



## **B K Birla Institute of Engineering & Technology** **Pilani, Rajasthan, INDIA**

Approved by AICTE, New Delhi  
(06/01/RAJ/ENGG/2007/51)

Affiliated to Bikaner Technical University (BTU), Ikaner  
(BTU/F(17)/Acad.I/Affiliation/Engg.55/2018-19-1692-99 dated: 15.09.2018)

### Mechanisms for submission of online/offline students' grievances

1. The institute has an efficient mechanism for resolving student complaints/grievances that consists of various committees for careful address of the grievance related to students, women harassment, ragging, maintenance and other related issues.
2. The committee investigate the cases through following mechanism:
  - An individual/ grieving may directly approach to concerned Committee Head/Principal/Director with a written application or put up complaint in complaint register. The details of the various committees are published on the institute website.
  - The submitted application is forwarded to the concern committee head.
  - The committee then review the grievance via meeting etc and submit the report to Principal/Director for the closure/action within stipulated time.
  - The information about the action taken is communicated to the individual who has put up the grievance or involved.
  - Follow-up of action taken is assured and informed to Principal/Director.

DIRECTOR

BK Birla Institute of Engineering & Technology  
PILANI-333031 (Rajasthan) INDIA