



**REGENT
EDUCATION &
RESEARCH FOUNDATION**

College Grievance Redressal Cell (CGRC)

Date: 18-05-2021

Notice

Following members of College Grievance Redressal Cell (CGRC) are hereby informed that a meeting has been scheduled on Friday, 21-05-2021 at 11:30 a.m. in Conference room.

Members Present:

Sr. No.	Name of the faculty	Designation
1	Dr. RajorshiBandyopadyay	Chairperson
2	Ms. Sandipa Paul	Convener
3	Ms. BaishakhiHalder	Co- Convener
4	Mr. SubhankarGhosh	Member
5	Mr. SuprovatBasu	Member
6	Ms. AnamikaBasu	Member
7	Mr. Arup Mallick	Member
8	Mr. SukdebSaha	Member
9	Mr. Raju Kumar Shaw	Member
10	Mr. Indrajit Dawn	Member
11	Mr. Rajdeep Dey	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 : rerf.kolkata@gmail.com, Website : www.rerf.in
City Office : 3rd Floor, 60B Chowringhee Road, Kolkata - 700 020



**REGENT
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Meeting of College Grievance Redressal Cell (CGRC)

Meeting of members of College Grievance Redressal Cell (CGRC) called to order on Friday, 21-05-2021 at 11:30 a.m. under the Chairpersonship of 1/C Principal Dr. Rajorshi Bandyopadhyay

Members Present:

Sr. No.	Name of the faculty	Designation	SIGNATURE
1	Dr. Rajorshi Bandyopadhyay	Chairperson	
2	Ms. Sandipa Paul	Convener	S. Paul
3	Ms. Baishakhi Halder	Co- Convener	Baishakhi
4	Mr. Subhankar Ghosh	Member	S. Ghosh
5	Mr. Suprovat Basu	Member	Suprovat
6	Ms. Anamika Basu	Member	Anamika Basu
7	Mr. Arup Mallick	Member	Arup
8	Mr. Sukdeb Saha	Member	S.S.
9	Mr. Raju Kumar Shaw	Member	RK Shaw
10	Mr. Indrajit Dawn	Member	I. Dawn
11	Mr. Rajdeep Dey	Member	R Dey

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College Grievance Redressal Cell (CGRC)

Meeting of members of College Grievance Redressal Cell (CGRC) was called to order on Friday, 21-05-2021 at 11:30 a.m. under the Chairpersonship of I/C Principal Dr. Rajorshi Bandyopadhyay

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.




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**REGENT
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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, 21-05-2021 at 11:30 a.m. under the Chairpersonship of I/C Principal Dr.RajorshiBandyopadhyay

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

1. Item Nos. 1,2,3:

- Student complained about the food which doesnot have any nutritious and so spicy. For example, they do not put vegetables in the food. Apart from that, the food is also too expensive. Besides, the canteen serves the same menu every day. The Student's are bored the same menu every day.
- 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.




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**REGENT
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College Grievance Redressal Cell (CGRC)

Date: 23-02-2021

Notice

Following members of College Grievance Redressal Cell (CGRC) are hereby informed that a meeting has been scheduled on Friday, 26-02-2021 at 11:30 a.m. in Conference room.

Members Present:

Sr. No.	Name of the faculty	Designation
1	Dr. Rajorshi Bandyopadyay	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. Rajdeep Dey	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.




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Meeting of College Grievance Redressal Cell (CGRC)

Meeting of members of College Grievance Redressal Cell (CGRC) called to order on Friday, 26-02-2021 at 11:30 a.m. under the Chairpersonship of 1/C Principal Dr. Rajorshi Bandyopadhyay

Members Present:

Sr. No.	Name of the faculty	Designation	SIGNATURE
1	Dr. Rajorshi Bandyopadhyay	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. Rajdeep Dey	Member	

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College Grievance Redressal Cell (CGRC)

Meeting of members of College Grievance Redressal Cell (CGRC) was called to order on Friday, 26-02-2021 at 11:30 a.m. under the Chairpersonship of I/C Principal Dr.Rajorshi Bandyopadhyay

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.




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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, 26-02-2021 at 11:30 a.m. under the Chairpersonship of I/C Principal Dr. Rajorshi Bandyopadhyay

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

1. Item Nos. 1,2,3:

- 3complaints related to the problems faced regarding college transport facilities were submitted to the Grievance Cell.
- As soon as the complaints were received, they were immediately handed over to the Administration Department for taking the necessary action.
- The administration department has assured the grievance cell that they will resolve this as soon as possible.
- 1complaint related to the Caution money refund were 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.




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Centralized Grievance Redressal Cell RERFGI

Ref No. RERFGI/GRC/0025

Date: 25.09.2020

To,

MR/MS. ASIS K. BARNICK

Designation. Head Accountant

Department. Admin

Sub: Complaint No. GR/RERFI/25082020/0001

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




25/08/20

To,
Senior Adm. Officer
RERF College.

Re: Request for caution money refund

Respected Sir,

I have passed out from RERF in ME Department. I have applied for refund of my caution money held by the college. I made the application to the Accounts Dept. of the college. I have not received my caution money till today. Please refund the money to me at the earliest. I need the money very urgently. I have submitted my bank details to accounts department. Please send the money to my account.

Please solve my problem at your earliest opportunity. Thank you.

Yours truly

RAHUL JHA

Roll no. - 26300716042

GR/RERF/25082020/0001



Centralized Grievance Redressal Cell RERFGI

Ref No. RERFGI/GRC/0001

Date: 01.03.2020

To,

MR/MS. Raju K. Shaw

Designation. A.O

Department. Admin

Sub: Complaint No. GR/RERFI/01032020/0001

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




January
1 ~~March~~, 2021

To,

The coordinator
Grievance Cell
RERF

Sub: Arrangement of Bus service to
College from Barrackpore station

Dear Sir,

I come to college everyday by train. I get down at Barrackpore station. Then I have to take autos two times to reach college. It is very expensive. I request to please arrange bus service for the students from Barrackpore station to the college. I request to make the bus service free for all the students.

Please solve the transport problem.

Thanking you.

Raydeep Dey

3rd year CSE

Roll no. 26300121029

GR/RERF/01032020/0001



Raydeep Dey
Principal
Regent Education & Research Foundation

Centralized Grievance Redressal Cell RERFGI

Ref No. RERFGI/GRC/0010

Date: 10.02.2020

To,

MR/MS. Raju K. Shaw

Designation. A.O

Department. Admin

Sub: Complaint No. GR/RERFI/10032020/0501 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




Feb
10 ~~March~~, 2020

To,
The Co-ordinator
Grievance cell
RERF

Sub:- Arrangement of Bus Service to college from
Barackpore Station.

Dear Sir,

I come to college everyday by ~~time~~ train. I get
down at Barackpore Station. I have to take to
autos to reach college. It is very expensive.

I request to please arrange bus service for the
students from Barackpore station to the college.

I request to make the bus service free for all
the students. Please solve the transport
problem.

Thanking you,
Saptarshi Banerjee
3rd year CSE
Roll. no! - 26300122054.

GR/RERF/10032020/0001




Principal
Research & Education Foundation

Centralized Grievance Redressal Cell RERFGI

Ref No. RERFGI/GRC/00²⁶

Date: 26.02.2021

To,

MR/MS. Raju K. Shaw

Designation. A.O

Department. Admin

Sub: Complaint No. GR/RERFI/26022021/0001

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




26 February, 2021

To,

The Coordinator

Grievance Cell

RERF

Sub: Arrangement of Bus Service to college from Barrackpore station.

Dear Sir,

I come to college everyday by train. I get down at Barrackpore station. Then I have to take two autos/taxis to reach college. It is quite very expensive for me to give. It's ~~request~~ my humble request to please arrange some bus services for the students from Barrackpore station to the college. I request to make the bus service free so it will be very helpful for all the students to reach college.

It's a request to please look into the matter at the urge. Please solve the transport problem.

Thanking You

MD. Anas Javed

3rd Year, CSE

Roll no. - 26300121036

GR/RERF/26022021/0001



Centralized Grievance Redressal Cell RERFGI

Ref No. RERFGI/GRC/0007

Date: 07.04.2021

To,

MR/MS. Poornodhara

Designation. CAO

Department. Admission

Sub: Complaint No. _____

Received by. _____

GR/RERFI/07042021/0001

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




7th April, 2021

To,
The Coordinator
Grievance Cell
RERF.

Sub: Problems regarding college canteen.

Dear Sir,

I eat breakfast and lunch in the college canteen everyday. They serve almost the same menu to us everyday. They give us the same vegetables everyday. The vegetables may be left over from previous day. We have told the canteen people to change the food menu. But no one listen to us. Please take necessary action. I will be grateful if you take necessary action and improve the canteen food quality.

Thanks and Regards,

Gourab Sarkar
Roll 26300117051
CSE

GR/RERF/57042021/0001



[Signature]



Centralized Grievance Redressal Cell RERFGI

Ref No. RERFGI/GRC/0015

Date: 15/06/2021

To,

MR/MS. ABIL K M BOONICK

Designation. Head Accountant

Department. Admin

Sub: Complaint No. GR/RERFI/15062021/001 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,

B. Paul

Grievance Redressal Officer

RERFGI

Comment:

Issue resolved as discussed
minutes of the meeting dated




Date-15/06/21

To
The Senior Admin Officer.
RERF

Sub:- Letter for Return of caution Money

Respected Sir,

It is stated that I have been a student of your college. ~~Now~~ Now I have passed the examination with a very good grade and now it's time for me to get a higher education. Sir, I am writing this letter for return of my caution money.

I hope my cheque will be processed with in 2-3 working days

Thanking you
Swata shou
26300116039

GRIEVANCE CELL
RERF
GR/RERF/1506/2021/0001


Principal
Education & Research Foundation