



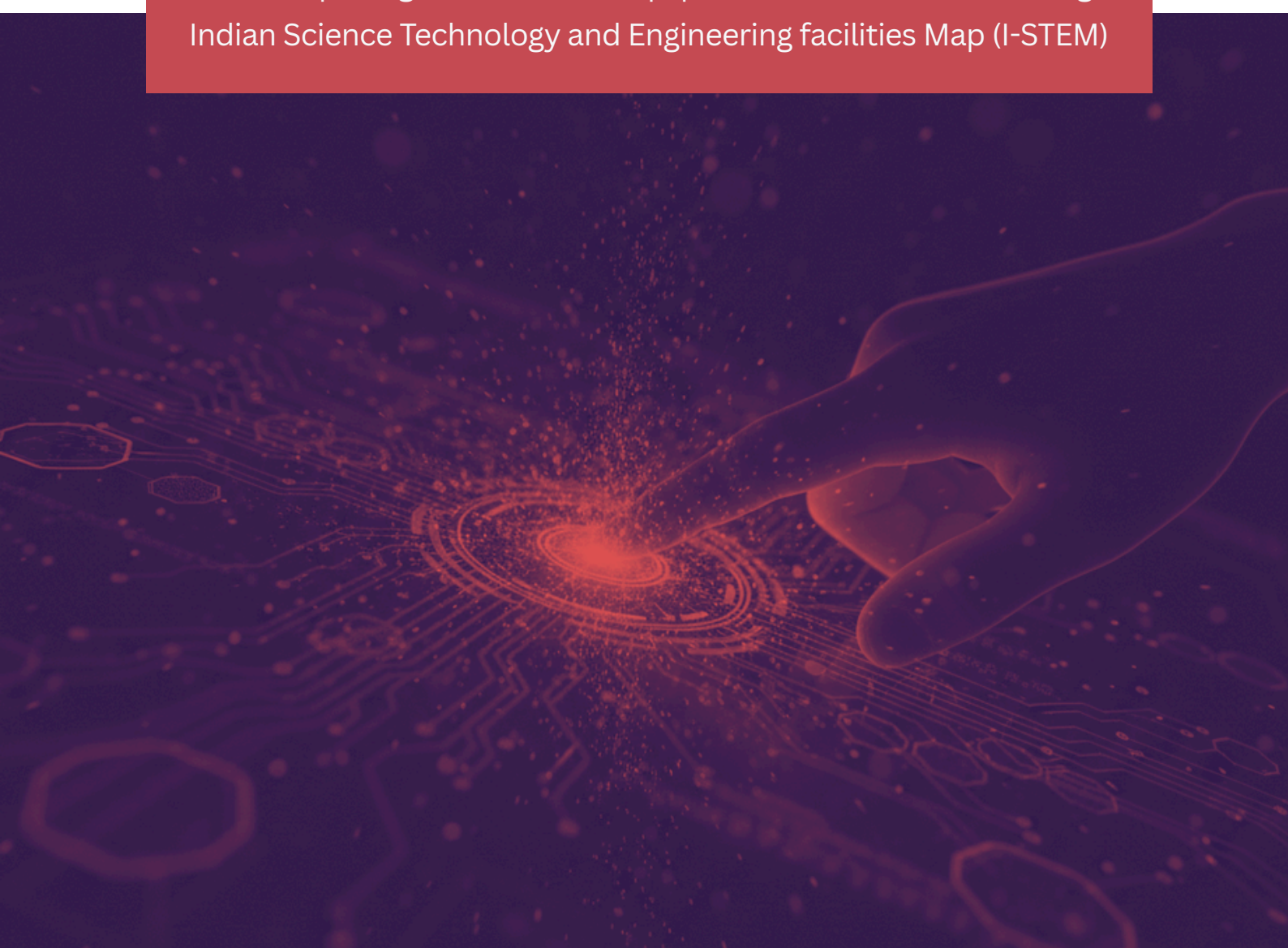
Office of the Principal Scientific Adviser  
to the Government of India

**I-STEM**<sup>®</sup>

*Linking Researchers and Resources*

# I-STEM PORTAL USER'S HANDBOOK

Your complete guide to search Equipment and book a slot through  
Indian Science Technology and Engineering facilities Map (I-STEM)





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India is entering a decisive era—one where the strength of our ideas must match the scale of our aspirations. Across the country, laboratories, testing facilities, and research infrastructure built through public investment represent not just physical assets, but national capability.

The mission of I-STEM is to unlock this capability for the nation.

I-STEM was created to ensure that India’s scientific infrastructure is no longer fragmented by geography, institution, or access barriers. It connects people with ideas to facilities with potential, enabling innovation to move faster, farther, and with greater confidence. By bringing visibility, transparency, and coordination to publicly funded resources, I-STEM transforms infrastructure into opportunity.

At its core, I-STEM is about empowerment. The platform is open to every Indian citizen who seeks to experiment, test, validate, or improve a product or process. Whether you are a researcher, student, entrepreneur, industry professional or grassroots innovator, I-STEM enables access based on need, purpose, and ambition—not proximity or privilege.

This handbook is designed to help you navigate the platform and make effective use of the facilities it offers. But more importantly, it is an invitation—to explore, to collaborate, and to contribute to a growing national ecosystem where scientific capability is accessible and outcomes matter.



As India advances toward global leadership in science, technology, and innovation, I-STEM will continue to evolve as a national coordination platform—one that strengthens institutions, accelerates discovery and empowers citizens.

Together, we are building an India where ideas can originate anywhere, capabilities are within reach, and innovation serves the nation.

**Dr. Harilal Bhaskar,**

National Coordinator & COO I-STEM National Portal

An initiative of the Office of the Principal Scientific Adviser  
to the Government of India



## 2. EXECUTIVE SUMMARY

### Purpose and Scope

The I-STEM User Handbook (Version 1.0, March 2026) is designed as a practical reference guide to help users understand, navigate, and effectively utilise the I-STEM platform.

The primary purpose of this handbook is to enable users—researchers, start-ups, institutions, incubators and other stakeholders—to easily discover, access and utilise scientific facilities and resources listed on the I-STEM platform. It provides clear guidance on platform features, user roles, workflows, and best practices to ensure a smooth and efficient user experience.

This handbook serves as an introductory and operational guide, supporting users in:

- Understanding the scope and objectives of the I-STEM platform
- Navigating the platform interface and core functionalities
- Accessing scientific facilities, laboratories, and equipment
- Following standard processes for discovery, booking, approvals, and usage

The document is intended for first-time users as well as existing users seeking clarity on platform usage and processes. Future versions of the handbook will incorporate additional features, updates, and user feedback as the platform evolves.

### Who Should Use This Handbook

This handbook is intended for any Indian citizen who uses, or intends to use, research and testing facilities for purposes such as experimentation, research, product or prototype development, testing or validation.

This includes, but is not limited to:

- Researchers and academicians
- Students and early-stage learners
- Start-ups and entrepreneurs
- Micro, Small and Medium Enterprises (MSMEs)
- Industry professionals and R&D teams
- Users of National Research Laboratories
- Grassroots and rural innovators
- Artisans, farmers, and practitioners
- Self-taught individuals and independent innovator
- Persons from non-formal, informal, or underserved backgrounds

No minimum educational qualification is required to use the I-STEM platform

### This handbook is especially useful for:

- New users registering on the I-STEM platform for the first time.
- Existing users seeking clarity on platform workflows, user roles and operational processes.

By providing clear guidance across diverse user groups, this handbook aims to ensure that the I-STEM platform remains inclusive, accessible and easy to use for all.



### **3. ABOUT I-STEM**

The Indian Science Technology and Engineering facilities Map (I-STEM) is a national digital platform, aimed at accelerating scientific development in India. Conceived and supported by the Office of the Principal Scientific Adviser (PSA) to the Government of India and launched by the Honourable Prime Minister of India on 3 January 2020, this initiative serves as a centralized hub for sharing publicly funded R&D Equipment and Facilities nationwide.

I-STEM initiative is designed to democratize access to publicly funded R&D Equipment and Facilities by establishing a unified national platform for sharing advanced scientific equipment across Institutions.

I-STEM enables Users like Researchers (including grassroots researchers), Startups, MSMEs, and Industry to discover, access, and optimally utilize high-value R&D Equipment and Facilities, thereby fostering collaboration, reducing duplication of investment, and strengthening India's scientific and innovation ecosystem. Through this systemic and inclusive approach, I-STEM plays a strategic role in enhancing research efficiency and advancing India's global leadership in Science and Technology.

#### **3.1 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.

#### **3.2 Mission**

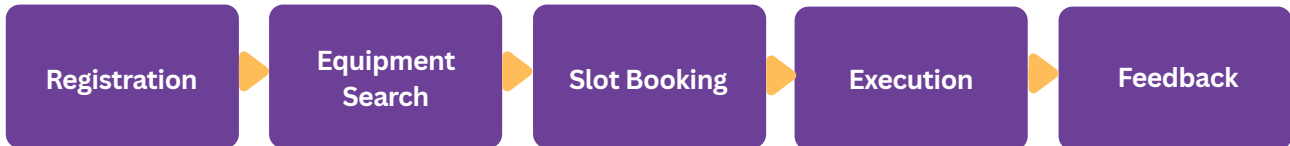
To transform India's scientific landscape through a unified digital platform that promotes transparency, inclusivity, and accountability while ensuring the optimal utilization of publicly funded research facilities—driving self-reliance (Atmanirbhar Bharat) and strengthening India's global innovation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



## 4. USER / RESEARCHER GUIDE

### Users:

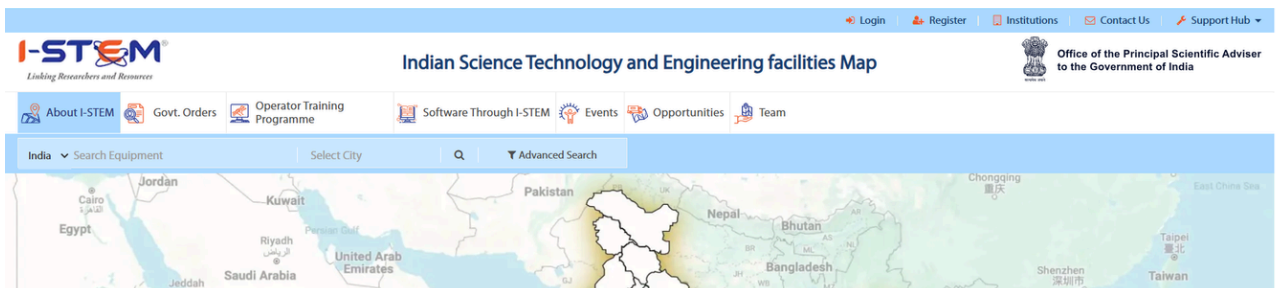
Any Indian citizen who uses or intends to use research and testing facilities for purposes such as experimentation, research, product or prototype development, testing, or validation. This includes but is not limited to, researchers, academicians, students, start-ups, MSMEs, industry professionals, National Research Laboratory users, grassroots and rural innovators, artisans, farmers, self-taught individuals, and persons from non-formal or underserved backgrounds. No minimum educational qualification is required.



### 4.1 User Registration

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

**Step 1:** Visit I-STEM portal at [www.istem.gov.in](http://www.istem.gov.in) and select the Register Button 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 using the OTP.

The screenshot shows the 'User Registration Form' with the 'Personal Information' section. It includes fields for Name (with dropdowns for None, First Name, and Last Name), Gender (with a dropdown for None), Email ID (with a dropdown for None and a Validate button), Mobile No. (with a dropdown for 91 and a Mobile No. field), Department (with a dropdown for Department), Designation (with a dropdown for Designation), and an Address field. A red note states: 'Note : Login credentials will be sent to this email id once registration request is approved by I-STEM Nodal Centre.'

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

The screenshot shows the 'Other Details Information' section with fields for GSTIN, Permanent Account Number(PAN), and Tax Deduction Account Number(TAN). Below it is the 'Academic Information' section, which includes a 'User Type\*' dropdown menu (with options: None, Industry User, Startup/MSME User, National Research Lab User, Academic User) and an 'Institution\*' dropdown menu (with a search field for institution/organisation).

**Step 6:** Provide Research Area details.

The screenshot shows the 'Academic Information' section. It includes a 'User Type\*' dropdown menu (with 'None' selected) and an 'Institution\*' dropdown menu (with a search field for institution/organisation). A red note states: 'Note :if you are not able to find your institution, please select Other.' Below this is the 'Research Area\*' field with a 'Brief About' placeholder. A CAPTCHA image with the text 'uFRan' is displayed, along with a 'Close' button and a 'Submit' button.

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

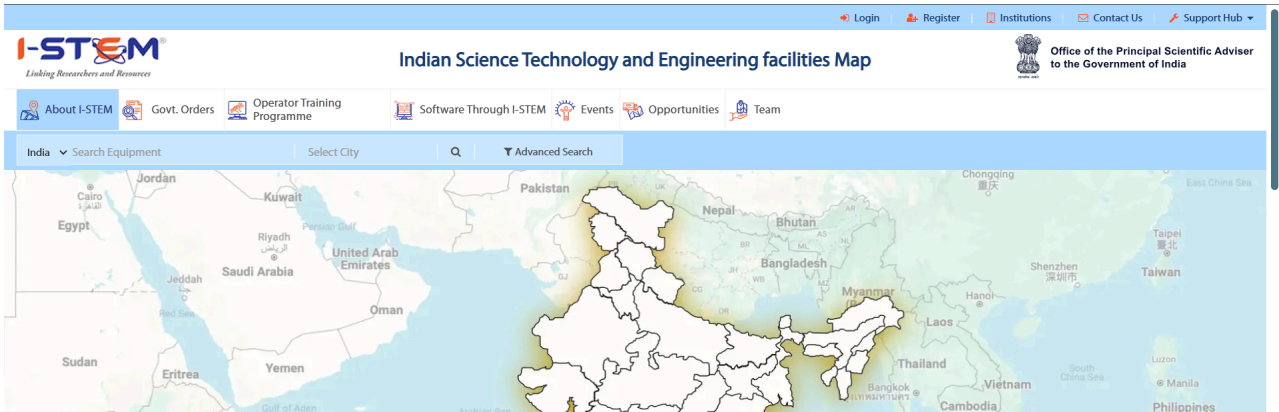
This screenshot is identical to the previous one, showing the 'Academic Information' section with the 'Research Area\*' field and the CAPTCHA image containing the text 'uFRan'. The 'Close' and 'Submit' buttons are visible at the bottom right.

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.

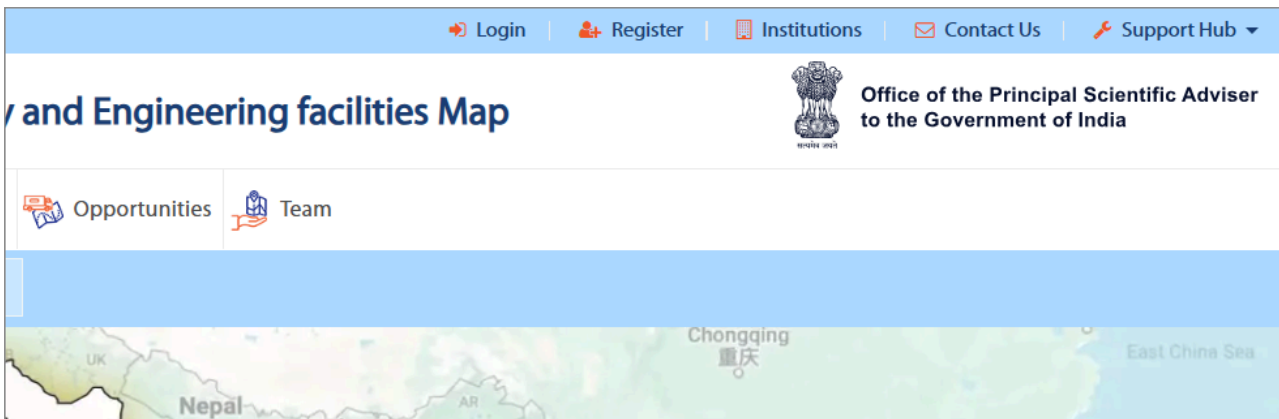


## 4.2 Login as a User

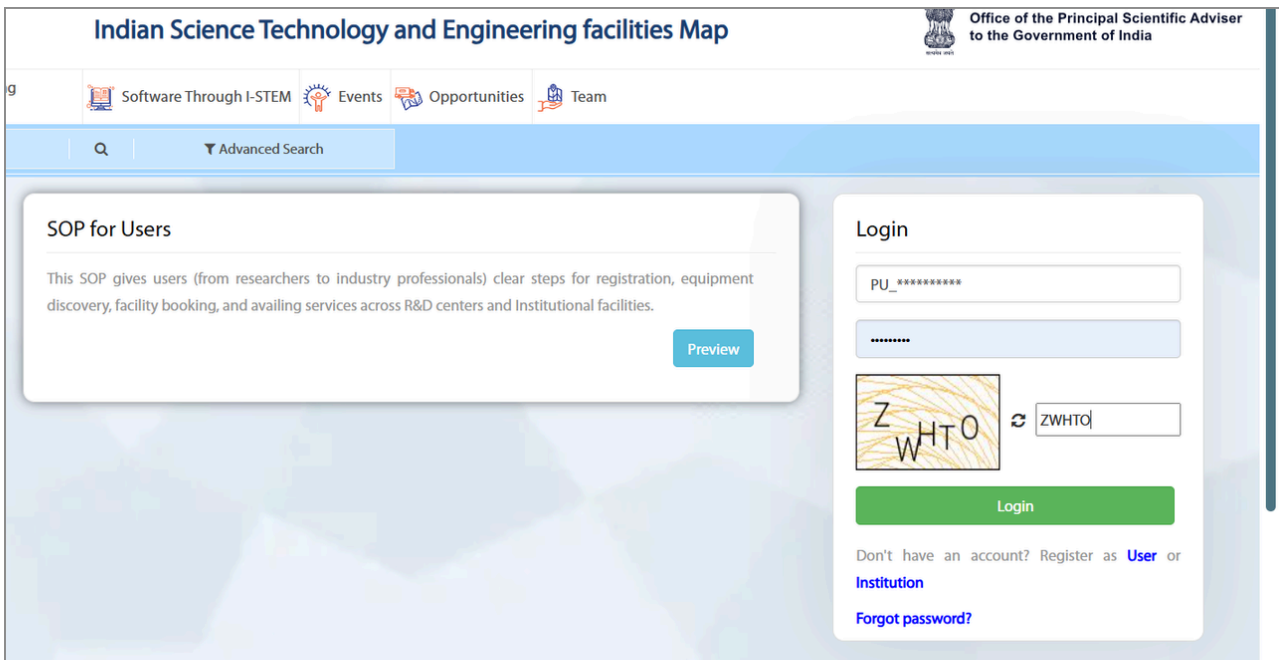
**Step 1:** Visit the I-STEM portal at [www.istem.gov.in](http://www.istem.gov.in)



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



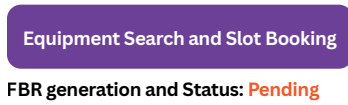
**Step 3:** When logging in with your credentials, enter the CAPTCHA (case-sensitive) value in the corresponding field.



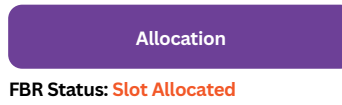


## 5. FACILITY BOOKING RECORD (FBR\*) LIFECYCLE

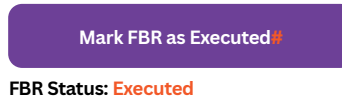
### Step 1: Action by the User



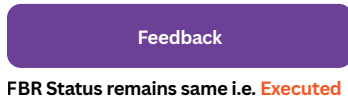
### Step 2: Action by the Operator



### Step 3: Action by either User or Operator



### Step 4: Action by both (User and Operator)



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



**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	User	Submit an equipment slot booking request	Pending
2	Custodian/Operator	Allocate the slot to the user	Slot Allocated
3	Either User or Custodian/Operator	Mark the booking request as completed (FBR Executed)	FBR Executed
4	User	Download the FBR certificate	FBR Executed
5	Both 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.

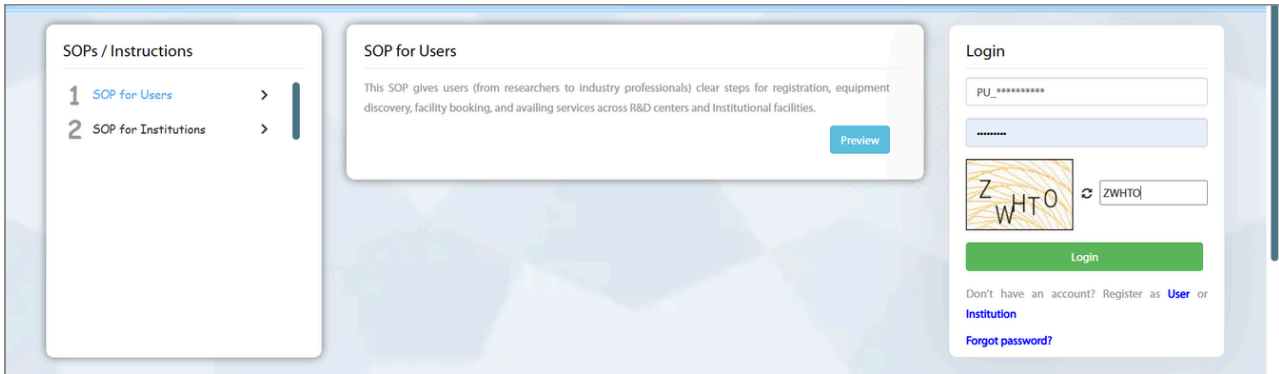


## 5.1 Equipment Search and Equipment Slot Booking

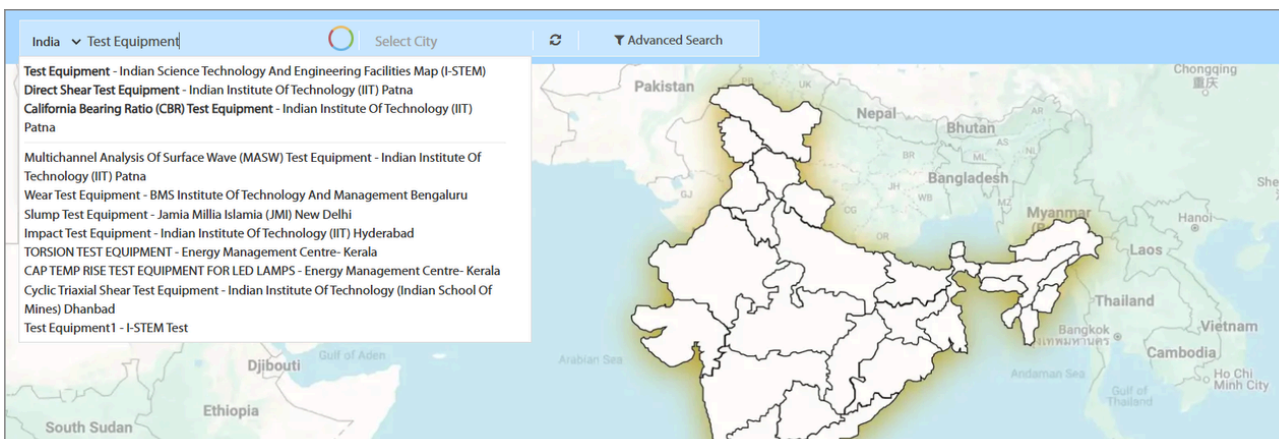
### 5.1.1 Equipment Search

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.

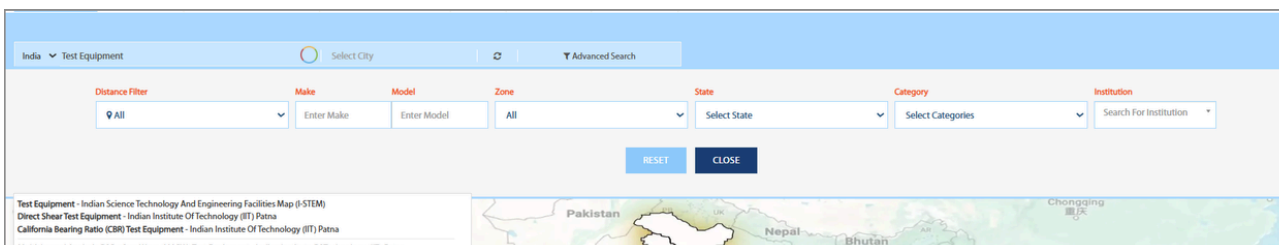
**Step 1:** Log in as a user to the I-STEM portal.



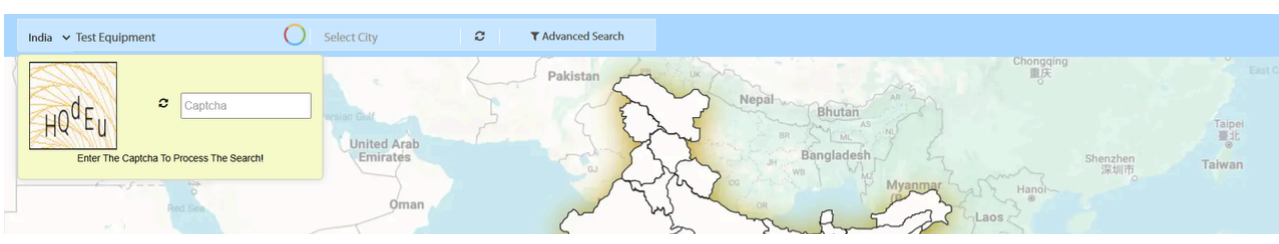
**Step 2:** Enter the Equipment Name or approved abbreviation (for example, AFM) in the Search Equipment field located at the top-left of the Home page.



**Step 3:** Users may use the Advanced Search option to refine the search results.

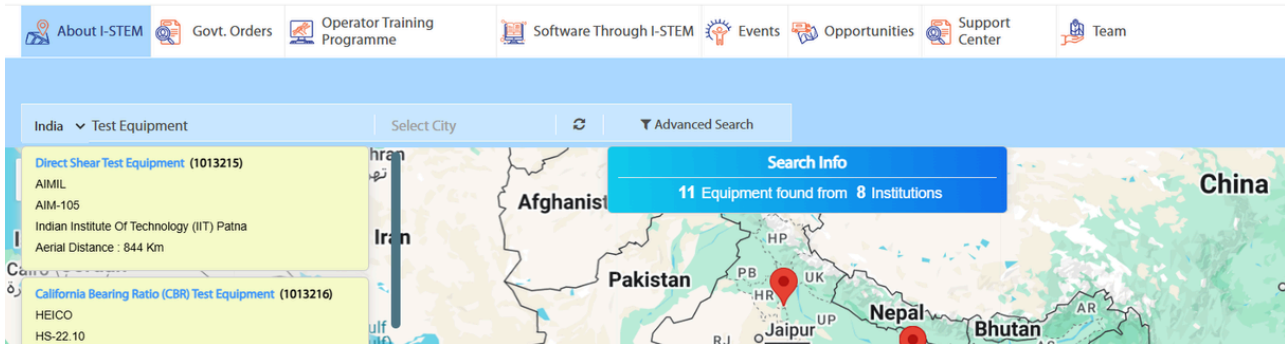


**Step 4:** Enter the CAPTCHA value (case-sensitive).

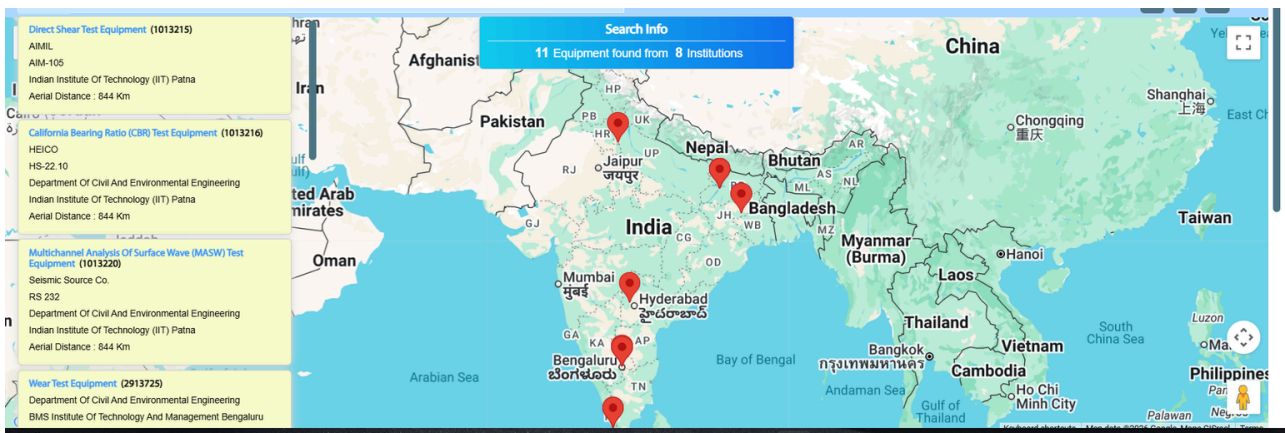




**Step 5:** The search results will appear on the left side, displaying the Equipment Name, Host Institute Name, and Aerial Distance (if location access is enabled).



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



### 5.1.2 Reviewing Searched Equipment Details

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



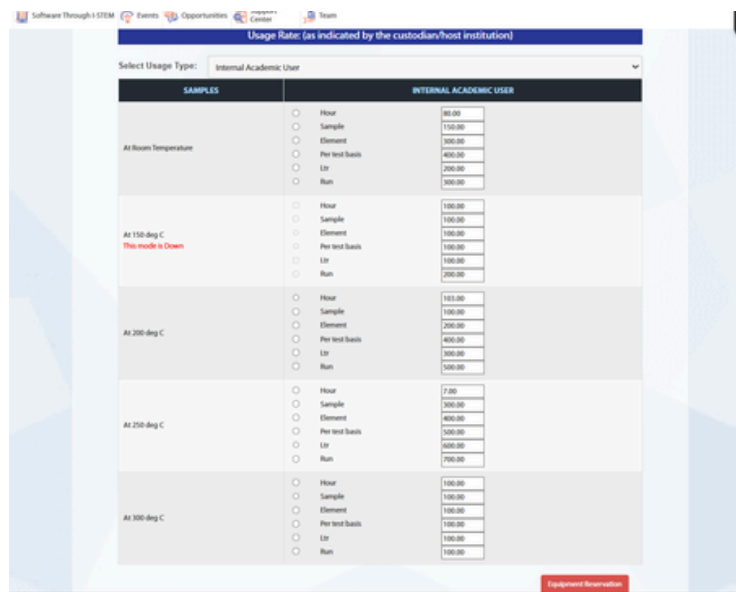
**Step 2:** The Equipment Details page displays the equipment information along with its Health Status (Up or Down). A green bar indicates the equipment is *Up* and available for slot reservations, while a red bar indicates the equipment is *Down* and unavailable for booking. Select **View More** on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

**10. Changes to the Terms**

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**

### 5.1.3 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.

Post Equipment Query

Download CSRF

**Note**

\*If applicable, please keep ready the Customized Service Request Form (CSRF) before making a reservation for this equipment, and upload it on the Service/Job Requisition Form page.

**Next**

Booking Calendar

Booking Details

**Step 2:** Select the **Next** button.

Equipment Information and Contact Operator

Download CSRF

**Note**

\*If applicable, please keep ready the Customized Service Request Form (CSRF) before making a reservation for this equipment, and upload it on the Service/Job Requisition Form page.

**Next**

Booking Calendar

Booking Details

Service Reques

Booking Inform



### 5.1.4 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.

### 5.1.5 Booking Details

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



**Step 2:** Select the Preferred Date and Time.

Booking Details	Requested From Date	<input type="text" value="15-Jan-2026"/>	Service Request Form
	Requested From Time (HH:MM)	<input type="text" value="12:00 AM"/>	
	Requested To Date	<input type="text" value="15-Jan-2026"/>	
	Requested To Time (HH:MM)	<input type="text" value="01:00 AM"/>	
	No. of Hour Required *	<input type="text" value="01"/> : <input type="text" value="00"/> Hour	
	Service Type*	<< SELECT SERVICE TYPE >>	
<p><b>Note:</b> The requested timing and the number of hours required for your job may be adjusted when the final slot(s) are allocated by the Equipment Technologist/Operator, depending on the complexity of the specimens.</p>			

**Step 3:** Specify the tentative number of hours required.

Booking Details	Requested From Date	<input type="text" value="15-Jan-2026"/>	Service Request Form
	Requested From Time (HH:MM)	<input type="text" value="12:00 AM"/>	
	Requested To Date	<input type="text" value="15-Jan-2026"/>	
	Requested To Time (HH:MM)	<input type="text" value="01:00 AM"/>	
	No. of Hour Required *	<input type="text" value="01"/> : <input type="text" value="00"/> Hour	
	Service Type*	<< SELECT SERVICE TYPE >>	
<p><b>Note:</b> The requested timing and the number of hours required for your job may be adjusted when the final slot(s) are allocated by the Equipment Technologist/Operator, depending on the complexity of the specimens.</p>			

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

Booking Details	Requested From Time (HH:MM)	<input type="text" value="12:00 AM"/>	Service Request Form
	Requested To Date	<input type="text" value="15-Jan-2026"/>	
	Requested To Time (HH:MM)	<input type="text" value="01:00 AM"/>	
	No. of Hour Required *	<input type="text" value="01"/> : <input type="text" value="00"/> Hour	
	Service Type*	<div style="border: 1px solid #ccc; padding: 5px;">             &lt;&lt; SELECT SERVICE TYPE &gt;&gt;  <span style="background-color: #003366; color: white; padding: 2px;">&lt;&lt; SELECT SERVICE TYPE &gt;&gt;</span>              Characterization              Fabrication              Packaging              Data Monitoring              Analytical Measurement           </div>	
	<p><b>Note:</b> The requested timing and the number of hours required for your job may be adjusted when the final slot(s) are allocated by the Equipment Technologist/Operator, depending on the complexity of the specimens.</p>		

**Step 5:** Select the Next button.

Booking Details	<p><b>Note:</b> The requested timing and the number of hours required for your job may be adjusted when the final slot(s) are allocated by the Equipment Technologist/Operator, depending on the complexity of the specimens.</p>		Service Request Form
	<div style="display: flex; justify-content: flex-end; gap: 10px;"> <span style="background-color: #cc0000; color: white; padding: 5px 15px; border-radius: 5px;">Previous</span> <span style="background-color: #006633; color: white; padding: 5px 15px; border-radius: 5px;">Next</span> </div>		

### 5.1.6 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.

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

**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.



**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. )**

<b>Name* (Max 50 characters.)</b>	<input type="text" value="Billing Name"/>
<b>Billing Address* (Max 200 characters.)</b>	<input type="text" value="Billing address"/>
<b>User Billing State*</b>	<input type="text" value="Select State"/>
<b>Billing For</b>	<input type="text" value="Other User"/>
<b>GSTIN (Other User)</b>	<input type="text" value="Enter GSTIN for other user"/>
<b>PAN (Other User)</b>	<input type="text" value="Enter PAN for Other User"/>
<b>TAN (Other User)</b>	<input type="text" value="Enter TAN for Other User"/>
<b>Equipment Usage Cost</b>	₹ 80.00 (Excluding GST)
<b>Additional Cost</b>	₹ 2500.00 (Excluding GST)
(*Selected samples cost)	
<b>Total Estimated Amount</b>	₹ 2580.00 (Excluding GST)

**Step 5:** Select the Next button.

<b>PAN (Other User)</b>	<input type="text" value="Enter PAN for Other User"/>
<b>TAN (Other User)</b>	<input type="text" value="Enter TAN for Other User"/>
<b>Equipment Usage Cost</b>	₹ 80.00 (Excluding GST)
<b>Additional Cost</b>	₹ 2500.00 (Excluding GST)
(*Selected samples cost)	
<b>Total Estimated Amount</b>	₹ 2580.00 (Excluding GST)

**Note:** Once FBR is generated billing information can't be modified. If its not correct then FBR need to be cancelled.

### 5.1.7 Equipment and Booking Information

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

Equipment and 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
City	Bengaluru
State	Karnataka
Address	Centre for Nano Science and Engineering, IISc Bangalore
Requested Date	15-Jan-2026
Availability (24 hours format)	15-Jan-2026 12:00 To 15-Jan-2026 13:00
Booking Remarks	--
Rate/Hour	₹80.00
No. of Hour Required	01:00
Service Type	Characterization
Title of Job/Project	Nanowires that move data at light speed
Nature of Samples	Powder
Technical Information	-
Specific Information	-
User Billing Name	The National Coordinator ISTEM
User Billing Address	I-STEM Office, Bengaluru-560012
User Billing State	Karnataka
Billing For	logged_in_user
GSTIN	--
Equipment Usage Cost	₹ 80.00 (Excluding GST)
Additional Cost	₹ 2500.00 (Excluding GST)
Total Estimated Amount	₹ 2580.00 (Excluding GST)

**Note:** Please review the Equipment and Booking Information before clicking Book Now.

Previous Book Now

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

of Hour Required	01:00
ce Type	Fabrication
of Job/Project	Test
re of Samples	--
Billing Address	I-STEM Office, Bengaluru-560012
Billing State	Karnataka
g For	logged_in_user
N	--
ment Usage Cost	₹ 80.00 (Excluding GST)
tional Cost	₹ 2500.00 (Excluding GST)
Estimated Amount	₹ 2580.00 (Excluding GST)

**Note:** Please review the Equipment and Booking Information before clicking Book Now.

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 an 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.*

## 5.2 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.

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



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

Pending Request

Search FBR

- 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 B
1976072765	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Pending	08-Dec-202
1976061151	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Pending	02-Sep-202
1976050731	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Pending	18-Jun-2025

Showing 1 to 3 of 3 entries

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

Booking Details

Show 10 entries

FBR Number	Institution Name	Equipment Name	Status	Date
1976072765	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Pending	08-Dec-202
1976061151	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Pending	02-Sep-202
1976050731	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Pending	18-Jun-2025

Showing 1 to 3 of 3 entries

**Step 5:** Select Edit Service Request Form button under the Booking Details section.

Equipment Details

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

Booking Details

Status: Pending  
FBR No.: 1976072765  
Availability: 17-Dec-2025 09:00 to 17-Dec-2025 10:00

[Edit Service Request Form](#)

Operators Details

Operator Name: Test Operator  
+91 xxxxxxxxxx  
demo@istem.co.in

Operator Name: Sandeep S  
+91 xxxxxxxxxx  
snadeep@istem.co.in

Operator Name: Mamatha K  
+91 xxxxxxxxxx  
mamatha@istem.co.in

Operator Name: Pulkit S

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

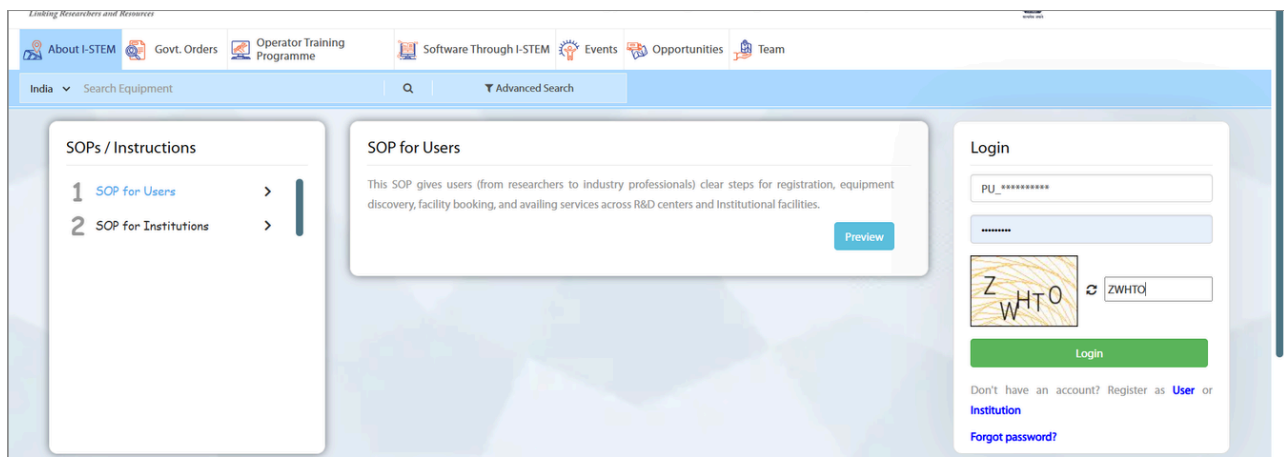


*Note: Once an FBR is Cancelled, no further action can be taken by either the user or the operator.*

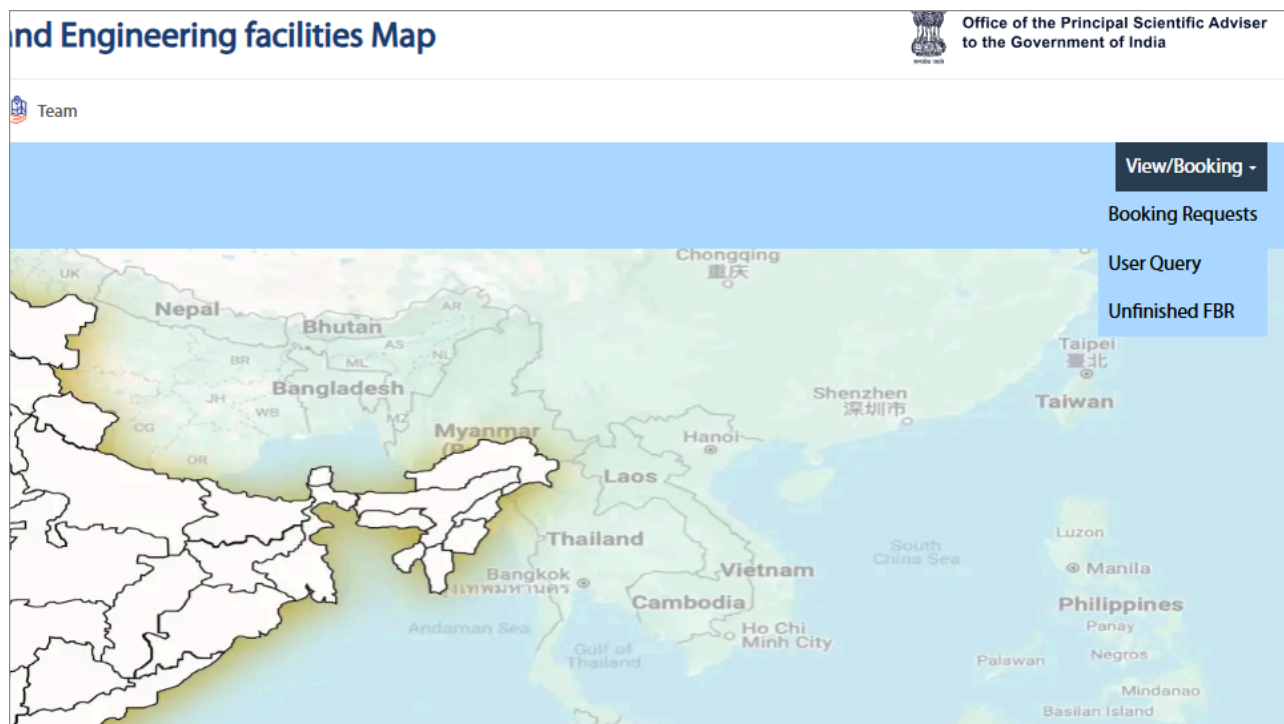
### 5.3 FBR Status: Slot Allocated

**Action: Mark FBR as Executed**

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



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





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

Pending Request		Show 10 entries						
Allocated Booking		FBR Number	Institution Name	Equipment Name	Status	Date of booking request	Date of Equip Reservation	From Date of Confirmation
FBR(executed)		1976060500	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Slot Allocated	28-Aug-2025	30-Sep-2025	30-Sep-2025 09:00
External FBR(executed)		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
Rejected Request(s)		1976054829	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Slot Allocated	16-Jul-2025	16-Jul-2025	16-Jul-2025 16:00
Cancelled Request		1976053112	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Slot Allocated	04-Jul-2025	05-Jul-2025	05-Jul-2025 09:00
FBR Discussion		1976060546	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Slot Allocated	03-Jul-2025	04-Jul-2025	04-Jul-2025 13:00

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

FBR Number	Institution Name	Equipment Name	Status
1976060550	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Slot Allocated
1976060544	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Slot Allocated

*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.

**Institution Address**

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

<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  
+91 xxxxxxxxxxxx  
demo@istem.co.in

Operator Name: Sandeep S  
+91 xxxxxxxxxxxx  
snadeep@istem.co.in

Operator Name: Mamatha K  
+91 xxxxxxxxxxxx  
mamatha@istem.co.in

Operator Name: Pulkit S  
+91 xxxxxxxxxxxx

**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

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

**Execution Details**

Date of Allocation  
dd-mm-yyyy

Date of Completion  
dd-mm-yyyy

Final Amount (in Rs.)

Mark FBR As Executed    Cancel

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

## 5.4 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.

Allocated Booking	FBR Number	Institution Name	Equipment Name	Status	Date of Booking Request	From Date of Confirmation	To Date
✓ Allocated Booking	1976066601	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Executed	22-Oct-2025	24-Oct-2025 10:00	25-Oct-2025
➔ FBR(executed)	1976066371	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Executed	20-Oct-2025	19-Oct-2025 11:00	19-Oct-2025
➔ External FBR(executed)	1976066270	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Executed	19-Oct-2025	16-Oct-2025 18:00	16-Oct-2025
➔ Rejected Request(s)	1976052943	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Executed	03-Jul-2025	03-Jul-2025 15:00	03-Jul-2025
➔ Cancelled Request	1976051829	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Executed	26-Jun-2025	26-Jun-2025 09:00	26-Jun-2025
➔ FBR Discussion	1976051752	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Executed	01-Jul-2025	30-Jun-2025 14:22	30-Jun-2025
	1976048162	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Executed	28-May-2025	28-May-2025 14:45	28-May-2025

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

FBR Number	Institution Name	Equipment Name	Status	Date of Booking Request	From Date of Co
1976066601	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Executed	22-Oct-2025	24-Oct-2025 10:0
1976066371	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Executed	20-Oct-2025	19-Oct-2025 11:0
1976066270	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Executed	19-Oct-2025	16-Oct-2025 18:0
1976052943	Indian Science Technology and	Test Equipment	Executed	03-Jul-2025	03-Jul-2025 15:00

**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)**

<p><b>Institution Address</b></p> <p>Indian Science Technology and Engineering facilities Map (I-STEM) Centre for Nano Science and Engineering, IISc Bangalore Bengaluru Pin Code: 560012</p> <p><a href="https://www.i-stem.ac.in">https://www.i-stem.ac.in</a> <a href="#">Post Equipment Query</a></p>	<p><b>Equipment Details</b></p> <p>Equipment Name: Test Equipment Model: MN152 Equipment Code: 2939199 Department Name: Test Department</p> <p><b>Operators Details</b></p> <p>Operator Name: Test Operator +91.xxxxxxxxxx demo@istem.co.in</p> <p>Operator Name: Sandeep S +91.xxxxxxxxxx snadeep@istem.co.in</p> <p>Operator Name: Mamatha K +91.xxxxxxxxxx</p>	<p><b>Booking Details</b></p> <p>Status: Executed FBR No.: 1976066371</p> <p><a href="#">Service Request Form</a> <a href="#">FBR Certificate</a> <a href="#">Feedback Form</a></p>
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## 5.5 FBR Status: Rejected

**Action: Submit Feedback**

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

**SOPs / Instructions**

- 1 [SOP for Users](#) >
- 2 [SOP for Institutions](#) >

**SOP for Users**

This SOP gives users (from researchers to industry professionals) clear steps for registration, equipment discovery, facility booking, and availing services across R&D centers and Institutional facilities.

[Preview](#)

**Login**

[Login](#)

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

[Forgot password?](#)

**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.

	FBR Number	Institution Name	Equipment Name	Status	Date of Booking Request	Date of Equip Reservation	Date of rejection
✓ Allocated Booking							
👉 FBR(executed)	1976072752	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Rejected	08-Dec-2025	17-Dec-2025	08-Dec-2025
👉 External FBR(executed)	1976067440	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Rejected	29-Oct-2025	31-Oct-2025	18-Nov-2025
👉 <b>Rejected Request(s)</b>	1976055148	International and Inter University Centre for Nanoscience and Nanotechnology (IUCNN) Kottayam, Mah	High Resolution Transmission Electron Microscopy (HRTEM)	Rejected	18-Jul-2025	18-Jul-2025	14-Aug-2025
🕒 Cancelled Request							
🗨️ FBR Discussion	1976053681	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Rejected	09-Jul-2025	09-Jul-2025	06-Aug-2025

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

Show **10** entries

FBR Number	Institution Name	Equipment Name	Status	Date of Booking Request	Date of Equip Reserv
1976072752	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Rejected	08-Dec-2025	17-Dec-2025
1976067440	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Rejected	29-Oct-2025	31-Oct-2025
1976055148	International and Inter University Centre for Nanoscience and Nanotechnology (IUCNN) Kottayam , Mah	High Resolution Transmission Electron Microscopy (HRTEM)	Rejected	18-Jul-2025	18-Jul-2025
1976053681	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Rejected	09-Jul-2025	09-Jul-2025
1976045859	SRM University AP Andhra Pradesh Guntur	Powder X-ray Diffractometer (PXRD)	Rejected	08-May-2025	08-May-2025

Showing 1 to 5 of 5 entries

**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.

**Equipment Details**

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

---

**Operators Details**

Operator Name: Test Operator  
+91 xxxxxxxxxxxx  
demo@istem.co.in

---

Operator Name: Sandeep S  
+91 xxxxxxxxxxxx  
snadeep@istem.co.in

**Booking Details**

Status: **Rejected**  
FBR No.: 1976072752  
Reason For Rejection: No Usage Rate  
Date of Rejection: 08-Dec-2025

[Feedback Form](#)   [Service Request Form](#)

## 5.6 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.

SOPs / Instructions

- SOP for Users
- SOP for Institutions

SOP for Users

This SOP gives users (from researchers to industry professionals) clear steps for registration, equipment discovery, facility booking, and availing services across R&D centers and Institutional facilities.

[Preview](#)

Login

PU \*\*\*\*\*

\*\*\*\*\*

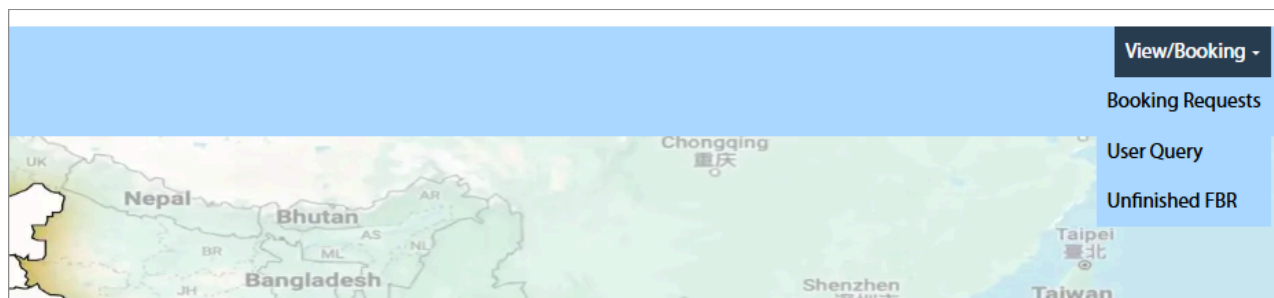
Z WHTO ZWHTQ

[Login](#)

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

[Forgot password?](#)

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



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

<ul style="list-style-type: none"> <li>➤ FBR(executed)</li> <li>➤ External FBR(executed)</li> <li>➤ Rejected Request(s)</li> <li>➤ <b>Cancelled Request</b></li> <li>➤ FBR Discussion</li> </ul>	<table border="1"> <tr> <td></td> <td>Technology (IHBT) Palampur</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>1976053111</td> <td>Indian Science Technology and Engineering facilities Map (I-STEM)</td> <td>Test Equipment</td> <td>Cancelled</td> <td>04-Jul-2025</td> <td>05-Jul-2025 09:00</td> </tr> </table> <p>Showing 1 to 2 of 2 entries</p>		Technology (IHBT) Palampur					1976053111	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Cancelled	04-Jul-2025	05-Jul-2025 09:00
	Technology (IHBT) Palampur												
1976053111	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment	Cancelled	04-Jul-2025	05-Jul-2025 09:00								

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

Show  entries

FBR Number	Institution Name	Equipment Name
1976053690	CSIR Institute of Himalayan Bioresource Technology (IHBT) Palampur	Confocal Microscope (
1976053111	Indian Science Technology and Engineering facilities Map (I-STEM)	Test Equipment

Showing 1 to 2 of 2 entries

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

**Test Equipment (2939199)**

<p><b>Institution Address</b></p> <p>Indian Science Technology and Engineering facilities Map (I-STEM) Centre for Nano Science and Engineering, IISo Bangalore Bangaluru Pin Code: 560012</p> <p><a href="https://www.i-stem.ac.in">https://www.i-stem.ac.in</a></p> <p><a href="#">Post Equipment Query</a></p>	<p><b>Equipment Details</b></p> <p>Equipment Name: Test Equipment Model: MN152 Equipment Code: 2939199 Department Name: Test Department</p>	<p><b>Booking Details</b></p> <p>Status: <span style="color: red;">Cancelled</span> FBR No.: 1976053111</p> <p><a href="#">Service Request Form</a></p>
<p><b>Operators Details</b></p> <p>Operator Name: Test Operator +91 xxxxxxxxxx demo@istem.co.in Operator Name: Sandeep S.</p>		



## 6. 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 and offers multiple support channels to address user needs at all levels.

### 6.1 Support Ticketing System

- All issues—whether technical (such as login problems or booking and slot allocation errors) or Operational —must be reported through the I-STEM Ticketing 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.

### 6.2 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](mailto:support@istem.co.in))**: For detailed queries requiring attachments such as screenshots.
- **Support Ticketing System** : The preferred channel for structured issue logging, tracking, resolution, and escalations.

## 7. ORIENTATION & LEARNING RESOURCES

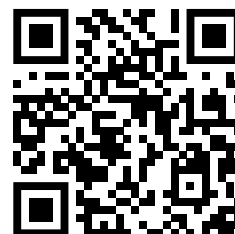
I-STEM provides multiple structured learning and orientation resources to help Public Users, and researchers effectively use the portal.

### 7.1 Available Resources

#### YouTube Playlist

(Step-by-step video walkthroughs covering registration, equipment search and FBR workflows.)

Scan the QR code or click on [I-STEM India - YouTube](#), to watch I-STEM YouTube videos



#### I-STEM User Resource Kit

Scan the QR code or click [I-STEM User Resource Kit](#), to access the User Resources Kit



### 7.2 Quick FAQs

#### Q1. Who can register as a User/Researcher on the I-STEM portal?

Any Indian citizen who uses or intends to use research and testing facilities for purposes such as experimentation, research, product or prototype development, testing, or validation.

#### Q2. Can user update their details after registration?

Yes, users can update their details in the My Profile section after logging into the I-STEM portal.

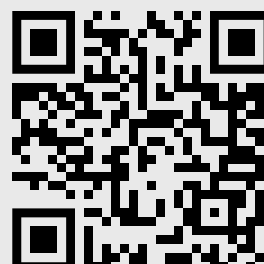
#### Q3. Can user and operator discuss about an FBR on the I-STEM portal?

Yes, user can see the operator details (Name, Mobile Number, and Email ID) on detailed page of each FBR. User may also use FBR Discussion option after logging into the I-STEM portal.

#### Q4. When can users provide feedback for an FBR?

After execution, users should submit feedback via the portal. Feedback strengthens national reporting and improves service quality.

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



## 8. BEST PRACTICES FOR USING I-STEM FACILITIES

Adhering to the following best practices will help ensure safe, efficient, and uninterrupted use of facilities listed on the I-STEM platform, while protecting both users and host institutions.

### 8.1 Clearly Define Your Technical Requirement

Before submitting a request, clearly identify:

- The equipment or facility required.
- Sample type, quantity, and condition.
- Intended analysis, testing, or output.
- Purpose of use (research, validation, prototyping, etc.).
- Where feasible, verify whether alternative facilities are available, especially for time-sensitive or long-distance engagements.

### 8.2 Communicate with the Equipment Operator in Advance

Scientific equipment may occasionally become unavailable due to:

- Preventive maintenance.
- Calibration.
- Technical faults or unforeseen breakdowns.

Users are strongly advised to communicate with the equipment operator prior to travel or sample dispatch to:

- Confirm operational status and availability.
- Understand sample preparation and acceptance criteria.
- Clarify timelines and contingency arrangements.

*Note: For long-distance travel or critical experiments, users should plan backup options in case of unforeseen equipment downtime.*

### 8.3 Provide Accurate Contact and Profile Information

- Ensure that your personal and/or institutional contact details are accurate and up to date.
- Provide reachable phone numbers and email addresses.
- This information is required for timely communication by facility operators regarding scheduling safety, or technical issues.

### 8.4 Upload Complete and Correct Documentation

When submitting a Facility Booking Record (FBR):

- Upload complete project details.
- Attach the Customised Service Request Form, where applicable.
- Provide full and accurate sample information.
- Incomplete or incorrect documentation may delay approval or lead to rejection.

### **8.5 Confirm Slot Allocation Before Dispatch or Travel**

- Proceed with shipping samples or visiting the facility only after the booking status is confirmed as “Slot Allocated”.
- Do not dispatch samples or travel based on tentative or pending approvals.
- Follow the host institution’s packaging, labelling, and delivery instructions strictly.

### **8.6 Strictly Prohibit Contaminated or Hazardous Samples**

- Do not send contaminated, mislabelled, or improperly handled samples.
- All samples must comply with applicable biosafety, chemical safety, and environmental regulations.
- Submission of contaminated or non-compliant samples is a serious violation. Host institutions reserve the full right to take strict action, including rejection of samples, cancellation of access, penalties, or reporting to appropriate authorities.

### **8.7 Follow Safety Protocols and Operator Instructions**

- Users must familiarise themselves with all safety procedures specified by the facility.
- Personal operation of equipment is permitted only after proper briefing or authorisation by the operator.
- Use required Personal Protective Equipment (PPE) at all times.
- User safety is a shared responsibility, and failure to comply may result in denial of access.

### **8.8 Handle Equipment with Care**

- Users must handle equipment responsibly and strictly follow operational instructions.
- Any damage caused due to negligence, misuse, or unauthorised operation may result in financial liability and disciplinary action.
- Host institutions have the authority to take appropriate action in case of equipment damage.

### **8.9 Monitor Booking Status and Communications**

- Regularly check the I-STEM portal and registered email for updates on FBR status.
- Respond promptly to queries or clarification requests from facility operators.

### **8.10 Acknowledge Facility Usage**

If outcomes from facility usage contribute to:

- Research publications.
- Patent filings.
- Technical reports.

Users should appropriately acknowledge the host facility and reference the I-STEM platform, as per accepted academic and professional norms.

### **8.11 Plan for Safety and Personal Responsibility**

- Users are expected to understand safety procedures before operating or accessing equipment.

### **8.12 Ensure Experiment Readiness**

- Users should internally verify that their experimental plan is complete and feasible before booking a facility. This includes confirming sample adequacy, controls, repeatability requirements, and expected outputs to avoid failed or incomplete runs.

### **8.13 Consider Pilot or Trial Runs**

- For first-time users, new sample types, or untested methodologies, users are encouraged to discuss the possibility of a pilot or trial run with the facility operator before committing to full-scale experimentation.

### **8.14 Plan Travel and Logistics Carefully**

- Users should make travel, accommodation, or logistics arrangements only after final slot allocation is confirmed. The user is responsible for sample transport, packaging, insurance, and compliance with courier or transport regulations.

### **8.15 Confirm Costs and Payment Terms in Advance**

- Users should confirm applicable service charges, consumable costs, taxes, and payment procedures with the host institution before execution to avoid delays or disputes.

### **8.16 Ensure Ethical and Regulatory Compliance**

- Experiments involving human, animal, biological, chemical, or environmental samples must have prior ethical approvals and comply with applicable national laws and regulations. Facilities reserve the right to refuse access in case of non-compliance.

### **8.17 Clarify Intellectual Property and Confidentiality**

- Users should clarify intellectual property ownership, data rights, and confidentiality terms with the host institution before experimentation. Confidentiality should not be assumed unless formally agreed.

### **8.18 Maintain Professional Conduct at All Times**

- Users must follow institutional rules, laboratory discipline, working hours, and staff instructions. Unauthorised access to facilities, equipment, or restricted areas is strictly prohibited.

### **8.19 Use Equipment and Consumables Responsibly**

- Users should avoid unnecessary repeat tests, wastage of consumables, or excessive use of facility time. Responsible usage ensures fair access for all users.

### **8.20 Protect Data and Results**

- Users are responsible for backing up experimental data and results. Host institutions may not retain data beyond the agreed service period unless explicitly stated.

### **8.21 Follow Cancellation and Rescheduling Etiquette**

#### **Before allocation:**

If a booked slot cannot be utilised due to personal or unforeseen reasons, users may cancel or reschedule the booking directly through the I-STEM platform at any time before the slot is allocated, without operator intervention, to enable other users to utilise the facility.



### **After allocation:**

Once a slot has been allocated, users cannot cancel or reschedule the booking on their own through the platform. In such cases—including unforeseen or last-minute personal or operational circumstances—the user must contact the facility operator and formally request rescheduling or cancellation (rejection). Approval of such requests shall be solely at the discretion of the facility operator.

### **8.22 Provide Feedback After Facility Usage**

Users are encouraged to provide feedback on facility access, equipment condition, operator support, and overall experience. Feedback helps improve service quality across the I-STEM ecosystem.

### **8.23 Acknowledge National Infrastructure Usage**

Where appropriate and non-confidential, users should acknowledge the use of I-STEM-listed facilities in publications, patents, reports, or outcomes, as per standard professional practices.

## **9. DISCLAIMER**

### **9.1 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.

### **9.2 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.

### **9.3 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.

### **9.4 Resource Facilitation and Visibility:**

I-STEM will continue to enhance the visibility of available equipment by encouraging laboratories and institutions to onboard more facilities onto the platform. It will foster stronger connections among researchers, startups, and industry partners, while actively supporting the optimal utilization of publicly funded scientific and engineering equipment across India. Through these efforts, I-STEM aims to maximize access, reduce duplication of resources, and strengthen the nation's research and innovation ecosystem.

### **9.5 Platform Charges:**

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

## 10. ANNEXURE

### Changelog (Updated Every 6 Months)

- March 2026 (v1.0): Initial release of the Comprehensive User & Operations Handbook.

### Glossary

- **FBR (Facility Booking Record):** Unique 10-digit booking identifier.
- **CSRF (Customized Service Request Form):** Form for researchers to specify experiment requirements.
- **PU:** Defined for Public User/Researcher account.

### Contact Sheet

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

Scan the QR to access the support portal



### Conclusion

The consistent and responsible use of the I-STEM platform by users is vital to building an open, efficient, and collaborative national research ecosystem. By adhering to recommended best practices, users benefit from seamless access to world-class research facilities while contributing to transparency, accountability, and optimal utilization of publicly funded infrastructure. This collective participation accelerates innovation, strengthens shared knowledge, and advances India's scientific and technological capabilities. Through active engagement, users play a meaningful role in reinforcing the I-STEM mission and supporting India's journey toward scientific excellence and self-reliance.



### Contact Us

- 🌐 [www.istem.gov.in](http://www.istem.gov.in)
- 🌐 [www.psa.gov.in/i-stem](http://www.psa.gov.in/i-stem)
- ✉️ [support@istem.co.in](mailto:support@istem.co.in)
- 📞 1800 - 425 - 3281
- 📍 I-STEM, Bengaluru - 560012
- ✉️ Partnerships & Collaborations: [marketing@istem.co.in](mailto:marketing@istem.co.in)

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[www.istem.gov.in](http://www.istem.gov.in)  
[www.psa.gov.in/i-stem](http://www.psa.gov.in/i-stem)

