



## 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), Bikaner  
(BTU/F(17)/Acad.I/Affiliation/Engg.55/2018-19-1692-99 dated: 15.09.2018)

Official Order Number: BKBIET/ADMIN/GRC/2025/01

Date: 23<sup>th</sup> December 2025

### 1. Regulatory Compliance

The Grievance Redressal Mechanism is constituted in compliance with:

- AICTE (Establishment of Mechanism for Grievance Redressal) Regulations, 2012 (Clause 1, Section 23, AICTE Act, 1987)
- AICTE (Redressal of Grievance of Students) Regulations, 2019
- AICTE Approval Process Handbook (2024-27)

### 2. Constitution of Grievance Redressal Committee

| Name                      | Designation | Category                                                              |
|---------------------------|-------------|-----------------------------------------------------------------------|
| Mr. Reetesh Gautam        | Chairman    | Assistant Professor                                                   |
| Dr. Monika Sharma         | Member      | Assistant Professor                                                   |
| Mr. Amit Kumar            | Member      | Assistant Professor                                                   |
| Mr. Dhanesh Kumar Matolia | Member      | Assistant Professor                                                   |
| Shri Narsingh Das Vyas    | Ombudsman   | University Representative                                             |
| Mr. Rajesh Kumar          | Member      | Parent Representative (F/O Mr. Aman Tanwar, 4 <sup>th</sup> Year CSE) |
| Mr. Narendra Kumar        | Member      | Parent Representative (F/O Mr. Prince, 3 <sup>rd</sup> Year AI)       |
| Mr. Rajesh Kumar          | Member      | Parent Representative (F/O Mr. Priyanshu, 2 <sup>nd</sup> Year CS)    |
| Mr. Abhishek Kr. Sharma   | Member      | Parent Representative (F/O Amitesh Amit, 1 <sup>st</sup> Year DS)     |

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### **3. Scope of Grievances**

Grievances include, but are not limited to:

1. Admission contrary to merit or declared policy
2. Irregularities in admission process
3. Refusal of admission against policy
4. Withholding of original certificates/documents to compel fees
5. Demand of excess fees beyond approved limits
6. Breach of reservation policy
7. Discrimination against SC/ST/OBC/Women/Minority/PwD students
8. Non-payment/delay of scholarships
9. Delay in examinations or results
10. Non-provision of student amenities
11. Denial of quality education promised at admission
12. Unfair or non-transparent evaluation
13. Harassment including sexual harassment
14. Non-refund of fees on withdrawal

### **4. Grievance Redressal Procedure**

1. Submission via Written or Online Grievance Portal: <https://bkbiet.ac.in/grievances-redressal-system/>
2. Acknowledgement and registration in Grievance Registry
3. Preliminary scrutiny and categorization by GRC
4. Examination and hearing by Institutional GRC
5. Decision & recommendation by Committee
6. Communication of decision to complainant
7. Closure of grievance
8. Appeal to University Ombudsman if dissatisfied

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### 5. Appeal Mechanism

If dissatisfied, the complainant may appeal to the **Ombudsman appointed by the University**, ensuring disposal **within one month**.

### 6. Publicity

Details of the Committee, procedure, and online portal are displayed on **Notice Boards** and uploaded on the **Institute website**.

### 7. Compliance Declaration

This is to certify that the Grievance Redressal Committee is duly constituted and functions in compliance with **AICTE Regulations, 2012 & 2019**, ensuring transparency, fairness, confidentiality, and timely resolution of grievances.

DIRECTOR

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

Director, BKBIET

To:

1. P. A. to Director
2. All member of Committee
3. Office File
4. Notice Board.

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