



**REGENT
EDUCATION &
RESEARCH FOUNDATION**

REF:RERF/Grievance/2018-19/05

College Grievance Redressal Cell (CGRC)

Date: 14-05-2019

Notice

Following members of College Grievance Redressal Cell (CGRC) are hereby informed that a meeting has been scheduled on Friday, 17-05-2019 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. Faju 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 : 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, 17-05-2019 at 11:30 a.m. under the Chairpersonship of 1/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>Saha</i>
9	Mr. Raju Kumar Shaw	Member	<i>R.K. Shaw</i>
10	Mr. Indrajit Dawn	Member	<i>I@</i>
11	Mr. Souvik Kundu	Member	<i>Souvik Kundu</i>



**REGENT
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College Grievance Redressal Cell (CGRC)

Meeting of members of College Grievance Redressal Cell (CGRC) was called to order on Friday, 17-05-2019 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.

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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, 17-05-2019 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:

- 2 complaints 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.

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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RESEARCH FOUNDATION**

REF:RERF/Grievance/2018-19/04

College Grievance Redressal Cell (CGRC)

Date: 12-02-2019

Notice

Following members of College Grievance Redressal Cell (CGRC) are hereby informed that a meeting has been scheduled on Friday, 15-02-2019 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. Faju 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.

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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, 15-02-2019 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. 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. Anup Mallick	Member	<i>Anup Mallick</i>
8	Mr. Sukdeb Saha	Member	<i>Sukdeb 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>

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College Grievance Redressal Cell (CGRC)

Meeting of members of College Grievance Redressal Cell (CGRC) was called to order on Friday, 15-02-2019 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.

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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, 15-02-2019 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:

- 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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REF:RERF/Grievance/2018-19/03

College Grievance Redressal Cell (CGRC)

Date: 20-11-2018

Notice

Following members of College Grievance Redressal Cell (CGRC) are hereby informed that a meeting has been scheduled on Friday, 23-11-2018 at 11:30 a.m. in Conference room.

Members Present:

Sr. No.	Name of the faculty	Designation
1	Dr. Mahua Das	Chairperson <i>M Das</i>
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. Faju 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.

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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, 23-11-2018 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>

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College Grievance Redressal Cell (CGRC)

Meeting of members of College Grievance Redressal Cell (CGRC) was called to order on Friday, 23-11-2018 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.

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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, 23-11-2018 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:

- 2 complaints 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.

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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REF:RERF/Grievance/2018-19/02

College Grievance Redressal Cell (CGRC)

Date: 21-08-2018

Notice

Following members of College Grievance Redressal Cell (CGRC) are hereby informed that a meeting has been scheduled on Friday, 24-08-2018 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.

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**REGENT
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RESEARCH FOUNDATION**

Meeting of College Grievance Redressal Cell (CGRC)

Meeting of members of College Grievance Redressal Cell (CGRC) called to order on Friday, 24-08-2018 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. Banishakhi Halder	Co- Convener	<i>Banishakhi</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. Anup Mallick	Member	<i>Anup 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>

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**REGENT
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College Grievance Redressal Cell (CGRC)

Meeting of members of College Grievance Redressal Cell (CGRC) was called to order on Friday, 24-08-2018 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.



**REGENT
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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, 24-08-2018 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:

- 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.

Centralized Grievance Redressal Cell RERFGI

Ref No. RERFGI/GRC/0023

Date: 23/06/2018

To,

MR/MS. ASIS KOS BARICK

Designation. Head Accountant

Department. Admin.

Sub: Complaint No. GR/RERFI/23062018/0001

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 or discussed
minutes of the meeting dated

Handwritten initials



Date :- 23.06.18

To

Senior Adm. Officers

RERF

Sub: Letter for Return of Caution Money

Respected Sir,

I am, Tania Ghosh a student of CSE dept writing to request you to return of caution money. The caution money was charged me at the time of admission and now my studies are completed. I have received my degree.

The account dept asked me to write this application and get it signed by the relevant dept. Moreover my clearance from all dept I get. Please approve this refund on a priority basis. I will be thankful to you.

Warm Regards

Tania Ghosh

CSE DEPT

Roll - 26300113030



GR/RERF/23062018/0001

WCS



Centralized Grievance Redressal Cell RERFGI

Ref No. RERFGI/GRC/0011

Date: 11/09/2018

To,

MR/MS. Raju Koo Shaw

Designation. A.O

Department. Admin.

Sub: Complaint No. GR/RERF/11092018/0001

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

WCS



Date-11/09/18

To,

The co-ordinator
Grievance cell
RERF

SUB: Application for arrangement of transport facility.

Respected sir, I'm writing this application to you for many students including me facing transport issue to come college. as the college is far away from station. We students can't get college in time, as the auto, bus, train delay etc. So, to overcome this pathetic situation, I request you to consider my application for arrange transport facility.

Thank you for your time and consideration.

Thanking you
Soupar Pal
CSE, 2nd year
Roll No - 26300118017

GRIEVANCE CELL
RERF
GR/RERF/11092018/0801

WAS



Centralized Grievance Redressal Cell RERFGI

Ref No. RERFGI/GRC/00 15

Date: 15/10/2018

To,

MR/MS. Raju Koushik

Designation. AO

Department. Admin.

Sub: Complaint No. GR/RERFI/15/02018/0001 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

SP



Date:- 15.10.18

To

The co-ordinator
Grievance Cell

RERF

Sub:- Request for cly bus service

Respected Sir,

It is state that I am student of 2nd year CSE dept, my name is Kakan Saha. I have recently heard that that the transportation service facility for girls. Sir, I also want to avail the facility of college bus as I have to go on local bus and it's quite unsafe.

So please do me a favour, college bus service. I will be grateful to you

Your Obidiently
Kakan Saha
CSE 2nd year

Roll No: 26300/10798



SR/RERF/15102018/0001



Centralized Grievance Redressal Cell RERFGI

Ref No. RERFGI/GRC/0009

Date: 09.01.2019

To,

MR/MS. Poojamma K

Designation. CAO

Department. Admission

Sub: Complaint No. _____ Received by. _____

GR/RERFI/09.01.2019/0009

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,

S. Paul

Grievance Redressal Officer

RERFGI

Comment: Issue resolved as discussed
minutes of the meeting dated

SP



09/01/2019

To,
The Coordinator
Grievance Cell
RERF

Re: Complain regarding food served in RERF
Canteen.

Sir,

I would like to complain about the food quality that is served in our college canteen. The food is very spicy. It is not nutritious. We eat the same menu everyday. 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,

Aarindam Kar
CE, 4th year
Roll - 26301314005

GR/RERF/09.01.2019/0001



WCS



Centralized Grievance Redressal Cell RERFGI

Ref No. RERFGI/GRC/0014

Date: 14.03.2019

To,

MR/MS. Raju K. Shaw

Designation. A.O

Department. Admin

Sub: Complaint No. GR/RERFI.14032019/001 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

[Handwritten initials]



14 March, 2019

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 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 this transport problem.

Thanking you.

Rubi Dhar

3rd year ECE

Roll no. - 26300315037

GR/RERF/14032019/1001



Centralized Grievance Redressal Cell RERFGI

Ref No. RERFGI/GRC/0015

Date: 15.03.2019

To,

MR/MS. Raju K. Shaw

Designation. A.O

Department. Admission

GR/RERFI/15032019/001

Sub: Complaint No. _____ 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

[Handwritten initials]



15 March, 2019

To,
The Coordinator
Grievance cell
RERF

Sub:- Arrangement of Bus service to college from Barrackpur station.

Dear Sir,

I come to college everyday by train. I get down at Barrackpur station. Then after that from barrackpur station I have to take two autos to reach college. It is very expensive I request you to please arrange bus service ^{free} for the student from Barrackpur station to the college. I request to make the service free for all the students.

Please solve this transport problem.

Thanking you
Md. Faizal Ansari
3rd year, CSE
Roll no. - 26300/210/2

GR/RERF/15032019/0001



WCS

