refill	Rectified	Audhan	
25/4/24	Dept. of History	Printer not working	R. Sugi		Rectified	Audhan	
29/4/24	Dept. of Tamil (SF)	Printer is not clear (ink empty)	S. Aranganidhi		Rectified	Audhan	
08/05/24	Dept. of Social Work (MSW)	Printer is not working	E. Sathya Raj				
14/5/24	Dept. of Mathematics (Aided)	printer - toner	V.K. H.	Toner Refill	Rectified		

  
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2022 - 2023

Date	System Location	Problem	Complaint (or) Name Signature	Remarks	Rectified or Not	Service by	Remarks
15/3	I BA English (Aided)	Smart board is not working	Virgin Nithya	finish	Rectified	Amritha 21/8/22	Am
18/04/22	II MA English (SF)	System and system speaker is not working.	Department of English (SF)	<del>Hard</del> HDD changed	Rectified	Amritha 9/9/22	Am
20/08/22	II MA English (Aided)	No UPS.	Devi Jay Grace	New UPS installed	Rectified	Amritha 23/8/22	Am
	I BA English (Aided)	Smart Board is not working	Devi Jay Grace	No problem	Finished	Amritha 27/8/22	Am
20/8/22	Chemistry - Aided Department	Keyboard of the computer	Jenny	2nd kb installed	Rectified		
27.8.22	Department of Economics	Printer is not working No UPS			Rectified		
29.8.22	Mathematics SF	Printer is not working		No problem	Rectified	Amritha 6/9/22	Am
30/8/2022	Tamil S.F.	System is not working.	Devi Jay	Monitor problem	Rectified		
1/9/2022	Tamil (S.F)	Monitor is out	Devi Jay	Supply Monitor	Rectified		
9/9/2022	Chemistry SF.	Printer Not working Have to fix Smart board	Mr.	Smart Board installed Printer Toner Refilling	Finished Rectified Smartboard (15/9/22)	Amritha	Am

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NAAC V Cycle Self Study Report (SSR)

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18/8/22	Department of Computer Science	System not working	Y. Prasad	UPS installed	Rectified	Pranthon	Pranthon
21/08/22	Department of Botany	Printer not repaired	Pranthon		Rectified	Pranthon	
26/09/2022	Department of Social Work (MSW)	Printer not working (repair)	Rf.	Printer Service	Rectified	Pranthon 25/9/22	Pranthon
21/9/22	Department of Computer Science	Smart class room (III year)	Rf.	UPS Battery Changed	Rectified	Robin 24/9/22	
26/09/22	Department of Social Work (MSW)	Printer networking	Rf.		Rectified	Robin	
26/9/22	Department of Tamil (St)	Printer networking	Jayminia Kingi	Toner Refilling	Rectified	Robin	
27/9/22	Department of Chemistry (SF)	Network unavailable from 26/9/22.	Lizy S		Rectified	Robin	
29/9/2022	Department of Zoology	Computer not working	Pranthon		Rectified	Robin	
30/9/22	I.H. (20) Room no.	Computer slow	Jones kala	System slow	New Ramo installed software installed	Pranthon	Pranthon
01/10/2022	Department of computer	Toner Refilling (Printer)	M. Nithila		Rectified	Robin	
10/10/2022	Dept. of English (A; dead)	Department computer is working this	Pranthon		Rectified	Pranthon	Pranthon
10/10/22	Commerce Research Centre	Computer not working	Laxman	UPS problem	Rectified	13/10/22	Pranthon

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NAAC V Cycle Self Study Report (SSR)

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11/10/22	Research centre (Department of Mathematics Aided)	Computer is not working	S. Sujitha		Finish	Robin	
13/10/22	II Pk Eng Co.F)	<del>Computer</del> Can't access ppt in the TV. unit.	J. Babina	Total St. Joseph's Hall power problem 13/10/22			
14/10/22	Dept. of Eng. SF	Computer	J. Babina	Internet connection	Rectified	Amithan 14/10/22	
14.10.22	Dept. of Physics	Printer - printout not clear (not readable)	P. Amaladevi	Finish Power Rebooting	finished 15/10/22	Robin	
17-10-22	Department of chemistry	file corruption. - Antivirus software should be installed	P. Abhi	Virus Scan Format Software installed	finished 21/10/22	Amithan	
17-10-22	Library Holy Cross College Nagercoil 629 004	UPS problem in camera system & CPU problem in 1 system	Preetha		finished	Robin 19/10/22	
18-10-22	Department of Mathematics	Network unavailability	S. Sujitha		Rectified		
20/10/22	Department of English	Monitor is not working	P. SATHYA P.A	Checking	Rectified	Amithan del	

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Nagercoil - 629 004.

Date	System Location	Problem	Complaint by Name Signature	Remarks	Rectified (or) Not	Service by	Signature
02-11-2022	Department of physics	Computer not working		Simple problem Replace paper	Rectified	Robin	Prof. Oshika
3-11-2022	Department of Mathematics &	Computer not working	S. Karthika		Finished		
3/11/2022	Dept of English (Aided)	Printer - no ink	A. Anishya	Printer roller	Rectified	Amuthan	
4/11/2022	Dept. of Zoology	Printer - not working	B. Reniya	No problem	Rectified	Amuthan	
7/11/2022	Dept. of Mathematics SF	Printer - not working	S. Karthika		Rectified	Amuthan	
8/11/22	Dept of Commerce (SF-I)	System (new) slow	S. Marla Visha	Checking system	Rectified	Amuthan	
9/11/2022	Office	UPS - problem	M. Anko Susi	UPS Battery changed	Rectified	Amuthan	
14/11/22	Department of Commerce	Printer refilling					
16/11/22	Department of Mathematics (Aided)	Smart board not working	Not working		Rectified		Principal Holy Cross College (Autonomous) Nagercoil - 629 004.
17/11/22	Dept. of Chemistry SF	Smart board No internet connection			Rectified	Amuthan	
17/11/22	Department of Mathematics (Research centre)	(Golden Jubilee Hall), No. 20. (Olden Jubilee Hall: 21) Computer not working	P. Reniya	OS Booting problem	Rectified	Amuthan	
22/11/22	Department of Commerce SF II	Computer - UPS not working			Rectified	Amuthan 13/12/22	

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12.12.22	Department of English	System Date prob	Vinod Selli	CMOS Battery <del>changed</del>	Rectified	Armitan	
13/12/22	Dept. of Commerce SF II	Computer UPS not working (already mentioned)		—	Rectified	Armitan	
14/12/22	Dept. of Chemistry	Computer eqpt problem	R. Alib	mlb problem	Rectified	Robin	
17/12/22	Dept. of Commerce (Aided)	Computer UPS problem &	C. Braud	CMOS Battery/UPS Battery changed/ Toner Refill	Rectified	Armitan	
19/12/22	Dept of Commerce (SF-I)	Toner refill 11 pg → System UPS 11 pg → System	Anji	System problem D.P. Co. Finish	Rectified	Armitan	
20/12/22	Dept. of Botany (Aided)	11 gr. class. System		VGA To HDMI Problem	—	Armitan	
21/12/22	Common Research (R.no.20)	System slow	(Kala)	—	—	—	—
21/12/22	Dept. of Chemistry (Aided)	Computer is not working	R. Alib	mlb warranty	Rectified	Robin	
22/12/22	Dept. of Commerce Aided.	Net Connection - New System	C. Braud	New switch installed.	Finished	Robin	
06/01/2023	Dept. of History	Printer - not work	Jalgi	Toner	Finished	Armitan	
6/01/2023	Tamil Aided Department	Printer - not working	H. J. Dink	Toner	Finished	Armitan	
09/01/2023	Dept of Chemistry	Computer is not working		—	Rectified	Armitan	

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Nagercoil 629 004

NAAC V Cycle Self Study Report (SSR)

Date	System Location	problem	Complaint by name Signature	Remarks	Rectified/Not	Service by	Signature
09.01.2023	II Pn and III Ur system net	Department of English(St.)	M.Maria Helen Jonaba	II Pn - Lan Cable Cantot	Rectified 10/1/23	Amritha	[Signature]
	Is not working.				Rectified 17/1/23		
	II Pn Sound system is not working						
09/01/2023	Dept. of Social Work Printer Problem	Dept of MSW	F. Sathya	Toner @ Refill	Finished	Amritha	[Signature]
09.01.2023	II V.G System is not working. (Video and Audio is not clear.)	Department of English(Aided)	S. Franca Dorshara # court		Rectified	Amritha	[Signature]
09.01.2023	Department of Mathematics (Aided) System problem Staff room	system problem	M.K. Angel M.K. Angel		Rectified	Amritha	[Signature]
12.1.23	Department of Economics	Printer - No Ink	J. Vinod	Toner Refill	Rectified	Amritha	[Signature]

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	System Location		Remarks	Rectified/Not	Service by	Signature
12/1/2023	Department of Mathematics - Staff room	no internet-connection in 1 <sup>st</sup> system Also connect all the system to the printer	Ram Add Software Reinstalled	Rectified	Amuthan	
18/1/2023	Department of English - Staff room	The system is not working	P. SATHYA P. S.H	UPS battery (Sys) Changed	Rectified	Amuthan 
18/1/2023	Department of Chemistry Room no: 2	Internet connection is required for smart board.	Dimple L. Dava Vijila	—	Rectified	Amuthan/Robin 
19/1/2023	Department of Commerce (SF-1) I. M. Com class	System problem	Shri	<del>Projection</del> TV problem	Rectified	
19/1/2023	Department of Botany	Printer (toner) problems	Sub	Toner Refill	Rectified	Amuthan 
20/1/2023	Physical Education	Computer to printer are not working	Shri	—	Rectified	

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NAAC V Cycle Self Study Report (SSR)

Date	System Location	Problem	Complain by Name Signature	Remarks	Rectification Ref	Service by	System
10/3/2023	Department of Chemistry	System not working properly.	Kiy Roselt				✓
13/3/2023	Dept of Tamil SF	UPS problems	[Signature]				
15/3/2023	Department of History	Pandrive not supporting & Removal of Antivirus.	Dr. R. Sasi [Signature]				
21/3/2023	Department of chemistry	CPU is not working	Sheeba Daniel [Signature]	New powercord installed	Rectified	Amutha	✓
23/3/2023	Department of Zoology (M.Sc Lab)	UPS Problem	[Signature]				
27.3.23	Department of Economics	PDF files not opened Some web page also not opened	[Signature]		Rectified	Amutha	✓
27/3/23	Dept. of Commerce	Installation of Anti virus in Dept. system	[Signature]				
29/3/2023	Department of Mathematics	Toner for the Printer Keyboard for the one system Connector for the Projector	[Signature]	Toner Refilled New kb. Mouse Changed			
30/3/2023	Research Centre (Department of Mathematics)	System is not working	L. Mary christa Flower		Rectified	Amutha	✓

  
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Date	System Location	Problem	Complained by Name	Remarks	Rectified (or) NOT	Service by	Signature
31.03.23	Department of Tamil	Printer is not working	H. J. Sankar		Rectified	Amutha	[Signature]
31.3.23	Dept. of Physics	Computer-1 → Speaker is not working Computer-2 → RAM	Dr. C. Nirmala Devi R. S. Srinivasan		Rectified	Amutha Robin	[Signature]
11.04.23	Department of English (SF)	Replace CPU broken Mouse Broken	Mr. Mani Helen Janani		Rectified		
11/4/23	Department of Mathematics (Aided)	two systems are not working & one keyboard is needed	lkxbl	klb installed system HDD problem			
13/4/23	Dept. of Chemistry	Printer Not working			Rectified	Amutha	[Signature]
		ICT R. No. 2b powerpoint Display System Not working	Fig. S		Rectified		
18/4/23	Physical Education	Printer - Not working	J. Chisty		Rectified		[Signature]
20/4/23	Tamil (SF)	System problem System not working properly	J. Arun		Rectified		[Signature]

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6/5/23 [Signature]

NAAC V Cycle Self Study Report (SSR)

Date	System Location	Problem	Complained by Name	Remarks	Rectified / Not	Service by	Signature
20/4/23	Dept. History	Computer not working		M.S office problem	Rectified	Room	Pud
25/04/23	Department of History	Computer and Printer is not working			Rectified New System	Amrita	A
26.4.23	Dept. of Physics	Printers not working * Cartridge change needed for two printers	R. Sarmaladurai 26.4.23		Cartridge problem		 PRINCIPAL Holy Cross College (Autonomous) Nagercoil - 629 004
02-05-2023	Department of English (16)	Network is not working		Janaha	Rectified	Amrita	A
05-05-23	Department of English (16)	Printer is not clear		Janaha			
8/05/23	Dept. of Commerce (SA-1)	Printer is not working need to change Cartridge		P. Sankaralakshmi	Toner Refill Rectified	Amrita	A
16.5.23	Dept. of Physics	Second Computer Shutdown off early (not working)	R. Sarmaladurai 16.5.23				

2021 - 2022

Date	System Location	Problem	Complaint by Name Signature	Remarks	Rectified (or) Not	Service by	Remark
12/10/21	Department of English (SF)	UPS & Printer not working.	A. Nimesha	—	UPS Battery Changed Printer Fixed	Robin 12/10/21	
15/10/21	Department of English (Research Room)	Computer not working.	W. Javily	—	UPS Battery Changed	Robin / Anitha 15/10/21	
22-10-2021	Dept of English (SF)	UPS is not working CPU is broken	M. Nana Helen Janaba	UPS Battery	Fixed		
22-10-2021	Department of Mathematics (SF)	Printer not working	R. M. Rajesh	—	Fixed	Robin 27/10/21	
31	Dept. of Commerce (S.F.I)	ITM.com system is not working <del>Dept system</del>	S. Merlin Visto	—	no prob	Anitha 22/10/21	
27-10-2021	Department of Commerce (Research Centre)	Printer is not working	V. Regina R.V	—			Print prob 14 days later
27-10-2021	Department of English (Aided)	UPS problem	T. Bithika	Power prob			
21/10/2021	I BA English (Aided)	Smart Board problem	T. Bithika	—	Fixed	Robin 28/10/21	Vin Cable problem
25/10/2021	Department of Maths (Aided)	3 computers are not working	T. Sheebaketa	—	Fixed	Robin 29/10/21	

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Date	System Location	Problem	Complaint by Name Signature	Remarks	Rectified/Not	Service by	Remarks
28/10/2021	Department of English (SF)	I B.A English II MA English Systems are not working	M. Maria Helen Janaha		Finish	S. Anandapethi PRINCIPAL Holy Cross College (Autonomous) Nagercoil - 629 004.	
9/11/2021	Department of Commerce (A)	Printer - Print is not clear.	C. Banu	Toner Refilling	Finish		
4-12-2021	Department of History	Computer - not working	T.R. Pranoth		Finish 11/12/21		to Anurita
15/1/22	Dept. of Commerce (SF)	Printer ink is over	S. Madhavi	Toner Refilling	Finish		
11/02/22	Department of English (St)	Printer ink got over CPU	M. Maria Helen Janaha	Toner Refilling	Finish		
26/2/22	Dept of English	III BA & II MA Computer Repair.	Nimesha A		Finish	S. Anandapethi PRINCIPAL Holy Cross College (Autonomous) Nagercoil - 629 004.	
09/03/22	I M. Com	Computer speaker not working and not able to connect Wi-fi	A. F. Rajitha		Finish		
9/3/22	I M. Com	Computer is not working - I M. Com	R. Jayalalitha	UPS backup problem	Finish		

2019 - 2020

Date	Dept	Location	Problem	Complaint by Name	Remarks	Received by	Solved by	Checked by
22/6/19	Library		(6 systems) UPS Problem, Printer Problem	[Signature]		Reddy J	Munon	[Signature] 24/6/19
26/6/19	Chemistry (SF)	Department	Antivirus licence expired	[Signature]		Received 13/7/19	HR	[Signature] 27/7/19
27/6/19	Commerce	Department	Google Chrome not working	c. Brach	Immediately to be solved	Received 13/7/19	HR	[Signature] 27/7/19
2-7-19	History	Department	Printer is not functioning			Received	M	[Signature] 9/7/19
3-7/19	Economics	Department	Printer does not function properly Ink - Printer	[Signature]		Received	M	[Signature]
3/7/19	Computer Science	Department	UPS problem.			Received	HR	[Signature]
5/7/19	Zoology	Department	Printer (no ink)			Received	M	[Signature] 23/7/19
6/7/19	Chemistry	Room No 7	UPS problem			New Battery changed	[Signature]	[Signature]
7/7/19	Family SF	Department	Printer, UPS problem			Received	HR	[Signature] 12/7/19
10/7/19	Botany	Department	Printer, UPS Problem	[Signature]		Received	HR	[Signature]
10/7/19	Zoology	Department	Toner for printer	Kodimalar		Received	M	[Signature]
10/7/19	Zoology	Computer Lab	Toner for printer	Kodimalar		Received	M	[Signature] 28/7/19

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Date	System Location	Problem	Complained by Name & Sign	Remarks	Received by	Servia by	Checked by
11/7/19	Zoology Lab.	No ink in Toner	Kodi		<del>Prath</del>	M	}
11/7/19	Dept. of Commerce (SF-II)	Printer is not working	J. Divya		Reetna	HR	
11/7/19	Dept. of Commerce (Aided)	No ink in the printer (2 printers)	C. Brahm		Reetna	HR	
11/7/19	Research Research Centre	Micro soft office word is not installed.	C. Brahm		Reetna	HR	
12/7/19	Department of Chemistry (SF)	System not working	<del>S</del>		Reetna	AR	
14/7/19	office office	ups problem	<del>S</del>				
17/7/19	Department chemistry (SF)	Printer is not working	<del>S</del>		Reetna	HR	
17/7/19	Department of Science	V.P.S.	L. Lal		Reetna	HR	
19/7/19	Dept of Maths (Aided)	Two Computers need Repair (not working)	L. Lal		Reetna	AR	
23/7-19	History Dept	System not functioning	L. Lal		Reetna	AR	
06.08.19	Research Room	System not working	L. Lal				
8/08/19	Department of commerce (SF-I)	No ink in the printer.	Prithi		Reetna	HR	
14/8/19	Zoology Lab						

AR  
23/7/19

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29/7/19

AR  
27/8/19

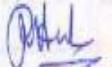


NAAC V Cycle Self Study Report (SSR)

Date	System Location	Problem	Complained by Sign + Name	Rectified or/Not	Service by	Remarks	Checked by
08-08-2019	M.Phil English Golden Jubilee Hall	System not working Battery drained.	P. Asmin Janisha M.Phil English in Amrith	Rectified	HR	Workmen found	 29/8/19
09/08/19	Research Centre Cecile Hall	System not working	Sej 09/08/19	Rectified	HR		
20/08/19	Department of Chemistry (SF)	CPU - CD drive problem		Rectified	HR		
22/8/19	Department of Maths (SF)	old System is slow and No internet connection	J. Anne Mary Lema (Kema)	Rectified	HR		
31/8/19	Department of Engg (SF) II M.A II	Computer	Rebha	Rectified	HR		
28/8/19	Department of Chemistry (SF)	Pen drive disc problem		Rectified	HR		
4/9/19	Zoology lab	No ink in the printer	Chm	Tone Refill	HR		
4/9/19	Zoology Dept. W Zoology Main Lab	UPS problem Projector problem	Chmaler	Rectified	HR		
19/9/19	Zoology Main Lab	Projector problem (out of order)	Chmaler	Rectified 5/10/19	HR		
25/09/19	Department of Commerce SF-II	Printer not working	R. Evalitala 25/09/19	Rectified	HR		

Sr. Anil Kumar S. S. S. S. S.

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20/9/19

27/09/19	Dean office	-	Printer not functioning	F. Briscoe			
4/9/19	Research Centre (Commerce)	-	Printing not functioning	Reetika	Reetika	AR	
4/10/19	Chemistry (SF)	-	Printer not functioning CPU is not working	Reetika	Reetika	AR	
09/10/19	Chemistry (SF)	-	Printer & CPU are not working				
16/10/19	Tamil (Aided)	-	Google not found	Reetika	Reetika (New computer system)	AR	Sr. Anandapethi Sathy
16/10/19	Library	-	Anti Virus (2 system)	Reetika			
17/10/19	Chemistry	-	Date and time error	R. Alil	Reetika	AR	
22/10/19	Physics	-	Department system UPS problem	S. Virgin Job	Thomas CP	AR	Neelakrishnan 20/10/19 19/10/19 20/10/19
22/10/19	Physics	-	Theoretical physics lab system problem	S. Virgin Job	Department Head	AR	Reetika
25/10/19	Botany	-	Printer	Reetika	Thomas CP	AR	
25/10/19	Maths (Aided)	-	System is not starting	V.H. Subramanian	Thomas CP	AR	Sr. Anandapethi Sathy
24/10/19	Botany	-	Printer Problem	Reetika	Thomas CP	AR	Reetika

Sr. Anandapethi Sathy

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Neelakrishnan  
20/10/19  
19/10/19  
20/10/19

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NAAC V Cycle Self Study Report (SSR)

Date	System location	Problem	Complaint by Name Signature	Remarks	Rectified or not	Solved by	Checked by
26/11/19	Research Centre (Commerce)	CPU is not working Printer still problem not functioning properly.	Hesil Jindal	CPU taken to office 26/11/19	was m/s invoice Reception 2/12/19	AK	
28/11/19	Physics Dept.	Printer in staff room.	S.H. Delphina	Toner taken to office 29/11/19	Received 2/12/19	AK	
29/11/19	Branch	Printer problem	S.H. Delphina	Toner taken to office 29/11/19 Problem resolved 29/11/19	Received 4/12/19	AK	
28/11/19	Computer Science Dept.	Projector Problem	Staff KB	Toner taken to office 5/12/19	Toner, Paper, Drum Blade, replacement change 16/12/19	AK	
4/12/19	English [Aided]	Printer Problem	Staff KB	Toner taken to office 5/12/19	Toner, Paper, Drum Blade, replacement change 16/12/19	AK	
5/12/19	Tamil (SF)	Computer Problem	M. Jyotsna Vinay	USB taken to office 4/12/19	Basic printing resolution 11/12/19	AK	
10/12/19	Chemistry (SF)	USB drive problem		Front USB Problem	New USB extension cable 29/12/19	AK	
13/12/19	Commerce SF I	Computer not functioning	AK	Screen problem	Received 13/12/19	AK	
13/12/19	Tamil (Aided)	Printer Problem		Toner taken to office (4/12/19)	Received 13/12/19	AK	
13/12/19	Chemistry (SF)	Printer Problem		Printer taken to office 14/12/19	Printer, roller change 18/12/19	AK	
13/12/19	Commerce SF I Laptop keyboard not working	Laptop key not working		Toner to office 13/12/19	New keyboard 14/12/19	AK	
18/12/19	Commerce Research Centre Room	Printer not Problem	e-Branch		Paper jam printer 20/12	AK	
19/12/19	ISAC Room	Service both the computers CD drive is not detecting	H. Jyotsna			AK	

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Or Anandapeth P. P. P.

NAAC V Cycle Self Study Report (SSR)

Date	System Location	Problem	Complaint by Name Signature	Remarks	Rectified by / Net	Service by	Checked by
02.01.2020	Zoology Lab	Toner Refill	<u>Abhaya</u>	Toner taken to office	Rectified	At 6/1/20	<u>Abhaya</u> 7/1/20
2-1-2020	Dept. of History	Computer <del>issue</del> & Printer Problem	<u>P.R. Praveen</u>	UPS & Toner taken to office 6/1/20	UPS & Toner issues rectified 10/1/20	At 7/1/20 At 20/1/20	}
8-1-2020	Dept. of Mathematics (Aided)	Printer Problem	<u>S Sujitha</u>	Printer taken to office 10/1/20	Return	At 1/3/20	
8-1-2020	Dept. of Botany	Printer & UPS problem	<u>nik</u>	Printer in position UPS taken to office 10/1/20	Rectified New system installed	At 10/1/20 At 13/1/20	
10-1-2020	Dept. of Mathematics (Aided)	Both printers - problem	<u>N. Anand Srinivas</u>	Toner taken to office 10/1/20	Toner refilled 14/1/20	At 14/1/20	
10-1-2020	Library	Monitor problem	<u>Rajitha</u>		Rectified	M 24/1/20	}
20-1-2020	Library	Mouse problem	<u>Rajitha</u>		New mouse installed	M 22/1/20	
21-1-2020	Dept. of Mathematics (SF)	Printer - Problem	<u>R.N. Rajalekshmi</u>	Toner taken to office 22/1/20 IP problem	Toner refilled Finish	At 24/1/20 <u>Sujitha</u>	<u>Abhaya</u> 28/1/20
21-1-2020	Dept. of Tamil (SF)	Computer - Net problem	<u>Abhaya</u>		Rectified	At 25/1/20	}
22-1-2020	Dept. of Chemistry (SF)	Printer issues	<u>Abhaya</u>	Printer not printing	Rectified	At 25/1/20	
23-1-2020	Library	Printer - Problem	<u>Abhaya</u>		Rectified	At 25/1/20	}
25-01-2020	Dept. of Computer Science	Printer - Problem	<u>Abhaya</u>	Toner taken to office 26/1/20	Rectified	At 29/1/20	
27-01-2020	Dept. of Tamil (SF)	Printer - Problem	<u>Jas</u>	Toner taken to office 27/1/20	Rectified	At 29/1/20	}
28-01-2020	Dept. of Chemistry (SF)	System issues	<u>Abhaya</u>		Rectified	M 28/1/20 <u>Dr. Anil Kumar</u>	
<del>30-1-2020</del>	<del>Dept. of Mathematics (Aided)</del>	<del>Computer &amp; Printer problem</del>	<del>Abhaya</del>				

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Date	System Location	Problem	Complaint by Name Signature	Remarks	Rectified or Not	Service by	Checked by
3-2-2020	Reminder - Printer Problem Library	Printer Problem	<u>Prabhu</u>		Rectified		<u>Prabhu</u> 20/3/20
4.2.2020	Printer Problem Dept. of Mathematics (SF)	Printer Problem	<u>R.N. Rajalakshmi</u>		Rectified	HR 4/2/20	<u>Prabhu</u> 26/2/20
5.2.2020	Dept. of Mathematics (SF)	Monitor Problem	<u>R. N. Rajalakshmi</u>				
06.02.20	Dept of Commerce (S-F-3)	Smart board not working	<u>Prabhu</u>	EPSON printer	Rectified	HR 24/2/20	} <u>Prabhu</u> 26/2/20
18/2/20	Dept. of Eng (SF)	Printer problem	<u>Prabhu</u>	Toner taken office	Rectified	HR 22/2/20	
18/2/20	Dept of Mathematics (S-F)	UPS problem	<u>Prabhu</u>	M/S			
18/2/20	B.Sc Mathematics Class (S-F) NOM	UPS problem	<u>Self</u>	Taken to office			
19/2/20	Dept. of Mathematics (SF)	In MS-Word - Documents are not saved.	<u>Prabhu</u>	CPU from HP office	Done backup documents	HR 22/2/20	
20/2/20	Dept. of English (S-F)	Printer problem	<u>Prabhu</u>	Toner taken office	Rectified	HR 22/2/20	} <u>Prabhu</u> 26/2/20
20/2/20	French Dept	Printer Problem	<u>Prabhu</u>	Toner taken to office	Rectified	HR 22/2/20	
24/2/20	Examination Bureau & Printer Library	To connect Barcode & printer	<u>Prabhu</u>		Rectified	HR 25/2/20	} <u>Prabhu</u> 27/2/20
25/2/20	Dept. of Commerce Research Centre	UPS Repair	<u>Prabhu</u>	UPS taken to office	New Battery Installed	HR 26/2/20	
27/2/20	Library	To Install Java software	<u>Prabhu</u>		Installed	HR 27/2/20	
29/2/20	Botany	Printer	<u>Prabhu</u>	Toner taken to office	Rectified	HR 29/2/20	

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Date	System Location	Problems	Complaint by Name Signature	Remarks	Rectified or/Not	Solved by	Checked by
02-03-20	Print Balany	Printer	<u>Sub</u>				
4/03/20	Dept. of Commerce (A)	Toner Problem	C. Brahm	Toner taken from 5/3/20	Rectified		
5/03/20	Economics Dept.	Toner problem		Toner taken from 5/3/20	Rectified	Dr. 11/3/20	Dr. 20/3/20
5/3/20	Library	Printer problem	<u>Sub</u>				
11/3/20	Zoology Lab	Toner Refilled	<u>Chandru</u>	Toner taken from 11/3/20	Toner Refilled	Dr. 11/3/20	
16-8-20	Dept. of History	Printer problem		Toner taken from 16/3/20	Toner Refilled	Dr. 19/3/20	Dr. 20/3/20
17-3-20	Dept. of Bot	Printer & System Problem	<u>Sub</u>	Toner taken from 17/3/20	Toner Refilled	Dr. 19/3/20	Dr. 20/3/20
18/3/20	Dept. of Mathematics (Aided)	UPS & Computer are not working	<u>Sub</u>	UPS taken from 18/3/20			
18/3/20	Dept. of English (Aided)	Dept Computer UPS not working (1 month) B.A. Andro not working (1 semester) Department Laptop Compag (1 month) Soc Laptop	<u>Sub</u>	UPS taken from 18/3/20	New Battery Installed	Dr. 23/3/20	Dr. 20/3/20
18/3/20	Dept. of Mathematics (Aided)	Printer problem (2 weeks)	<u>Sub</u>				

Date	System Location	Problem	Complaint by Name Signature	Remarks	Rectified or not	Solved by	Checked by
18-3-2020	History Department	Printer Complaint	<i>[Signature]</i>	Toner taken in office 18/3/20	Printer	AR 18/3/20	<i>[Signature]</i> 20/3/20
18-3-2020	Department of Economics (C.B.A)	U.P.S. complaint U.P.S. complaint	<i>[Signature]</i>	UPS taken to office 19/3/20 UPS taken to office 24/3/20	New Battery installed New New Battery installed	AR 24/3/20	
18/3/20	English (S.F.)	Printer Complaint System slow	<i>[Signature]</i> <i>[Signature]</i>	Printer taken to office 19/3/20	System slow Printer slow	AR 19/3/20	<i>[Signature]</i> 20/3/20
		U.P.S. system complaint (2 months)	<i>[Signature]</i>	U.P.S. system taken to office 19/3/20	New Battery changed & System Solved.	AR 24/3/20	
18/3/2020	Computer Science	Wifi not supported in the laptop (hp)	<i>[Signature]</i>		Wifi taken Solved.	AR 19/3/20	<i>[Signature]</i> 20/3/20
		U.P.S. not working properly in the Smart class (III US) (2 months)	<i>[Signature]</i>	U.P.S. taken to office 20/3/20	New New Battery installed	AR 24/3/20	
		Printer Toner Problem. But it was refilled on 24/03.	<i>[Signature]</i>	Toner taken to office 20/3/20 Printer taken to office 24/3/20			
16/02/2020	Dept. of Mathematics (Aided)	Three computers not working No net connection in 1 computer 2 printers are not working	<i>[Signature]</i>				

*[Signature]*

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