

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 Pregent:

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. 5 Jbhankar Ghosh	Member
5	Mr. 5 aprovat Basu	Member
6	Ms. 4 namika 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:

- 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 (Barrack p. re), 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: rerfkolkata@gmail.com, Website: www.rerf.in City Office: 3rd Floor, 60B Chowringhee Road, Kolkata - 700 020

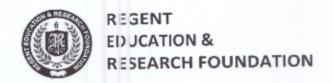


Meeting of College Grievance Redressal Cell (CGRC)

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 o the faculty	Designation	SIGNATURE
1	Dr. Mahua Das	Chairperson	19er
2	Ms. Sandipa Paul	Convener	5. Paul
3	Ms. Baishakhi Halder	Co- Convener	Barsach
4	Mr. Suphankar Ghosh	Member	5.Wh_
5	Mr. Suprovat Basu	Member	Basin
6	Ms. Ar amika Basu	Member	Anamika Barn
7	Mr. Arup Mallick	Member	The same of the sa
8	Mr. Sukdeb Saha	Member	Sche
9	Mr. Raju Kumar Shaw	Member	RikChaw
10	Mr. In drajit Dawn	Member	IQ-
11	Mr. Sc uvik Kundu	Member	Sourik Kundu



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 Itoom

The Agenda for the discussion were as follows:

- 1. Item No. :To take cognizance of the grievances received from students.
- 2. Item No. :: To discuss and evaluate the nature of the grievances.
- 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.



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 sulmitted to the Grievance Cell.
- As soon as the complaints were received, they were immediately handed over to the Acministration 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.

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



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. Vlahua Das	Chairperson
2	Ms. Sandipa Paul	Convener
3	Ms. Faishakhi Halder	Co- Convener
4	Mr. Subhankar Ghosh	Member
5	Mr. Suprovat Basu	Member
6	Ms. Anamika Basu	Member
7	Mr. 4 rup 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

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



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	Mas
2	Ms. Sandipa Paul	Convener	5. Paul.
3	Ms. Baishakhi Halder	Co- Convener	Buisachi
4	Mr. Suphankar Ghosh	Member	5.646
5	Mr. Suprovat Basu	Member	Case
6	Ms. Anamika Basu	Member	Tramilea Ban
7	Mr. Arup Mallick	Member	manula Ban
8	Mr. Su (deb Saha	Member	Qu
9	Mr. Ra u Kumar Shaw	Member	R.K. Shaw
10	Mr. Incrajit Dawn	Member	TA.
1	Mr. Souvik Kundu	Member	Sandy Vanda



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. 1: Any other item with the permission of Chair.



Action Taker 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 of 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.



REF:RERF/Cirievance/2018-19/03

College Grievance Redressal Cell (CGRC)

Date: 20-11-2(18

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. Vlahua Das	Chairperson Lagar
2	Ms. Sandipa Paul	Convener
3	Ms. Faishakhi Halder	Co- Convener
4	Mr. Subhankar Ghosh	Member
5	Mr. Suprovat Basu	Member
6	Ms. Anamika Basu	Member
7	Mr. 4 rup 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 apprizance 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

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



Meeting of College Grievance Redressal Cell (CGRC)

Meeting of members of College Grievance Redressal Cell (CGRC) called to order on Friday, 23-11-2)18 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	UDas
2	Ms. Sandipa Paul	Convener	5. Paul
3	Ms. Baishakhi Halder	Co- Convener	Brigakhi
4	Mr. Subhankar Ghosh	Member	5. ahh
5	Mr. Suprovat Basu	Member	Basi
6	Ms. Anamika Basu	Member	Ananilasasu
7	Mr. Arup Mallick	Member	On the second
8	Mr. Sukdeb Saha	Member	Sell
9	Mr. Raju Kumar Shaw	Member	Rik Chow
10	Mr. Ir drajit Dawn	Member	IA
11	Mr. Souvik Kundu	Member	Sourie Kunda



College Grievance Redressal Cell (CGRC)

Meeting of mer ibers 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: Boarc 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 Nc. 4: Any other item with the permission of Chair.



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

Meeting of me nbers of College Grievance Redressal Cell (CGRC) was called to order on Friday, 23-11-1018 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.

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



REF:RERF/Gricvance/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. 5 ukdeb Saha	Member
9	Mr. Raju Kumar Shaw	Member
10	Mr. ndrajit Dawn	Member
11	Mr. Souvik Kundu	Member

Agenda:

- 1. To take cognizance of the grievances received from students.
- 2. To disc 1 s and evaluate the nature of the grievances.
- To discus: 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

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



Meeting of College Grievance Redressal Cell (CGRC)

Meeting of mem ters of College Grievance Redressal Cell (CGRC) called to order on Friday, 24-08-20 8 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. Nahua Das	Chairperson	legas
2	Ms. Sandipa Paul	Convener	5. Paul
3	Ms. Baishakhi Halder	Co- Convener	Baisaldi
4	Mr. St bhankar Ghosh	Member	S.hth
5	Mr. Suprovat Basu	Member	Bear
6	Ms. Anamika Basu	Member	Anguika Basa
7	Mr. A up Mallick	Member	
8	Mr. Sukdeb Saha	Member	She
9	Mr. Raju Kumar Shaw	Member	Rik Chow
10	Mr. r drajit Dawn	Member	I
11	Mr. Souvik Kundu	Member	Sourik Kunder



College Grievance Redressal Cell (CGRC)

Meeting of ment ers 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:

- 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.
- 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.



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 discustions conducted and the approved minutes in the said meeting Action was taken as under:

- 1. Item Nos. 1,2,3:
 - I 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.
 - I'l e 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.
- Compret ensive information link made available on the Collegewebsite.

Ref No. RERFGI/GRC/0023	Date: 23/06/2018
MR/MS. ASIS Los Bornele Designation. Head Accounted Department. Adams. Sub: Complaint No. GR/RERF/23062018 050)	Received by.
Sir/Madam, The undersigned has received a complaint vide comp You are requested to take a suitable action for the res reply to this office for closure of the complaint within receipt of this communication.	laint referenced above. solution of the complaint and send your n Two Days/Seven Days/Fifteen Days from
Comment: Issue sesolved of discussed minutes of the once ting died	Yours sincerely, 6. Paul Grievance Redressal Officer RERFGI
	Research

. Seniore Adm. Officera

RERF

Sub: Letter for Return of Gaution Money

Respected Sire,

I am, Tania bihosh 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 an dept 1 get. Please approve this refund on a prejoreity basis. I will be thank full tg you.

Warm Regunde Tania Ghosh CSE DEPT

Roll - 26300113030







Ref No.	RERFGI/GRC/00	Date: 11 09 2018
Designation Departmen	Rogu Koo Shaw 1. A.0 1. Adorin. Claimt No. GR/RERF/11092018 000	Received by.
You are rec	igned has received a complaint vide comp	laint referenced above. solution of the complaint and send your n Two Days/Seven Days/Fifteen Days from
Comment: Issue ? concrutes	Thanking you, resolved as disensed of the concetting duted	Yours sincerely, <u>5. Paul</u> Grievance Redressal Officer RERFGI

Qan



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 the college is far away from station. We students can't get college in time, as the auto, to to, train delay cte. Can't get college in time, as the auto, to to, train delay cte. So, to overcome this Pakhetie Situation, I request So, to overcome this Pakhetie Situation, I request you to consider my application for arrange transform you to consider my application for arrange transform.

THANK YOU FOR YOUR line and consideration.

Thanking you Sourar Pal CSE, 15/ year Roll NO-26300118017





Ref No.	RERFGI/GRC/00 15	Date: 15 10 2018
Designation Department	Roğu Kos Shaw n. Ao nt. Adomin. plaint No. GR/RERF/15102018/	Received by.
You are re	signed has received a complaint vide co	omplaint referenced above. e resolution of the complaint and send your ithin Two Days/Seven Days/Fifteen Days from
Comment	Thanking you. Thanking you. Thanking you.	Yours sincerely,
		Research St & Research

The co-ordinatora Guievance Cell RERF

Sub: Request for cly beer service Respected Sir,

It is state that I con student of 200d year CSE dept, on name is karan Suha. I have recently heaved that that the transportation service facility for girl. Sir, I also want to avail the facility of college bus as I have to go on lecal but and its quite unsure.

So please do me a favou, collège bus service. I viel be grateful to you

Your Obidiently
Kakan Saha
ese 2nd year
Roll No: 26300/10798



Ref No.	RERFGI/GRC/00 ⁰	Date: 09.01. 2019
То,		
MR/MS. T	Passamed Korn	
Designation		
Department	GR/RERF/ 09012019/0	eo (
Sub: Compl	aint No.	Received by.
Sir/Madam,		
The undersig	gned has received a complaint vide con	nplaint referenced above.
reply to this	office for closure of the complaint wit	esolution of the complaint and send your hin Two Days/Seven Days/Fifteen Days from
receipt of thi	is communication.	
	Thanking you,	
		Yours sincerely,
		S. Paul
Comment:	Issue negalised againsensse	Grievance Redressal Officer
con	Tissue mesolved addiscusses moutes of the oncefing dute	RERFGI

Qas



To, The Coordinator Grievana Cell RERF

Re: Complain regarding food served in RERF Contem.

I would take to complain about the food quality that is served in our college canter. The food in very spicy. It is not nutricion. We est the same menn everyday. Please decrease the pries of the food in our conten.

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

Yours faithfully, Axindan Kar CE, 4th year Rul-26301314005

GR/RERF/19901201910001





Ref No.	RERFGI/GRC/0014	Date: 14.03.2019
	Ragu Krs. Shawl 1. Adamin	74
Sub: Comp	laint No. GRIRERFI.1403201 book	Received by.
Sir/Madam,		
The undersi	gned has received a complaint vide comp	plaint referenced above.
reply to this	uested to take a suitable action for the re- office for closure of the complaint within is communication.	solution of the complaint and send your n Two Days/Seven Days/Fifteen Days from
	Thanking you,	
		Yours sincerely,
Comment:	Issue resolved as discusse	Grievance Redressal Officer RERFGI

Qas



To, The Coordinator Grievance Cell RERF

Sul: Arrangement of Bus Service to college from Barrackpore Station

Dear Sir, I come to college everyday by train. I get down at Barrickpore station. Then I have to take two autor to reach college. It is very expersive. I request to please arrange bus server for the students from Bosrvechfore station to the college - I request to make the bus service free for all the students.

Please solve the transport problem.

Thanking you Rubi Dhar 3rd yran ECE Rollmo. - 26300315037

GR/RERF/.14032019/0001





Ref No.	RERFGI/GRC/0015	Date: 15.03.2019
	Raju Kro. Shaw n. A.O Adamira GR/RERF/ 150320	
Sub: Comp		Received by.
Sir/Madam,	;	
The undersi	igned has received a complaint vid	le complaint referenced above.
reply to this		the resolution of the complaint and send your nt within Two Days/Seven Days/Fifteen Days from
	Thanking you,	
		Yours sincerely,
Comment:	Issue sesalved as disc rutes of the meeting du	Grievance Redressal Officer RERFGI
		Research Research

The Courdinator Grienance cell RERF

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

Dear sir,

I came to tollege 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 frequest you to please arrange bus service for the student from Barrackpur station to the college. I request to make the 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. Faisay Arsani

3rd year, CSE

Roll no. - 26300 121012

GR/RERF/15032019/0001





