



**REGENT
EDUCATION &
RESEARCH FOUNDATION**

REF:RERF/Grievance/2019-20/04

College Grievance Redressal Cell (CGRC)

Date: 18-02-2020

Notice

Following members of College Grievance Redressal Cell (CGRC) are hereby informed that a meeting has been scheduled on Friday, 21-02-2020 at 11:30 a.m. in Conference room.

Members Present:

Sr. No.	Name of the faculty	Designation
1	Dr. Mahua Das	Chairperson
2	Ms. Sandipa Paul	Convener
3	Ms. Baishakhi Halder	Co- Convener
4	Mr. Subhankar Ghosh	Member
5	Mr. Suprovat Basu	Member
6	Ms. Anamika Basu	Member
7	Mr. Arup Mallick	Member
8	Mr. Sukdeb Saha	Member
9	Mr. Raju Kumar Shaw	Member
10	Mr. Indrajit Dawn	Member
11	Mr. Souvik Kundu	Member

Agenda:

1. To take cognizance of the grievances received from students.
2. To discuss and evaluate the nature of the grievances.
3. To discuss and approve the methods of redressal and appropriate action to be taken in the matter.
3. Any other item with the permission of Chair.

Campus : Regent Education & Research Foundation Group of Institutions

Bara Kanthalia (Barrackpore), Post : Sewli Telinipara, P.S. : Titagarh, Kolkata - 700 121, Tel.: 033 30085433 / 34, Fax : 033-30085441

Regd. Office : 81, Chowringhee Road, Kolkata - 700 020, E-mail : rerkolkata@gmail.com, Website : www.rerf.in

City Office : 3rd Floor, 60B Chowringhee Road, Kolkata - 700 020



**REGENT
EDUCATION &
RESEARCH FOUNDATION**

Meeting of College Grievance Redressal Cell (CGRC)

Meeting of members of College Grievance Redressal Cell (CGRC) called to order on Friday, 21-02-2020 at 11:30 a.m. under the Chairpersonship of I/C Principal Dr. Mahua Das

Members Present:

Sr. No.	Name of the faculty	Designation	SIGNATURE
1	Dr. Mahua Das	Chairperson	<i>M. Das</i>
2	Ms. Sandipa Paul	Convener	<i>S. Paul</i>
3	Ms. Baishakhi Halder	Co- Convener	<i>Baishakhi</i>
4	Mr. Subhankar Ghosh	Member	<i>S. Ghosh</i>
5	Mr. Suprovat Basu	Member	<i>Basu</i>
6	Ms. Anamika Basu	Member	<i>Anamika Basu</i>
7	Mr. Arup Mallick	Member	<i>Arup</i>
8	Mr. Sukdeb Saha	Member	<i>S. Saha</i>
9	Mr. Raju Kumar Shaw	Member	<i>R. K. Shaw</i>
10	Mr. Indrajit Dawn	Member	<i>I. Dawn</i>
11	Mr. Souvik Kundu	Member	<i>Souvik Kundu</i>

Campus : Regent Education & Research Foundation Group of Institutions

Bara Kanthalia (Barrackpore) Post : SewliTelinipara, P.S. : Titagarh, Kolkata - 700 121, Tel.: 033 30085433 / 34, Fax : 033-30085441

Regd. Office : 88, Chowringhee Road, Kolkata - 700 020, E-mail : rerfolkata@gmail.com, Website : www.rerf.in

City Office : 3rd Floor, 60B Chowringhee Road, Kolkata - 700 020



**REGENT
EDUCATION &
RESEARCH FOUNDATION**

College Grievance Redressal Cell (CGRC)

Meeting of members of College Grievance Redressal Cell (CGRC) was called to order on Friday, 21-02-2020 at 11:30 a.m. under the Chairpersonship of I/C Principal Dr.Mahua Das

Venue: Board Room

The Agenda for the discussion were as follows:

1. Item No 1: To take cognizance of the grievances received from students.
2. Item No 2: To discuss and evaluate the nature of the grievances.
3. Item No 3: To discuss and approve the methods of redressal and appropriate action to be taken in the matter.
4. Item No 4: Any other item with the permission of Chair.

Campus : Regent Education & Research Foundation Group of Institutions

Bara Kanthalia (Barrackpore), Post : SewliTelinipara, P.S. : Titagarh, Kolkata - 700 121, Tel.: 033 30085433 / 34, Fax : 033-30085441

Regd. Office : 83, Chowringhee Road, Kolkata - 700 020, E-mail : rerfkolkata@gmail.com, Website : www.rerf.in

City Office : 3rd Floor, 60B Chowringhee Road, Kolkata - 700 020



**REGENT
EDUCATION &
RESEARCH FOUNDATION**

Action Taken Report for the Meeting of College Grievance Redressal Cell (CGRC)

Meeting of members of College Grievance Redressal Cell (CGRC) was called to order on Friday, 21-02-2020 at 11:30 a.m. under the Chairpersonship of I/C Principal Dr.Mahua Das

As per the discussions conducted and the approved minutes in the said meeting Action was taken as under:

1. Item No. 1,2,3:

- 1 Complaint regarding canteen is the cutlery such as cups and plates are oily and dirty because they not washed properly. The drains around the canteen are also not cleaned thoroughly. So, they are clogged and smelly.
- Thus, we would like to suggest that the college authority's make stringent checks on the canteen daily or weekly. We hope that the canteen authority will look into our complaints and take steps to change the situation.

2. Item No. 4:

The mechanism of grievance redressal by the College Grievance Redressal Cell was communicated to all the learners through:

- Issuance of Notice to learners.
- Comprehensive information link made available on the Collegewebsite.

Campus : Regent Education & Research Foundation Group of Institutions

Bara Kanthalia (Barrackpore), Post : SewliTelinipara, P.S. : Titagarh, Kolkata - 700 121, Tel.: 033 30085433 / 34, Fax : 033-30085441

Regd. Office : 88, Chowringhee Road, Kolkata - 700 020, E-mail : rerfkolkata@gmail.com, Website : www.rerf.in

City Office : 3rd Floor, 60B Chowringhee Road, Kolkata - 700 020



**REGENT
EDUCATION &
RESEARCH FOUNDATION**

REF:RERF/Grievance/2019-20/03

College Grievance Redressal Cell (CGRC)

Date: 19-11-2019

Notice

Following members of College Grievance Redressal Cell (CGRC) are hereby informed that a meeting has been scheduled on Friday, 22-11-2019 at 11:30 a.m. in Conference room.

Members Present:

Sr. No.	Name of the faculty	Designation
1	Dr. Mahua Das	Chairperson ✓
2	Ms. Sandipa Paul	Convener
3	Ms. Baishakhi Halder	Co- Convener
4	Mr. Subhankar Ghosh	Member
5	Mr. Suprovat Basu	Member
6	Ms. Anamika Basu	Member
7	Mr. Arup Mallick	Member
8	Mr. Sukdeb Saha	Member
9	Mr. Raju Kumar Shaw	Member
10	Mr. Indrajit Dawn	Member
11	Mr. Souvik Kundu	Member

Agenda:

1. To take cognizance of the grievances received from students.
2. To discuss and evaluate the nature of the grievances.
3. To discuss and approve the methods of redressal and appropriate action to be taken in the matter.
3. Any other item with the permission of Chair.

Campus : Regent Education & Research Foundation Group of Institutions
Bara Kanthalia (Barrackpore), Post : SewliTelinipara, P.S. : Titagarh, Kolkata - 700 121, Tel.: 033 30085433 / 34, Fax : 033-30085441
Regd. Office : 88, Chowringhee Road, Kolkata - 700 020, E-mail : rerkolkata@gmail.com, Website : www.rerf.in
City Office : 3rd Floor, 60B Chowringhee Road, Kolkata - 700 020



**REGENT
EDUCATION &
RESEARCH FOUNDATION**

Meeting of College Grievance Redressal Cell (CGRC)

Meeting of members of College Grievance Redressal Cell (CGRC) called to order on Friday, 22-11-2019 at 11:30 a.m. under the Chairpersonship of I/C Principal Dr. Mahua Das

Members Present:

Sr. No.	Name of the faculty	Designation	SIGNATURE
1	Dr. Mahua Das	Chairperson	<i>M. Das</i>
2	Ms. Sandipa Paul	Convener	<i>S. Paul</i>
3	Ms. Bishakhi Halder	Co- Convener	<i>Bishakhi</i>
4	Mr. Subhankar Ghosh	Member	<i>S. Ghosh</i>
5	Mr. Suprovat Basu	Member	<i>S. Basu</i>
6	Ms. Anamika Basu	Member	<i>Anamika Basu</i>
7	Mr. Arup Mallick	Member	<i>A. Mallick</i>
8	Mr. Sukdeb Saha	Member	<i>S. Saha</i>
9	Mr. Raju Kumar Shaw	Member	<i>R. K. Shaw</i>
10	Mr. Indrajit Dawn	Member	<i>I. Dawn</i>
11	Mr. Souvik Kundu	Member	<i>Souvik Kundu</i>

Campus : Regent Education & Research Foundation Group of Institutions

Bara Kanthalia (Barrackpore), Post : SewliTelinipara, P.S. : Titagarh, Kolkata - 700 121, Tel.: 033 30085433 / 34, Fax : 033-30085441

Regd. Office : 88 Chowringhee Road, Kolkata - 700 020, E-mail : rerfkolkata@gmail.com, Website : www.rerf.in

City Office : 3rd Floor, 60B Chowringhee Road, Kolkata - 700 020



**REGENT
EDUCATION &
RESEARCH FOUNDATION**

College Grievance Redressal Cell (CGRC)

Meeting of members of College Grievance Redressal Cell (CGRC) was called to order on Friday, 22-11-2019 at 11:30 a.m. under the Chairpersonship of I/C Principal Dr. Mahua Das

Venue: Board Room

The Agenda for the discussion were as follows:

1. Item No. 1: To take cognizance of the grievances received from students.
2. Item No. 2: To discuss and evaluate the nature of the grievances.
3. Item No. 3: To discuss and approve the methods of redressal and appropriate action to be taken in the matter.
4. Item No. 4: Any other item with the permission of Chair.

Campus : Regent Education & Research Foundation Group of Institutions

Bara Kanthalia (Barrackpore), Post : Sewli Telinipara, P.S. : Titagarh, Kolkata - 700 121, Tel.: 033 30085433 / 34, Fax : 033-30085441

Regd. Office : 88, Chowringhee Road, Kolkata - 700 020, E-mail : rerfkolkata@gmail.com, Website : www.rerf.in

City Office : 3rd Floor, 60B Chowringhee Road, Kolkata - 700 020



**REGENT
EDUCATION &
RESEARCH FOUNDATION**

Action Taken Report for the Meeting of College Grievance Redressal Cell (CGRC)

Meeting of members of College Grievance Redressal Cell (CGRC) was called to order on Friday, 22-11-2019 at 11:30 a.m. under the Chairpersonship of I/C Principal Dr. Mahua Das

As per the discussions conducted and the approved minutes in the said meeting Action was taken as under:

1. Item Nos 1,2,3:

- Complaint regarding College Canteen is received. The complaint that the food served is not covered & many flies can be seen hovering over the food. This may lead to food poisoning. Also, the food is cold and the lunch box contains too little food.
- Thus, we would like to suggest that the college authority's make stringent checks on the canteen daily or weekly. We hope that the canteen authority will look into our complaints and take steps to change the situation.

2. Item No. 4:

The mechanism of grievance redressal by the College Grievance Redressal Cell was communicated to all the learners through:

- Issuance of Notice to learners.
- Comprehensive information link made available on the Collegewebsite.

Campus : Regent Education & Research Foundation Group of Institutions

Bara Kanthalia (Barrackpore) Post : Sewli Telinipara, P.S. : Titagarh, Kolkata - 700 121, Tel.: 033 30085433 / 34, Fax : 033-30085441

Regd. Office : 88, Chowringhee Road, Kolkata - 700 020, E-mail : rerfkolkata@gmail.com, Website : www.rerf.in

City Office : 3rd Floor, 60B Chowringhee Road, Kolkata - 700 020



**REGENT
EDUCATION &
RESEARCH FOUNDATION**

REF:RERF/Grievance/2019-20/02

College Grievance Redressal Cell (CGRC)

Date: 20-08-2019

Notice

Following members of College Grievance Redressal Cell (CGRC) are hereby informed that a meeting has been scheduled on Friday, 23-08-2019 at 11:30 a.m. in Conference room.

Members Present:

Sr. No.	Name of the faculty	Designation
1	Dr. Mahua Das	Chairperson
2	Ms. Sandipa Paul	Convener
3	Ms. Bishakhi Halder	Co- Convener
4	Mr. Subhankar Ghosh	Member
5	Mr. Suprovat Basu	Member
6	Ms. Anamika Basu	Member
7	Mr. Arup Mallick	Member
8	Mr. Sukdeb Saha	Member
9	Mr. Raju Kumar Shaw	Member
10	Mr. Indrajit Dawn	Member
11	Mr. Souvik Kundu	Member

Agenda:

1. To take cognizance of the grievances received from students.
2. To discuss and evaluate the nature of the grievances.
3. To discuss and approve the methods of redressal and appropriate action to be taken in the matter
3. Any other item with the permission of Chair.

Campus : Regent Education & Research Foundation Group of Institutions

Bara Kanthalia (Barrackpore) Post : Sewli Telinipara, P.S. : Titagarh, Kolkata - 700 121, Tel.: 033 30085433 / 34, Fax : 033-30085441

Regd. Office : 88, Chowringhee Road, Kolkata - 700 020, E-mail : rerfkolkata@gmail.com, Website : www.rerf.in

City Office : 3rd Floor, 60B Chowringhee Road, Kolkata - 700 020



**REGENT
EDUCATION &
RESEARCH FOUNDATION**

Meeting of College Grievance Redressal Cell (CGRC)

Meeting of members of College Grievance Redressal Cell (CGRC) called to order on Friday, 23-08-2019 at 11:30 a.m. under the Chairpersonship of I/C Principal Dr. Mahua Das

Members Present:

Sr. No.	Name of the faculty	Designation	SIGNATURE
1	Dr. Mahua Das	Chairperson	<i>M. Das</i>
2	Ms. Sandipa Paul	Convener	<i>S. Paul</i>
3	Ms. Eashakhi Halder	Co- Convener	<i>Eashakhi Halder</i>
4	Mr. Subhankar Ghosh	Member	<i>S. Ghosh</i>
5	Mr. Suprovat Basu	Member	<i>S. Basu</i>
6	Ms. Anamika Basu	Member	<i>Anamika Basu</i>
7	Mr. Arup Mallick	Member	<i>A. Mallick</i>
8	Mr. Sukdeb Saha	Member	<i>S. Saha</i>
9	Mr. Raju Kumar Shaw	Member	<i>R. K. Shaw</i>
10	Mr. Indrajit Dawn	Member	<i>I. Dawn</i>
11	Mr. Souvik Kundu	Member	<i>Souvik Kundu</i>

Campus : Regent Education & Research Foundation Group of Institutions

Bara Kanthalia (Barrackpore), Post : SewliTelinipara, P.S. : Titagarh, Kolkata - 700 121, Tel.: 033 30085433 / 34, Fax : 033-30085441

Regd. Office : 88, Chowringhee Road, Kolkata - 700 020, E-mail : rerfkolkata@gmail.com, Website : www.rerf.in

City Office : 3rd Floor, 60B Chowringhee Road, Kolkata - 700 020



**REGENT
EDUCATION &
RESEARCH FOUNDATION**

College Grievance Redressal Cell (CGRC)

Meeting of members of College Grievance Redressal Cell (CGRC) was called to order on Friday, 23-08-2019 at 11:30 a.m. under the Chairpersonship of I/C Principal Dr.Mahua Das

Venue: Board Room

The Agenda for the discussion were as follows:

1. Item No. 1: To take cognizance of the grievances received from students.
2. Item No. 2: To discuss and evaluate the nature of the grievances.
3. Item No. 3: To discuss and approve the methods of redressal and appropriate action to be taken in the matter.
4. Item No. 4: Any other item with the permission of Chair.

Campus : Regent Education & Research Foundation Group of Institutions

Bara Kanthalia (Barrackpore), Post : SewliTelinipara, P.S. : Titagarh, Kolkata - 700 121, Tel.: 033 30085433 / 34, Fax : 033-30085441

Regd. Office : 88, Chowringhee Road, Kolkata - 700 020, E-mail : rerfolkata@gmail.com, Website : www.rerf.in

City Office : 3rd Floor, 60B Chowringhee Road, Kolkata - 700 020



**REGENT
EDUCATION &
RESEARCH FOUNDATION**

Action Taken Report for the Meeting of College Grievance Redressal Cell (CGRC)

Meeting of members of College Grievance Redressal Cell (CGRC) was called to order on Friday, 23-08-2019 at 11:30 a.m. under the Chairpersonship of I/C Principal Dr. Mahua Das

As per the discussions conducted and the approved minutes in the said meeting Action was taken as under:

1. Item Nos. 1,2,3:

- Complaint related to the Caution money refund was submitted to the Grievance Cell.
- As soon as the complaints were received, they were immediately handed over to the Accounts Department for taking the necessary action.
- The accounts department has assured the grievance cell that they will resolve this as soon as possible.

2. Item No. 4:

The mechanism of grievance redressal by the College Grievance Redressal Cell was communicated to all the learners through:

- Issuance of Notice to learners.
- Comprehensive information link made available on the Collegewebsite.

Campus : Regent Education & Research Foundation Group of Institutions

Bara Kanthalia (Barrackpore), Post : SewliTelinipara, P.S. : Titagarh, Kolkata - 700 121, Tel.: 033 30085433 / 34, Fax : 033-30085441

Regd. Office : 88, Chowringhee Road, Kolkata - 700 020, E-mail : rerfkolkata@gmail.com, Website : www.rerf.in

City Office : 3rd Floor, 60B Chowringhee Road, Kolkata - 700 020

Centralized Grievance Redressal Cell RERFGI

Ref No. RERFGI/GRC/0020

Date: 20/07/2019

To,

MR/MS. ABIS KOS BANICK

Designation. Head Accountant

Department. Admin

Sub: Complaint No. GR/RERFI/20072019/0001

Received by. _____

Sir/Madam,

The undersigned has received a complaint vide complaint referenced above.

You are requested to take a suitable action for the resolution of the complaint and send your reply to this office for closure of the complaint within Two Days/Seven Days/Fifteen Days from receipt of this communication.

Thanking you,

Yours sincerely,

S. Paul

Grievance Redressal Officer

RERFGI

Comment:

Issue resolved as discussed
minutes of the meeting dated

WAS



To,
Senior Administrative officer
REFR

Date - 20/7/19

SUB:- Request for caution money Refund

Respected Sir, I am vijay kumar Passed out from REFR in the year of 2018. I have applied for my caution money Refund held by the college. The caution money was charred to me at the time of admission, now my studies are completed. But I still not received caution money. I have already give my bank a/c details to account department. But no responses from there.

Please solve my problem as soon as possible. I need the money very urgently.

Your faithfully
Vijay Kumar
CSE,
Roll-26300115061



GR/REFR/20072019/0001

WAS



Centralized Grievance Redressal Cell RERFGI

Ref No. RERFGI/GRC/0001

Date: 01/10/2019

To,

MR/MS. Prasanna K

Designation. CAO

Department. Admission

Sub: Complaint No. GR/RERF/01102019/0001 Received by. _____

Sir/Madam,

The undersigned has received a complaint vide complaint referenced above.

You are requested to take a suitable action for the resolution of the complaint and send your reply to this office for closure of the complaint within Two Days/Seven Days/Fifteen Days from receipt of this communication.

Thanking you,

Yours sincerely,

S. Paul

Grievance Redressal Officer

RERFGI

Comment:

Issue resolved as discussed
minutes of the meeting dated

Paul



Date - 01/10/19

To,
The Coordinator
Grievance Cell
RERF

Subject - Complain Regarding food Problems in Canteen

Respected sir/madam, I would like to complain about college canteen problems. As many of us come to college from a long distance, we can't take both breakfast and lunch at home and we have to take food in college canteen. Moreover canteen food is very much worst. They don't clean plates and glasses properly. The food is tasteless.

So, I request you to please look into the matter and solve the problem.

Thanking you
SK MOASHIF
CSE, 2nd year
Roll - 26300120053



GR/RERF/01102019/0001

W.S.



Centralized Grievance Redressal Cell RERFGI

Ref No. RERFGI/GRC/0004

Date: 04.02.2020

To,

MR/MS. Poojamma Kar

Designation. CAO

Department. Admin

Sub: Complaint No. GR/RERFI/04022020/001 Received by. _____

Sir/Madam,

The undersigned has received a complaint vide complaint referenced above.

You are requested to take a suitable action for the resolution of the complaint and send your reply to this office for closure of the complaint within Two Days/Seven Days/Fifteen Days from receipt of this communication.

Thanking you.

Yours sincerely,

S. Paul

Grievance Redressal Officer

RERFGI

Comment: Issue resolved as discussed
minutes of the meeting dated

Paul



Date: 4th Feb, 2020

To

The Senior Administrative Officer
Regent Education & Research Foundation

Sub: Complaint Regarding Canteen Hygiene.

Respected Sir,

I eat in our college canteen daily. All days I see that the utensils in which they serve food are ~~are~~ oily. Sometimes I find marks of previous food in the plates and spoons. They are not washed properly in soap. The canteen also has a bad smell. The smell comes from the drains of the canteen which are jammed with food pieces. The drains are not cleaned daily. This makes the canteen food very unhygienic. Please do something about this problem.

Sanju Paul
Roll-26301616019
EE Dept.

GR/RERF/04022020/cccl

