



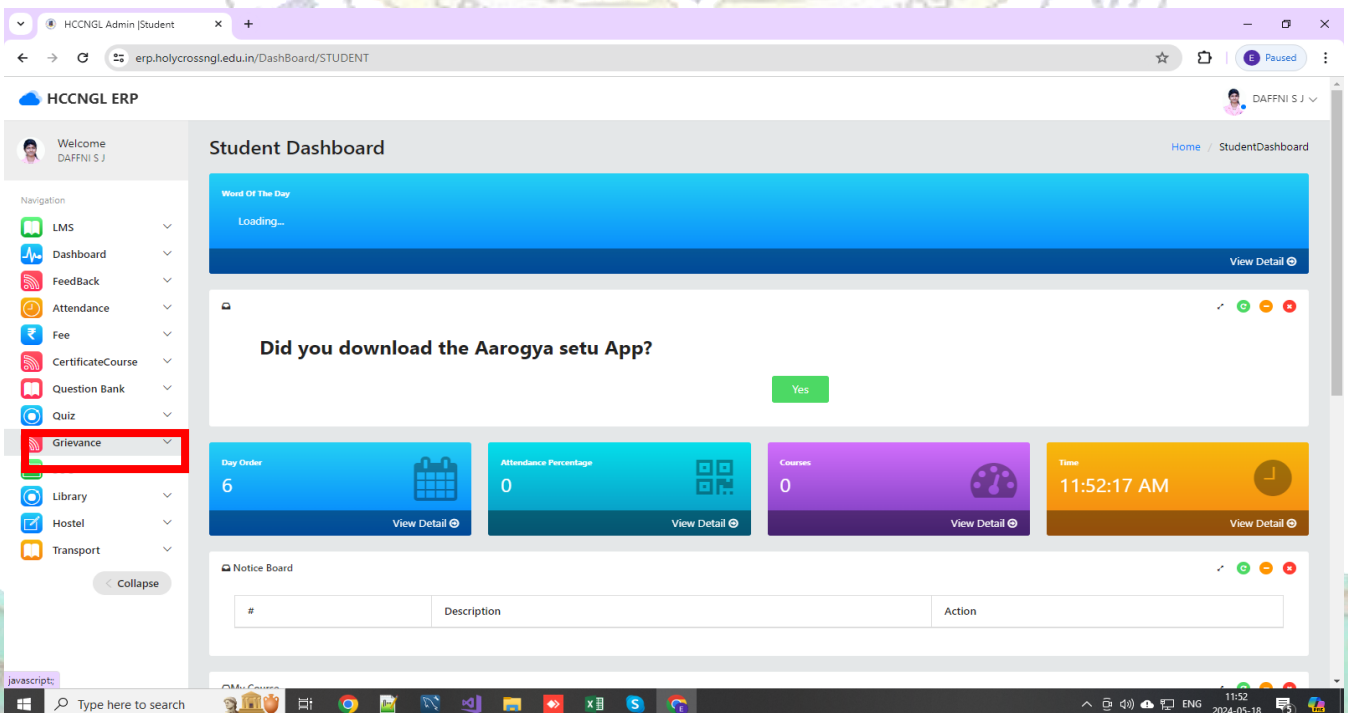
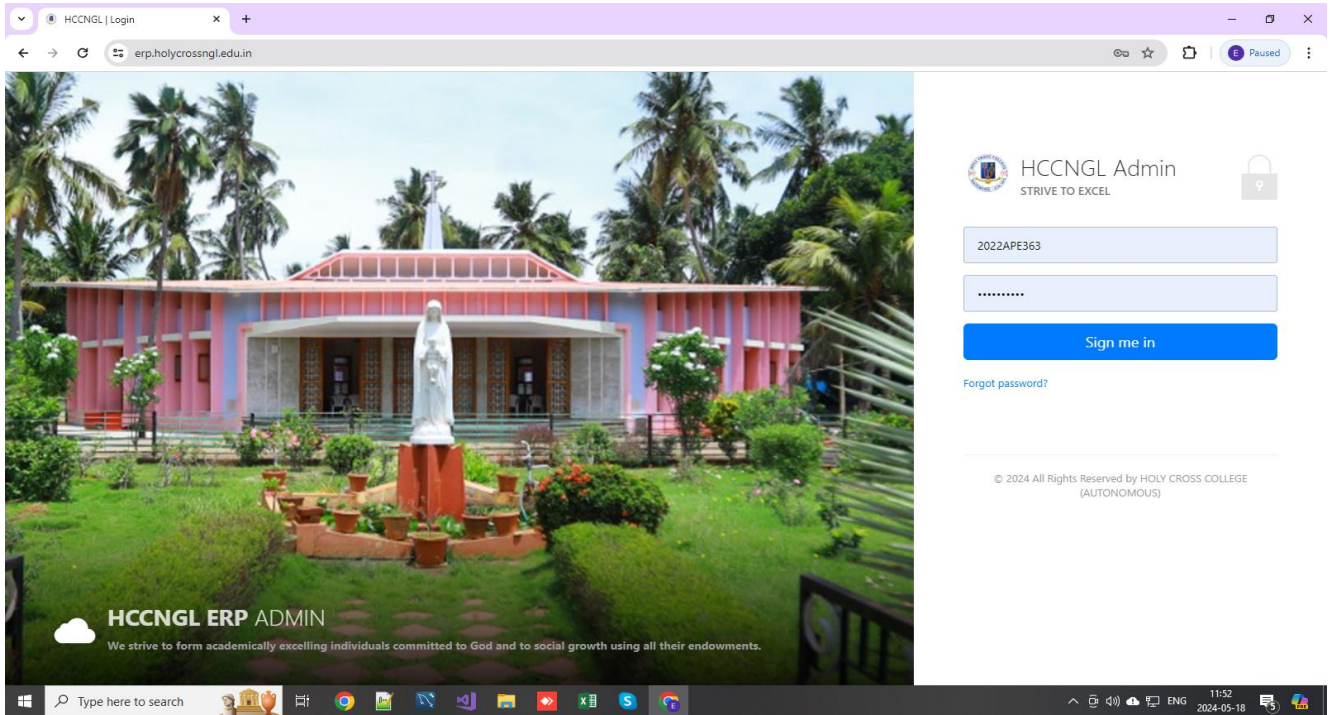
Holy Cross College (Autonomous) Nagercoil – 629 004

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

5.1.4 The institution adopts the redressal of student grievances including sexual harassment and ragging cases

MECHANISM FOR SUBMISSION OF ONLINE GRIEVANCES



The screenshot shows the 'Post Complaint' interface in the HCCNGL ERP system. The page title is 'Post Complaint' and the user is 'DAFFNI S J'. The left navigation menu includes 'Grievance' and 'Grievances List' with 'Post Complaint' highlighted. The main form contains the following fields:

- Type: --- Select Grievance Type --
- Subject: Grievance Subject
- Content: A rich text editor with a toolbar including bold, italic, underline, link, unlink, list, and other options.
- Attachment: + Add files...

At the bottom of the form, there are buttons for 'Post' and 'Cancel'. Below the form, there is a table with columns: PREVIEW, FILE INFO, UPLOAD PROGRESS, and ACTION.



The screenshot shows the 'View Complaints' dashboard in the HCCNGL ERP system. The page title is 'View Complaints' and the user is 'DAFFNI S J'. The left navigation menu is the same as in the previous screenshot. The main dashboard displays the following statistics:

- TOTAL COMPLAINTS: 0 (Better than last week (54.9%))
- PENDING COMPLAINTS: (Better than last week (54.9%))
- REPLIED COMPLAINTS: (Better than last week (54.9%))

Below the statistics, there is a list of filters for 'College', 'Campus', and 'Staff'. The dashboard also includes a 'Grievances List' section with 'Post Complaint' selected.

