



Minutes of the meeting -Grievance Redressal Cell

Date of the meeting: 08/02/2023

Venue: Board Room, Regent Education and Research Foundation

Time: 4 pm

Agenda:

1. Grievance Redressal Cell, 2023
2. Discussion on grievances received and their resolution status
3. Improvement of grievance redressal procedures
4. Misc.

Invitees:

- 1) Dr. Samik Chaktaborty, Principal, RERF
- 2) Mr. Pramod Kar, Chief Administrative Officer
- 3) Mr. Raju Kumar Shaw, Senior Administrative Officer
- 4) Mr. Subhankar Ghosh, Registrar
- 5) Mr. Suprovat Basu, Deputy Registrar
- 6) Dr. Nibedita Mukherjee, HOD, BSH
- 7) Mr. Souvik Sarkar, HOD, CE
- 8) Mr. Sanjib Pal HOD, EE
- 9) Mr. Sabyasachi Mukherjee, HOD, ME
- 10) Mr. Suman Kumar Dey-HOD, EEE
- 11) Mr. Arup Mallick, HOD, MCA
- 12) Ms. Trina Bhattacharya, RERF
- 13) Ms. Baishakhi Halder, RERF
- 14) Ms. Anamika Basu (AP, MBA, RERF)
- 15) Mr. Sukdeb Saha (AP, ECE, RERF)
- 16) Mr. Indrajit Dawn (AO, RIST)
- 17) Mr. Rajdeep Dey (Student Representative, CSE, RERF)

Meeting Discussions:

- 1) Dr. Samik Chaktaborty, the Chair of the meeting, welcomed all the attendees and provided an overview of the agenda. He emphasized the importance of a Grievance Redressal Cell (GRC) to ensure a fair and transparent mechanism for addressing grievances within RERF.
- 2) The attendees discussed the composition of the GRC and agreed upon the inclusion of representatives from various departments, administrative roles, and student representatives.



- The committee recognized the need for diversity and inclusivity in order to effectively address grievances from different perspectives.
- 3) The roles and responsibilities of the Grievance Redressal Cell were discussed in detail. It was agreed that the GRC would receive and analyze grievances, conduct impartial investigations, and facilitate appropriate resolutions. The committee stressed the importance of maintaining confidentiality, sensitivity, and fairness throughout the grievance resolution process.
 - 4) The committee deliberated on the operational guidelines for the Grievance Redressal Cell. It was decided that the GRC would establish a dedicated communication channel, such as an email address and an online portal, to receive grievances. The attendees also discussed the timeline for acknowledging, investigating, and resolving the grievances within a reasonable timeframe.
 - 5) He also proposed to form/revamp Grievance Redressal Cell to address the specific needs and concerns of all students and faculties as follows. The committee will aim to provide support, guidance, and resources to help improve the academic performance and overall well-being of all students and faculty in the college.

Grievance Redressal Cell, 2023

Sl. No.	Name and Department	Position
1	Dr. Samik Chaktaborty, Principal, RERF	Chairman
3	Ms. Trina Bhattacharya, RERF	Convener
4	Ms. Baishakhi Halder, RERF	Co-Convener
5	Mr. Subhankar Ghosh, Registrar	Member
6	Mr. Suprovat Basu, Deputy Registrar	Member
7	Ms. Anamika Basu, AP, MBA, RERF	Member
8	Mr. Arup Mallick, HOD, MCA	Member
9	Mr. Raju Kumar Shaw	Member
10	Mr. Sukdeb Saha, AP, ECE, RERF	Member
11	Mr. Indrajit Dawn, AO, RIST	Member
12	Mr. Rajdeep Dey, CSE, RERF	Member

- 6) It was decided that all the stakeholders can lodge their grievances (if any) through RERF website (Online Grievance Redressal Portal) or can mail at the mailid grievance@regent.ac.in or can write and drop it at the Dropbox (Offline).
- 7) The committee discussed using various channels such as notice boards, college website etc. to disseminate information about the Grievance Redressal Cell of Regent Education and Research Foundation.
- 8) The committee emphasized the importance of maintaining transparency throughout the grievance redressal process. They proposed regular updates to complainants about the status and progress of their grievances.
- 9) The chairperson concluded the meeting by summarizing the key points discussed and expressing gratitude to all the committee members for their active participation.



Signature of the Invitees:

- 1) Dr. Samik Chaktaborty, Principal, RERF *SC*
- 2) Mr. Pramod Kar, Chief Administrative Officer *P.K.*
- 3) Mr. Raju Kumar Shaw, Senior Administrative Officer *R. K. Shaw*
- 4) Mr. Subhankar Ghosh, Registrar *S. Ghosh*
- 5) Mr. Suprovat Basu, Deputy Registrar *S. Basu*
- 6) Dr. Nibedita Mukherjee, HOD, BSH *N. Mukherjee*
- 7) Mr. Souvik Sarkar, HOD, CE *S. Sarkar*
- 8) Mr. Sanjib Pal HOD, EE *S. Pal*
- 9) Mr. Sabyasachi Mukherjee, HOD, ME *S. Mukherjee*
- 10) Mr. Suman Kumar Dey-HOD, EEE *S. Kumar Dey*
- 11) Mr. Arup Mallick, HOD, MCA *A. Mallick*
- 12) Ms. Trina Bhattacharya, RERF *Trina Bhattacharya*
- 13) Ms. Baishakhi Halder, RERF *Baishakhi Halder*
- 14) Ms. Anamika Basu (AP, MBA, RERF) *Anamika Basu*
- 15) Mr. Sukdeb Saha (AP, ECE, RERF) *S. Saha*
- 16) Mr. Indrajit Dawn (AO, RIST) *I. Dawn*
- 17) Mr. Rajdeep Dey (Student Representative, CSE, RERF) *Rajdeep Dey*