



**REGENT
EDUCATION &
RESEARCH FOUNDATION**

College Grievance Redressal Cell (CGRC)

Date: 17-05-2022

Notice

Following members of College Grievance Redressal Cell (CGRC) are hereby informed that a meeting has been scheduled on Friday, 20-05-2022 at 11:30 a.m. in Conference room.

Members Present:

Sr. No.	Name of the faculty	Designation
1	Dr. Rajorshi Bandyopadyay	Chairperson
2	Ms. Trina Bhattacharya	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.




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
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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, 20-05-2022 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. Trina Bhattacharya	Convener	Trina Bhattacharya
3	Ms. Baishakhi Halder	Co- Convener	Baishakhi
4	Mr. Subhankar Ghosh	Member	S. Ghosh
5	Mr. Suprovat Basu	Member	SBasu
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	RKshaw
10	Mr. Indrajit Dawn	Member	I. Dawn
11	Mr. Rajdeep Dey	Member	RDeey

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College Grievance Redressal Cell (CGRC)

Meeting of members of College Grievance Redressal Cell (CGRC) was called to order on Friday, 20-05-2022 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, 20-05-2022 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:

- 2 complaints 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 College website.




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**REGENT
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College Grievance Redressal Cell (CGRC)

Date: 22-02-2022

Notice

Following members of College Grievance Redressal Cell (CGRC) are hereby informed that a meeting has been scheduled on Friday, 25-02-2022 at 11:30 a.m. in Conference room.

Members Present:

Sr. No.	Name of the faculty	Designation
1	Dr. Rajorshi Bandyopadyay	Chairperson
2	Ms. Trina Bhattacharya	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, 25-02-2022 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. Trina Bhattacharya	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, 25-02-2022 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)**

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

1. Item Nos. 1,2,3:

- 1 complaint related to the problems faced regarding college transport facilities was 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.

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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College Grievance Redressal Cell (CGRC)

Date: 16-11-2021

Notice

Following members of College Grievance Redressal Cell (CGRC) are hereby informed that a meeting has been scheduled on Friday, 19-11-2021 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. RajdeepDey	Member

Agenda:

1. To take cognizance of the grievances received from students.
2. To discuss and evaluate the nature of the grievances.
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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, 19-11-2021 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	SBasu
6	Ms. Anamika Basu	Member	Anamika Basu
7	Mr. Arup Mallick	Member	Arup
8	Mr. Sukdeb Saha	Member	SS
9	Mr. Raju Kumar Shaw	Member	RKShaw
10	Mr. Indrajit Dawn	Member	I. Dawn
11	Mr. Rajdeep Dey	Member	RDeey

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

1. Item Nos. 1,2,3:

- 1 complaint related to the problems faced regarding college transport facilities was 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.

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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College Grievance Redressal Cell (CGRC)

Date: 16-08-2021

Notice

Following members of College Grievance Redressal Cell (CGRC) are hereby informed that a meeting has been scheduled on Friday, 20-08-2021 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:

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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	S. Basu
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	R. Shaw
10	Mr. Indrajit Dawn	Member	I. Dawn
11	Mr. Rajdeep Dey	Member	R. Dey

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Venue: Board Room

The Agenda for the discussion were as follows:

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**Action Taken Report for the Meeting of College Grievance Redressal Cell
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As per the discussions conducted and the approved minutes in the said meeting Action was taken as under:

1. Item Nos. 1,2,3:

- 1 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.




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Centralized Grievance Redressal Cell RERFGI

Ref No. RERFGI/GRC/0014

Date: 14/09/2021

To,

MR/MS. Raju Koo Shant

Designation. A.O

Department. Admin.

Sub: Complaint No. GR/RERFI/14092021/0801 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

[Signature]



Date - 14.09.2021

To,
The Co-ordinator
Grievance cell
RERF

Sub: Application for applying BUS service

Respected Sir, This is to inform you that I am Rupam Halder from CSE 2nd year. I am writing this letter as a request for availing the bus service, as the transport system is not available, we students face issues to reach college. So, I want to request you to look into this matter and arrange bus service.

Thanking you
Rupam Halder
CSE, 2nd year
Roll NO - 26300120021




Principal
Regent Education & Research Foundation

Centralized Grievance Redressal Cell RERFGI

Ref No. RERFGI/GRC/0013

Date: 13.01.2022

To,

MR/MS. Indrajit Dawn

Designation. AO

Department. Admin

Sub: Complaint No. GR/RERFI/3012022/0001

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,

Bhattacharya
Grievance Redressal Officer

RERFGI

Comment:

Issue resolved as discussed
minutes of the meeting dated

[Signature]


Date :- 13.01.22

To,
The co-ordinators
Grievance cell
RERF

Sub :- Application for bus service

Respected Sir/Madam,

My name is Ankita Chakraborty
from CSE, 3rd year. I am writing
these letters to requesting for bus
service. Bus service is a greate way
of makeing new friends and makeing
a comfortable transportation service

So I humbly request you to
considers my application

Thanking you

Ankita Chakraborty
CSE, 3rd year

Roll NO - 26300121060



Centralized Grievance Redressal Cell RERFGI

Ref No. RERFGI/GRC/0008

Date: 08.03.2022

To,

MR/MS. Pintu k. Pandey

Designation. Marketing Executive

Department. Admin

Sub: Complaint No. GR/RERF/08032022/0001 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,

Bhattacharya.
Grievance Redressal Officer

RERFGI

Comment:

*Issue resolved as discussed
minutes of the meeting dated*

[Signature]


08/03/2022

To,
The Coordinator
Grievance Cell
RERF

Sub: Complain regarding the food served in RERF canteen.

Respected Sir,

With due respect I would like to complain about the quality and price of the food served in the canteen. The food served are generally too spicy which is not good for our health, the price are also too high making us unable to afford the one we desire.

So, Sir I would request you to kindly look to the problem, we will be very grateful.

Yours Faithfully,
Raju Kumar Singh
CSE, 2nd year

Roll no: 26300121023

CR/RERF/08032022/0001



[Handwritten Signature]



Centralized Grievance Redressal Cell RERFGI

Ref No. RERFGI/GRC/0009

Date: 09.05.2022

To,

MR/MS. Indrajit Dawn

Designation. AO

Department. Admin

Sub: Complaint No. _____

Received by. _____

CR/REF: 09.05.2022/0009

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,

Bhattacharya
Grievance Redressal Officer

RERFGI

Comment:

Issue resolved as discussed
minutes of the meeting dated

[Signature]


To,
The Coordinator
Grievance Cell
RERF

09/05/2022

Re: Complain regarding food served in
RERF Canteen.

Sir, I would like to complain about the
food quality that is served in our collage
canteen. It is not nutritious we eat the
same meal every day, please decrease the
price of the food in our canteen.

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

Yours faithfully

Jack Ghosh
CSE, 2nd year
Roll no - 26300121020

GR/RERF/09052022/10001



[Signature]

