



Office of the Principal Scientific Adviser
to the Government of India



Linking Researchers and Resources

I-STEM PORTAL OPERATOR'S HANDBOOK

Your complete guide to efficient research facility management on
Indian Science, Technology and Engineering facilities Map





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Message from the
National Coordinator & COO, I-STEM

The I-STEM Operator Handbook is more than a guide—it is a cornerstone of India’s mission to democratize access to scientific infrastructure and accelerate innovation across our research ecosystem. Every procedure described here reflects our collective effort to make national resources visible, accessible, and optimally utilized.

Through the I-STEM platform, we are building a connected network of institutions where knowledge and facilities are shared seamlessly. This transformation relies on the professionalism of our operators, coordinators, and institutional custodians—individuals who translate policy into measurable impact. Your dedication ensures that every publicly funded instrument contributes to discovery and collaboration. By following the standards and workflows in this handbook, you uphold transparency, accountability, and excellence—the values that define I-STEM’s contribution to Atmanirbhar Bharat and global scientific leadership.

Together, let us continue advancing an ecosystem where technology and teamwork empower innovation at every level.



Dr. Harilal Bhaskar

National Coordinator & COO, I-STEM National Portal
Office of the Principal Scientific Adviser,
Government of India



2. EXECUTIVE SUMMARY

Purpose and Scope

The I-STEM Operator Handbook (Version 1.0, October 2025) serves as a unified guide for managing research facilities, equipment, and institutional roles on the Indian Science, Technology, and Engineering facilities Map (I-STEM) national portal. It establishes standardized workflows and responsibilities to ensure efficiency, transparency, and accountability in the management of publicly funded R&D infrastructure.

Core Objectives

- **Standardization:** Define uniform operational processes across all registered institutions.
- **Transparency & Traceability:** Provide real-time visibility of equipment usage and booking records through the FBR system.
- **Resource Optimization:** Maximize utilization of high-value research assets and promote equitable access.
- **Empowerment:** Equip researchers and operators with tools and governance frameworks that foster collaboration and innovation.
- **Digital Transformation:** Drive automation through upgraded portal capabilities, mobile access, and API-based integrations.

Intended Audience

Applicable to all key roles within the I-STEM ecosystem:

- Institute Heads (IN)
- Institute Representatives (IR)
- Department Representatives (DP)
- Faculty In-charges (FI)
- Facility Coordinators (FC)
- Equipment Operators / Technologists (OP)
- Public Users / Researchers (PU)



3. QUICK START GUIDE (VISUAL SUMMARY)

Purpose:

This handbook serves as a comprehensive reference guide for operating, managing, and navigating the I-STEM Portal. It is designed for all user roles, including Institute Heads (IN), Institute Representatives (IR), Department Representatives (DP), Faculty In-charges (FI), Facility Coordinators (FC), Equipment Operators (OP), and Public Users/Researchers (PU).

How to use:



Setup departments
facilities, equipment and
custodian accounts including
operator.



Allocate the slot, execute
Facility Booking Record
(FBR*), and provide
feedback.



Register, search equipment,
book the equipment slot, and
provide feedback.

Facility Booking Record (FBR) is a unique 10-digit number generated when a user places an equipment slot booking request.

Core Workflow (All Roles):



Register / Login
Institute Custodians / Researcher



Create Department
By using IN/IR login



Upload Equipment
By using IN/IR/DP/FI/FC login



Book Equipment Slot
By using Public User/ Researcher (PU) login



Allocate Slots
By Operator/Custodian



Execution
By Operator/Custodian/Public User/Researcher



Feedback
By all Custodians and Public User/ Researcher

4. ABOUT I-STEM

The Indian Science, Technology, and Engineering facilities Map (I-STEM) is a national initiative supported by the Office of the Principal Scientific Adviser, Government of India. It aims to democratize access to publicly funded R&D equipment, foster collaboration, and accelerate India's journey toward becoming a global scientific leader.

4.1. Vision

To establish India as a global leader in equitable scientific innovation by democratizing access to advanced research infrastructure and fostering a dynamic R&D ecosystem that seamlessly connects academia, industry, and grassroots innovators.

4.2 Mission

To transform India's scientific landscape through a unified digital platform that promotes transparency, inclusivity, and accountability while ensuring the optimal utilization of publicly funded research facilities—driving self-reliance (Atmanirbhar Bharat) and strengthening India's global innovation footprint.

4.3 Strategic Objectives

4.3.1 Universal Access & Resource Optimization

- Double the number of publicly funded R&D equipment listed on I-STEM by 2026.
- Ensure at least one functional research facility within 250 km in 100+ districts by 2026.

4.3.2. Accountability-Driven Excellence

- Maintain 80%+ booking completion rates.
- Ensure response times under 48 hours for Gold-tier institutions by 2026.

4.3.3 Industry–Startup Empowerment

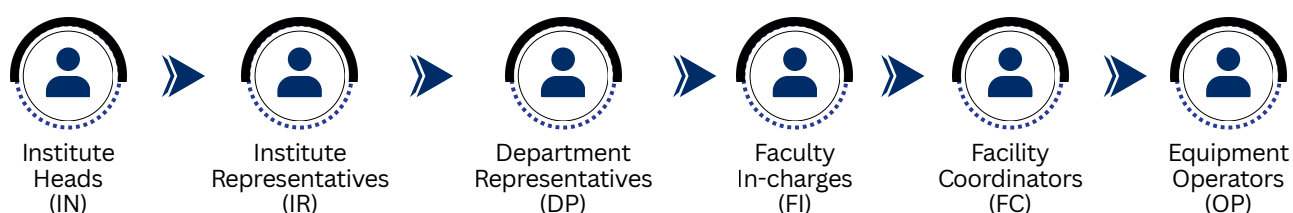
- Allocate at least 30% of lab time to external users (startups/MSMEs).
- Double industry participation in bookings by 2026.

4.3.4 User-Centric Digital Transformation

- Achieve 95% user satisfaction through seamless booking workflows and dedicated support.

5. INSTITUTIONAL SETUP & ROLES

Institutional Role Flow





Roles defined in the I-STEM Portal:

Role	Definition
IN	Institute Head
IR	Institute Representative
DP	Department Representative
FI	Faculty In-Charge
FC	Faculty Coordinator
OP	Operator / Technologist
PU	Public User / Researcher

Roles and Responsibilities

Action	IN	IR	DP	FI	FC	OP
Update Institution Profile and Digital Signature & Logo Upload	✓	✓	✗	✗	✗	✗
Creation of Department & Department Representative account	✓	✓	✗	✗	✗	✗
Creation of Faculty In-charge account & Facility	✓	✓	✓	✗	✗	✗
Creation of Facility Coordinator account	✓	✓	✓	✓	✗	✗
Creation of Operator account	✓	✓	✓	✓	✓	✗
Equipment Upload	✓	✓	✓	✓	✓	✗
Equipment Profile Update	✓	✓	✓	✓	✓	✗
Update Equipment Usage Rate	✓	✓	✓	✓	✓	✓
Operator assignment/Un-assignment to Equipment	✓	✓	✓	✓	✓	✗
Status of Equipment (Up/Down) Update	✓	✓	✓	✓	✓	✓
Action on FBR if its status is Pending/Slot Allocated/Executed/Rejected	✓	✓	✓	✓	✓	✓
Feedback	✓	✓	✓	✓	✓	✓

5.1 Institution Registration on I-STEM Portal

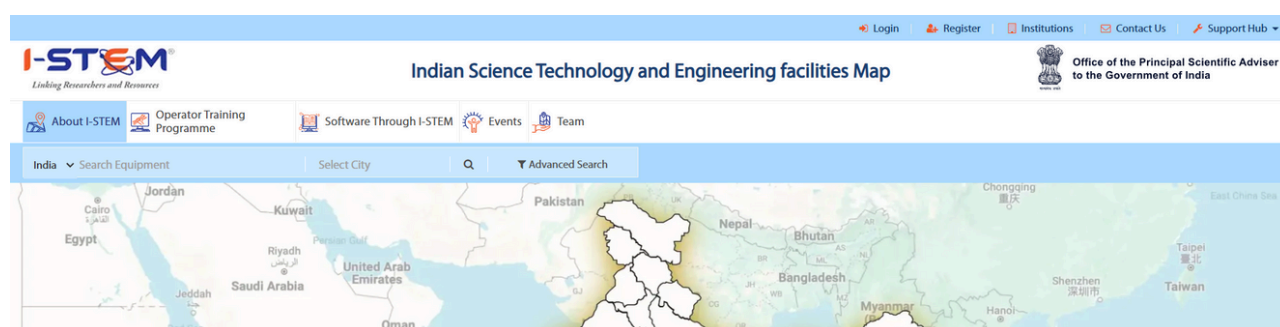
(This section is for institutions that are not yet registered on the I-STEM Portal.)

Any institution with publicly funded research equipment costing Rs. 20 Lakh and above must be registered, and the equipment must be listed on the I-STEM portal. Public users can request time slots on this equipment for their R&D work, on a payment basis.

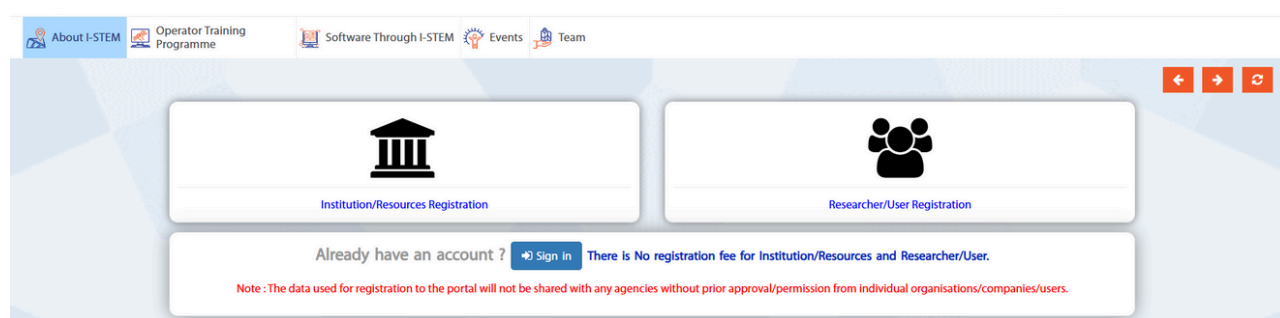
An institution may also register on the I-STEM portal if it has research equipment, even if not funded by a government agency. Such institutions can generate revenue by sharing their equipment.

To register the institution:

Step 1: Visit the I-STEM portal at www.istem.gov.in, and select the **Register** link at the top-right of the Home page.



Step 2: Select the Institution/Resources Registration link.



Step 3: Fill the Institution Information, and provide the Head of the institution (Registrar, Director, Vice-Chancellor, Principal, etc.) Email ID.

Institution Registration Form

Institution Information

Institute/Organisation*		Type of Institution*	
Email ID*	Contact No.*		
Registrar/Head*	Website		
Address*			
Pin code/Zip code*	Country*	Zone*	
State/UT*	District*	City*	



After approval of the institution's registration request by the I-STEM Nodal Centre, the Institute Head (IN) will receive the login credentials to that Email ID.

Step 4: Assign Point of Contact (POC) and provide their Name, Email ID, and Mobile Number. No account will be created for the POC, and login credentials will not be shared with them.

Point of Contact from your institution for I-STEM coordination

Primary POC Name* Enter name	Primary POC Email* Enter email	Primary POC Mobile Number* Enter Mobile Number
Secondary POC Name* Enter name	Secondary POC Email* Enter email	Secondary POC Mobile Number* Enter Mobile Number

Step 5: In the Location Information section, click **Select Location**.

Location Information

Location Latitude *

Location Longitude *

Select Location

Step 6: Enter the institution name, and then click **Select**. The Latitude and Longitude will be auto-filled.

Select State

Point of Contact from your institution

Primary POC Name*

Secondary POC Name*

Location Information

Location Latitude *

Location Longitude *

About Institution/Organisation

Brief about Institution/Organisation

Select Location

Select

Step 7: Enter the Captcha and click **Submit**.

About Institution/Organisation

Brief about Institution/Organisation

Captcha

Close **Submit**

Note: The Institution Registration request will be reviewed by the I-STEM Nodal Centre, and necessary action will be taken. After approval, the Institute Head (IN) will receive the login credentials to their registered Email ID.

5.2 Step-by-Step Role Creation on I-STEM Portal

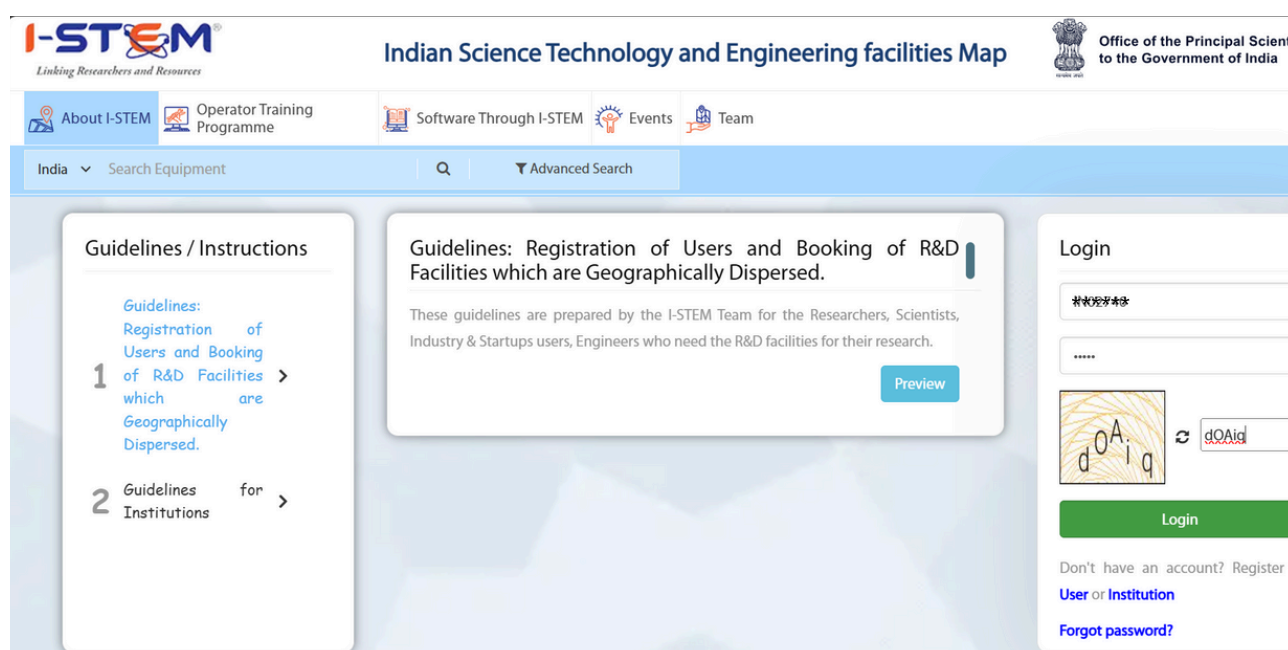
5.2.1 Institute Head (IN)

- Typically assigned during institution registration and not created manually.
- The IN is the head of the institution (Registrar, Director, Vice-Chancellor, Principal, etc.).
- Next Steps: IN logs in first and authorizes other roles (IR).

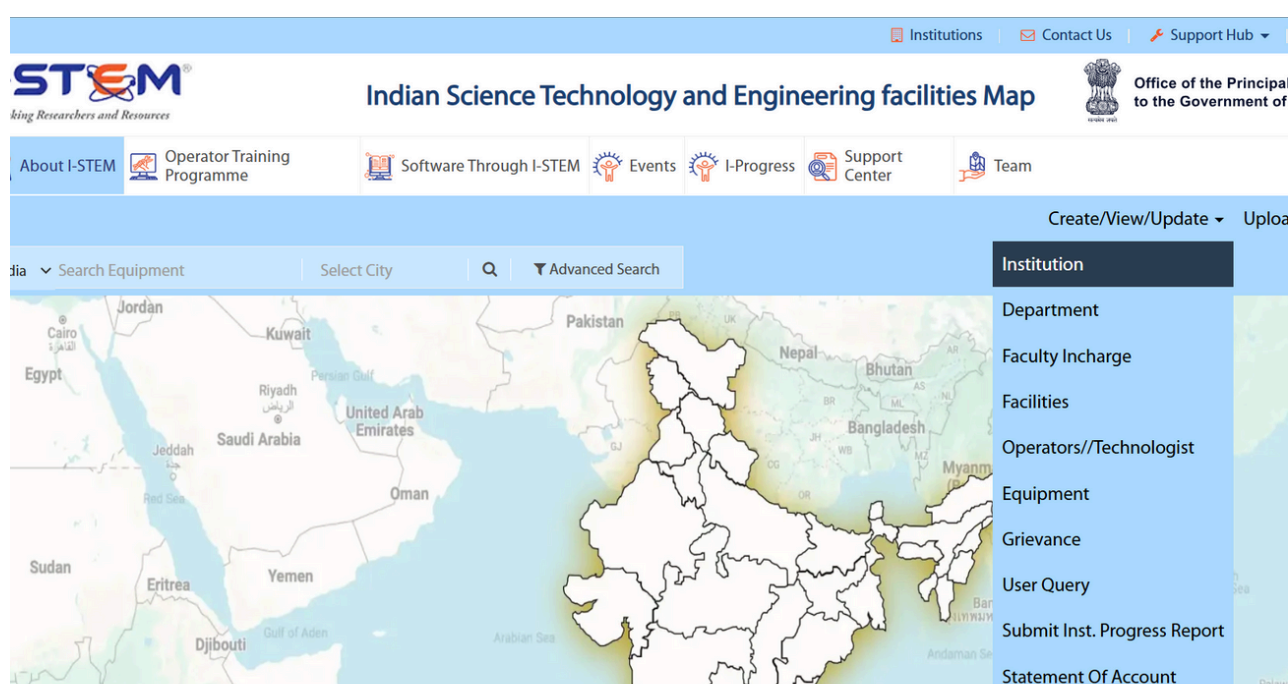
5.2.2. Institute Representative (IR)

To create an Institute Representative (IR) account:

Step 1: Login to the I-STEM portal using IN account.



Step 2: On the home page, navigate to the Create/View/Update menu and select Institution.





Step 3: Select the Institution Name in the table to open the Institution Details page.

The screenshot shows the I-STEM Facility Map page. At the top, there are links for 'Logout' and 'Contact Us'. The main header includes the I-STEM logo and the text 'Indian Science Technology and Engineering facilities Map'. Below this is a navigation bar with links: HOME, ABOUT I-STEM, EQUIPMENT, INSTITUTIONS, and PEOPLE. A search bar is present on the right. The main content area is titled 'Institution' and features a table with the following columns: Login id, Institution, Category, Address, Contact Person, Contact No., Email id, and Regional Zone. The table contains one entry for 'Indian Science Technology and Engineering facilities Map'. Below the table, there are pagination controls showing 'Showing 1 to 1 of 1 entries'.

Step 4: On the Institution Details page, select the Create Institute Representative button.

The screenshot shows the Institution Details page. It contains several sections: 'Primary POC Mobile Number' (8877363660), 'Secondary POC Name' (Mr. sandesh), 'Secondary POC Mobile Number' (8877363663), and 'Secondary POC Email' (pun@gmail.com). Below this is the 'Institution Tax Structure' section with fields for PAN (AAAGG0352E), TAN (SDSGDDSV12), and GSTIN (23AAAGG0352E1DE). The 'Institution Description' section contains a text area with the description: 'I-STEM is a webportal which serve the purpose of connecting Researchers and Resources.' At the bottom, there is a table titled 'Institute Representative(s)' with columns: Name, Login id, Email id, Contact No., Role, and Status. The table contains three entries: 'Mr. PM Demo IN', 'Mr. PM demo IR', and 'Mr. Testing S K'. A 'Create Institute Representative' button is located to the right of the table.

Step 5: Enter the required details – Name, Mobile Number, and Email ID (mandatory fields).

The screenshot shows the Institution Details page with the 'Create Institute Representative' modal open. The modal contains the following fields: Name (Mr. John Doe), Mobile No. (123456789), Alternate Contact No. (Alternative Mobile no.), Phone No. (Optional no.), Email id (johndoe@gmail.com), Optional Email id (Optional Email), Profile Page link (Profile page link), and Role (Institute Representative). There are 'Submit' and 'Cancel' buttons at the bottom of the modal. The background shows the same Institution Details page as in Step 4.



Step 6: Select the Submit button.

Mr. Punith Primary POC Email test@gmail.com
8877363660

Institute Representative

Name	Mr. John Doe		
Mobile No.*	123456789	Alternate Contact No.	Alternative Mobile no.
Phone No. (office)	Optional no.		
Email id*	johndoe@gmail.com	Optional Email id	Optional Email.
Profile Page link.	Profile page link	Role	Institute Representative

Additional information

Submit Cancel

IN02740	demo@istem.co.in	7411854185	Institute Admin
IR06778	testpm@gmail.com	676666776667	Institute Representative

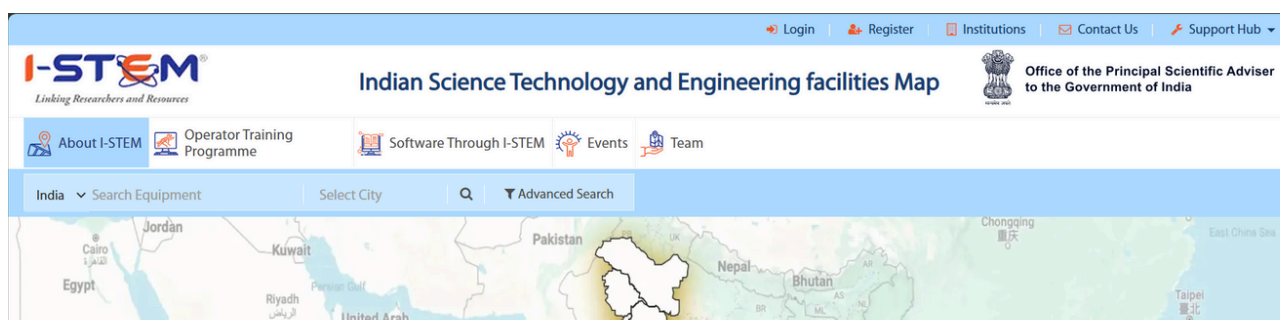
Institute Representative account will be created, and login credentials will be sent to the registered Email ID.

5.2.3 Department Creation

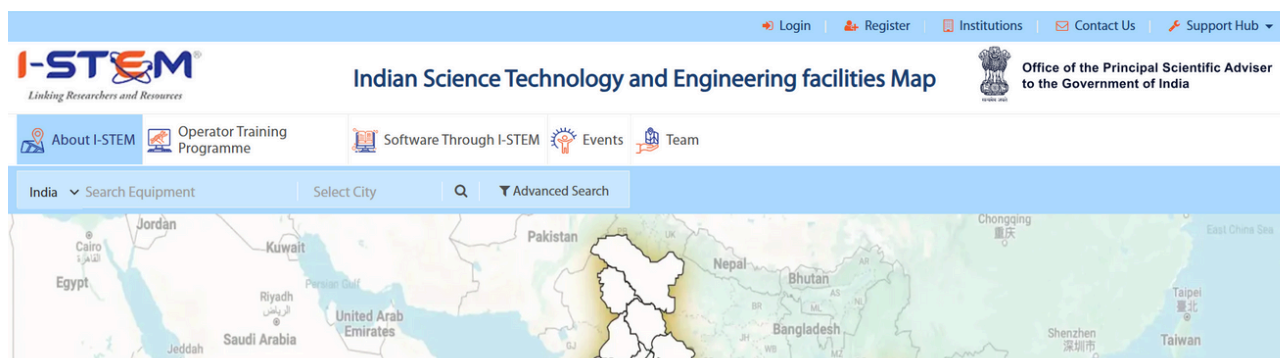
The department must be created before creating the Department Representative account.

To create a Department

Step 1: Visit the I-STEM portal at www.istem.gov.in.



Step 2: Select the Login link at the top-right of the Home page.





Step 3 : Login to the I-STEM portal using IN/IR account.

Guidelines / Instructions

Guidelines:
Registration of
Users and Booking
of R&D Facilities
which are
Geographically
Dispersed.

1

Guidelines for
Institutions

Guidelines: Registration of Users and Booking of R&D Facilities which are Geographically Dispersed.

These guidelines are prepared by the I-STEM Team for the Researchers, Scientists, Industry & Startups users, Engineers who need the R&D facilities for their research.

Preview

Login



doAi

Login

Don't have an account? Register as
[User](#) or [Institution](#)

Step 4 : From the home page, navigate to the Create/View/Update menu and select Department.

Indian Science Technology and Engineering facilities Map

Office of the Principal Scientific Adviser
to the Government of India

ning

Software Through I-STEM

Events

I-Progress

Support Center

Team

Create/View/Update

Upload

Reports

Select City

Advanced Search

Institution

Department

Faculty Incharge

Facilities

Operators/Technologist

Equipment

Grievance

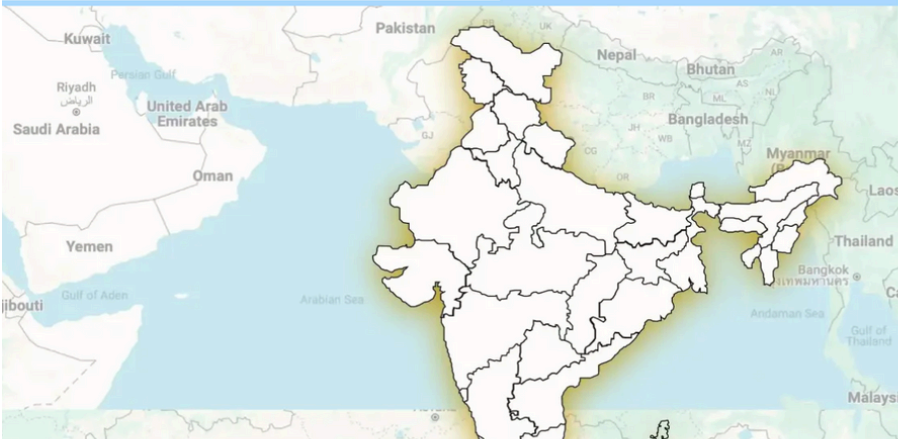
User Query

Submit Inst. Progress Report

Statement Of Account

Funding Agency

Mark FBR As Executed



Step 5 : On the department page, select Add New.

HOME

ABOUT I-STEM

EQUIPMENT

INSTITUTIONS

PEOPLE

Create/View/Update

Upload

Reports

(s)/Operator(s) List

Add Equipment

Active Equipment

Inventory Equipment

Draft Equipment

SEARCH

Add New

Contact No.	Active Equipment	Draft Equipment
9880989989		
7894561230	3	



Step 6 : Enter the Department Details and click Submit.

[Department List](#) [Faculty List](#) [Facility List](#) [Facility Coordinator List](#) [Technologist\(s\)/Operator\(s\) List](#) [Add Equipment](#) [A](#)

Department

Department Details

Name of the Department*

Test Department

Head of the Department*

John Doe

Email id*
(Alerts will be sent to this email id)

johndoe@gmail.com

Phone No. (Office)*

1234567890

Department Description
(Maximum 2000 characters)

-Nil-

Submit

Cancel

The department will be created and added to the Department List. No login credentials will be generated for this entry.

5.2.4 Department Representative (DP)

To create a Department Representative (DP) account:

Step 1: Login to the I-STEM portal using IN/IR account.

[Login](#) [Register](#) [Institutions](#) [Contact Us](#) [Support Hub](#)

Indian Science Technology and Engineering facilities Map

Office of the Principal Scientific Adviser
to the Government of India

[Operator Training programme](#) [Software Through I-STEM](#) [Events](#) [Team](#)

[Advanced Search](#)

Instructions

of
booking
ilities
are
y

for

Guidelines: Registration of Users and Booking of R&D Facilities which are Geographically Dispersed.

These guidelines are prepared by the I-STEM Team for the Researchers, Scientists, Industry & Startups users, Engineers who need the R&D facilities for their research.

Preview

Login

Login

Don't have an account? Register as [User](#) or [Institution](#)

Step 2: From the home page, navigate to the **Create/View/Update** menu and select **Department**. You will be redirected to the department page.



Navigation bar: Institutions | Contact Us | Support Hub | Sree Agash

I-STEM Indian Science Technology and Engineering facilities Map

Office of the Principal Scientific Adviser to the Government of India

Menu: About I-STEM | Operator Training Programme | Software Through I-STEM | Events | Support Center | Team

Actions: Create/View/Update | Upload | Reports

Search: India | Search Equipment | Select City | Advanced Search

Department Dropdown:

- Department
- Faculty Incharge
- Facilities
- Operators/Technologist
- Equipment
- User Query
- Mark FBR As Executed

Step 3: On the Departments page, select a Department Name to open its details page.

I-STEM Indian Science Technology and Engineering facilities Map

PM Demo IN | 735

Facility Map

HOME | ABOUT I-STEM | EQUIPMENT | INSTITUTIONS | PEOPLE

Indian Science Technology and Engineering facilities Map (I-STEM)

Department List | Faculty List | Facility List | Facility Coordinator List | Technologist(s)/Operator(s) List | Add Equipment | Active Equipment | Inventory Equipment | Draft Equipment

Department(s) | SEARCH | Add New

Show 10 entries | Excel | PDF

Department	Head of Department	Email id	Contact No.	Active Equipment	Draft Equipment
Test Department abc	Supriya	supriyapnadgir@gmail.com	9880989989		
Test Department	The Head	test.dept@istem.co.in	7894561230	3	

Showing 1 to 2 of 2 entries | Previous | 1 | Next

Step 4: On the Department Details page, select the Create Department Admin button.

Department: Test Department | Edit | Equip. Mapping (Dept. wise) | Delete

Head of the Department: The Head

Email id: test.dept@istem.co.in

Department Description

Contact No.: 7894561230

Department admin | Create Department Admin

Login id	Name	Email id	Contact No.	Role	Status
DP06032	Mr. Punith Tetser	punithtester@gmail.com	7019248219	Department Representative	●

Showing 1 to 1 of 1 entries | Previous | 1 | Next

Faculty List | Add New Faculty



Step 5: Enter the required details – **Name, Contact Number, and Email ID (mandatory fields).**

Step 6: Select the Submit button.

Department Representative account will be created, and login credentials will be sent to the registered Email ID.

5.2.5. Faculty In-Charge (FI)

To create a Faculty In-Charge (FI) account:

Step 1: Login to the I-STEM portal using IN/IR/DP account.



Step 2: From the home page, navigate to the **Create/View/Update** menu and select **Faculty In-Charge**. You will be redirected to the Faculty page.

Step 3: On the Faculty page, select the **Add New Faculty** button.

Step 4: Complete all mandatory details, including **Name**, **Email ID**, and **Contact Number**.

Add Faculty Incharge

Personal Information

Name of the Faculty*	Ms. Jane Doe	Contact No.*	999999999
Email id*	janedoe@gmail.com	Alternate Contact No.	Alternative Mobile no.
Select Department(s)*	Test Department x	Phone No. (Office)	Phone No. (Office)
Personal No. (optional)	Personal No. (optional)	Alternate email id	Alternate email id
Profile page link	Profile page link	Twitter	Twitter
Facebook id	Facebook id	Skype id	Skype id
LinkedIn id	LinkedIn id		
WhatsApp No.	WhatsApp No.		



Step 5: Select Department(s).

Personal Information	
Name of the Faculty*	Ms. Jane Doe
Email id*	janedoe@gmail.com
Select Department(s)*	Test Department x
Personal No. (optional)	Personal No. (optional)
Profile page link	Profile page link
Facebook id	Facebook id
LinkedIn id	LinkedIn id
WhatsApp No.	WhatsApp No.
Contact No.*	999999999
Alternate Contact No.	Alternative Mo
Phone No. (Office)	Phone No. (Off
Alternate email id	Alternate email
Twitter	Twitter
Skype id	Skype id

Step 6: Select the Submit button.

janedoe@gmail.com	Contact No.*	999999999
Test Department x	Alternate Contact No.	Alternative Mobile no.
Personal No. (optional)	Phone No. (Office)	Phone No. (Office)
Profile page link	Alternate email id	Alternate email id
Facebook id	Twitter	Twitter
LinkedIn id	Skype id	Skype id
WhatsApp No.		

Submit

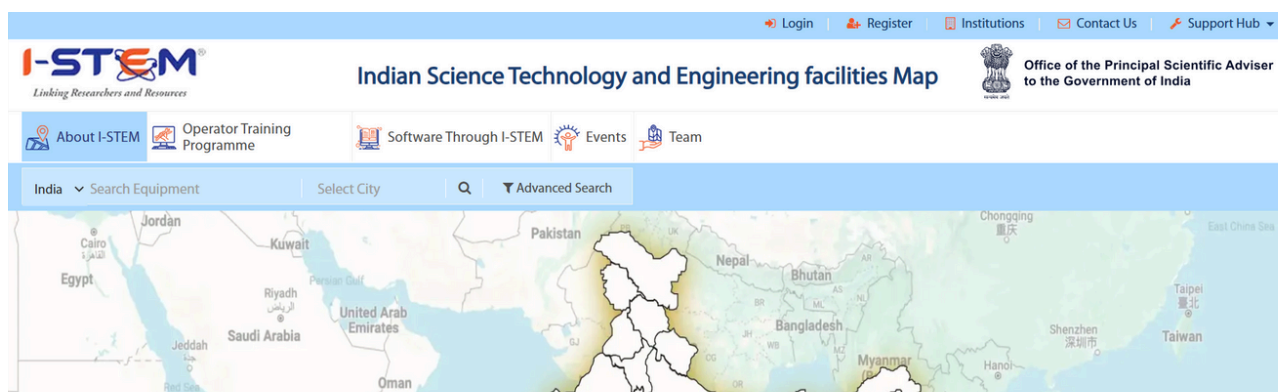
Cancel

Faculty In-Charge account will be created and Login credentials will be sent to the registered Email ID.

5.2.6 Facility Creation

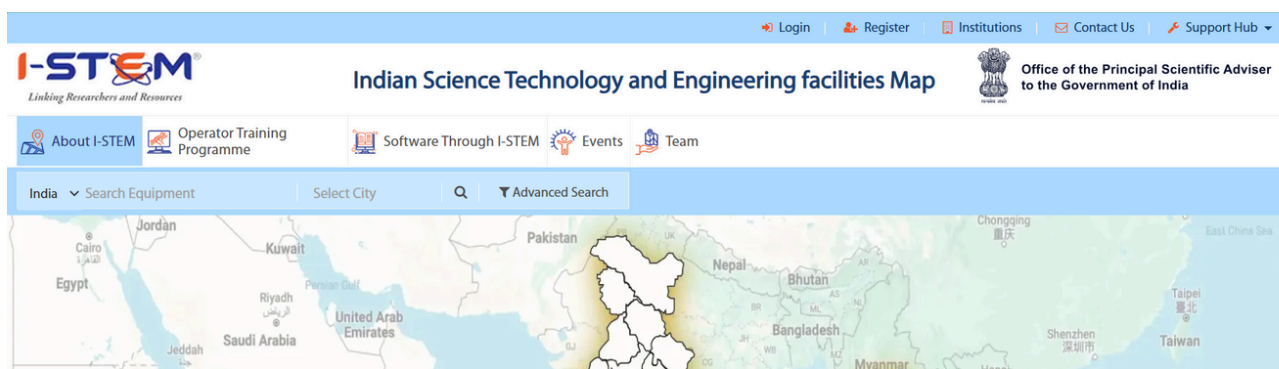
The Facility must be created before creating the Facility Coordinator (FC) Account.

Step 1: Visit the I-STEM portal at www.istem.gov.in.

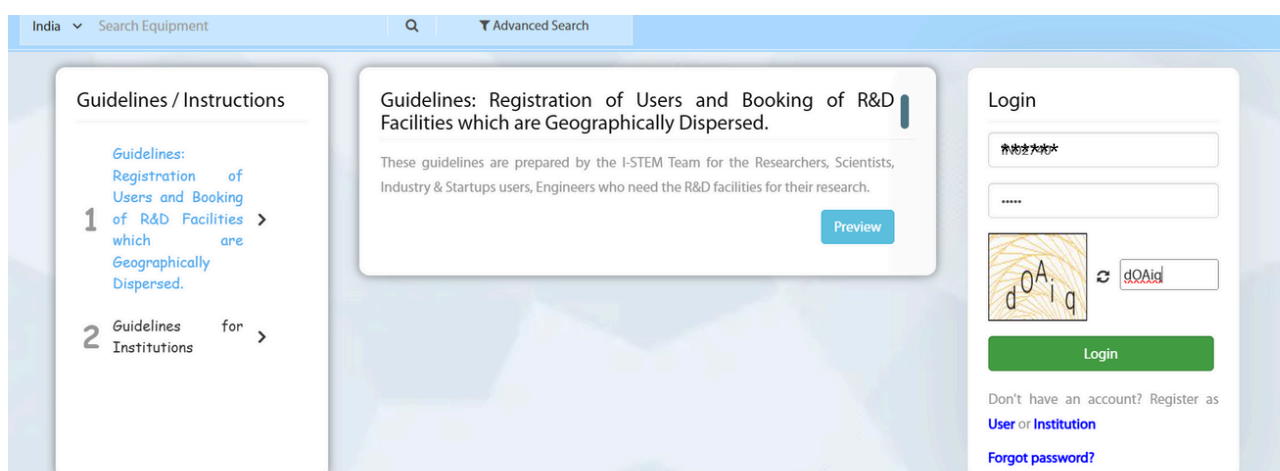




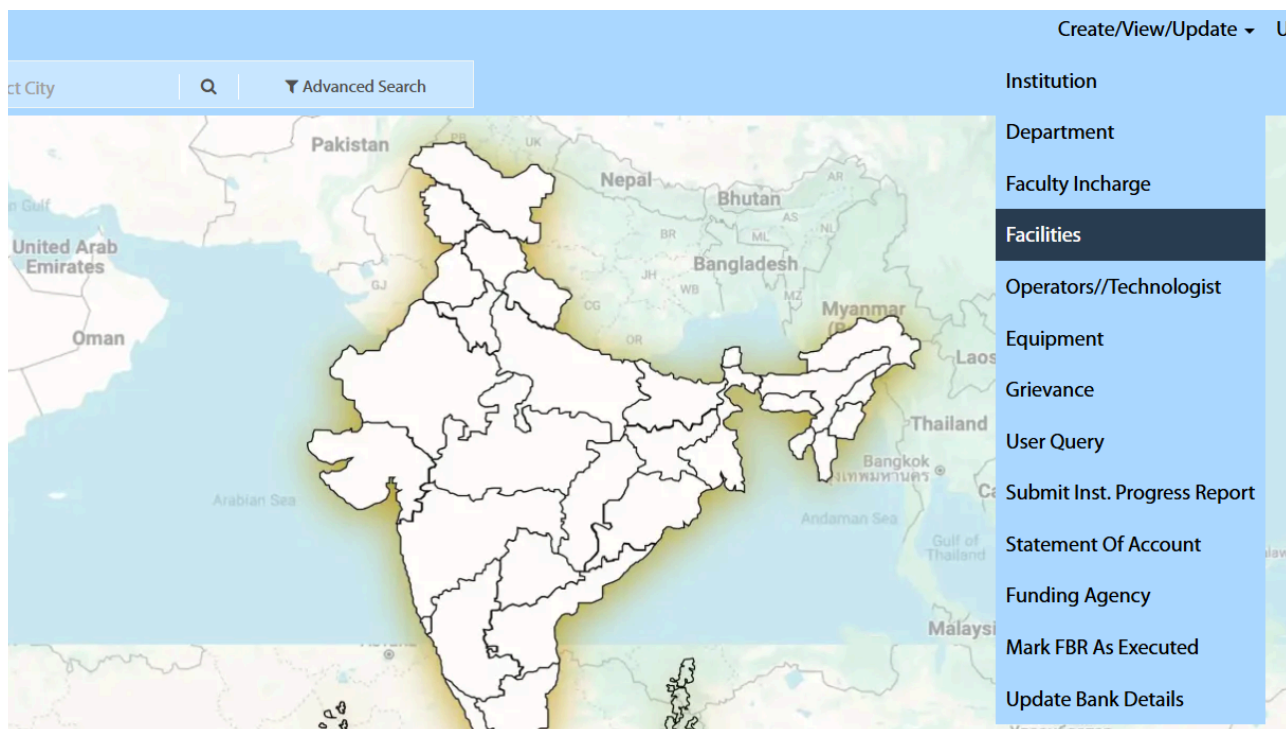
Step 2 : Select the Login link at the top-right of the Home page.



Step 3 : Login to the I-STEM portal using IN/IR account.

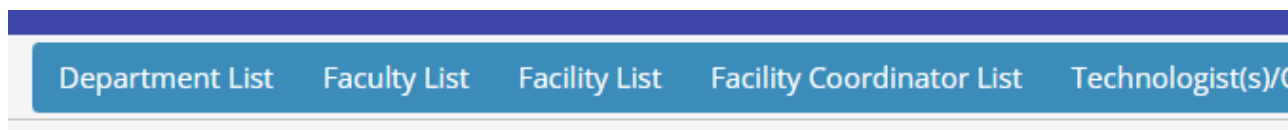


Step 4 : From the home page, navigate to the Create/View/Update menu and select Facilities to navigate to the Facilities page

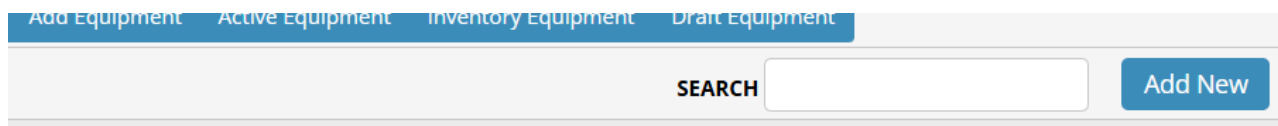




Step 5 : In the third-level menu, click **Facility List**



Step 6: Select **Add New**.



Step 7 : Enter the **Facility Information** (mandatory fields are marked with a red asterisk *), and click the **Submit** button.

Facility

Facility Information

Name of Facility*

Facility Description
(maximum 2000 characters)*

Location*

Email id*

Contact No.*

Select Department*

Select Faculty*

Working Hours From

Working Hours To

Note: DP can create a Facility by following steps

Login ----> Create/View/Update ----> Faculty Incharge ----> Select the Faculty Incharge name ----> Create New Facility ----> Enter Facility information and Submit.

The facility will be created and added to the facility List. No login credentials will be generated for this entry.

5.2.7. Facility Coordinator (FC)

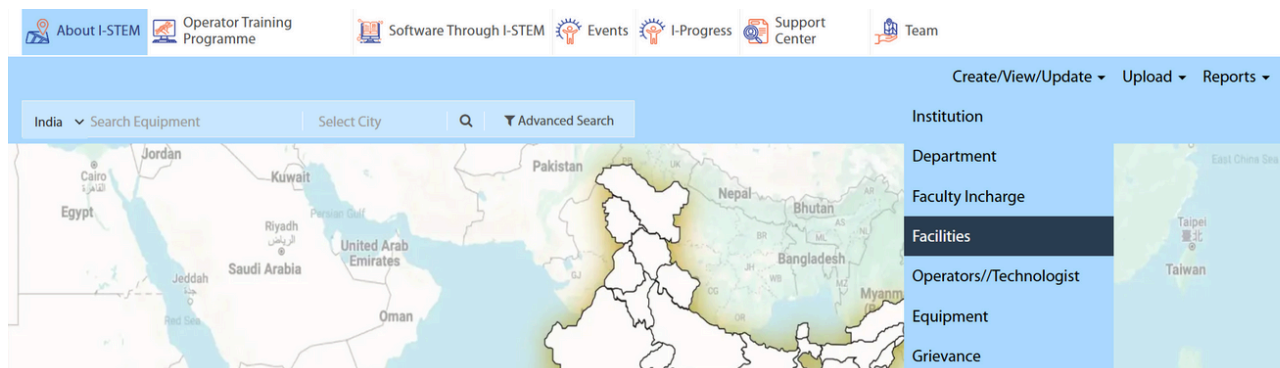
To create a Facility Coordinator (FC) account:

Step 1: Login to the I-STEM portal using **IN/IR/DP/FI** account.

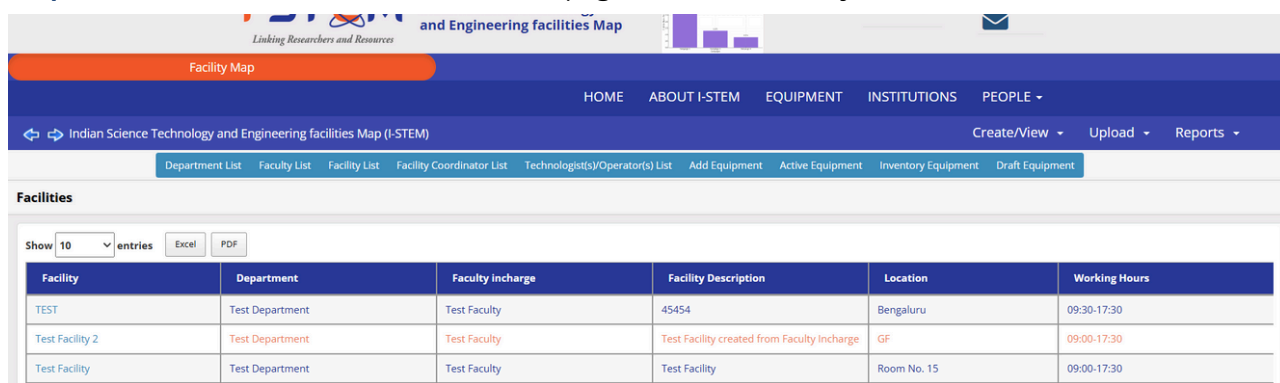




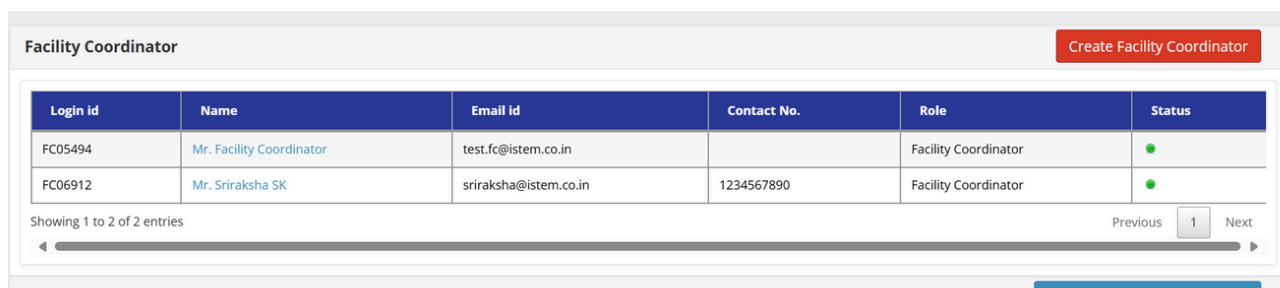
Step 2: From the home page, navigate to the Create/View/Update menu and select Facilities.



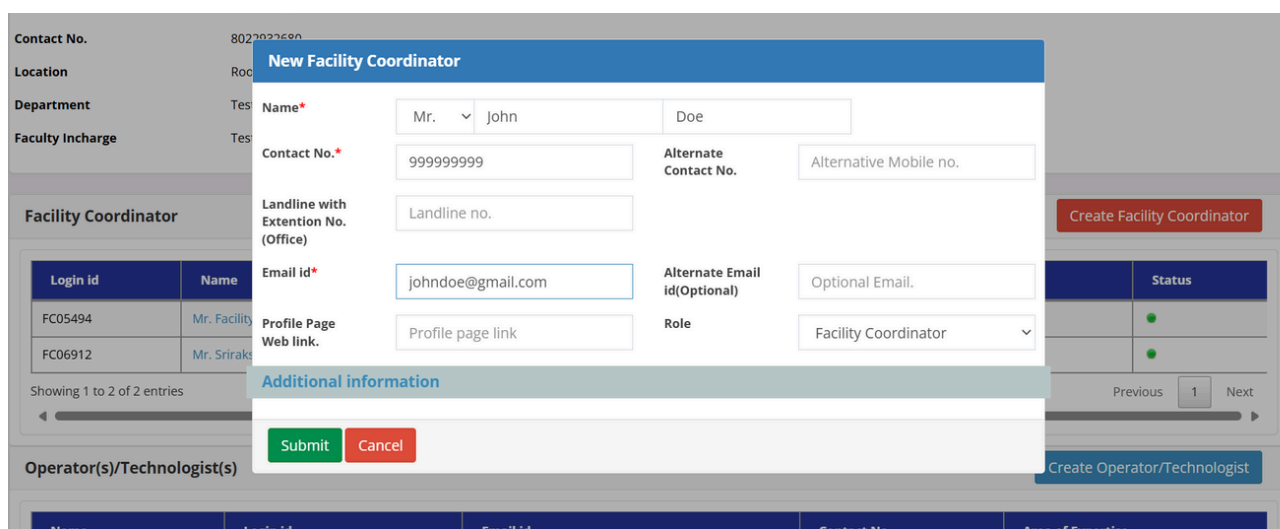
Step 3: You will be redirected to the Facilities page. Select the Facility Name.



Step 4: Select the Create Facility Coordinator button.



Step 5: Fill in at least the mandatory details: Name, Mobile No., and Email Id.





Step 6: Select the Submit button.

New Facility Coordinator

Name* Mr. John Doe

Contact No.* 999999999 Alternate Contact No. Alternative Mobile no.

Landline with Extension No. (Office) Landline no.

Email id* johndoe@gmail.com Alternate Email id (Optional) Optional Email.

Profile Page Web link. Profile page link Role Facility Coordinator

Additional information

Submit Cancel

Login id	Name
FC05494	Mr. Facility
FC06912	Mr. Sriraks

Showing 1 to 2 of 2 entries

Operator(s)/Technologist(s)

A Facility Coordinator account will be created, and login credentials will be sent to the registered Email Id.

5.2.8. Operator / Technologist (OP)

To create an Operator (OP) account:

Step 1: Login to the I-STEM portal using IN/IR/DP/FI/FC account.

About I-STEM Operator Training Programme Software Through I-STEM Events Team

India Search Equipment Advanced Search

Guidelines / Instructions

Guidelines: Registration of Users and Booking of R&D Facilities which are Geographically Dispersed.

These guidelines are prepared by the I-STEM Team for the Researchers, Scientists, Industry & Startups users, Engineers who need the R&D facilities for their research.

Preview

Login

g j Jz n9jJZ

Login

Step 2: From the home page, navigate to the **Create/View/Update** menu and select **Operators/Technologists**. You will be redirected to the Operators page.

Create/View/Update Upload Reports

India Search Equipment Select City Advanced Search

Operators/Technologist

Institution

Department

Faculty Incharge

Facilities

Equipment

Grievance

User Query

Submit Inst. Progress Report



Step 3: Select the Add New button.

HOME ABOUT I-STEM EQUIPMENT INSTITUTIONS PEOPLE ▾

Indian Science Technology and Engineering facilities Map (I-STEM) Create/View/Update ▾ Upload ▾ Reports ▾

Department List Faculty List Facility List Facility Coordinator List Technologist(s)/Operator(s) List Add Equipment Active Equipment Inventory Equipment Draft Equipment

Technologist(s)/Operator(s) SEARCH Add New

Show 10 ▾ entries Excel PDF

Step 4: Fill in the Operator Information (mandatory fields are marked with a red asterisk *).

Department List Faculty List Facility List Facility Coordinator List Technologist(s)/Operator(s) List Add Equipment Active Equipment Inventory Equipment Draft Equip

Operator

Operator Information

Name of Operator*	Mr. ▾ Test Operator	Email id*	test@gmail.com
Contact No.*	9999999999	Area of Expertise	Area of Expertise
Select Department*	Test Department ✕	Alternate Contact No.	Alternate Contact No.
Personal No.	Personal No.	Phone No.(Office)	Landline no.
Profile page link.	Profile page link	Alternate Email id (Optional)	Alternate Email id (Optional)
Facebook id	Facebook id	Twitter id	Twitter id
Linkedin id	Linkedin id	Skype id	Skype ID
WhatsApp No.	WhatsApp No		

Step 5: Select the Submit button.

Mr. ▾ Test Operator	Email id*	test@gmail.com
9999999999	Area of Expertise	Area of Expertise
Test Department ✕	Alternate Contact No.	Alternate Contact No.
Personal No.	Phone No.(Office)	Landline no.
Profile page link	Alternate Email id (Optional)	Alternate Email id (Optional)
Facebook id	Twitter id	Twitter id
Linkedin id	Skype id	Skype ID
WhatsApp No		

Submit Cancel

An Equipment Operator account will be created, and login credentials will be sent to the registered Email Id.



6. EQUIPMENT MANAGEMENT

All equipment funded by a government agency(ies) and costing Rs. 20 lakh or more must be listed on the I-STEM portal. Public users can request time slots on such equipment for their R&D activities on a payment basis. Equipment not funded by a government agency can also be listed on the I-STEM portal, enabling institutions to generate revenue by sharing access to it.

6.1. Enlisting of Equipment

Equipment can be listed by all institutional custodians except the Equipment Operator. Listings can be added individually or through a bulk upload process.

6.1.1 Adding Individual Equipment

Step 1: Login to the I-STEM portal using IN/IR/DP/FI/FC account.

The screenshot shows the I-STEM portal home page. At the top, there are navigation links: "Software Through I-STEM", "Events", and "Team". Below these is a search bar with a magnifying glass icon and a dropdown arrow labeled "Advanced Search". The main content area is divided into two columns. The left column contains a box titled "Guidelines: Registration of Users and Booking of R&D Facilities which are Geographically Dispersed." with a "Preview" button. The right column contains a "Login" section with input fields for username and password, a CAPTCHA image, and a "Login" button. Below the login button are links for "Don't have an account? Register as User or Institution" and "Forgot password?".

Step 2: From the home page, navigate to Upload and select Equipment.

The screenshot shows the I-STEM portal with the "Upload" dropdown menu open. The menu options are "Equipment" and "Public Users". The background of the page shows a map of South and Central Asia, including countries like Pakistan, Nepal, Bhutan, Bangladesh, Myanmar, Laos, Thailand, Vietnam, and parts of China and Taiwan.

Step 3: To add equipment individually, click **Add New**.



**Indian Science Technology
and Engineering facilities Map**
Linking Researchers and Resources



**Indian Science Technology
and Engineering facilities Map**
Linking Researchers and Resources

PM Demo IN ▾

735


Facility Map

HOME

ABOUT I-STEM

EQUIPMENT

INSTITUTIONS

PEOPLE ▾

↔

Indian Science Technology and Engineering facilities Map (I-STEM)

Create/View/Update ▾

Upload ▾

Reports ▾

Department List

Faculty List

Facility List

Facility Coordinator List

Technologist(s)/Operator(s) List

Add Equipment

Active Equipment

Inventory Equipment

Draft Equipment

Upload Equipment

Add New

Please download the latest Excel template provided below before uploading your Excel data.

Guidelines

1. Upload department details in bulk and then equipment information-department-wise using the template (excel sheet in specified format).
2. The columns mentioned mandatory should be filled with proper data.
3. Do not remove the header row.
4. Do not add any extra column or change the column heading.
5. Remarks provided for every column for user reference.
6. Duplicate records will be ignored while importing.
7. Records will be bulk upload only.

Import Excel File

Department

Other ▾

Select file...

Browse ...

Step 4 : Complete the **Equipment Information** (mandatory fields are marked with a red asterisk *).

Basic Equipment Information			
Description (special characters are not allowed)* (maximum words should be less than 300 characters)		Equipment Description	
Abbreviation	Approved Abbreviation	Location	Location
Make (Manufacturer)*	ABC	Model	Model
Serial No.*	1234	Category	-- Select Category --
Funding Agency	--Funding Agency--	Project Title	--Select project--
Select Department	--Select Department--	Select Facility	--Select facility--
Funding Agency Type	External Funding		
Equipment Cost(Rs)*	Basic Cost		
Reference Website	Reference Website		
Supplier*	--Select Suppliers--	Supplier Email Id*	abc@gmail.com
Service Provider*	--Select Service Provider--	Service Provider Email Id*	abc@gmail.com
Last AMC Done	Last AMC Done	Pooling of Equipment slot	No
Alert to be sent* (Alerts will be sent to this email id) (Mention the email id by comma separated)	Alert to be sent		

Step 5: Select the Submit button.

Project Department-- ▼	Select Facility --Select facility--
National Funding ▼	
Cost	
Source Website	
Select Suppliers-- ▼	Supplier Email Id* abc@gmail.com
Select Service Provider-- ▼	Service Provider Email Id* abc@gmail.com
PMC Done	Pooling of Equipment slot No
Notes to be sent	

Submit

Cancel



Note: The equipment will be uploaded as **Under Review** and appear under the **Draft Equipment** section in the third-level menu.

6.1.2 Bulk Upload Using Excel

Step 1: Login to the I-STEM portal using IN/IR/DP/FI/FC account.

Step 2: On the Home page, navigate to **Upload**, and select **Equipment**.

Step 3: To add multiple equipment items using bulk upload, select **Download Excel** on the **Equipment** page.

4. Do not add any extra column or change the column heading.
5. Remarks provided for every column for user reference.
6. Duplicate records will be ignored while importing.
7. Imported records will be in DRAFT mode by default.
8. **Do not use formula for any column.**
9. **Excel file size should be less than 2MB.**

[Download EXCEL](#)

Instruction to fill/prepare excel sheet

- Name of the Equipment : Please fill exact/known name of the Equipment.
- Description : Please fill the information about the equipment capability as provided by the manufacturer.
- Abbreviation : Please use the appropriate keyword or known short name of the equipment. For example Scanning Electron Microscope(SEM).



Step 4 : Fill in the required details in the downloaded Excel.

(sample data)

Atomic Force Microscope							
Equipment Name*	Approved Abbreviation	Location	Make (Manufacturer)*	Model*	Serial No*	Funding Agency Type*	Funding Agency Details
Atomic Force Microscope	AFM	Room No. 8	Park Systems	Park NX10	4585	External Funding	Ministry of Education

Step 5 : Select the appropriate Department from the drop-down list.

Guidelines

1. Upload department details in bulk and then equipment information-department-wise using the template (excel sheet in specified format).
2. The columns mentioned mandatory should be filled with proper data.
3. Do not remove the header row.
4. Do not add any extra column or change the column heading.
5. Remarks provided for every column for user reference.
6. Duplicate records will be ignored while importing.
7. Imported records will be in DRAFT mode by default.
8. **Do not use formula for any column.**
9. **Excel file size should be less than 2MB.**

[Download EXCEL](#)

Import Excel File

Department: Test Department

Select file...

Test Department
Other
Test Department
Test Department abc

Instruction to fill/prepare excel sheet

- Name of the Equipment : Please fill exact/known name of the Equipment.
- Description : Please fill the information about the equipment capability as provided by the manufacturer.
- Abbreviation : Please use the appropriate keyword or known short name of the equipment. For example, Scanning Electron Microscope(SEM).
- Location : Please fill the Lab No. or Room No. where Equipment is installed.
- Make : Please fill the Manufacturer Name/Company Name
- Model : Please fill the Model No
- Serial No : Please fill the Serial No. of the equipment as provided by the manufacturer.

Step 6 : Click Browse to choose the file.

Indian Science Technology and Engineering facilities Map (I-STEM)

Create/View/Update Upload Reports

Department List Faculty List Facility List Facility Coordinator List Technologists(s)/Operator(s) List Add Equipment Active Equipment Inventory Equipment Draft Equipment

Upload Equipment

[Add New](#)

Please download the latest Excel template provided below before uploading your Excel data.

Guidelines

1. Upload department details in bulk and then equipment information-department-wise using the template (excel sheet in specified format).
2. The columns mentioned mandatory should be filled with proper data.
3. Do not remove the header row.
4. Do not add any extra column or change the column heading.
5. Remarks provided for every column for user reference.
6. Duplicate records will be ignored while importing.
7. Imported records will be in DRAFT mode by default.
8. **Do not use formula for any column.**
9. **Excel file size should be less than 2MB.**

Import Excel File

Department: Test Department

Select file... [Browse ...](#)

Step 7 : Click Upload.

Uploading your Excel data.

Import Excel File

Department-wise using the template (excel sheet in

Department: Other

Equipment.xlsx Remove Upload [Browse ...](#)



Note : The equipment will be uploaded as Under Review and appear under the **Draft Equipment** section in the third-level menu.

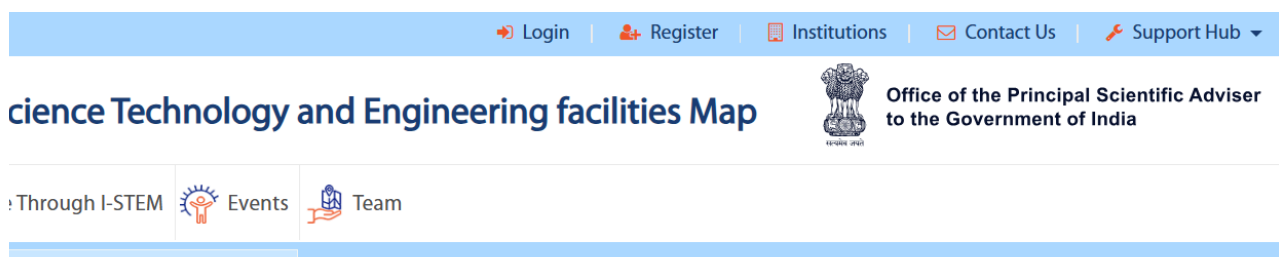
- The I-STEM Nodal Centre will review and approve the equipment. Once approved, the equipment will move to the **Active Equipment** section in the third-level menu.
- Only Active Equipment will appear in the Equipment Search Results and be available for Equipment Slot Booking.

6.2 Updating Equipment Usage Rate

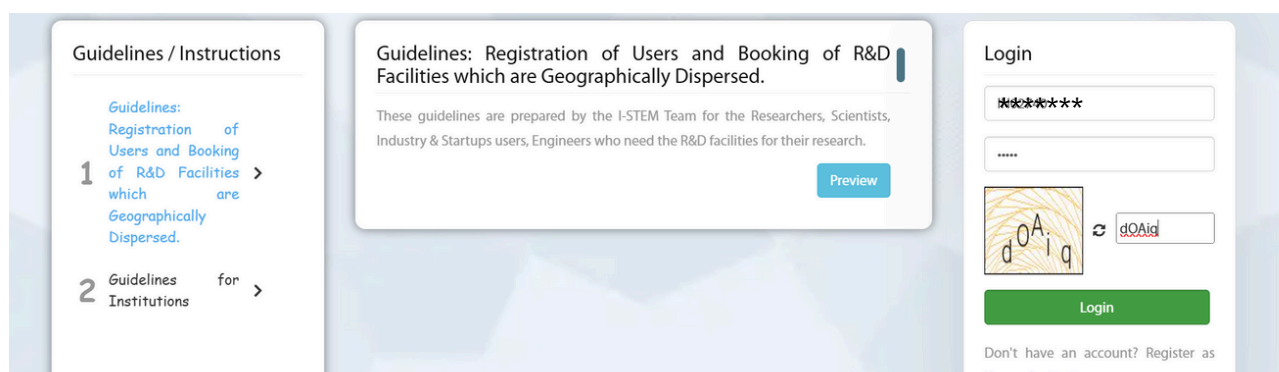
Step 1 : Visit the I-STEM portal at www.istem.gov.in.



Step 2 : Select the Login link at the top-right of the Home page.



Step 3 : Login to the I-STEM portal using IN/IR/DP/FI/FC/OP account.





Step 4 : From the home page, navigate to the **Create/View/Update** menu and select **Equipment** to access the **Equipment – Approved** page.

Navigation bar: Institutions | Contact Us | Support Hub | PM Demo IN

I-STEM Indian Science Technology and Engineering facilities Map

Office of the Principal Scientific Adviser to the Government of India

Menu: About I-STEM | Operator Training Programme | Software Through I-STEM | Events | I-Progress | Support Center | Team

Buttons: Create/View/Update | Upload | Reports

Search: India | Search Equipment | Select City | Advanced Search

Map of India and surrounding regions.

Dropdown menu: Institution, Department, Faculty Incharge, Facilities, Operators/Technologist, **Equipment**, Grievance, User Query, Submit Inst. Progress Report, Statement Of Account, Funding Agency

Step 5 : Select the **Assign Usage Rate** link under the **Actions** column.

I-STEM Indian Science Technology and Engineering facilities Map

PM Demo IN

Facility Map

HOME ABOUT I-STEM EQUIPMENT INSTITUTIONS PEOPLE

Indian Science Technology and Engineering facilities Map (I-STEM)

Create/View/Update | Upload | Reports

Department List | Faculty List | Facility List | Facility Coordinator List | Technologist(s)/Operator(s) List | Add Equipment | Active Equipment | Inventory Equipment | Draft Equipment

Equipment - Approved Add New SEARCH Under Review Equipment

Show 10 entries Excel PDF

Actions	Equipment code	Equipment	Abbreviation	Make	Model No.	Equipment Registered On	Equipment Last Updated On	Funding Agency
Assign Usage Rate	2954967	Test Equipment 2		ABC		2025-10-05 18:25:46	2025-10-05 18:25:46	
Edit Usage Rate	2953572	Test equipment 123		Test		2025-09-25 10:50:49	2025-09-25 10:50:49	
Edit Usage Rate	2949858	test equipment		Test		2025-07-03 11:17:37	2025-07-03 11:17:37	Institution
Edit Usage Rate	2939199	Test Equipment		Thermo Fisher Scientific	MN152	2024-08-08 10:58:55	2025-03-30 16:40:30	
Edit Usage Rate	2945623	Indian Science Technology and E	I-STEM	Test Make	Test Model	2025-02-10 12:26:31	2025-02-10 12:26:31	Ministry of Agriculture

Showing 1 to 5 of 5 entries Previous 1 Next

Step 6 : Assign the **Equipment Usage Rate**.

Department List | Faculty List | Facility List | Facility Coordinator List | Technologist(s)/Operator(s) List | Add Equipment | Active Equipment | Inventory Equipment | Draft Equipment

Assign equipment usage rate

Assign Usage Rate Import from Other Equipment

	External Academic User	Internal Academic User	International User	Industry User	Start-ups Company	National Research Lab User	Self (Project Investigator(s))	SATHI-Institution user	
Analysis name1	Hour value	Hour value	Hour value	Hour value	Hour value	Hour value	Hour value	Hour value	Add Row
	Sample value	Sample value	Sample value	Sample value	Sample value	Sample value	Sample value	Sample value	
	Element value	Element value	Element value	Element value	Element value	Element value	Element value	Element value	
	Per test basis value	Per test basis value	Per test basis value	Per test basis value	Per test basis value	Per test basis value	Per test basis value	Per test basis value	
	Ltr value	Ltr value	Ltr value	Ltr value	Ltr value	Ltr value	Ltr value	Ltr value	
	Run value	Run value	Run value	Run value	Run value	Run value	Run value	Run value	
	per day	per day	per day	per day	per day	per day	per day	per day	



Step 7 : If multiple Analysis Types apply, select **Add Row** to include each type, and assign the corresponding Equipment Usage Rate.

Industry User	Start-ups Company	National Research Lab User	Self (Project Investigator(s))	SATHI-Institution user	
Hour value	Hour value	Hour value	Hour value	Hour value	Add Row
Sample value	Sample value	Sample value	Sample value	Sample value	
Element value	Element value	Element value	Element value	Element value	
Per test basis value	Per test basis value	Per test basis value	Per test basis value	Per test basis value	

Step 8: Select **Submit**. The Equipment Usage Rate will be updated accordingly.

value	value	value	
Per test basis value	Per test basis value	Per test basis value	
Ltr value	Ltr value	Ltr value	
Run value	Run value	Run value	
per day value	per day value	per day value	

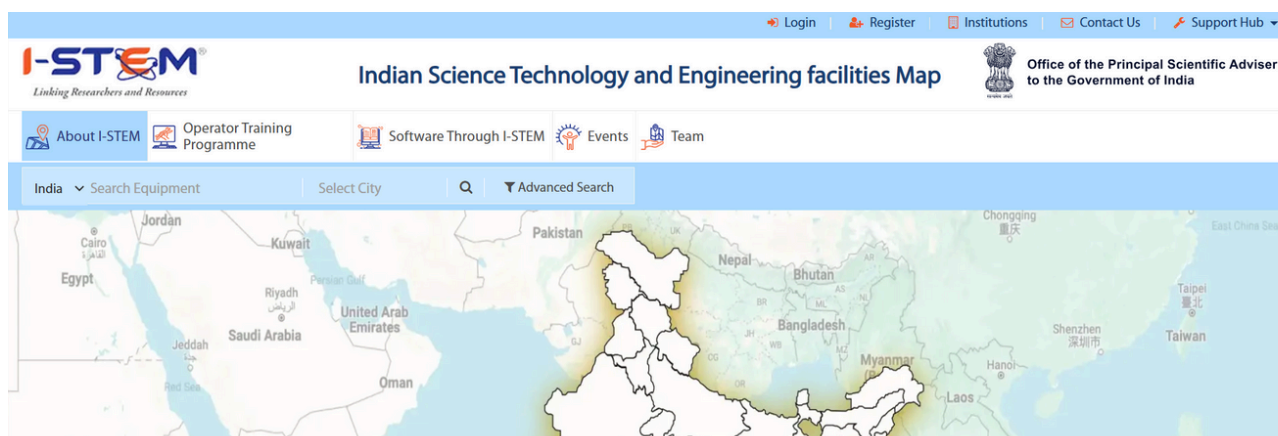
6.3 Updating Equipment Profile

Step 1 : Visit the I-STEM portal at www.istem.gov.in.

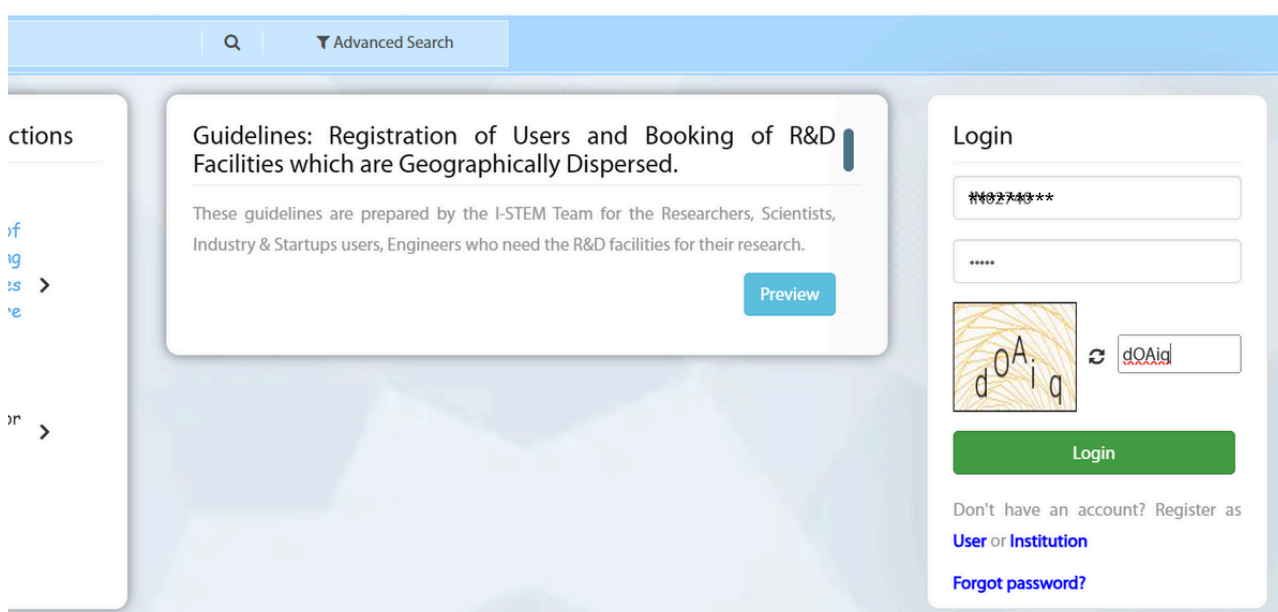




Step 2 : Select the Login link at the top-right of the Home page.



Step 3 : Login to the I-STEM portal using IN/IR/DP/FI/FC account.



Step 4 : From the home page, navigate to the Create/View/Update menu and select Equipment to open the Equipment – Approved page.





Step 5 : Select the Equipment Name to open the Equipment Information page.

Indian Science Technology and Engineering facilities Map (I-STEM)						
Department List Faculty List Facility List Facility Coordinator List Technologist(s)/Operator(s) List Add Equipment Active Equipment						
Equipment - Approved						
Show 10 entries Excel PDF						
Actions	Equipment code	Equipment	Abbreviation	Make	Model No.	Equipment Registered On
Edit Usage Rate	2954967	Test Equipment 2		ABC		2025-10-05 18:25:46
Assign Usage Rate	2956723	test adfbnajhdbfjkhadfjkadkf		zcvszdvsvdvs		2025-10-07 11:28:02
Edit Usage Rate	2953572	Test equipment 123		Test		2025-09-25 10:50:49
Edit Usage Rate	2949858	test equipment		Test		2025-07-03 11:17:37
Edit Usage Rate	2939199	Test Equipment		Thermo Fisher Scientific	MN152	2024-08-08 10:58:55

Step 6 : Select Edit.

Indian Science Technology and Engineering facilities Map (I-STEM)					
Department List	Faculty List	Facility Coordinator List	Technologist(s)/Operator(s) List	Add Equipment	Active Equipment
Manual FBR Process Edit Sample List Equipment Reservation Equipment Calender					

Step 7 : Update the Equipment Information as needed.

Name of the Equipment*	test equipment1		
Description	test		
Abbreviation	Abbreviation	Location	Location
Make (Manufacturer)	Test	Model	Model
Serial No.	123	Ignore Facility Timings	Yes ☐ No ☐
Equipment Cost*	10.00	Reference Website	Reference Website
Agency type	External Funding	Select Facility	--Select Facility--
Department	Test Department	Project Title	
Funding Agency	Institution	Supplier Email id *	Supplier Email Id
Equipment Category		Service Provider Email id*	Service Provider Email Id
Supplier*	--Select Supplier--	Pooling of Equipment slot	No
Service Provider*	--Select Service Provider--		
Last AMC Done	Last AMC Done		
Alert to be sent (Alerts will be sent to this email id) (Mention the email id by comma separated)	alerts@alerts.com		

Step 8 : Select Submit.

Submit	Cancel
--------	--------

Note: The Equipment information will be updated accordingly.



6.4 Maintaining Equipment Calendar

Institute custodian may block particular slots/full day for maintenance, calibration, etc. User may not be allowed to book those slot(s).

Step 1: Login to the I-STEM portal using IN/IR/DP/FI/FC/OP account.

Step 2 : On the home page, navigate to the Create/View/Update menu and select Equipment. This will go to the Equipment – Approved page.

Step 3 : Select the Equipment Name to open the Equipment Information page.

Facility Map								
HOME ABOUT I-STEM EQUIPMENT INSTITUTIONS PEOPLE								
Indian Science Technology and Engineering facilities Map (I-STEM)								
Create/View/Update Upload Reports								
Department List Faculty List Facility List Facility Coordinator List Technologist(s)/Operator(s) List Add Equipment Active Equipment Inventory Equipment Draft Equipment								
Equipment - Approved								
Add New SEARCH Under Review Equipment								
Show 10 entries Excel PDF								
Actions	Equipment code	Equipment	Abbreviation	Make	Model No.	Equipment Registered On	Equipment Last Updated On	Funding Agency
Edit Usage Rate	2953572	Test equipment 123		Test		2025-09-25 10:50:49	2025-09-25 10:50:49	
Edit Usage Rate	2949858	test equipment		Test		2025-07-03 11:17:37	2025-07-03 11:17:37	Institution
Edit Usage Rate	2939199	Test Equipment		Thermo Fisher Scientific	MN152	2024-08-08 10:58:55	2025-03-30 16:40:30	

Step 4 : From the third-level menu bar, select **Equipment Calendar**. On the **Calendar** page, you can view and manage equipment schedules.

To block the equipment for a specific time:

- Click on the desired date.
- Select the required time slots.
- Provide a reason.
- Click **Submit**.

To block the equipment for an entire day:

- Choose **Full Day Blocking**.
- Enter the reason.
- Click **Submit**.

Note: During the blocked period, public users will not be able to place booking requests.

6.5 Customized Service Request Form (CSRF)

Purpose:

The **Customized Service Request Form (CSRF)** collects detailed information about a user's specimens and other relevant parameters prior to testing or measurement with specific equipment. This process ensures accuracy and efficiency in testing.

Note: The Customized Service Request Form (CSRF) is required only when additional details are necessary for testing or measurement with specific equipment.

Procedure:

1. CSRF Upload: After adding the equipment, the **Institute Custodian** can upload the CSRF to the I-STEM Portal. The CSRF format may vary depending on the equipment, as no standard format is defined; it is determined by the Institute Custodian.



Below is the sample CSRF format

Analysis Details										
User category *		No. of samples *		Research Area						
Type of analysis *										
☐ Excitation spectrum ☐ Emission spectrum ☐ Lifetime ☐ Quantum Yield ☐ EEM										
Sample Description *										
Sl.No	Sample ID	Type of Analysis*					Excitation Wavelength for QY/Emission analysis	Emission Wavelength For TCSPC/Emission range for QY [±]	Excitation and emission range for EEM [±]	Sample specification/ any other specifications
1		Emission	Excitation	Quantum Yield	EEM	Lifetime (TCSPC)				
2										
3										
4										
5										
6										
7										
8										
Kindly note the following while submitting the samples*: - For QY measurements of liquid samples keep absorbance 0.1 at excitation wavelength. An absorption wavelength to the blue side of absorption maximum is preferred. Kindly provide the blank solution also. - Submitted samples will be discarded after communicating the reports. If the remnant samples are required, the same should be intimated during sample submission. - Sample amount required:- (a) Solid: 40-50mg (b) Liquid: 4ml										
Acknowledgment Details*										

2. CSRF Submission: When required, users must download, complete, and submit the CSRF while booking the equipment slot.

6.6 Assign/Unassign Operators to Equipment

Step 1: Login to the I-STEM portal using IN/IR/DP/FI/FC account.

Guidelines / Instructions

Guidelines: Registration of Users and Booking of R&D Facilities which are Geographically Dispersed.

These guidelines are prepared by the I-STEM Team for the Researchers, Scientists, Industry & Startups users, Engineers who need the R&D facilities for their research.

Preview

Login

d0Aiq
d0Aiq

Login

Don't have an account? Register as



Step 2: On the home page, navigate to the Create/View/Update menu and select Equipment. This will go to the Equipment – Approved page.

Step 3: Select the Equipment Name to open the Equipment Information page.

Actions	Equipment code	Equipment	Abbreviation	Make	Model No.	Equipment Registered On	Equipment Last Updated On
Edit Usage Rate	2953572	Test equipment 123		Test		2025-09-25 10:50:49	2025-09-25 10:50:49
Edit Usage Rate	2949858	test equipment		Test		2025-07-03 11:17:37	2025-07-03 11:17:37
Edit Usage Rate	2939199	Test Equipment		Thermo Fisher Scientific	MN152	2024-08-08 10:58:55	2025-03-30 16:40:30
Edit Usage Rate	2945623	Indian Science Technology and Engineering facilities Map	I-STEM	Test Make	Test Model	2025-02-10 12:26:31	2025-02-10 12:26:31

Step 4: From the third-level menu bar, select Operator Mapping.

Step 5: Click the “+” icon to assign an operator under the Non-mapped Operators/Technologist section.

Name	Email id	Contact No.	Expertization	Department	Actions
Mamatha K	mamatha@istem.co.in	9110429015		Test Department	+
Punith Kunder	punithkunder4r@gmail.com	9902565093		Test Department	+
test operator	balamurugan@istem.co.in	9384211571		Test Department	+
Test Operator	demo@istem.co.in	6364354057		Test Department	+



Click the “–” icon to unassign an operator in mapped Operators/Technologist section.

Name	Email id	Contact No.	Expertization	Department	Actions
test operator	balamurugan@istem.co.in	9384211571		Test Department	–
Test DNU	TestDNU@gmail.com	123456		Test Department	–

Showing 1 to 2 of 2 entries

Previous 1 Next

Only the assigned operator(s) will receive email notifications for equipment slot bookings and will have permission to allocate, reschedule, reject, and execute the requests.

I-STEM Portal Roles – Glossary

Role	Short Definition	Key Responsibilities
Institute Head (IN)	Highest-level authority of the institution on I-STEM.	Authorize IRs and oversee analytics.
Institute Representative (IR)	Main administrator appointed by the IN to manage institution operations. Primary Point of contact.	Update institute details, create departments, facilities, and custodian accounts.
Department Representative (DP)	Department-level administrator managing facilities and bookings.	Manage departmental facilities, approve departmental bookings, assist in creating FI accounts, ensure data accuracy.
Faculty In-Charge (FI)	Faculty member overseeing specific facilities within a department.	Create and manage facilities, assign Facility Coordinators, update equipment details and monitor facility usage.
Facility Coordinator (FC)	Operational manager of a facility.	Assign Operators to equipment, manage facility operations, update equipment calendar, handle user queries.
Operator / Technologist (OP)	Hands-on custodian responsible for executing bookings and operating equipment.	Allocate/Reject/Execute FBR, perform experiments/tests, manage equipment calendar, handle user queries.



7. FACILITY BOOKING RECORD (FBR*) LIFECYCLE

Step 1: Action by the User

Equipment Search and Slot Booking

FBR generation and Status: **Pending**

Step 2: Action by the Operator

Allocation

FBR Status: **Slot Allocated**

Step 4: Action by both (User and Operator)

Feedback

FBR Status remains same i.e. **Executed**

Step 3: Action by either User or Operator

Mark FBR as Executed[#]

FBR Status: **Executed**

Step 5 (Optional): Action by both (User and Operator)

FBR Certificate

FBR Status remains same i.e. **Executed**

Note: User and Custodian/Operator should coordinate with each other for the Payment, Invoice, Payment Receipt, and Report of Experiment etc.

* Facility Booking Record (FBR) is a unique 10-digit number generated when a user places an equipment slot booking request.

[#] Mark FBR as Executed option will be available after the FBR exceeds the allocated for date.

Step-by-Step Process:

Step No.	Action By	Action	FBR- Status Update
1	Public User	Submit an equipment slot booking request	Pending
2	Custodian/Operator	Allocate the slot to the user	Slot Allocated
3	Either Public User or Custodian/Operator	Mark the booking request as completed (FBR Executed)	FBR Executed
4	Public User	Download the FBR certificate	FBR Executed
5	Both Public User and Custodian/Operator	Provide feedback to improve the process	FBR Executed

Note: Custodian/Operator and User should coordinate with each other for Payment, Invoice, Payment Receipt, and Experiment Report (result of the work) if any.



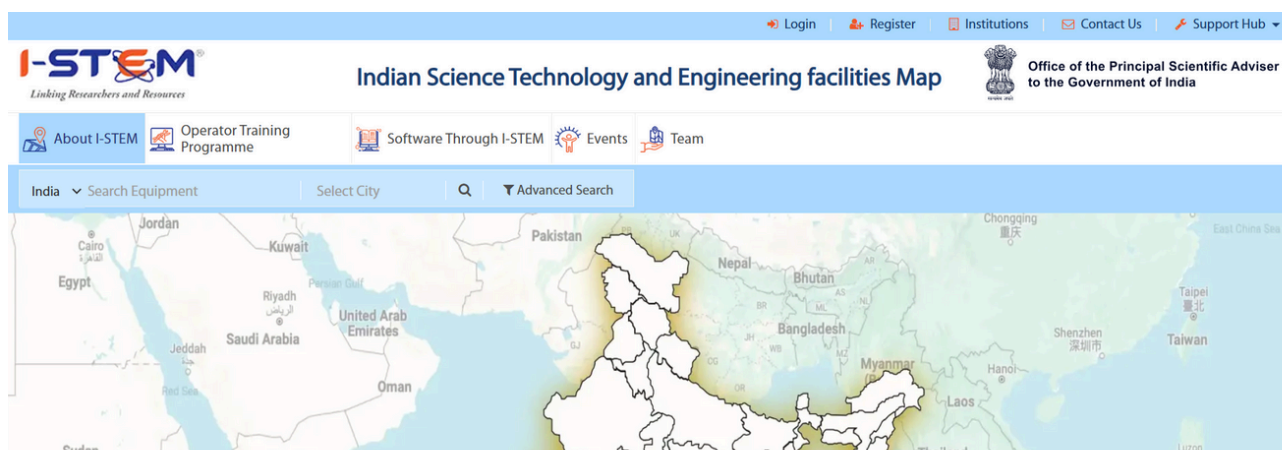
7.1. FBR Status: Pending

Action: Allocate, Reject

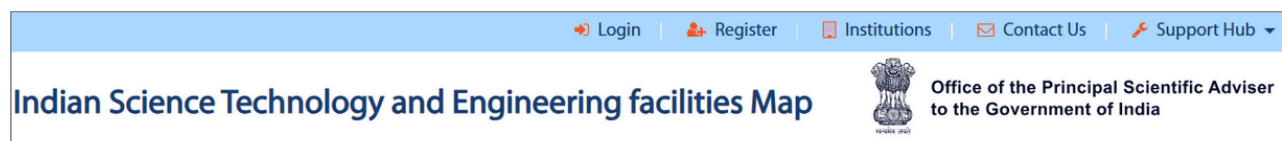
When a user submits an equipment slot booking request, a **Facility Booking Request (FBR)** is generated with the status set to **Pending**. At this stage, the **Operator** can either **allocate** or **reject** the request.

Steps to take action on a Pending FBR:

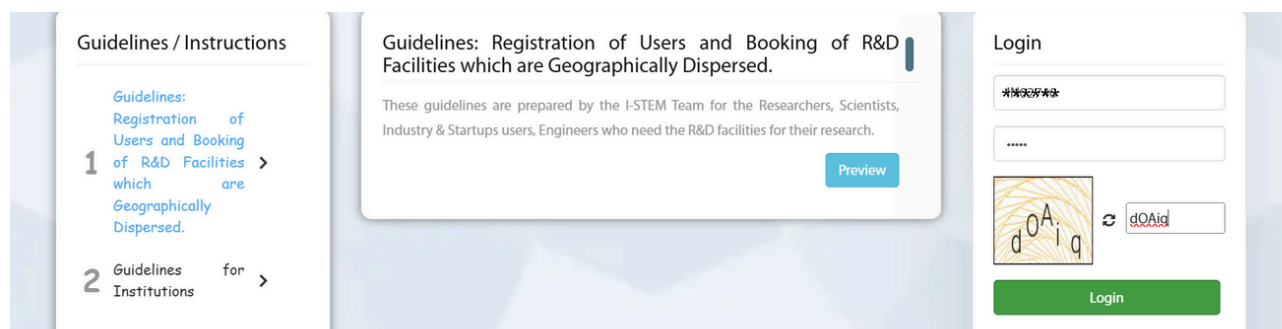
Step 1: Visit the I-STEM portal.



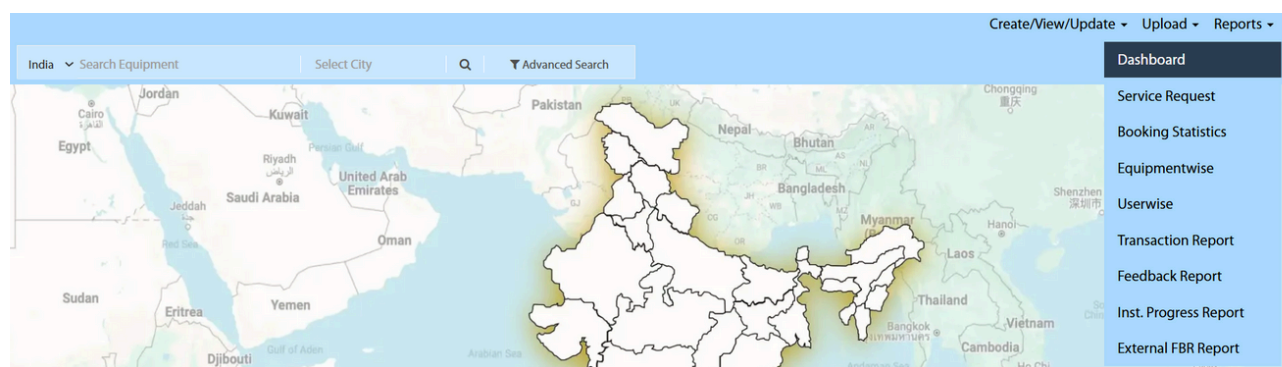
Step 2: Select the Login link at the top-right.



Step 3: Login to the I-STEM portal using IN/IR/DP/FI/FC/OP account.



Step 4: On the home page, navigate to the Reports menu and select Dashboard.





Step 5: By default, last one month data is displayed. To view other records, select the desired date range (up to one year) and choose **Submit**.

Step 6: Select **More Info** under **Pending Request(s)**.

Step 7: Find the required FBR and select **Action**.

	User's State	Date of Booking Request	From Date of Reservation	To Date of Reservation	Remarks	Actions
nd	Karnataka	13-Oct-2025	15-Oct-2025 09:00	15-Oct-2025 10:00		
nd	Karnataka	13-Oct-2025	13-Oct-2025 15:20	13-Oct-2025 16:20		
nd	Karnataka	13-Oct-2025	14-Oct-2025 12:00	14-Oct-2025 14:00	test booking by BNA	
nd	Karnataka	12-Oct-2025	12-Oct-2025 09:00	12-Oct-2025 10:00		
nd	Karnataka	25-Sep-2025	26-Sep-2025 09:00	26-Sep-2025 10:00		
nd	Karnataka	02-Sep-2025	02-Sep-2025 09:00	02-Sep-2025 10:00		

Step 8: Choose either **Allocate** or **Reject**.

Date (24 hours format)	To
From	



To Allocate a Slot:

Step 1: Select **Allocate**. A pop-up window will appear.

Step 2: Verify **Personal Information** and **Preferred Booking Details**.

Step 3: (Optional) Modify the **User Type** or adjust the **booking date/time**. The **Estimated Grand Total** will update automatically.

Step 4: Select **Allocate** to confirm the booking.

To Reject a Slot:

Step 1: Select **Reject**. A pop-up window will appear.

Step 2: Select a reason from the dropdown.

Step 3: Select **Reject** to confirm.

Note: A Rejected FBR can be reopened by rescheduling. A Cancelled FBR (cancelled by the user) cannot be reopened.

7.2. FBR Status: Slot Allocated

Action: Reschedule, Mark FBR as Executed, or Reject

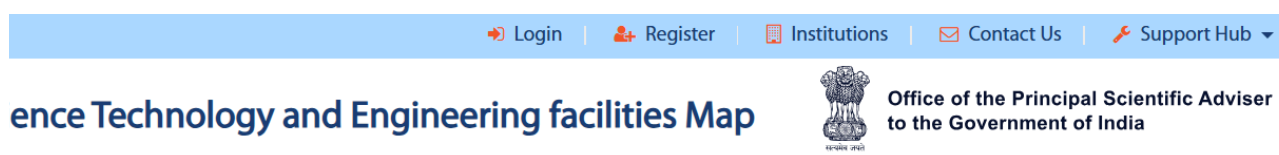
If the FBR status is **Slot Allocated**, the Operator can choose to **Reschedule**, **Mark FBR as Executed**, or **Reject** the booking.

Steps to take action:

Step 1: Visit the I-STEM portal.



Step 2: Select the **Login** link at the top-right of the Home page.





Step 3: Login to the I-STEM portal using IN/IR/DP/FI/FC/OP account.

Step 4: On the home page, navigate to the Reports menu and select Dashboard.

Step 5: By default, last one month data is displayed. Set the desired date range (upto one year) and select Submit.

Step 6: Select More Info under Allocated Booking(s).

Step 7: Search for the required FBR and select Action.

From Date of Confirmation	To Date of Confirmation	Remarks	Allocated by	Manual FBR Entry	Actions
1-Sep-2025 10:00	09-Sep-2025 14:00	Test remarks	IN02740	Manual FBR Entry	edit
1-Oct-2025 09:00	13-Oct-2025 10:00		IN02740	Manual FBR Entry	edit
1-Aug-2025 09:00	30-Aug-2025 10:00		SB00777	Manual FBR Entry	edit
1-Sep-2025 16:15	11-Sep-2025 17:15		OP_TESTOPER003	Manual FBR Entry	edit



Step 8: Choose one of the following options: Reschedule, Mark FBR as Executed, or Reject.

Mark FBR As Executed
Reschedule
Reject

Step 9: Click **Mark FBR as Executed** button available on top right, on the pop-up page provide the Date of Allocation, Date of Completion and Final Amount(in Rs.) and then click **Mark FBR as Executed** button.

Note: The Mark FBR as Executed action can be performed by either the Public User or the Operator. This option becomes available from the allocated date and remains accessible until the execution is completed.

7.3. FBR Status: Executed

Action: Submit Feedback, Download FBR Certificate

Once an FBR is marked as Executed, feedback can be submitted once by any Custodian, including the Operator. The FBR Certificate can also be downloaded at this stage.

Steps to take action:

Step 1: Visit the I-STEM portal.

Step 2: Select the Login link at the top-right.

Login
Register
Institutions
Contact Us
Support Hub

Indian Science Technology and Engineering facilities Map





Step 3: Login to the I-STEM portal using IN/IR/DP/FI/FC/OP account.

Step 4: On the home page, navigate to the Reports menu and select Dashboard.

Step 5: By default, last one month data is displayed. Set the desired date range (upto one year) and select Submit.

Step 6: Select More Info under FBR (Executed).

Step 7: Locate the required FBR and select Action.

From Date of Confirmation	To Date of Confirmation	Marked By	Marked On	Marked Remarks	Actions
14-Aug-2025 09:00	15-Aug-2025 12:00	OP_TESTOPER003	11-Sep-2025 15:53:46	done	edit
13-Oct-2025 14:00	13-Oct-2025 15:00	OP_TESTOPER003	13-Oct-2025 13:15:00	good	edit

Step 8: Select Feedback Form.



Step 9: Submit the feedback.

Feedback Form

1. User's knowledge about subject/Test ☆☆☆☆☆

2. User's response on queries ☆☆☆☆☆

3. User's behaviour with Equipment technologist (s) ☆☆☆☆☆

4. Overall Experience ☆☆☆☆☆

5. Remarks

Remarks

Submit Cancel

Step 10: Select FBR Certificate to view the certificate.

Create/View/Update Upload Reports

FBR Certificate Feedback Form

To 03-Feb-2025 10:00

User Type Industry User

Date Of Allocation 03-Feb-2025

Date Of Completion

Step 11: Select Download to save the certificate as a PDF file.

Indian Science Technology and Engineering facilities Map (I-STEM) Create/View/Update Upload Reports

Download

Note: When the "Mark FBR as Executed" button is clicked or the action is performed by a Public User, the custodian or operator must verify and, if necessary, update the following fields with accurate data and confirm before proceeding (Confirmation is mandatory to ensure records are complete and accurate):

- FBR Allocated Date
- FBR Executed Date
- Grand Total Amount

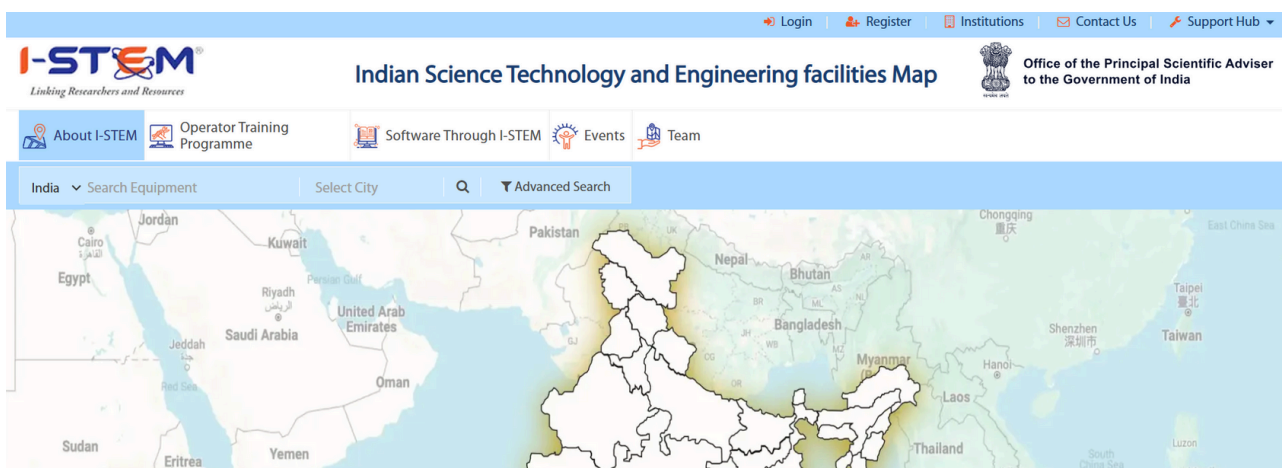
7.4. FBR Status: Rejected

Action: Reschedule

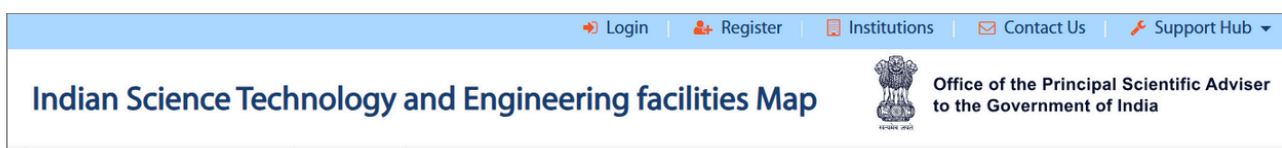
If a booking is rejected by the Operator, the FBR status changes to Rejected. Rejected FBRs can be rescheduled by the Operator.

Steps to take action:

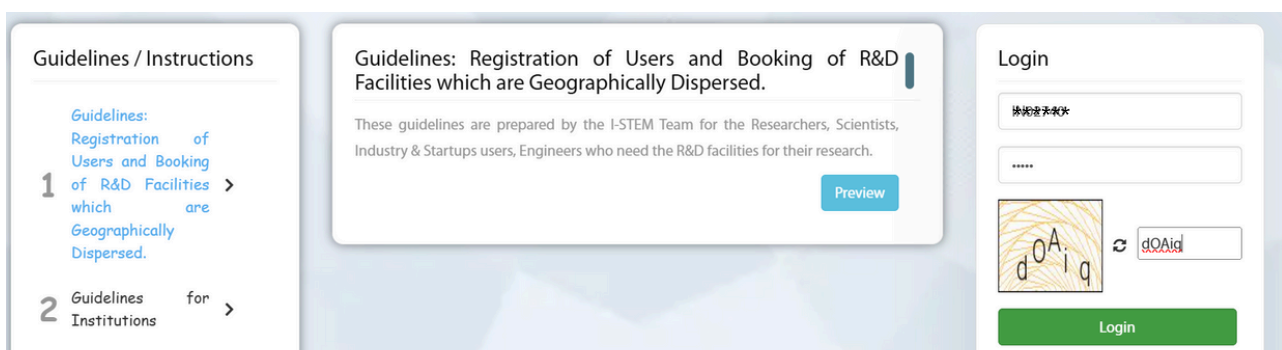
Step 1: Visit the I-STEM portal.



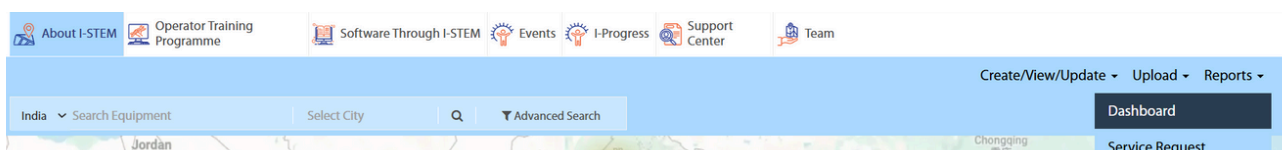
Step 2 : Select the **Login** link at the top-right of the Home page.



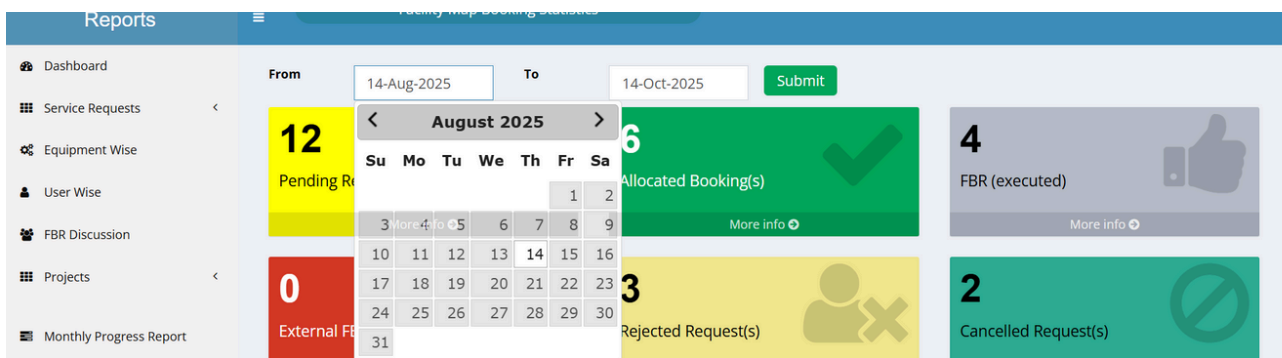
Step 3 : Login to the I-STEM portal using IN/IR/DP/FI/FC/OP account.



Step 4: On the home page, navigate to the **Reports** menu and select **Dashboard**.



Step 5: By default, last one month data is displayed. Set the desired date range (upto one year) and select Submit.





Step 6: Select More Info under Rejected Request(s).

al FBR(executed)

More info

3

Rejected Request(s)

More info

2

Cancelled Request(s)

More info

Step 7: Locate the required FBR and select Action.

Date of Equip Reservation	Remarks	Reason for rejection	Date of rejection	From Date of Confirmation	To Date of Confirmation	edit ions
09-Jul-2025		This booking request is not feasible.	06-Aug-2025			
14-Aug-2025		Not feasible.	11-Sep-2025			
24-Sep-2025		Operator Unavailability	23-Sep-2025			

Step 8: Select Reschedule.

ty and Engineering facilities Map (I-STEM)

Create/View/Update Upload Reports

Reschedule

Note: A Rejected FBR can be reopened by rescheduling. A Cancelled FBR (cancelled by the user) cannot be reopened.

Step 9: Proceed with slot allocation.

7.5. FBR Status: Cancelled

If a user cancels a booking request before allocation, the FBR status is updated to Cancelled.

Note: Cancelled FBRs cannot be reopened or acted upon by the user or any custodian.

To view Cancelled FBRs:

Step 1: Login to the I-STEM portal using IN/IR/DP/FI/FC/OP account.

nes / Instructions

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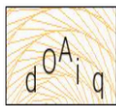
elines for >
stitutions

Guidelines: Registration of Users and Booking of R&D Facilities which are Geographically Dispersed.

These guidelines are prepared by the I-STEM Team for the Researchers, Scientists, Industry & Startups users, Engineers who need the R&D facilities for their research.

Preview

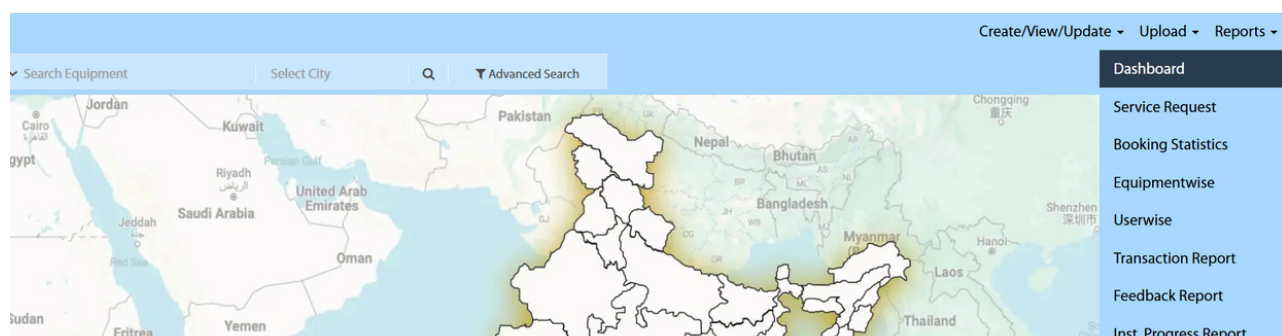
Login



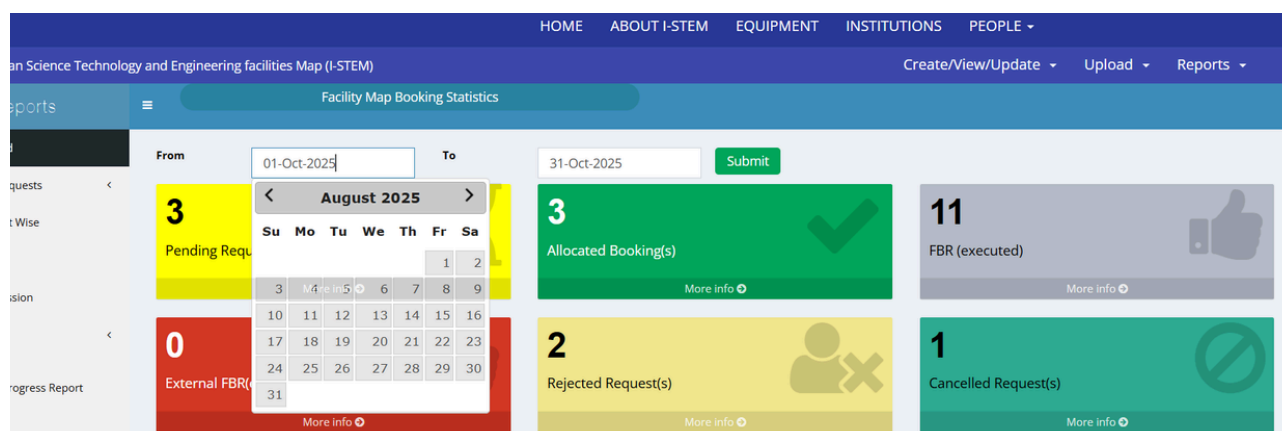
Login

Don't have an account? Register as
[User](#) or [Institution](#)
[Forgot password?](#)

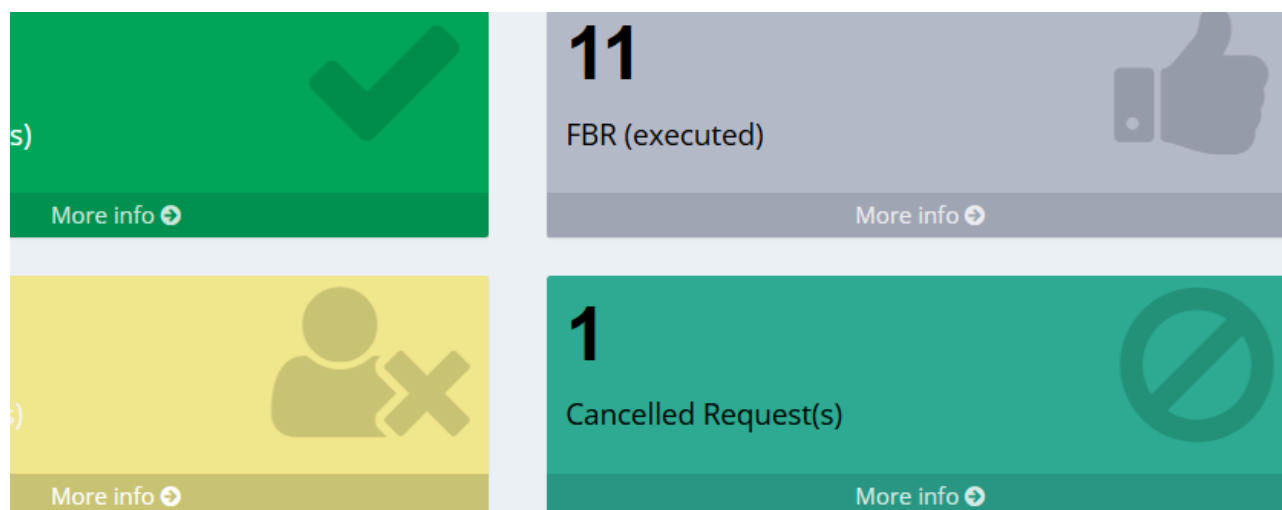
Step 2: On the home page, navigate to the **Reports** menu and select **Dashboard**



Step 3: By default, last one month data is displayed. Set the desired date range (upto one year) and select **Submit**.



Step 4: Click **More Info** under **Cancelled Request(s)**.



8. PAYMENT & COMPLIANCE

8.1 Platform Role

I-STEM functions solely as a facilitation platform and does not act as a service provider. Its primary role is to enable access to research infrastructure and resources. The platform does not handle payments or financial transactions on behalf of institutions.

8.2 Objective of Update

To strengthen the I-STEM ecosystem and ensure full compliance with GST, TDS, and other statutory financial regulations, the **payment and invoice management process** has been revised. These updates clarify responsibilities, enhance institutional accountability, and promote efficient, compliant financial operations.

8.3 Key Updates and Recommendations

1. Facilitation-Focused Platform:

I-STEM will continue to operate solely as a **facilitation platform**. All payments and invoicing will be managed directly by the **host institutions**, ensuring they retain full financial control.

2. Institutional Ownership:

Institutions will manage **invoicing, GST/TDS compliance**, and all financial documentation independently, while I-STEM will continue to facilitate **resource sharing and collaborative access**.

3. Future-Ready Automation:

A new **administrative panel** will give institutions full control over **equipment profiles and management processes**. For institutions with their own portals, **API integration** will enable automated workflows to streamline operations.

4. Enhanced Visibility and Collaboration:

I-STEM will continue to enhance **equipment visibility**, facilitate **connections among researchers, startups, and industry partners**, and optimize **utilization and revenue opportunities**.

5. Upcoming Portal and Mobile Application:

The upgraded I-STEM portal and mobile application, scheduled for deployment in 2026, will provide **improved flexibility, efficiency, and scalability**, ensuring a seamless experience for both institutions and users.

8.4 Expected Outcomes

- Simplified operational workflows for institutions.
- Strengthened institutional control and accountability.
- Enhanced compliance with statutory financial regulations.
- Improved user experience for researchers and operators.
- Sustained support from I-STEM while financial responsibility remains with institutions.

8.5 Implementation and Support

I-STEM will continue to provide **guidance, documentation, and support** to all partner institutions during this transition, ensuring smooth adoption of the updated processes and the continued advancement of the **national research infrastructure ecosystem**.

9. ISSUE HANDLING & CUSTOMER SUPPORT

Efficient issue resolution and timely support are essential for the seamless operation of the I-STEM portal. To ensure effective assistance, I-STEM utilizes a dedicated **ticketing system (Freshdesk)** and offers multiple support channels to address user needs at all levels.

9.1 Support Ticketing System (Freshdesk)

- All issues—whether technical (such as login problems or booking and slot allocation errors) or operational—must be reported through the I-STEM **Freshdesk system**.
- Each ticket is assigned a **unique reference number** to ensure proper tracking, accountability, and timely resolution.
- Users are advised to provide **complete details**, including screenshots or relevant documents, to enable faster and more accurate support.

9.2 Service Level Agreement (SLA) Timelines

To ensure predictable and reliable support, I-STEM follows the following resolution timelines:

- **Critical Issues (1-2 working day):** Portal inaccessibility, booking or slot allocation errors affecting users, or any urgent issue that prevents access to key portal functionalities.
- **Normal Issues (3-5 working days):** Requests such as role creation, profile updates, calendar corrections, and other non-critical operational matters.

9.3 Support Channels

Users may contact I-STEM support through the following channels:

- **Toll-Free Helpline (1800 425 3281):** Available during working hours for immediate assistance and quick clarifications.
- **Email Support (support@istem.co.in):** For detailed queries requiring attachments such as screenshots.
- **Support Ticketing System (Freshdesk):** The preferred channel for structured issue logging, tracking, resolution, and escalations.



10. PUBLIC USER/ RESEARCHER GUIDE

Public Users:

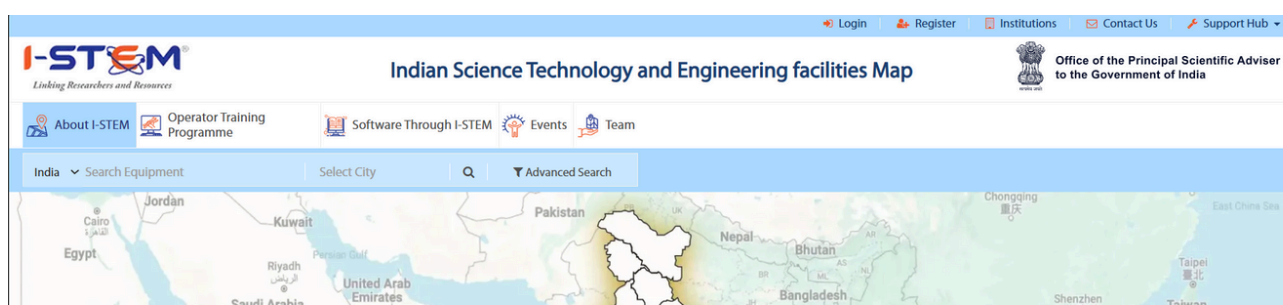
Researchers, scientists, and faculty members from science, technology, and engineering disciplines who require research equipment for their R&D activities. They can register on the I-STEM portal and submit requests to book listed equipment.



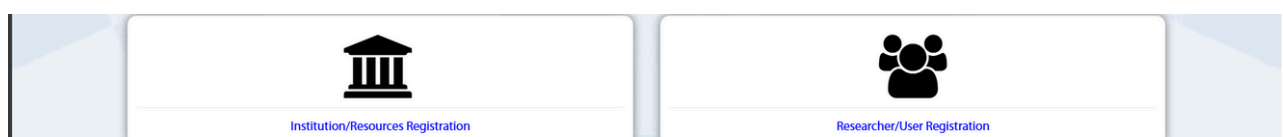
10.1 User Registration

Steps to register as a user on the I-STEM portal

Step 1: Visit I-STEM portal at www.istem.gov.in and select the **Register** link at the top-right of the Home page.



Step 2: Select Researcher/User Registration.



Step 3: Fill in all mandatory fields (marked with *).



Step 4: Validate your Email ID and Mobile Number using the OTP.

User Registration Form

Personal Information

Name* Gender* Email ID*

Mobile No.* Department Designation

Address*

Step 5: Under Academic Information, select your **User Type** and **Institution**. If your institution is not listed, choose **Other**.

Academic Information

User Type* Institution*

Captcha

Step 6: Provide Research Area details.

Academic Information

User Type* Institution*

Note :If you are not able to find your institution, kindly request your Director/Principal/Registrar/Head of institution to register at [Click Here](#) and also write to us at support@istem.co.in

Research Area*

Captcha

Step 7: Enter the CAPTCHA (case-sensitive) and select **Submit**.

Research Area*

Captcha

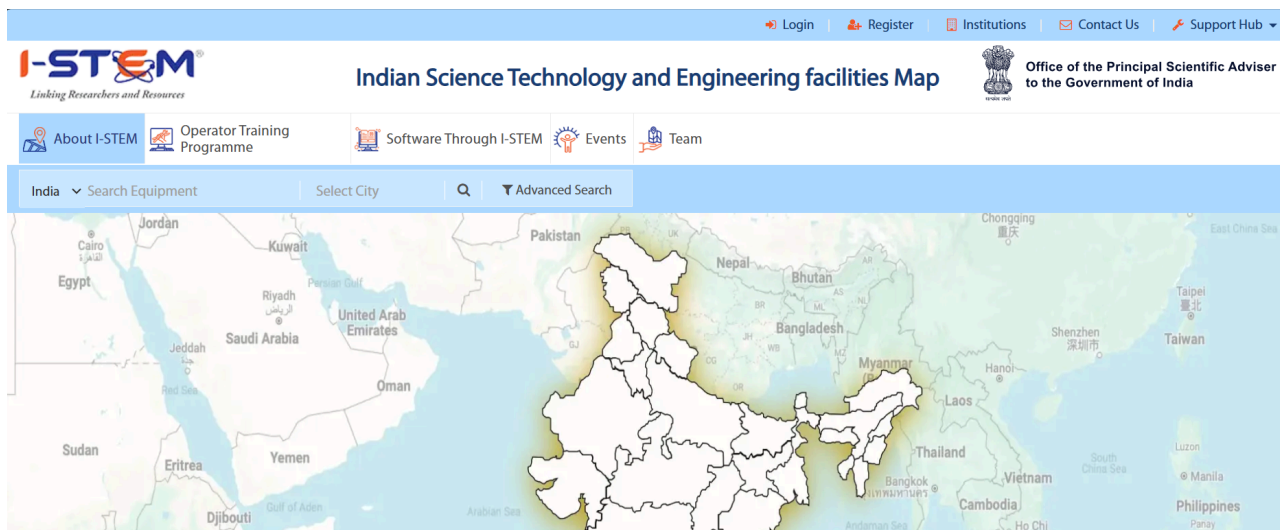
Guidelines

Users will receive their login credentials via email once the registration request is approved by the I-STEM Nodal Centre. Approval typically takes one working day.

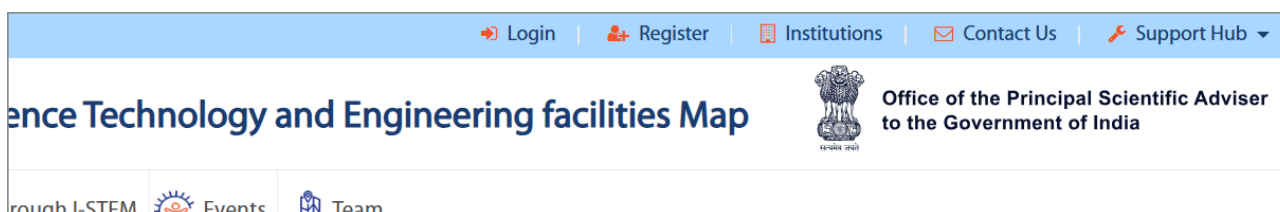


10.2 Login as a User

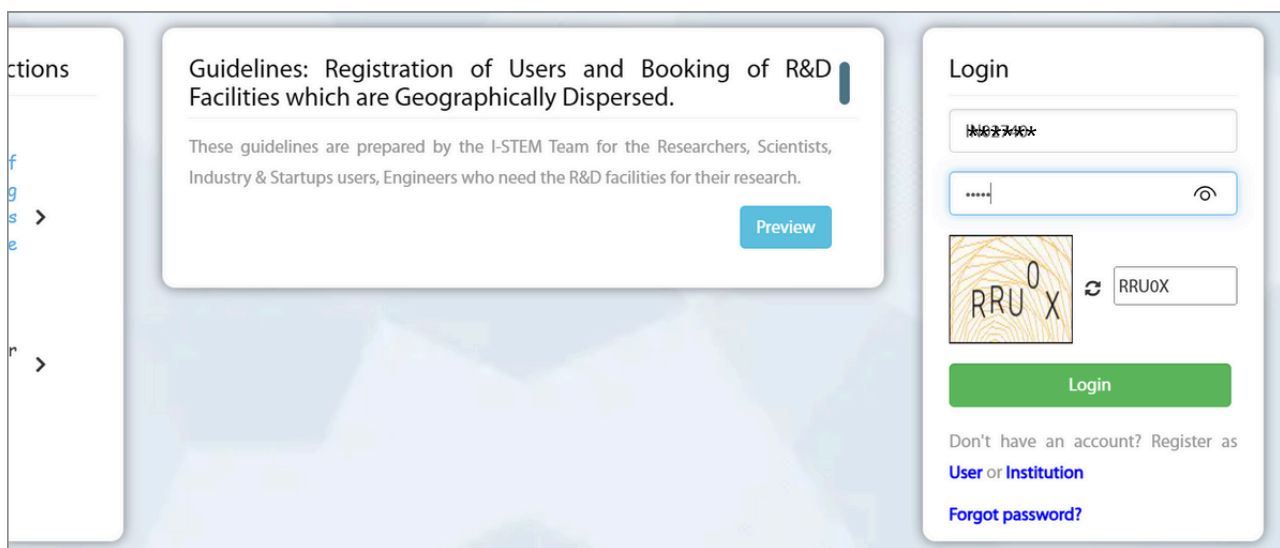
Step 1: Visit the I-STEM portal at www.istem.gov.in.



Step 2 : Select the Login link at the top-right of the Home page.



Step 3: When logging in with your credentials, enter the CAPTCHA value in the corresponding field.



10.3 Equipment Search and Equipment Slot Booking

10.3.1 User Prerequisites

- Only registered users are permitted to book equipment slots.
- Ensure the user profile is complete and the account is approved by the I-STEM Nodal Centre (i.e., the user can successfully log in to the I-STEM portal).



10.3.2 Equipment Search

Equipment can be searched with or without logging in to the I-STEM portal. However, to book an equipment slot, the user must be logged in.

Step 1: Log in as a user to the I-STEM portal.

Guidelines: Registration of Users and Booking of R&D Facilities which are Geographically Dispersed.

These guidelines are prepared by the I-STEM Team for the Researchers, Scientists, Industry & Startups users, Engineers who need the R&D facilities for their research.

[Preview](#)

Login

Username: *#3254*

Password: *****

CAPTCHA: RRU0X

[RRU0X](#)

[Login](#)

Don't have an account? Register as [User](#) or [Institution](#)

[Forgot password?](#)

Step 2: Enter the **Equipment Name** or approved abbreviation (for example, AFM) in the **Search Equipment** field located at the top-left of the **Home** page.

India test

Select City

Advanced Search

Create/View/Update Upload Reports

Instron Servo-Hydraulic Testing Machine - Gandhi Institute Of Technology And Management (GITAM) (Deemed To Be University) Visakhapatnam

Universal Testing Machine (CRF-UTM) - Indian Institute Of Technology (Indian School Of Mines) Dhanbad

Step 3: Users may use the Advance Search option to refine the search.

I-STEM
Linking Researchers and Resources

Indian Science Technology and Engineering facilities Map

Office of the Principal Scientific Adviser to the Government of India

About I-STEM Operator Training Programme Software Through I-STEM Events Support Center Team

View/Booking

India Search Equipment

Select City

Advanced Search

Distance Filter: All

Make: Enter Make

Model: Enter Model

Zone: All

State: Select State

Category: Select Categories

Institution: Search For Institution

[RESET](#) [CLOSE](#)

Step 4: Enter the CAPTCHA value (case-sensitive).

India Test Equipment

Select City

Advanced Search

Create/View/Update Upload Reports

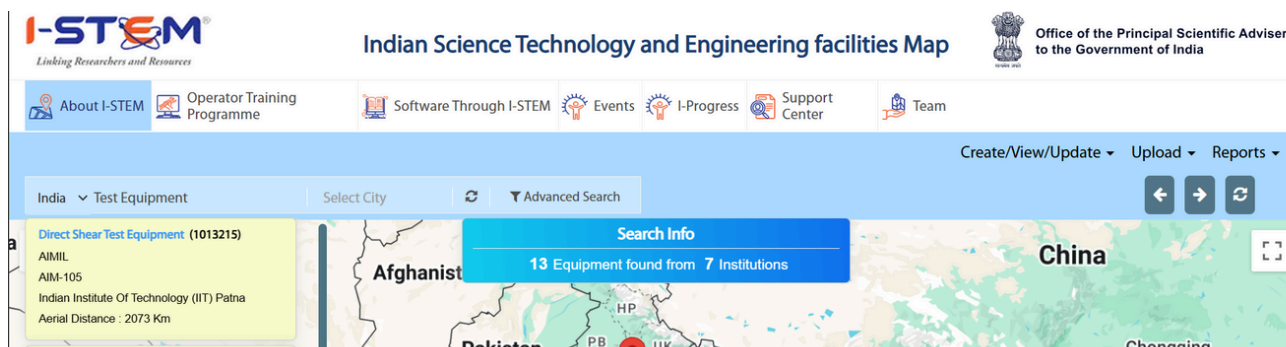
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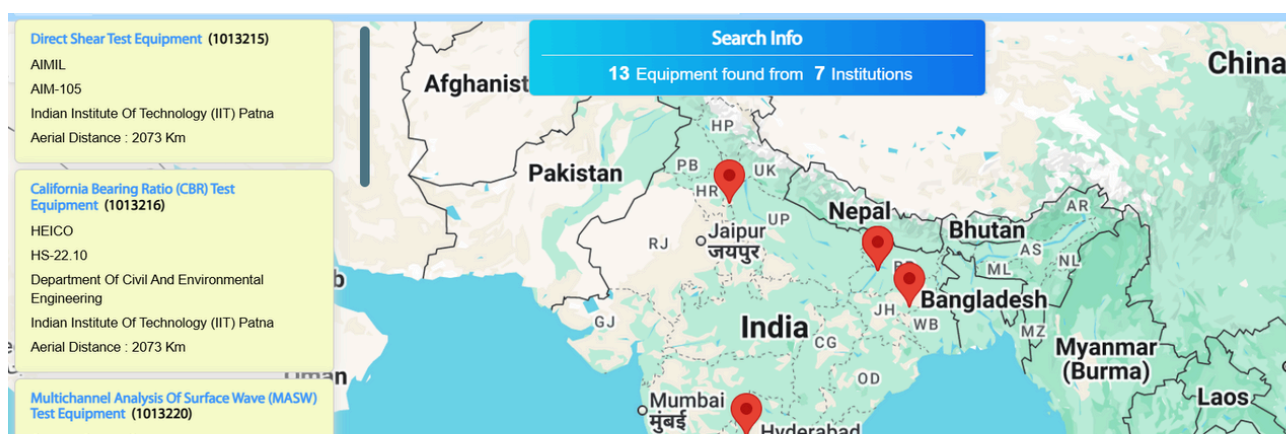
Enter The Captcha To Process The Search



Step 5: The search results will appear on the left side, displaying the Equipment Name, Host Institute Name, and Aerial Distance (if location access is enabled).

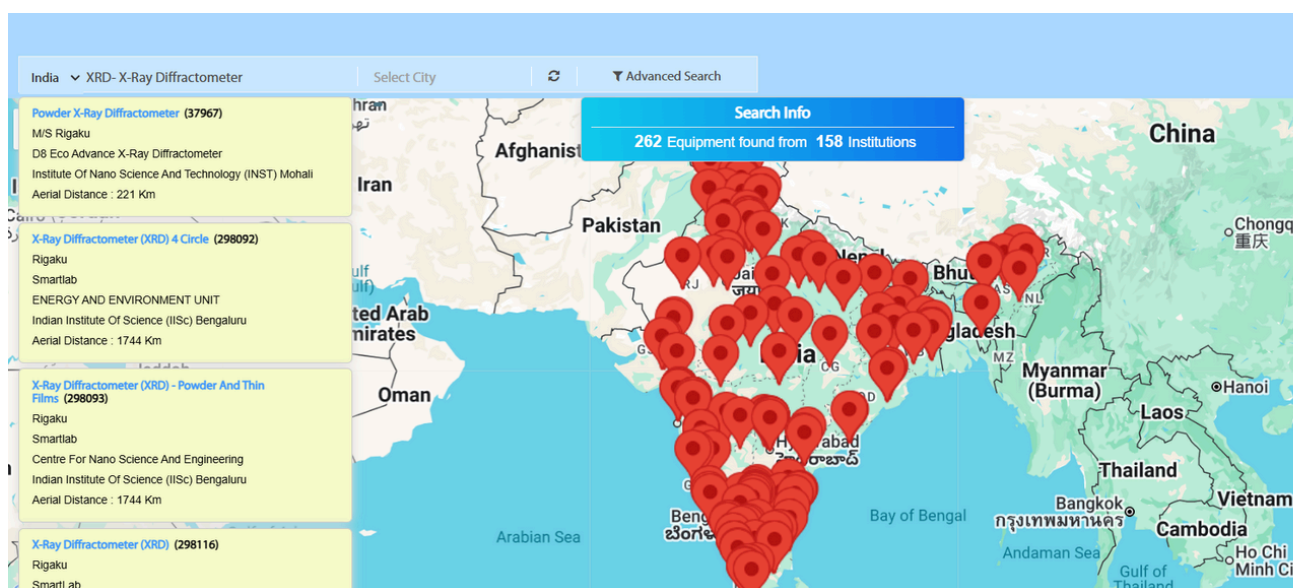


Step 6 : The search results will also be displayed on the map with corresponding location markers.



10.3.3 Reviewing Searched Equipment Details

Step 1: After searching for the equipment, select the Equipment Name displayed in the search results.



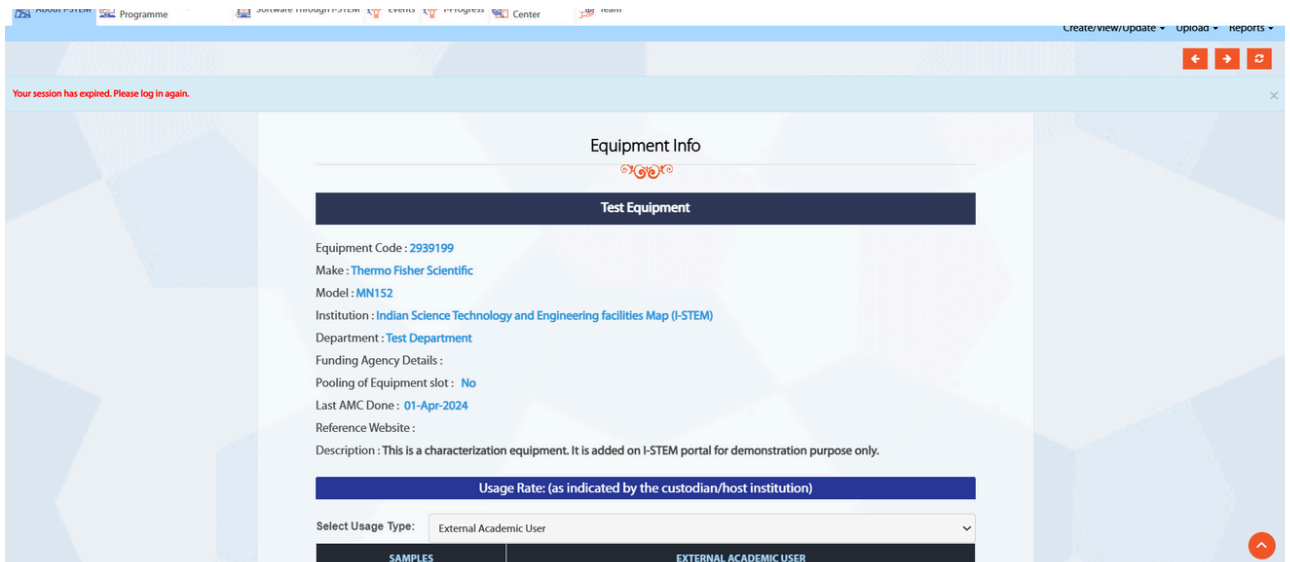
Step 2: The Equipment Details page displays the equipment information along with its Health Status (Up or Down). A green bar indicates the equipment is **Up** and available for slot reservations, while a red bar indicates the equipment is **Down** and unavailable for booking.



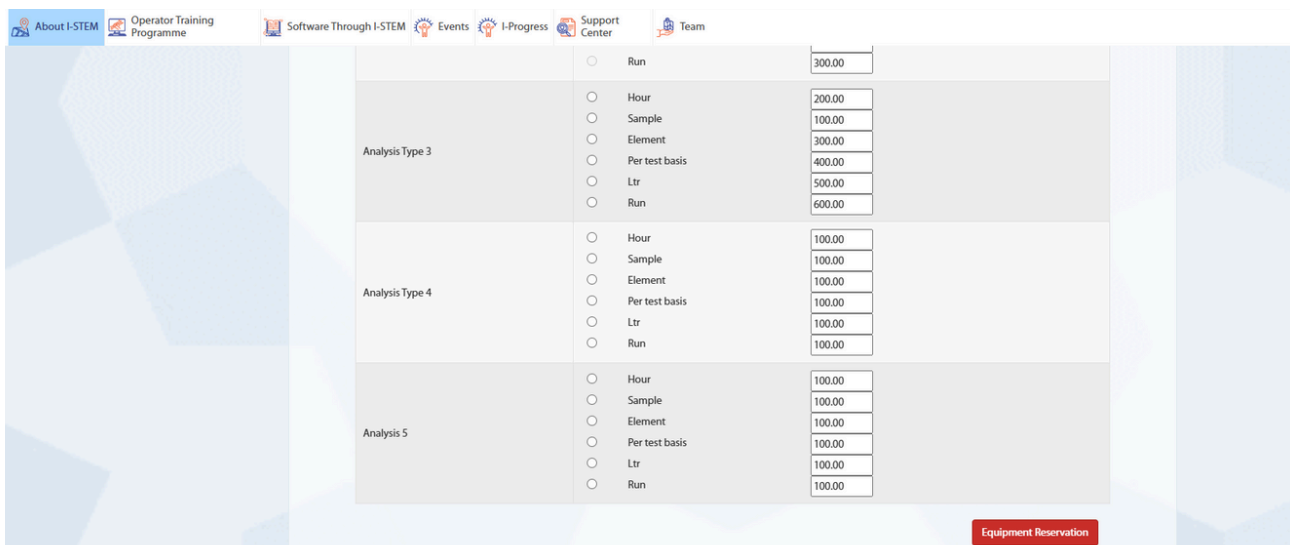
Select **View More** on the right side under the equipment details.



Step 3: You will be redirected to the Equipment Info page.



Step 4: Select the appropriate **Usage Rate** for the required Analysis Type, and then choose **Equipment Reservation**. Ensure that the User Type in your profile is up to date.





Step 5: Carefully review the Booking Terms and Conditions, acknowledge your agreement, and select Submit.

Acknowledgement Statement For Equipment users:

I-STEM reserves the right to modify these Terms of Use at any time. Any changes will be posted on this page with an updated "Last Updated" date. It is your responsibility to review these terms regularly. Your continued use of the Portal after any changes to these Terms of Use constitutes your acceptance of the updated terms.

11. Governing Law

This Agreement will be governed by and construed in accordance with the laws of India without regard to its conflict of laws principles. Any disputes arising under or in connection with this Agreement will be subject to the exclusive jurisdiction of the courts in Bangalore, Karnataka

☒ I agree to acknowledge I-STEM and Host Institution of facilities, in any publication, report or dissertation that will incorporate results obtained from the facilities accessed through the I-STEM web portal. I agree also to inform I-STEM team of such acknowledgement in the following format:

The authors thank Indian Science Technology and Engineering facilities Map (I-STEM), a Program supported by Office of the Principal Scientific Adviser to the Govt. of India, for enabling access to the [Equipment Name with Model and Make-For Ex. SEM, Make:Zeiss and Model:Gemini 300] funded by... at [Name of the Host Institute, & City-For Ex. Indian Institute of Science, Bangalore] to carry out this work.

Submit

10.3.4 Equipment Information and Contact Operator

Step 1: If available, select the Download CSRF button to download the Customized Service Request Form (CSRF). Complete the CSRF document as it will need to be uploaded at a later stage. The Download CSRF button appears only if the operator has uploaded the CSRF document for that equipment.

Department: Test Department
Equipment UOM: Hour
Equipment Charges: 100.00
Analysis Mode: Analysis Type 1 analysis1

Contact Operator

Download CSRF

Guidelines

*Please keep ready the customized service request form (CSRF) in advance (if any) before making an equipment reservation to this particular equipment and upload it on the Technical Information Page using the upload "option".
Please make a note that this Requested timing(s) and No. of hours required for your job may be changed at the time of allocation of the final slot(s) by the Equipment Technologist/Operator based on the complexity of the specimen(s).
Please check Personal Information, Billing address, Booking Information, and Technical Information carefully.

Booking Calendar

Booking Details

Service Request Form

Step 2: Select the Next button.

Next

stemstaging.iisc.ac.in/istem4/master/custom_srf_document_download/39199



10.3.5 Booking Calendar

Step 1: In the Booking Calendar section, select the desired date.

Step 2: After selecting a date in the Booking Calendar, the user can view the Lab Facility Timing, Total Working Hours, Total Booked Hours, Total Pending Request Hours in Queue, Total Blocked Hours, and Available Hours.

Step 3: Select the Next button.

10.3.6 Booking Details

Step 1: Enter the required information in the Remarks field.



Step 2: Select the Preferred Date and Time.

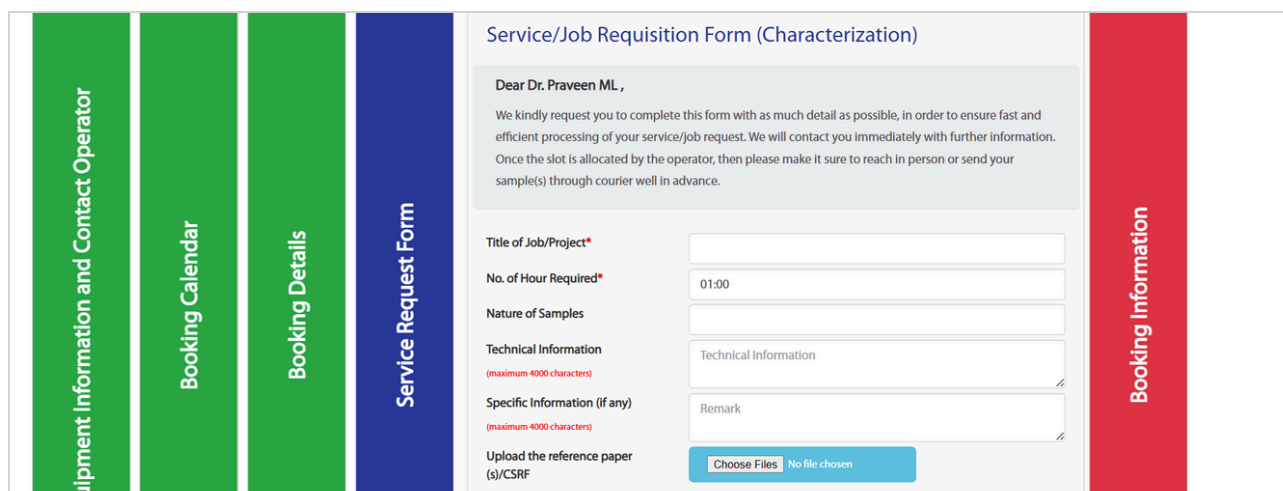
Step 3: Specify the tentative number of hours required.

Step 4: Select the Service Type from the drop-down list.

Step 5: Select the Next button.

10.3.7 Service Request Form

Step 1: In this section, provide the required details such as **Title of Job/Project**, **Number of Hours Required**, **Nature of Samples**, **Technical Information**, and other relevant information.



Service/Job Requisition Form (Characterization)

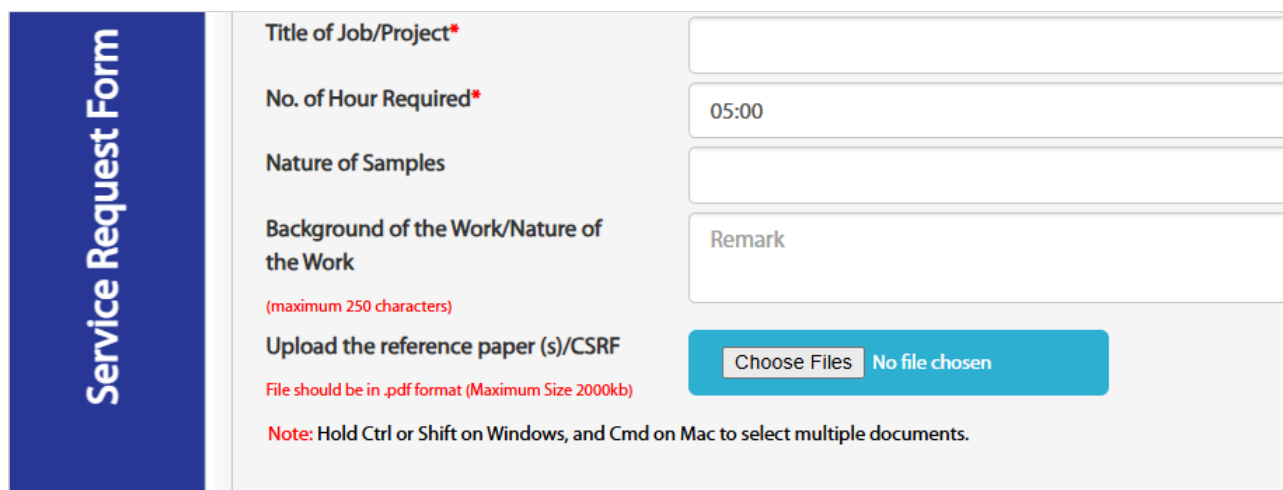
Dear Dr. Praveen ML ,

We kindly request you to complete this form with as much detail as possible, in order to ensure fast and efficient processing of your service/job request. We will contact you immediately with further information. Once the slot is allocated by the operator, then please make it sure to reach in person or send your sample(s) through courier well in advance.

Title of Job/Project*
 No. of Hour Required* 01:00
 Nature of Samples
 Technical Information (maximum 4000 characters)
 Specific Information (if any) (maximum 4000 characters)
 Upload the reference paper (s)/CSRF

Choose Files No file chosen

Step 2: Upload the reference paper(s) or other relevant documents, such as the **CSRF**, by selecting the **Choose Files** button.

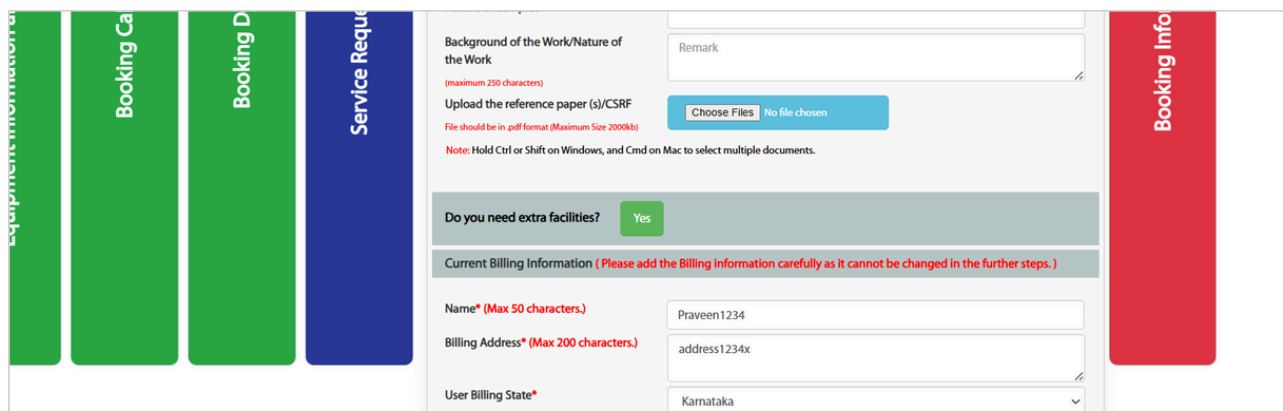


Service Request Form

Title of Job/Project*
 No. of Hour Required* 05:00
 Nature of Samples
 Background of the Work/Nature of the Work (maximum 250 characters)
 Upload the reference paper (s)/CSRF
 File should be in .pdf format (Maximum Size 2000kb)
 Note: Hold Ctrl or Shift on Windows, and Cmd on Mac to select multiple documents.

Choose Files No file chosen

Step 3: If additional facilities are required, select **Yes**. If the institute has added any samples for the equipment, they will be displayed here. These samples may include **consumables**, **accessories**, or other related items.



Service Request Form

Background of the Work/Nature of the Work (maximum 250 characters)
 Upload the reference paper (s)/CSRF
 File should be in .pdf format (Maximum Size 2000kb)
 Note: Hold Ctrl or Shift on Windows, and Cmd on Mac to select multiple documents.

Do you need extra facilities? Yes

Current Billing Information (Please add the Billing information carefully as it cannot be changed in the further steps.)

Name* (Max 50 characters) Praveen1234
 Billing Address* (Max 200 characters) address1234x
 User Billing State* Karnataka

Step 4: Enter the **Current Billing Information** carefully, as it cannot be modified in later steps. This information is required by the **Institute Custodian** for invoice generation.

Current Billing Information (Please add the Billing Information carefully as it cannot be changed in the further steps.)

Name* (Max 50 characters.)

Praveen1234

Billing Address* (Max 200 characters.)

address1234x

User Billing State*

Karnataka

Billing For

Logged-in User

GSTIN (Logged-in User)

23AAAGG0352E1DE

Custom Fields

Test

DNU Test

Equipment Usage Cost

₹ 500.00 (Excluding GST %)

Additional Cost

₹ 0.00 (Excluding GST %)

(*Selected samples cost)

Total Estimated Amount

₹ 500.00 (Excluding GST %)

Step 5: Select the Next button.

Divu test

Equipment Usage Cost	₹ 500.00 (Excluding GST %)
Additional Cost (*Selected samples cost)	₹ 0.00 (Excluding GST %)
Total Estimated Amount	₹ 500.00 (Excluding GST %)

Previous

Next

10.3.8 Equipment and Booking Information

Step 1: Verify the details provided in the Equipment and Booking Information sections.

Equipment Information and Contact Operator	
Booking Calendar	
Booking Details	
Service Request Form	
Booking Information	
Equipment	Test Equipment (2939199)
Institution	Indian Science Technology and Engineering facilities Map (I-STEM)
Department	Test Department
Category	National Research Lab
Website	https://www.i-stem.ac.in
Email ID	istemplaug23@gmail.com
Contact No.	9868263821
City	Bengaluru
State	Karnataka
Address	Centre for Nano Science and Engineering, IISc Bangalore
Requested Date	21-Oct-2025
Availability (24 hours format)	21-Oct-2025 09:00 To 21-Oct-2025 14:00
Booking Remarks	Lorem Ipsum
Rate/Hour	₹100.00
No. of Hour Required	05:00
Service Type	Fabrication
Title of Job/Project	Test
Nature of Samples	—
Background of the Work/Nature of the Work	—

Step 2: Select the **Book Now** button.

Total Estimated Amount

₹ 500.00 (Excluding GST %)

Previous

Book Now

Note: User can see assigned operator details (Name, Email ID, and Mobile Number) on all FBR detailed pages.

When a user successfully submits a equipment slot booking request via the I-STEM portal, a unique 10-digit Facility Booking Record (FBR) number is generated. This number will be shared with the user and operators through email, and the user will also receive the same information through text message on their registered Mobile Number. Initially, FBR status will be in Pending status.

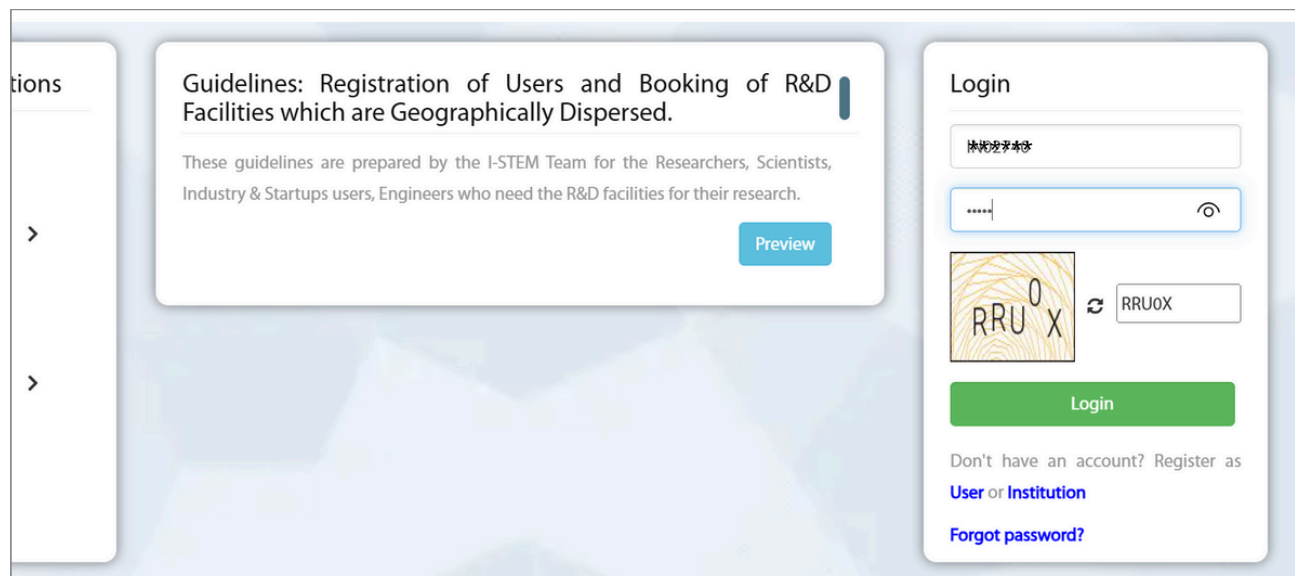
10.4 FBR Status: Pending

Action: Reschedule, Cancel

The user can **reschedule** or **cancel** an equipment slot booking request while the FBR status is **Pending**.

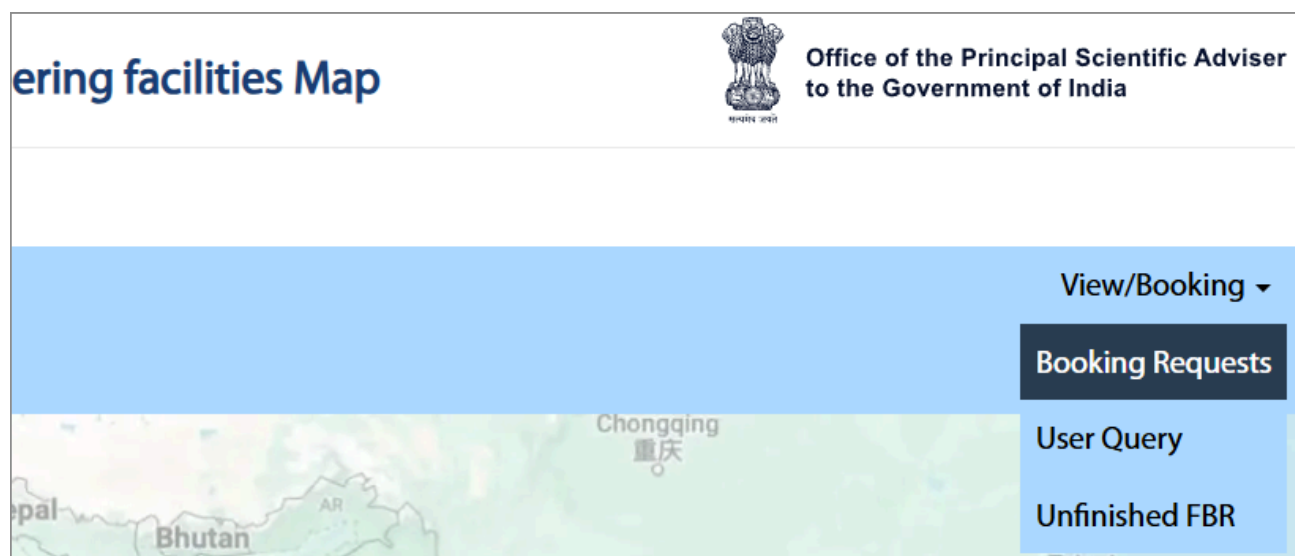
- If the user **reschedules**, the FBR status remains **Pending**.
- If the user **cancels**, the FBR status changes to **Cancelled**.

Step 1 : Log in to the I-STEM Portal.



The screenshot shows the I-STEM Portal login interface. On the left, there's a sidebar with navigation options. The main content area has a box titled "Guidelines: Registration of Users and Booking of R&D Facilities which are Geographically Dispersed." with a "Preview" button. On the right, there's a "Login" section with input fields for username and password, a CAPTCHA image, and a "Login" button. Below the login button, there are links for "Don't have an account? Register as User or Institution" and "Forgot password?".

Step 2 : Navigate to View/Booking and select Booking Requests.



The screenshot shows the "View/Booking" page of the I-STEM Portal. At the top, there's a header with the "Sharing facilities Map" title and the Government of India logo. Below the header, there's a map showing the location of the facility. On the right side, there's a dropdown menu labeled "View/Booking" with options: "Booking Requests" (selected), "User Query", and "Unfinished FBR".

Step 3 : Select Pending Requests from the left-side menu.

Booking Requests

Pending Request

✓ Allocated Booking

👍 FBR(executed)

👍 External FBR(executed)

👎 Rejected Request(s)

⌛ Cancelled Request

💬 FBR Discussion

Show 10 entries

FBR Number	Institution Name	Equipment Name	Status	Date of Boo
1976067440	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Pending	29-Oct-2025
1976066601	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Executed	21-Oct-2025
1976066371	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Executed	17-Oct-2025

Step 4 : Select the FBR Number to open the Booking Details section.

dey

SEARCH

Show 10 entries

FBR Number	Institution Name	Equipment Name	Status	Date of Booking Request	From Date of Reservation
1976067440	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Pending	29-Oct-2025	31-Oct-2025 12:00
1976061151	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Pending	02-Sep-2025	08-Sep-2025 12:00
1976050731	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Pending	18-Jun-2025	19-Jun-2025 10:00

Showing 1 to 3 of 3 entries

Step 5 : Select Edit service request form button under the Booking Details section.

Test Equipment (2939199)

📍 Institution Address

Indian Science Technology and Engineering facilities Map (I-STEM)
 Centre for Nano Science and Engineering, IISc Bangalore
 Bengaluru
 Pin Code: 560012
 📞 9868263821 📧 istempiaug23@gmail.com

🌐 <https://www.i-stem.ac.in>

Post Equipment Query

⚙️ Equipment Details

Equipment Name: Test Equipment
 Model: MN152
 Equipment Code: 2939199
 Department Name: Test Department

👤 Operators Details

Operator Name: Test Operator
 📞 6364354057
 📧 demo@istem.co.in
 Operator Name: Test DNU
 📞 123456
 📧 TestDNU@gmail.com
 Operator Name: Mamatha K
 📞 9110429015
 📧 mamatha@istem.co.in
 Operator Name: Punith Kunder

📅 Booking Details

Status: Pending
 FBR No.: 1976067440
 Availability: 31-Oct-2025 12:00 to 31-Oct-2025 15:00

Edit Service request form

www.istem.gov.in

v1.0 – Oct 2025

061

Step 6 : To modify the slot, click the **Reschedule** or **Cancel** button as applicable.

HOME ABOUT I-STEM EQUIPMENT INSTITUTIONS PEOPLE ▾

View/Booking ▾

Reschedule Cancel

order to ensure fast and efficient processing of your service request. We will contact you immediately with
er.

tion ▾ Technical Information ▾

Note: Once an FBR is Cancelled, no further action can be taken by either the user or the operator.

10.5 FBR Status: Slot Allocation

Action: Mark FBR as Executed

Step 1 : Log in to the I-STEM Portal.

Instructions

Guidelines: Registration of Users and Booking of R&D Facilities which are Geographically Dispersed.

These guidelines are prepared by the I-STEM Team for the Researchers, Scientists, Industry & Startups users, Engineers who need the R&D facilities for their research.

Preview

Login

RRU⁰X RRU0X

Login

Don't have an account? Register as [User](#) or [Institution](#)

Step 2 : Navigate to **View/Booking** and select **Booking Requests**.

View/Booking ▾

Booking Requests

User Query

Unfinished FBR

Chongqing 重庆

Nepal Bhutan

Bangladesh

Shenzhen 深圳市

Taipei 臺北

Taiwan



Step 3 : Select Allocated Booking from the left-side menu.

Pending Request

✓

Allocated Booking

👍

FBR(executed)

👍

External FBR(executed)

Show

10

 entries

FBR Number	Institution Name	Equipment Name	Status	Date of Booking Request
1976067440	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Pending	29-Oct-2025
1976066601	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Slot Allocated	21-Oct-2025

Step 4 : Select the FBR Number to open the Booking Details section.

FBR Number	Institution Name	Equipment Name	Status	Date of booking request	Date of Equip Reservation	From Date of Confirmation
1976066601	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Slot Allocated	21-Oct-2025	22-Oct-2025	24-Oct-2025 10:00
1976060544	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Slot Allocated	28-Aug-2025	09-Sep-2025	09-Sep-2025 10:00

Note: The Mark FBR as Executed button becomes available from the Slot Allocated date onward. It can be selected by either the User or the Operator.

Step 5 : Select Mark FBR as Executed button under the Booking Details section.

Test Equipment (2939199)

Institution Address

Indian Science Technology and Engineering facilities Map (I-STEM)
Centre for Nano Science and Engineering, IISc Bangalore
Bengaluru
Pin Code: 560012
9868263821 istemplaug23@gmail.com
https://www.i-stem.ac.in
Post Equipment Query

Equipment Details

Equipment Name: Test Equipment
Model: MN152
Equipment Code: 2939199
Department Name: Test Department

Operators Details

Operator Name: Test Operator
6364354057 demo@istem.co.in
Operator Name: Test DNU
123456 TestDNU@gmail.com

Booking Details

Status: Slot Allocated

FBR No.: 1976068441

Allocated on: 07-Nov-2025 16:00 to 07-Nov-2025 17:00

Availability : 05-Nov-2025 16:00 to 05-Nov-2025 17:00

Service request form

Mark FBR As Executed

Step 6 : Enter the Date of Allocation, Date of Completion, and Final Amount, then select Mark FBR as Executed.

Test Equipment (2939199)

Institution Address

Indian Science Technology and Engineering facilities Map (I-STEM)
Centre for Nano Science and Engineering, IISc Bangalore
Bengaluru
Pin Code: 560012
9868263821 istemplaug23@gmail.com
https://www.i-stem.ac.in
Post Equipment Query

Equipment Details

Equipment Name: Test Equipment
Model: MN152
Equipment Code: 2939199
Department Name: Test Department

Operators Details

Operator Name: Test Operator
6364354057 demo@istem.co.in
Operator Name: Test DNU
123456 TestDNU@gmail.com

Booking Details

Status: Slot Allocated

FBR No.: 1976066601

Allocated on: 24-Oct-2025 10:00 to 25-Oct-2025 12:00

Availability : 22-Oct-2025 10:00 to 22-Oct-2025 12:00

Service request form

Payment Detail

Operator Detail

Date of Allocation

dd-mm-yyyy

Date of Completion

dd-mm-yyyy

Final Amount

Mark FBR As Executed

Cancel

Download Reports

Show 10 entries

Search:

SI	FBR	Uploaded	Uploaded Date & Time
----	-----	----------	----------------------

Note: Once the Mark FBR as Executed button is selected, the FBR status is updated to Executed.

10.6 FBR Status: Executed

Action: Submit Feedback, Download FBR Certificate

Step 1 : Log in to the I-STEM Portal.

Step 2 : Navigate to View/Booking and select Booking Requests.

Step 3 : Select FBR (executed) in the left-side menu.

Search FBR

Step 4 : Select the FBR Number to open the Booking Details section.

FBR Number	Institution Name	Equipment Name	Status	Date of booking request	Date of Equip Reservation	From
1976066601	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Slot Allocated	21-Oct-2025	22-Oct-2025	24-Oct-2025
1976060544	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Slot Allocated	28-Aug-2025	09-Sep-2025	09-Sep-2025

Step 5 : Navigate to the **Booking Details** section and select the **Service Request Form**, **FBR Certificate**, or **Feedback Form** button to view booking information, **view/download** the **FBR Certificate**, or **submit feedback**, as applicable.

Test Equipment (2939199)

Institution Address

Indian Science Technology and Engineering facilities
Map (I-STEM)
Centre for Nano Science and Engineering, IISc Bangalore
Bengaluru
Pin Code: 560012

+91868263821

istempiaug23@gmail.com

https://www.i-stem.ac.in

Post Equipment Query

Equipment Details

Equipment Name: Test Equipment
Model: MN152
Equipment Code: 2939199
Department Name: Test Department

Operators Details

Operator Name: Test Operator

+916364354057

demo@istem.co.in

Operator Name: Test DNU

+9123456

TestDNU@gmail.com

Operator Name: Mamatha K

Booking Details

Status: Slot Allocated
FBR No.: 1976060550
Allocated on: 30-Sep-2025 09:00 to 30-Sep-2025 10:00
Availability : 30-Sep-2025 09:00 to 30-Sep-2025 10:00

Service request form

Mark FBR As Executed

Feedback Form

10.7 FBR Status: Rejected

Action: Submit Feedback

Step 1: Log in to the I-STEM Portal.

Step 2 : Navigate to **View/Booking** and select **Booking Requests**.

View/Booking ▾

Booking Requests

User Query

Unfinished FBR



Step 3: Select **Rejected Request(s)** in the left-side menu.

✓ Allocated Booking	FBR Number	Institution Name	Equipment Name	Status	Date of Booking Request	From Date of Reservation
👍 FBR(executed)	1976067440	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Pending	29-Oct-2025	31-Oct-2025 12:00
👎 External FBR(executed)	1976066601	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Executed	21-Oct-2025	22-Oct-2025 10:00
👎 Rejected Request(s)	1976066371	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Executed	17-Oct-2025	20-Oct-2025 11:00
⊗ Cancelled Request						



Step 4 : Select the FBR Number to open the Booking Details section.

Search FBR						
Pending Request	Show 10 entries					
Allocated Booking	FBR Number	Institution Name	Equipment Name	Status	Date of Booking Request	Date of Equip Reservation
FBR(executed)	1976055148	International and Inter University Centre for Nanoscience and Nanotechnology (IIUCNN) Kottayam , Mah	High Resolution Transmission Electron Microscopy (HRTEM)	Rejected	18-Jul-2025	18-Jul-2025
External FBR(executed)	1976053681	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Rejected	09-Jul-2025	09-Jul-2025
Rejected Request(s)	1976045859	SRM University AP Andhra Pradesh Guntur	Powder X-ray Diffractometer (PXRD)	Rejected	08-May-2025	08-May-2025
Cancelled Request	Showing 1 to 3 of 3 entries					
FBR Discussion						

Step 5 : Navigate to the Booking Details section and select the Feedback Form or Service request form to provide feedback or view booking information accordingly.

High Resolution Transmission Electron Microscopy (HRTEM) (3214171)		
Institution Address International and Inter University Centre for Nanoscience and Nanotechnology (IIUCNN) Kottayam , Mah Mahatma Gandhi University, Priyadarsini Hills P.O., Kottayam, Kerala 686560 Kottayam Pin Code: 686560 04812733392 cnnmgu@mgu.ac.in https://iiucnn.mgu.ac.in/ Post Equipment Query	Equipment Details Equipment Name: High Resolution Transmission Electron Microscopy (HRTEM) Model: JEM 2100 Equipment Code: 3214171 Department Name: IIUCNN Operators Details Operator Name: Anu A S 9447452706 cnntem@gmail.com Operator Name: Jeffy Manuel 9446858826 jeffymm93@gmail.com	Booking Details Status: Rejected FBR No.: 1976055148 Reason For Rejection: test Date of Rejection: 14-Aug-2025 Feedback Form Service request form

10.8 FBR Status: Cancelled

Note: Cancelled FBRs cannot be reopened or acted upon by the user or any custodian.

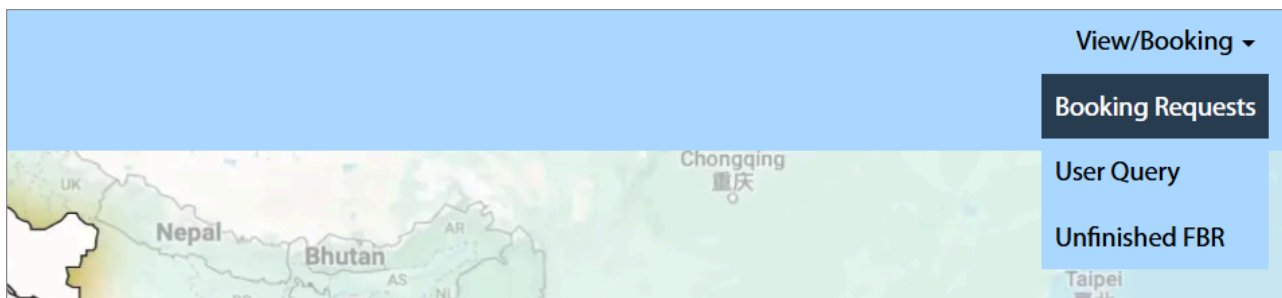
To view Cancelled FBRs:

Step 1 : Log in to the I-STEM Portal.

Guidelines / Instructions Guidelines: Registration of Users and Booking of R&D Facilities which are Geographically Dispersed. Guidelines for Institutions	Guidelines: Registration of Users and Booking of R&D Facilities which are Geographically Dispersed. These guidelines are prepared by the I-STEM Team for the Researchers, Scientists, Industry & Startups users, Engineers who need the R&D facilities for their research. Preview	Login ***** ****  RRU0X Login
--	---	---



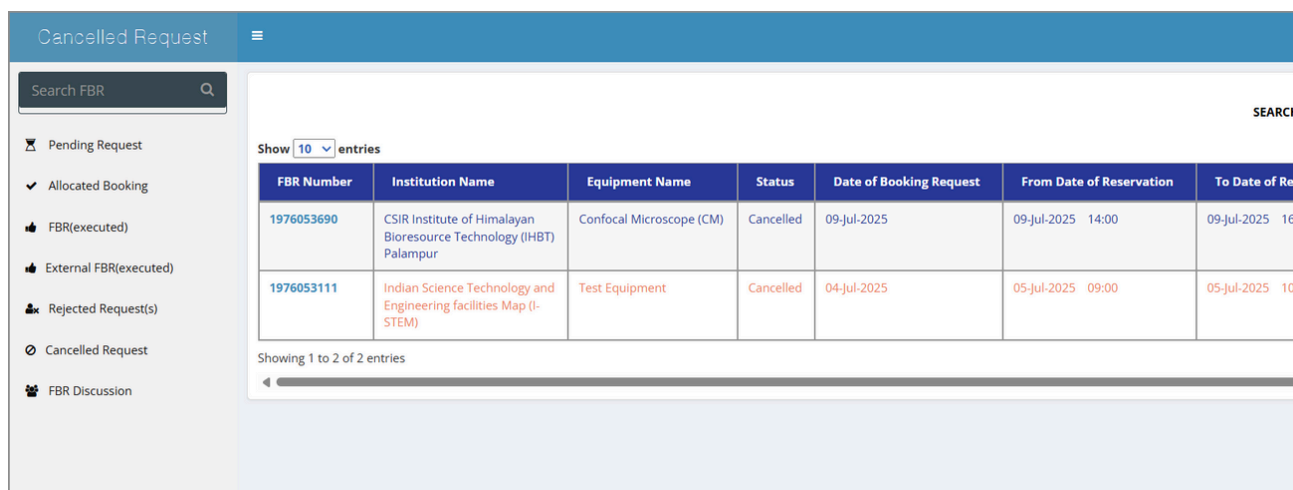
Step 2 : Navigate to **View/Booking** and select **Booking Requests**.



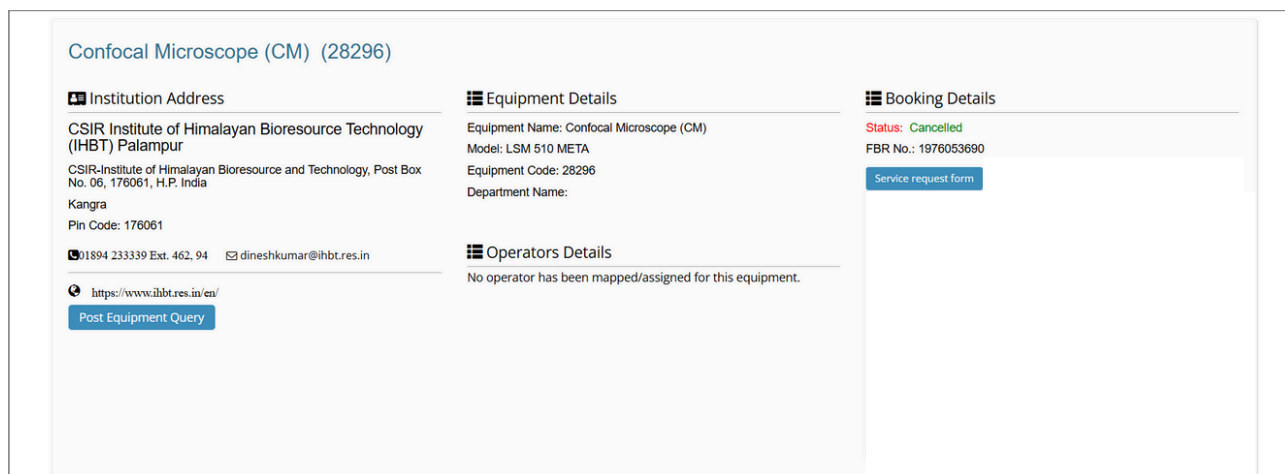
Step 3 : Select **Cancelled Request(s)** in the left-side menu.

👍 FBR(executed)	1976067440	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Pending	29-Oct-2025	31-
👍 External FBR(executed)	1976066601	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Executed	21-Oct-2025	22-
👤 Rejected Request(s)	1976066371	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Executed	17-Oct-2025	20-
🔄 Cancelled Request						
💬 FBR Discussion						

Step 4 : Select the **FBR Number** to open the **Booking Details** section.



Step 5 : Navigate to the **Booking Details** section and select the **Service request form** to view the booking information.



11. ORIENTATION & LEARNING RESOURCES

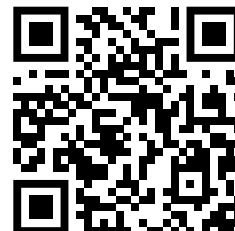
I-STEM provides multiple structured learning and orientation resources to help institutions, operators, and researchers effectively use the portal.

11.1 Available Resources

YouTube Playlist

(Step-by-step video walkthroughs covering registration, booking, role creation, equipment upload, and operator workflows.

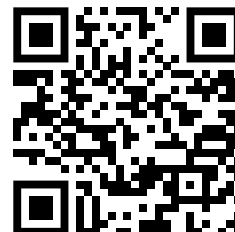
Scan the QR code or visit tinyurl.com/ISTEMyoutube to watch I-STEM YouTube videos



I-STEM Stakeholder Kit

Includes SOPs, training decks, FAQs, and templates for internal circulation.

Scan the QR code or visit tinyurl.com/ISTEMstakeholderkit to access SOPs and training materials



Onboarding Support Calls

Dedicated sessions for newly registered institutions to accelerate their setup.

Certification Program (Planned 2026)

Optional role-based certification for operators, coordinators, and administrators.

11.2 Quick FAQs

Q1. What if the operator cannot allocate a slot immediately?

If a slot cannot be allocated immediately, the operator should inform the user by providing a tentative date, so that the user can plan accordingly.

Q2. Who manages payments and invoices?

Host institutions handle payments, invoicing, and GST/TDS compliance.

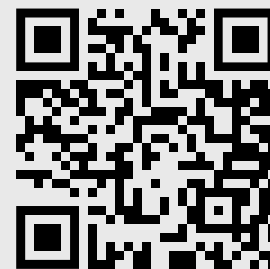
Q3. What if equipment downtime occurs suddenly?

Immediately block the affected slots in the Equipment Calendar and provide the reason for downtime. When equipment status is set to Down, users cannot book slots for that equipment.

Q4. How should I encourage feedback?

After execution, remind users to submit feedback via the portal. Emphasize that feedback strengthens national reporting and improves service quality.

Scan the QR code or visit tinyurl.com/ISTEMFAQ to access our full list of Frequently Asked Questions (FAQs)



12. CHALLENGES & BEST PRACTICES

The I-STEM team is committed to continuous improvement and innovation. Key enhancements on the roadmap include:

12.1 Challenges

- **Delayed Updates:** Equipment status or usage details may not always be updated promptly, leading to confusion for users.
- **Resource Gaps:** Lack of dedicated operators for all equipment can put excessive workload on custodians.
- **Inconsistent Rates:** Failure to standardize or regularly review usage rates may cause disputes or dissatisfaction among users.
- **Incomplete Profiles:** Outdated or missing equipment information may hinder effective utilization and discourage bookings.
- **Communication Issues:** Vague or missing reasons for booking rejection can create frustration and reduce user trust.

12.2 Best Practices

- **Equipment Status(Up/Down):** Ensure that the equipment status is always updated to reflect its current availability and functionality, so users have accurate information before booking.
- **Operator Assigned to Equipment:** Each piece of equipment should have a designated operator responsible for overseeing its operation, maintenance, and user support.
- **Equipment Usage Rate Assigned:** Clearly define and update the usage rate for equipment to maintain transparency and avoid discrepancies during billing.
- **Equipment Profile Updated:** Keep the equipment profile updated with technical details, specifications, and operational guidelines to help users make informed decisions.
- **Reason for Rejection:** Always provide a clear and valid reason when rejecting a booking request to maintain transparency and improve the user experience.
- **Custodian Responsibility:** If no specific operator is assigned to equipment, the designated custodian must take responsibility for monitoring, upkeep, and coordination.

13. API INTEGRATION WITH INSTITUTIONAL EQUIPMENT BOOKING SYSTEMS – SOP

13.1 Purpose

To establish the procedure for integrating institutional equipment booking systems with the I-STEM National Portal, ensuring seamless operations, data accuracy, and efficient equipment utilization across all participating institutions.

13.2 Scope

This SOP applies to all institutions registered with I-STEM that operate independent equipment booking or management systems and intend to integrate them with the I-STEM National Portal through the Application Programming Interface (API).

13.3 Policy

I-STEM supports institutional autonomy while enabling national-level synchronization. Each institution retains full control over its internal systems, with the integration designed to enhance, not replace, existing platforms.

13.4 Procedure

1. Integration Readiness

- I-STEM provides a standardized API framework for integration with institutional booking systems.
- Institutions must ensure their internal systems comply with the technical specifications provided by the I-STEM technical team.

2. API Configuration and Testing

- The institution's technical team shall coordinate with I-STEM's technical support team to configure and test the API connection.
- Test data will be jointly validated to ensure accuracy, synchronization, and optimal performance.

3. Data Synchronization

- Once integrated, booking data will be synchronized in real time between the institutional platform and the I-STEM portal.
- This integration eliminates duplicate data entry and ensures that all equipment availability and booking information remain current and consistent.

4. Operational Responsibility

- Institutions are responsible for maintaining their internal systems, managing access permissions, and ensuring data security in compliance with institutional and I-STEM policies.
- I-STEM will provide ongoing technical assistance and version updates to maintain interoperability.

5. User Experience

- The integrated system allows researchers and administrators to experience a seamless booking process with real-time visibility into equipment schedules and availability.

6. Support and Escalation

- For any clarification, configuration support, or troubleshooting during or after integration, institutions may contact the I-STEM Support Team at the toll-free number 1800 425 3281.



- Support requests will be logged, tracked, and resolved in accordance with I-STEM's service standards.

13.5 Expected Outcome

Successful implementation of the API integration will result in:

- Streamlined equipment booking operations.
- Real-time synchronization between institutional and national systems.
- Enhanced user satisfaction and transparency.
- Strengthened collaboration within the I-STEM ecosystem.

14. FUTURE ENHANCEMENTS & ROADMAP

The I-STEM ecosystem brings diverse institutions, users, and workflows together. Some common challenges and recommended practices include:

2026-27 Roadmap

- Mobile-First Experience – Launch of I-STEM Mobile App for Android & iOS.
- AI-Powered Chatbot Support – Instant query resolution with guided workflows.
- Advanced Analytics – Custom report builder, predictive demand forecasting, and AI-based utilization recommendations.
- Researcher Collaboration Hub – Networking feature connecting researchers with similar interests.
- Operator Training Simulator – Virtual environment for operator onboarding and skill upgradation.
- Accessibility Enhancements – WCAG-compliant design for inclusive usability.
- Equipment Health Monitoring – IoT integration for predictive maintenance and uptime tracking.

15. DISCLAIMER

15.1 Platform Role:

The I-STEM National Portal functions exclusively as a facilitation platform and does not operate as a service provider. Its principal purpose is to enable access to research infrastructure and resources. The portal does not engage in handling payments or financial transactions.

15.2 Financial Responsibility:

All financial matters—including payments, invoicing, and compliance with GST, TDS, or other statutory requirements—are to be managed independently by the host institutions. This arrangement ensures that institutions maintain full control and accountability over their financial operations.

15.3 User and Operator Coordination:

Users and operators are expected to coordinate directly with one another regarding payments, invoicing, and the reporting of experiment results. The I-STEM platform does not participate in or supervise these transactions.

15.4 Resource Facilitation and Visibility:

I-STEM will continue to enhance the visibility of available equipment, foster connections among researchers, startups, and industry partners, and support the optimization of utilization and revenue opportunities for host institutions.

15.5 Platform Charges:

The I-STEM portal is offered entirely free of charge to both institutions and users.

ANNEXURE A

Changelog (Updated Every 6 Months)

- Sep 2025 (v1.0): Initial release of the Comprehensive User & Operations Handbook.
- Mar 2026 (Planned v1.1): Addition of mobile app workflows, updated compliance guidelines, and new FAQ set.

Glossary

- FBR (Facility Booking Record): Unique 10-digit booking identifier.
- CSRF (Customized Service Request Form): Form for researchers to specify experiment requirements.
- IN, IR, DP, FI, FC, OP: Defined for institutional roles as follows, Institute Head (IN), Institute Representative (IR), Department Representative (DP), Faculty In-charge (FI), Facility Coordinator (FC), Operator (OP)
- PU: Defined for Public User/Researcher account.

Contact Sheet

- Support Portal (Freshdesk): [I-STEM Freshdesk Support](#)
- Toll Free No.: 1800 425 3281
- Email Id: support@istem.co.in

Scan the QR to access the support portal



ANNEXURE B

Operational Guidelines for Excellence

These guidelines have been prepared to establish standardized best practices for institutional custodians managing research facilities on the I-STEM Portal. They aim to ensure efficiency, transparency, accountability, and optimal utilization of publicly funded R&D equipment, in alignment with India's National Research Infrastructure Policy and the Atmanirbhar Bharat vision. By adhering to these guidelines, institutions can contribute significantly to equitable, sustainable, and innovation-driven research across the country.

Key Custodian Roles and Responsibilities

The following hierarchy ensures clarity in roles, accountability, and operational excellence:

- **Institute Head (IN):** Registers on the I-STEM Portal, creates custodian accounts, and validates Institutional information quarterly.
- **Institute Representative (IR):** Creates departments, facilities, and custodian accounts, ensures hierarchy integrity.
- **Department Representative (DP):** Oversees facilities and custodians within the department, reviews inactive equipment.
- **Faculty In-charge (FI):** Supervises facilities, validates operator-equipment mappings, and ensures maintenance scheduling.
- **Facility Coordinator (FC):** Coordinates bookings, maintenance, and preventive calibration events, maintains booking completion logs.
- **Equipment Operator (OP):** Operates, maintains, and executes approved booking requests.

Each role must achieve measurable KPIs such as 95% mapping accuracy, 95% booking completion, and 3-day average response time.

Institutional Setup

- Register on I-STEM portal via www.istem.gov.in.
- Appoint both a Point of Contact (POC) and Backup POC.
- Maintain up-to-date institutional details and establish departments, facilities, and custodian accounts within a top-down hierarchical framework.
- All custodian hierarchies (IN → IR → DP → FI → FC → OP) must be updated quarterly.
- Inactive accounts should be marked "Inactive" (not deleted) to retain audit continuity. Passwords must be rotated every 90 days.
- Institute Heads must conduct an annual data and access audit to ensure compliance and security.

Equipment Management

- All publicly funded equipment costing ₹20 lakh or above must be uploaded to the I-STEM Portal.
- Institutions must maintain updated details on operational status (Up/Down) and AMC information.
- Usage rates must be transparent and publicly displayed.
- Operators should be mapped accurately to each equipment.

Equipment Management

- Institutions should adopt the “Active Equipment First” approach, giving priority to uploading only operational instruments instead of uploading all items indiscriminately.
- Proactively block slots for maintenance activities (if any) or for any institutional requirements.
- Encourage the submission of Annual Maintenance Contract (AMC) information.

Facility Booking Record (FBR) Workflow

- All booking requests must be acted upon (Allocate/Reject) within three working days.
- Inaction beyond seven days will trigger auto-escalation to the I-STEM Nodal Centre.
- Rejected bookings must include a reason for audit transparency.
- Always maintain an FBR execution rate of 80% or higher.
- Coordinate directly with users for payments and scheduling/rescheduling of booking slots.

Maintenance and Calibration

- Preventive maintenance and calibration schedules must be pre-approved by the Faculty In-charge and recorded digitally on the portal.
- Equipment under maintenance should be auto-removed from public search until reactivated.
- Each maintenance event must include vendor name, date, and calibration certificate upload.

Quality, Transparency, and Accountability

- Institutions must display usage rates, policies, and equipment availability publicly.
- Each equipment’s last calibration date, operator name, and status should be visible to users.
- Financial transactions must be managed end-to-end through approved channels only.
- The institute must manage all financial transactions end-to-end related to bookings.
- Share experiment results directly with users in a user-friendly report format that facilitates easy data analysis.

Data and Record Management

- Institutions must back up all booking and equipment data monthly (cloud or secure offline).
- Faculty In-charges must review operator assignments quarterly.
- FBR records must be retained for a minimum of three years.

User Support and Communication

Support services must be accessible via:

- Toll-Free: 1800 425 3281
- Email: support@istem.co.in
- Ticketing System: <https://istem.freshdesk.com/support/home>

All support tickets must be acknowledged within one working day and resolved within three working days. Feedback forms linked to FBR should be used to measure user satisfaction.

Awareness and Capacity Building

- Institutional custodians should actively use the I-STEM Stakeholder Kit and YouTube resources.
- Participation in I-STEM webinars and training programs for Operators and Custodians is mandatory.
- Institutions with $\geq 95\%$ KPI compliance will receive annual “Best Custodian” recognition.

Key Performance Indicators (KPIs) for Institutions

- Equipment Listing Accuracy: $\geq 95\%$
- FBR Completion Rate: $\geq 80\%$
- Response Time: < 3 working days
- User Satisfaction: $\geq 95\%$
- External User Utilization: $\geq 30\%$
- Inactive Equipment Rate: < 10

All KPIs will be auto-evaluated monthly through the I-STEM dashboard.

Conclusion

The consistent implementation of these Best Practice Guidelines will ensure operational excellence, transparency, and institutional accountability across India's R&D ecosystem.

By adopting these practices, institutions can strengthen their contribution to the I-STEM vision—enhancing collaboration, optimizing public investment, and advancing India's scientific self-reliance and innovation capacity.

GLOSSARY 2.0

Term	Expanded Form
AMC	Annual Maintenance Contract
API	Application Programming Interface
KPI	Key Performance Indicator
DSC	Digital Signature Certificate
ERP	Enterprise Resource Planning System
FBR	Facility Booking Record
CSRF	Customized Service Request Form
IN	Institute Head
IR	Institute Representative
DP	Department Representative
FI	Faculty In-charge
FC	Facility Coordinator
OP	Operator / Technologist
PU	Public User / Researcher
SLA	Service Level Agreement
Uptime	Equipment Available Time
Down Time	Equipment Non-Operational Time
Usage Rate	Cost Per Hour / Session
Blocked Slot	Reserved Time (Non-Bookable)



Contact Us

🌐 www.istem.gov.in

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