



**REGENT
EDUCATION &
RESEARCH FOUNDATION**

College Grievance Redressal Cell (CGRC)

Date: 27-06-2023

Notice


Following members of College Grievance Redressal Cell (CGRC) are hereby informed that a meeting has been scheduled on Friday, 29-06-2023 at 11:30 a.m. in Conference room.

Members Present:

Sr. No.	Name of the faculty	Designation
1	Dr. Samik Chakraborty	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.


Principal
Regent Education & Research Foundation
Bara Kanthalia, P.O.-Sewli Telinipara
Barrackpore, Kolkata- 700121

Campus : Regent Education & Research Foundation Group of Institutions
Bara Kanthalia (Barrackpore), Post : Sewli Telinipara, 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, 29-06-2023 at 11:30 a.m. under the Chairpersonship of 1/C Principal Dr. Samik Chakraborty

Members Present:

Sr. No.	Name of the faculty	Designation	SIGNATURE
1	Dr. Samik Chakraborty	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, 29-06-2023 at 11:30 a.m. under the Chairpersonship of I/C Principal Dr. Samik Chakraborty

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, 29-06-2023 at 11:30 a.m. under the Chairpersonship of I/C Principal Dr. Samik Chakraborty

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 Students 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.
- 3 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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College Grievance Redressal Cell (CGRC)

Date: 21-02-2023

Notice


Following members of College Grievance Redressal Cell (CGRC) are hereby informed that a meeting has been scheduled on Friday, 24-02-2023 at 11:30 a.m. in Conference room.

Members Present:

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


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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, 24-02-2023 at 11:30 a.m. under the Chairpersonship of 1/C Principal Dr. RajorshiBandyopadhyay

Members Present:

Sr. No.	Name of the faculty	Designation	SIGNATURE
1	Dr. RajorshiBandyopadhyay	Chairperson	
2	Ms. Trina Bhattacharya	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	

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College Grievance Redressal Cell (CGRC)

Meeting of members of College Grievance Redressal Cell (CGRC) was called to order on Friday, 24-02-2023 at 11:30 a.m. under the Chairpersonship of I/C Principal Dr. RajorshiBandyopadhyay

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.
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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, 24-02-2023 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:

- 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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College Grievance Redressal Cell (CGRC)

Date: 22-11-2022

Notice


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

Members Present:

Sr. No.	Name of the faculty	Designation
1	Dr. RajorshiBandyopadyay	Chairperson
2	Ms. Trina Bhattacharya	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.
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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, 25-11-2022 at 11:30 a.m. under the Chairpersonship of 1/C Principal Dr.RajorshiBandyopadhyay

Members Present:

Sr. No.	Name of the faculty	Designation	SIGNATURE
1	Dr. RajorshiBandyopadyay	Chairperson	
2	Ms. Trina Bhattacharya	Convener	Trina Bhattacharya
3	Ms. BaishakhiHalder	Co- Convener	Baishakhi
4	Mr. SubhankarGhosh	Member	S. Ghosh
5	Mr. SuprovatBasu	Member	Basu
6	Ms. AnamikaBasu	Member	Anamika Basu
7	Mr. Arup Mallick	Member	Ar
8	Mr. SukdebSaha	Member	S.S
9	Mr. Raju Kumar Shaw	Member	RKShaw
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, 25-11-2022 at 11:30 a.m. under the Chairpersonship of I/C Principal Dr.RajorshiBandyopadhyay

Venue: Board Room

The Agenda for the discussion were as follows:

1. Item No. 1: To take cognizance of the grievances received from students.
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**Action Taken Report for the Meeting of College Grievance Redressal Cell
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Meeting of members of College Grievance Redressal Cell (CGRC) was called to order on Friday, 25-11-2022 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:

- A Student complained about the food which does not 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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College Grievance Redressal Cell (CGRC)

Date: 23-08-2022

Notice


Following members of College Grievance Redressal Cell (CGRC) are hereby informed that a meeting has been scheduled on Friday, 26-08-2022 at 11:30 a.m. in Conference room.

Members Present:

Sr. No.	Name of the faculty	Designation
1	Dr. RajorshiBandyopadyay	Chairperson
2	Ms. Trina Bhattacharya	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.
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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, 26-08-2022 at 11:30 a.m. under the Chairpersonship of 1/C Principal Dr.RajorshiBandyopadhyay

Members Present:

Sr. No.	Name of the faculty	Designation	SIGNATURE
1	Dr. RajorshiBandyopadyay	Chairperson	
2	Ms. Trina Bhattacharya	Convener	Trina Bhattacharya
3	Ms. BaishakhiHalder	Co- Convener	Baishakhi
4	Mr. SubhankarGhosh	Member	S.Ghosh
5	Mr. SuprovaBasu	Member	Suprova
6	Ms. AnamikaBasu	Member	Anamika Basu
7	Mr. Arup Mallick	Member	Arup
8	Mr. SukdebSaha	Member	S.S
9	Mr. Raju Kumar Shaw	Member	R.K. 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:

1. Item No. 1: To take cognizance of the grievances received from students.
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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 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.
- 3 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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Centralized Grievance Redressal Cell RERFGI

Ref No. RERFGI/GRC/0012

Date: 12.07.2022

To,

MR/MS. Pintu K. Pandey

Designation. Marketing Executive

Department. Admin

Sub: Complaint No. GR/RERF/12072022/0001

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 at discussed
minutes of the meeting dated*


Principal
Regent Education & Research Foundation
Bara Kanthalia, P.O.-Sewli Telinpara
Barrackpore, Kolkata- 700121

12/07/2022

PO,
The Coordinator
Grievance Cell
RERF

Sub: Problem regarding college canteen

Dear Sir,

I eat breakfast and lunch in the college canteen everyday. They serve the same menu to us everyday. They give us the same vegetable everyday. The vegetables may be left over from previous day. We have told the canteen people to change the food menu but no one listens to us. Please take necessary action.

I'll be grateful if you take necessary action and improve the college food quality.

Thanks and Regards


Biswanuj Chosh.

26300121007

UB

GR/RERF/2022/0001




Principal
Regent Education & Research Foundation
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Barrackpore, Kolkata - 700121

Centralized Grievance Redressal Cell RERFGI

Ref No. RERFGI/GRC/0003

Date: 03-08-2022

To,

MR/MS. Indrajit Dawn

Designation. AO

Department. Admin

Sub: Complaint No. GR/RERFI/03082022/0001

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


Principal
Regent Education & Research Foundation
Bara Kanthalia, P.O.-Sewli Telinpara
Barrackpore, Kolkata- 700121

Date - 03-08-2022

To,

The Co-ordinator

Grievance Cell

RERF, BARRACKPORE

Sub: Arrangement of Bus service to college from Barrackpore Station

Sir, I want to inform you that when I come to our campus everyday by train. I get down at BKP station. Then I have to take two autos to reach our campus. As it is very expensive, so I requested to please arrange bus service for the students from BKP station to our college premises. I requested to make the bus service for the students with some optimal money for a year basis.

Please solve this transport problem.

Thanking you

Amit Raj Guin

3rd Year, CSE dept.

Roll No. - 26300122055

GR/RERF/03082022/10001



Principal
Regent Education & Research Foundation
Bara Kanthalia, P.O. - Sewli Telinipara
Barrackpore, Kolkata - 700121

Centralized Grievance Redressal Cell RERFGI

Ref No. RERFGI/GRC/0009

Date: 09-08-2022

To,

MR/MS. Indrajit Dewan

Designation. AO

Department. Admin

Sub: Complaint No. GR/RERFI.09082022/0001 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


Principal
Regent Education & Research Foundation
Bara Kanthalia, P.O.-Sewli Telinpara
Barrackpore, Kolkata- 700121

09 August, 2022

To
The coordinator.
Grievance cell.
RERF

Sub:- Arrangement of Bus Service to college from
Barrakpore station.

Dear Sir,

I come to college everyday by train, I get
down at Barrakpore station. Then I have to take two
autos to reach college. It is very expensive. I request
to arrange bus for the students from Barrakpore
station to the college. I request to make the ~~bus~~
bus free for all the students. Some time we lost our
First class.

please solve the transport problem as soon as
possible.

Thanking you

Kazi Ayan Faruk

3rd Year CSE

Roll NO- 26300122061

GR/RERF/09082022/0001



Principal
Regent Education & Research Foundation
Bara Kanthalia, P.O. - Sewli Telinpara
Barrakpore, Kolkata - 700121

Centralized Grievance Redressal Cell RERFGI

Ref No. RERFGI/GRC/0016

Date: 16.08.2022

To,

MR/MS. Indrajit Dawn

Designation. AO

Department. Admin

Sub: Complaint No. GR/RERFI/16082022/0001

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*


Principal
Regent Education & Research Foundation
Bara Kanthalia, P.O.-Sewli Telinpara
Barrackpore, Kolkata- 700121

Date: 16-08-2022

To,
The co-ordinator
Grievance cell
RERF

Sub:- Arrangement of Transport system

Dear sir,

With due respect, I want you to know a problem faced by most of students including me regarding the transport system of the college. As the transport system is not available for students we face many difficulties to reach college from home like the auto fare, train delay etc. So, to overcome this situation, I want/request you to look into this matter and arrange transport system. We will be grateful to you.

Thanking you.

Tanu Priya

CSE, 3rd year

Rollno - 26300121032

GR/RERF/16082022/0001



Principal
Regent Education & Research Foundation
Bara Kanthalia, P.O. - Sewli Telinpara
Barrackpore, Kolkata - 700121

Centralized Grievance Redressal Cell RERFGI

Ref No. RERFGI/GRC/0012

Date: 12.11.2022

To,

MR/MS. Pintu K. Pandey

Designation. Marketing Executive

Department. Admin

Sub: Complaint No. GR/RERFI/12.11.2022/0001

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*


Principal
Regent Education & Research Foundation
Bara Kanthalia, P.O.-Sewli Telinpara
Barrackpore, Kolkata- 700121

12th November, 2022

To,

The Coordination
Grievance Cell

RERF.

Sub: Problems regarding college Canteen.

Dear Sir,

I eat breakfast and lunch in the college canteen every day. They serve almost the same menu to us every day. 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 listens to us. Please take necessary action.

I will be grateful if you take necessary action and improve the canteen food quality.

Thanks and Regards.

Sanchyeta Saha

Roll - 26300121027

CSE

GR/RERF/12/11/2022/0001



Principal
Regent Education & Research Foundation
Bara Kanthalia, P.O. - Sewli Telinpara
Barrackpore, Kolkata - 700121

Centralized Grievance Redressal Cell RERFGI

Ref No. RERFGI/GRC/0010

Date: 10.01.2023

To,

MR/MS. Indrajit Dason

Designation. AO

Department. Admin

Sub: Complaint No. GR/RERFI/10012023/0001

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


Principal
Regent Education & Research Foundation
Bara Kanthalia, P.O.-Sewli Telinpara
Barrackpore, Kolkata- 700121

10 January, 2023

To, The Coordinator
Grievance Cell
RERF

Sub: Arrangement of Bus Service to College
from Barrackpore Station.

Respected Sir,


I come to college everyday by train. I get down at Barrackpore station. Then I have to take two auto 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
Harsh Kumar Shaw
3rd year CSE
Roll.no. - 26300/22056

GR/RERF/0012023/0001




Principal
Regent Education & Research Foundation
Bara Kanthalia, P.O. - Sewli Telinpara
Barrackpore, Kolkata - 700121

Centralized Grievance Redressal Cell RERFGI

Ref No. RERFGI/GRC/0011

Date: 11.01.2023

To,

MR/MS. Indrajit Dawn

Designation. AO

Department. Admin

Sub: Complaint No. GR/RERFI/11022023/0001

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


Principal
Regent Education & Research Foundation
Bara Kanthalia, P.O.-Sewli Telinpara
Barrackpore, Kolkata- 700121

11 January 2023

To,

The Coordinator
Grievance Cell
RERF

Sub:- Arrangement of Bus Service to College
from Barrackpore Station.

Respected Sir,

I come to college everyday by
train. I get down at Barrackpore station.
Then I have to take two auto 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 problems.

Thanking you

Vivek Kumar Ray

3rd year CSE

Roll no. - 26300121050

GR/RERF/11/01/2023/001



Principal
Regent Education & Research Foundation
Bara Kanthalia, P.O. - Sewli Telingara
Barrackpore, Kolkata - 700121

Centralized Grievance Redressal Cell RERFGI

Ref No. RERFGI/GRC/0024

Date: 24.04.2023

To,

MR/MS. Pintu k.s. Pandey

Designation. Marketing Executive

Department. Admin

Sub: Complaint No. GR/RERFI/24042023/0001

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*


Principal
Regent Education & Research Foundation
Bara Kanthalia, P.O.-Sewli Telinpara
Barrackpore, Kolkata- 700121

23/06/2023

To,

The coordinators
Grievance cell
RERF

Re: Complaint regarding food served in RERF
Canteen

Srs,

I would like to complain about the food
quality that is served in our college canteen.
The food is very spicy & not ~~nutritious~~
nutritious. We eat the same menu everyday.
Please decrease the price of the food in
our canteen.

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

Yours faithfully,

Sonu Pandey

CSE, 5th Sem

Roll - 26300121019

GR/RERF/23042023/0001



Principal
Regent Education & Research Foundation
Bara Kanthalia, P.O. - Sewli Telinpara
Barrackpore, Kolkata - 700121

Centralized Grievance Redressal Cell RERFGI

Ref No. RERFGI/GRC/0002

Date: 02-06-2023

To,

MR/MS. Indrajit Dawn

Designation. AO

Department. Admin

Sub: Complaint No. GR/RERFI/02062023/0001

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 & discussed
minutes of the meeting dated


Principal
Regent Education & Research Foundation
Bara Kanthalia, P.O.-Sewli Telinpara
Barrackpore, Kolkata- 700121

2nd June, 2023.

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 auto to reach college. It is very expensive. I request to please arrange bus ~~in~~ service for the students from Barrackpore station to the college. I request to make the low ~~in~~ service free for all the students.

Please solve the transport problem.

Thanking you.

Rejini Prasad.

3rd, year CSE.

Roll. NO :- 26300121038.

GR/RERF/02062023/0001



Principal
Regent Education & Research Foundation
Bara Kanthalia, P.O. - Sewli Telinpara
Barrackpore, Kolkata - 700121

Centralized Grievance Redressal Cell RERFGI

Ref No. RERFGI/GRC/0021

Date: 21-06-2023

To,

MR/MS. Indrajit Dawn

Designation. AO

Department. Admin

Sub: Complaint No. GR/RERFI/21062023/0001 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 & discussed
minute of the meeting dated*


Principal
Regent Education & Research Foundation
Bara Kanthalia, P.O.-Sewli Telinpara
Barrackpore, Kolkata- 700121

21st June, 2023

To,

The Coordinator,
Grievance Cell,
RERF

Sub: Arrangement of bus service to college from Barrackpore station

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 much expensive to bear the cost everyday. I request to please arrange bus service for students from Barrackpore station to college. I request to make the bus service free of cost for all the students.

I shall be highly grateful to you if you kindly solve this transport problem as early as possible.

Thanking You.

Yours obediently,
Snehasis Roy,
3rd Year CSE,
Roll No. - 26300121043.

GR/RERF/21062023/0001




Principal
Regent Education & Research Foundation
Bara Kanthalia, P.O. - Sewli Telinpara
Barrackpore, Kolkata - 700121

Centralized Grievance Redressal Cell RERFGI

Ref No. RERFGI/GRC/0022

Date: 22-06-2023

To,

MR/MS. Pintu K. Pandey

Designation. Marketing Executive

Department. Admin

Sub: Complaint No. GR/REF/22.06.2023/0001

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


Principal
Regent Education & Research Foundation
Bara Kanthalia, P.O.-Sewli Telinpara
Barrackpore, Kolkata- 700121

22nd June, 2023

To,
The Coordinator
Grievance Cell
RERF

Sub: Problem 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 vegetables may be left over from previous day. We have told the canteen people over day by day to change the food menu, but no one listen to us. Please take necessary action on this matter.

I will be grateful if you take necessary action and improve the canteen food quality.

Thanks and Regards

Sayan Paul

Roll No: ~~26300121006~~ 26300121006

CSE

GR/RERF/22062023/0001



A handwritten signature in black ink, appearing to be "A. K. S." or similar.

Principal
Regent Education & Research Foundation
Bara Kanthalia, P.O. - Sewli Telinpara
Barrackpore, Kolkata - 700121

Centralized Grievance Redressal Cell RERFGI

Ref No. RERFGI/GRC/0023

Date: 23-06-2023

To,

MR/MS. Indrajit Dawn

Designation. AO

Department. Admin

Sub: Complaint No. GR/RERF/23062023/0001

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


Principal
Regent Education & Research Foundation
Bara Kanthalia, P.O.-Sewli Telinpara
Barrackpore, Kolkata- 700121

23rd June, 2023

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 off from train at Barrackpore Station. Then I have to take two transport medium that is auto. It is very expensive. I request you to arrange bus service for the students from Barrackpore station to the college. I request you to arrange bus service for free to all of the students.

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

Thanking You,

Ravi Kumar Singh
3rd Year, 5th Semester
Department - CSE
Roll No. - 26300121005

GR/RERFI/23062023/0001



A. K. S.

Principal
Regent Education & Research Foundation
Bara Kanthalia, P.O. - Sewli Telinpara
Barrackpore, Kolkata - 700121