



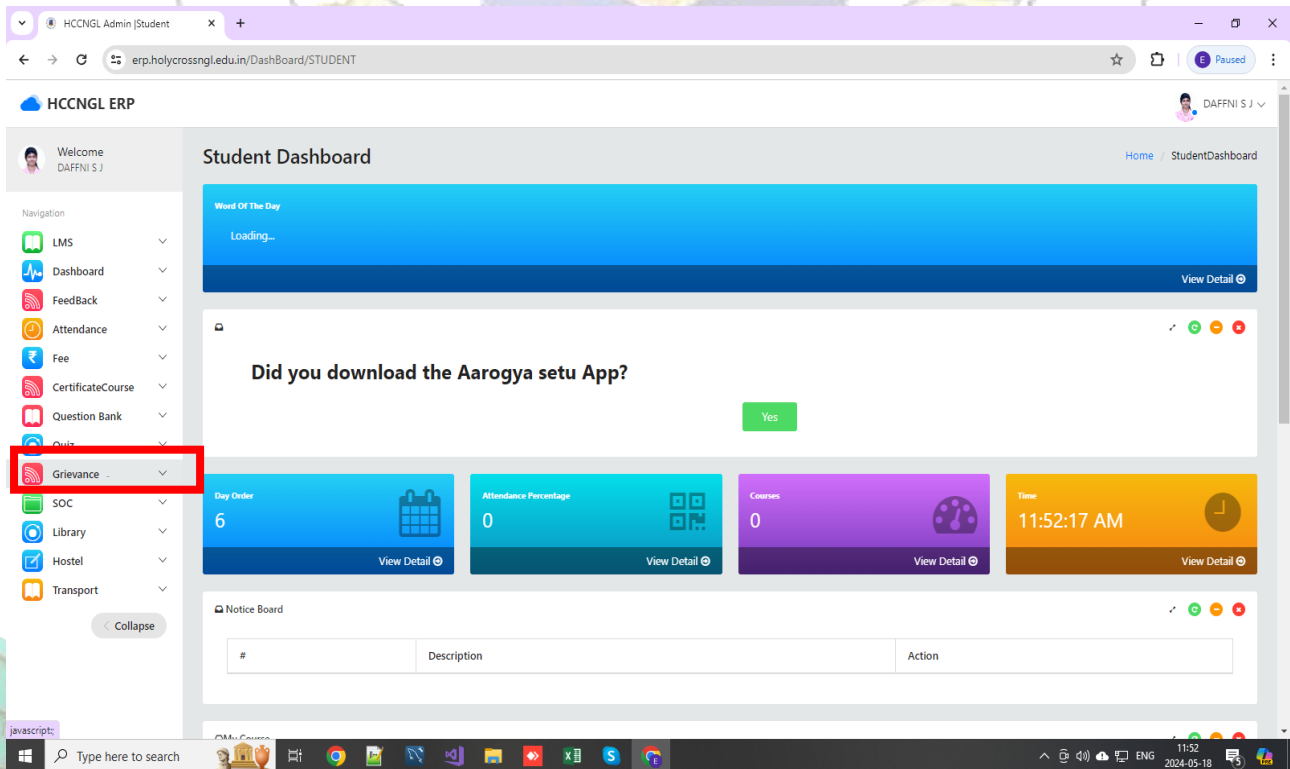
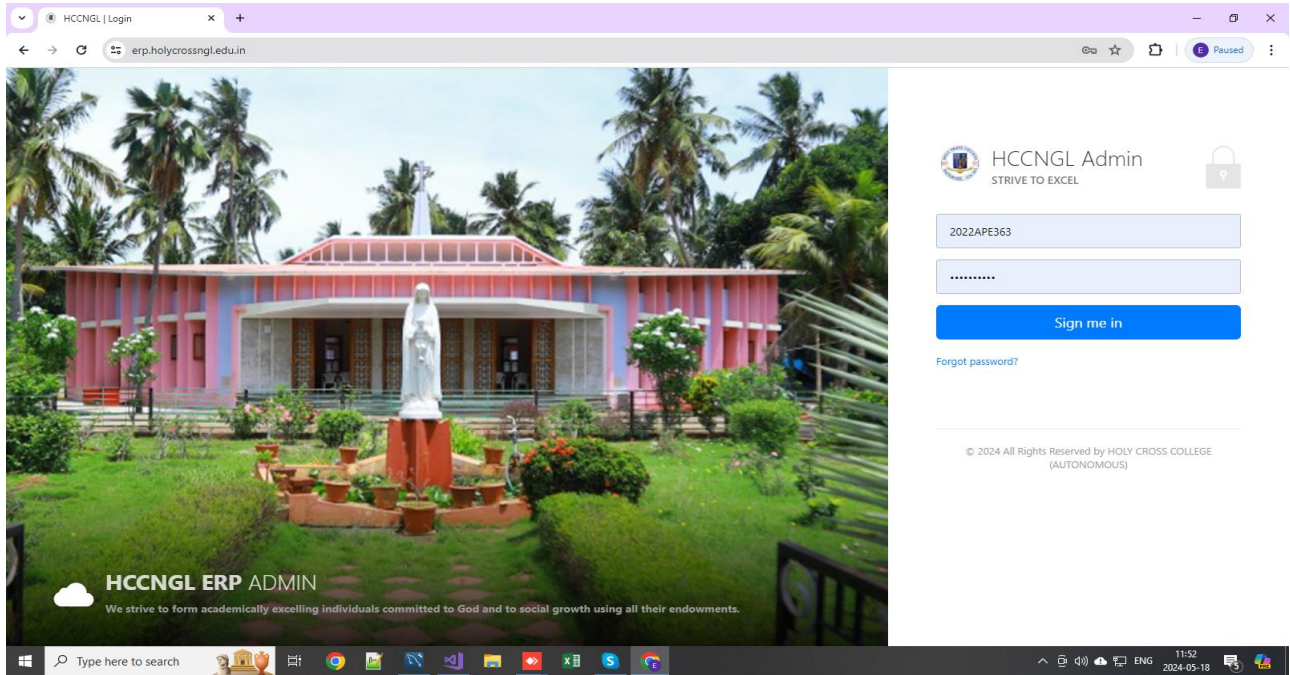
Holy Cross College (Autonomous) Nagercoil – 629 004

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

7.1.10 The Institution has a prescribed code of conduct for students, teachers, administrators and other staff and conducts periodic programmes

GRIEVANCE REGISTRATION OPTION IN ERP



The screenshot shows the 'Post Complaint' interface in the HCCNGL ERP system. The left sidebar contains a navigation menu with 'Grievances List' highlighted in red. The main content area is a form with the following fields:

- Type: --- Select Grievance Type --
- Subject: Grievance Subject
- Content: A rich text editor with a toolbar.
- Attachment: + Add files...

At the bottom of the form, there is a table with columns: PREVIEW, FILE INFO, UPLOAD PROGRESS, and ACTION. Below the table are 'Post' and 'Cancel' buttons. The footer of the page reads '© 2024 All Rights Reserved by HCCNGL'.

The screenshot shows the 'View Complaints' dashboard in the HCCNGL ERP system. The dashboard displays three summary cards:

- 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 cards is a filter section with the following categories:

- College
- Campus
- Staff

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