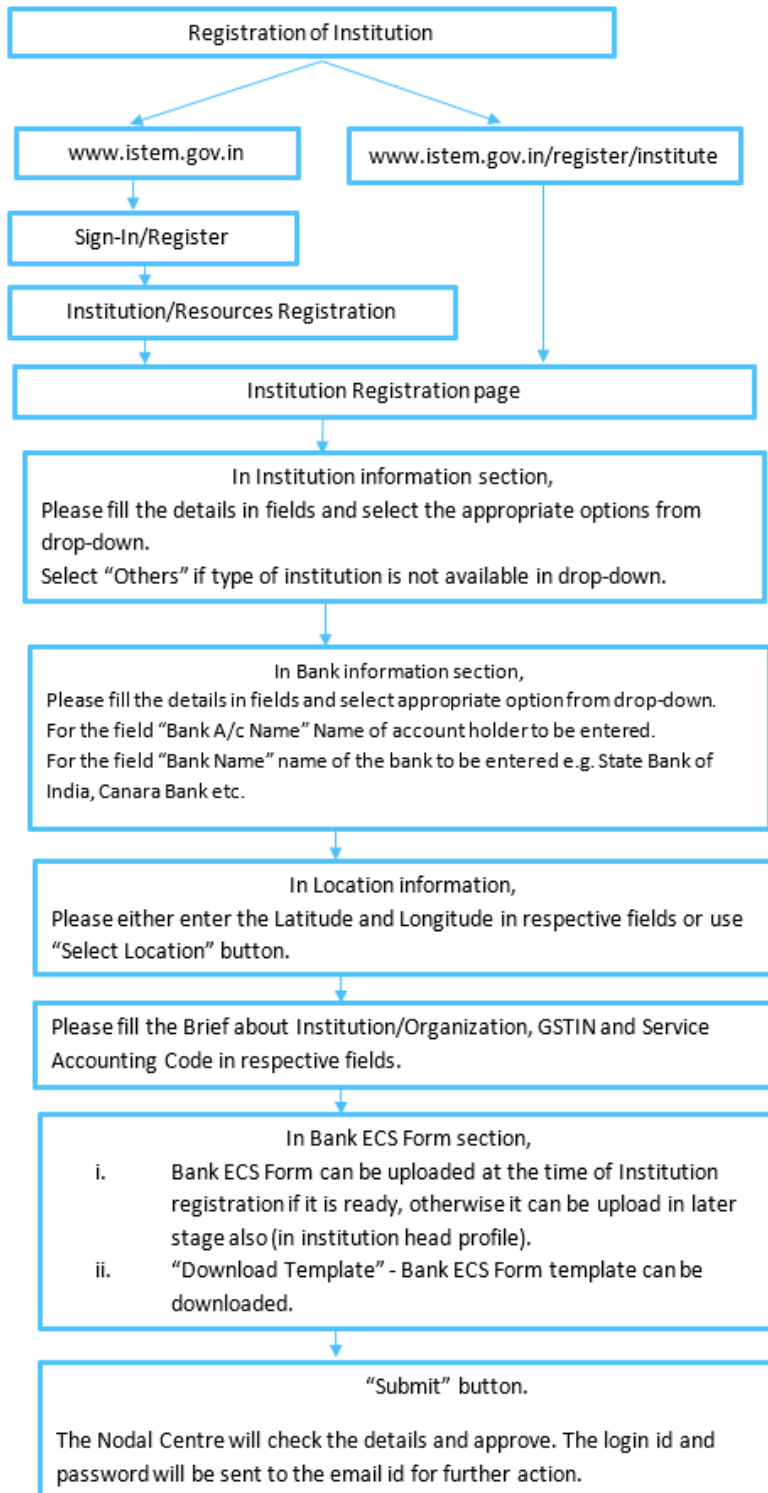# Guidelines for Custodian Institution

[Institution Representative (IR), Department Representatives (DP), Faculty Incharge (FI), Facility Coordinator (FC), Technologists/Operator (OP)]
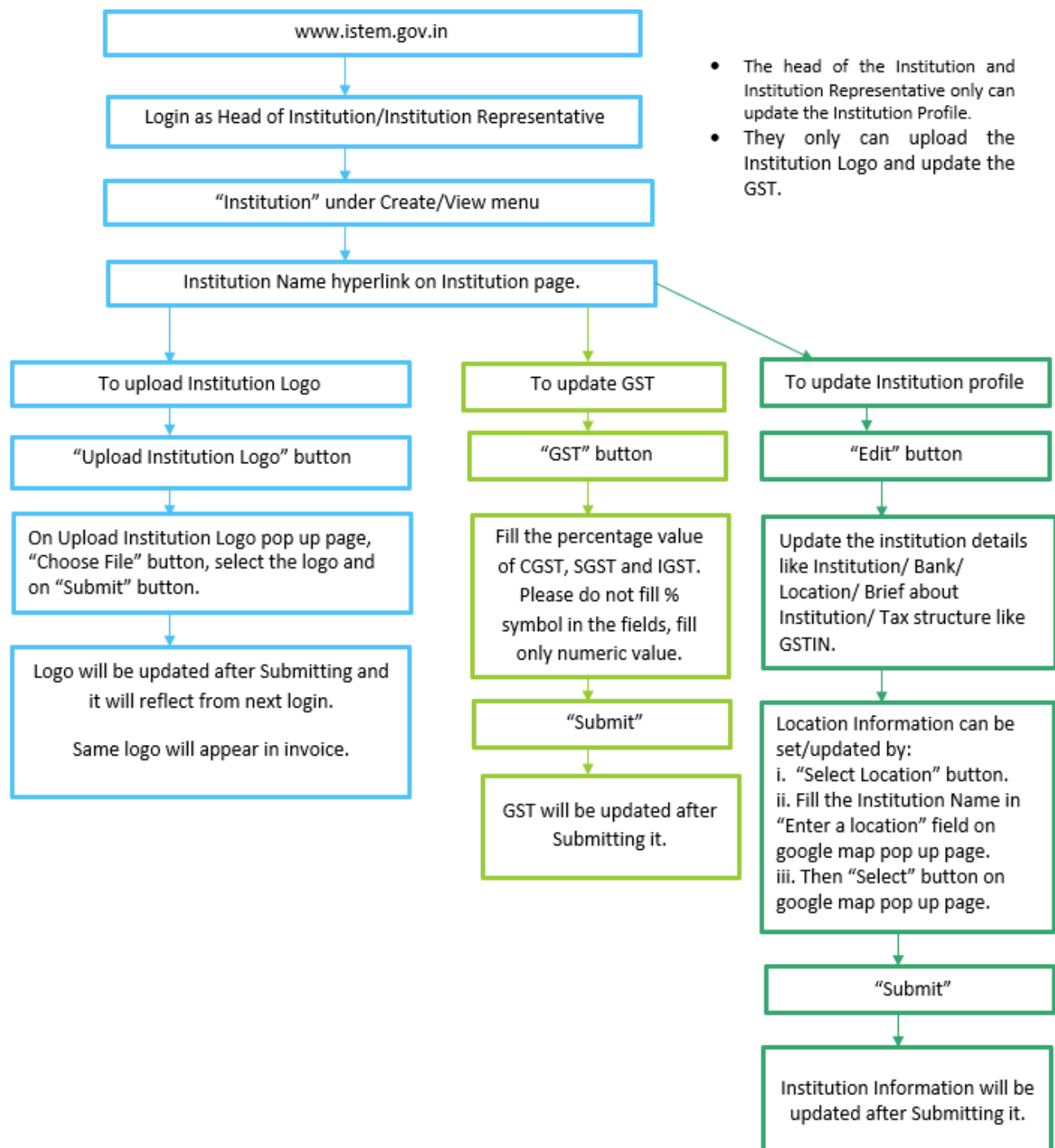
Table of Contents

Contents

Registration of Institution

```
┌─────────────────────────────────────────┐
│        Registration of Institution       │
└─────────────────────────────────────────┘
         ↙                      ↘
┌──────────────────┐   ┌──────────────────────────────┐
│ www.istem.gov.in │   │ www.istem.gov.in/register/    │
│                  │   │ institute                     │
└──────────────────┘   └──────────────────────────────┘
         ↓
┌──────────────────┐
│ Sign-In/Register │
└──────────────────┘
         ↓
┌──────────────────────────────────────┐
│ Institution/Resources Registration   │
└──────────────────────────────────────┘
         ↓
┌──────────────────────────────────────┐
│      Institution Registration page   │
└──────────────────────────────────────┘
```

In Institution information section,
Please fill the details in fields and select the appropriate options from drop-down.
Select "Others" if type of institution is not available in drop-down.

In Bank information section,
Please fill the details in fields and select appropriate option from drop-down.
For the field "Bank A/c Name" Name of account holder to be entered.
For the field "Bank Name" name of the bank to be entered e.g. State Bank of India, Canara Bank etc.

In Location information,
Please either enter the Latitude and Longitude in respective fields or use "Select Location" button.

Please fill the Brief about Institution/Organization, GSTIN and Service Accounting Code in respective fields.

In Bank ECS Form section,
i.   Bank ECS Form can be uploaded at the time of Institution registration if it is ready, otherwise it can be upload in later stage also (in institution head profile).
ii.   "Download Template" - Bank ECS Form template can be downloaded.

"Submit" button.

The Nodal Centre will check the details and approve. The login id and password will be sent to the email id for further action.

- The head of the Institution/Registrar/Director/Principal will use the tab" Institution/ Resources Registration" and fill the necessary information and submit.
- The Nodal Centre will check the details and approve. The login id and password will be sent to the registered email id for further action.
- Head of the Institution can create following custodians:
  i.   Institution Representative
  ii.   Department Representative
  iii. Faculty In-charge of the facility
  iv.   Facility Coordinator
  v.   Equipment Technologist/Operator

- Once the Institution registration is approved an email will go to the primary email id mentioned at the time of registration.
- Please check Junk Mail/Spam mail folder if the approval email not received within one or two working days.

Updation of Institution Profile

I-STEM

```
┌──────────────────────────────────────────┐
│           www.istem.gov.in                │
└──────────────────────────────────────────┘
                    │
                    ▼
┌──────────────────────────────────────────┐
│ Login as Head of Institution/Institution  │
│             Representative                 │
└──────────────────────────────────────────┘
                    │
                    ▼
┌──────────────────────────────────────────┐
│  "Institution" under Create/View menu      │
└──────────────────────────────────────────┘
                    │
                    ▼
┌──────────────────────────────────────────┐
│ Institution Name hyperlink on Institution  │
│                page.                       │
└──────────────────────────────────────────┘
```

- The head of the Institution and Institution Representative only can update the Institution Profile.
- They only can upload the Institution Logo and update the GST.

To upload Institution Logo	To update GST	To update Institution profile
"Upload Institution Logo" button	"GST" button	"Edit" button
On Upload Institution Logo pop up page, "Choose File" button, select the logo and on "Submit" button.	Fill the percentage value of CGST, SGST and IGST. Please do not fill % symbol in the fields, fill only numeric value.	Update the institution details like Institution/ Bank/ Location/ Brief about Institution/ Tax structure like GSTIN.
Logo will be updated after Submitting and it will reflect from next login. Same logo will appear in invoice.	"Submit"	Location Information can be set/updated by: i. "Select Location" button. ii. Fill the Institution Name in "Enter a location" field on google map pop up page. iii. Then "Select" button on google map pop up page.
	GST will be updated after Submitting it.	"Submit"
		Institution Information will be updated after Submitting it.

Creation of Institution Representative

```
┌─────────────────────────────────────┐
│          www.istem.gov.in            │
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│     Login as an Institution head     │
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│ "Institution" under Create/View menu.│
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│ "Institution" link on Institution    │
│             page.                    │
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│ "Create Institute Representative"    │
│             button.                  │
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│ Fill the details on "Institute       │
│ Representative" pop up page and       │
│ "Submit".                            │
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│ The login id and password will be     │
│ sent to the email id.                │
└─────────────────────────────────────┘
```
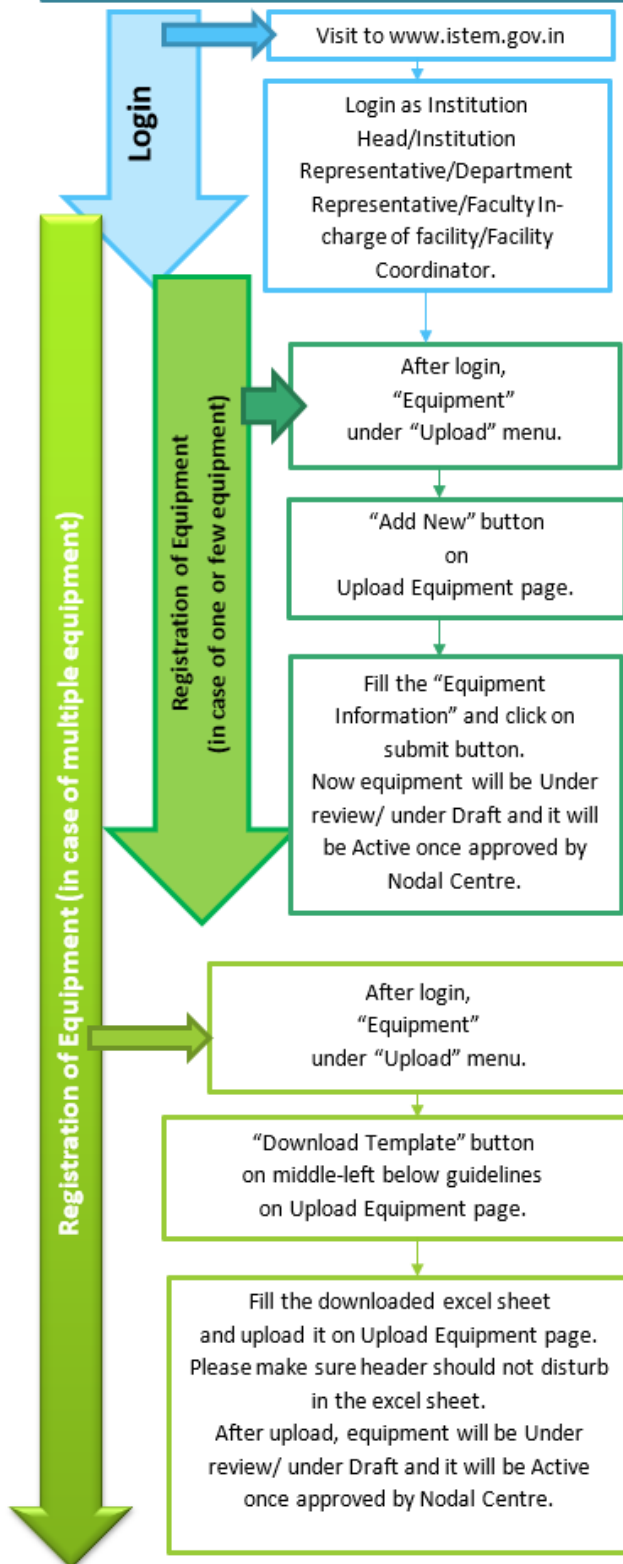
- Institution Representative can be created by only the Institution head.
- Institution Representative can create following custodians:
  - i.   Department Representative
  - ii.   Faculty In-charge of the facility
  - iii. Facility Coordinator
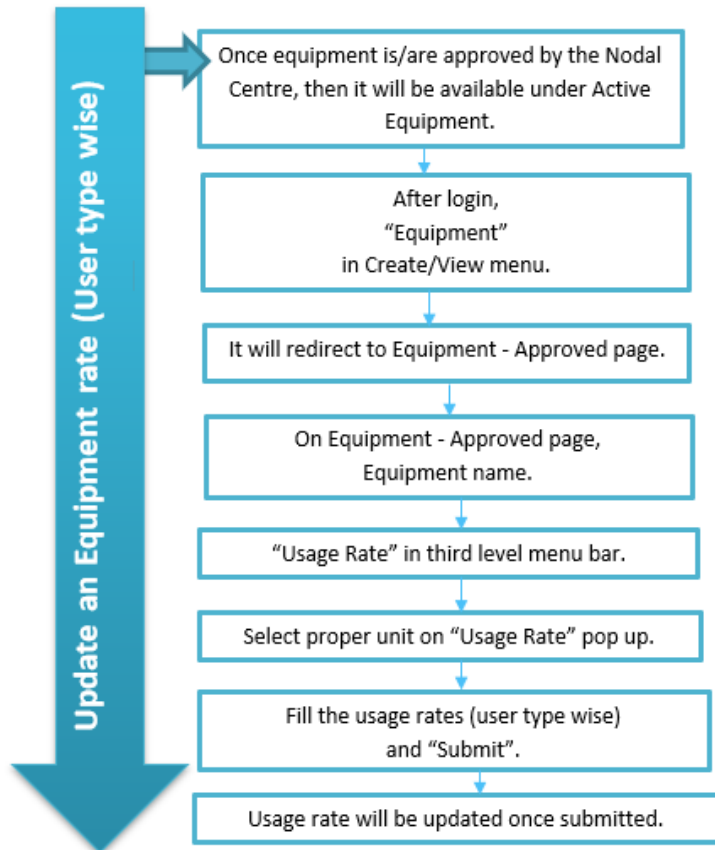 - iv.   Equipment Technologist/Operator

Login

Visit to www.istem.gov.in

Login as Institution Head/Institution Representative/Department Representative/Faculty In-charge of facility/Facility Coordinator.

Registration of Equipment (in case of one or few equipment)

After login, "Equipment" under "Upload" menu.

"Add New" button on Upload Equipment page.

Fill the "Equipment Information" and click on submit button. Now equipment will be Under review/ under Draft and it will be Active once approved by Nodal Centre.
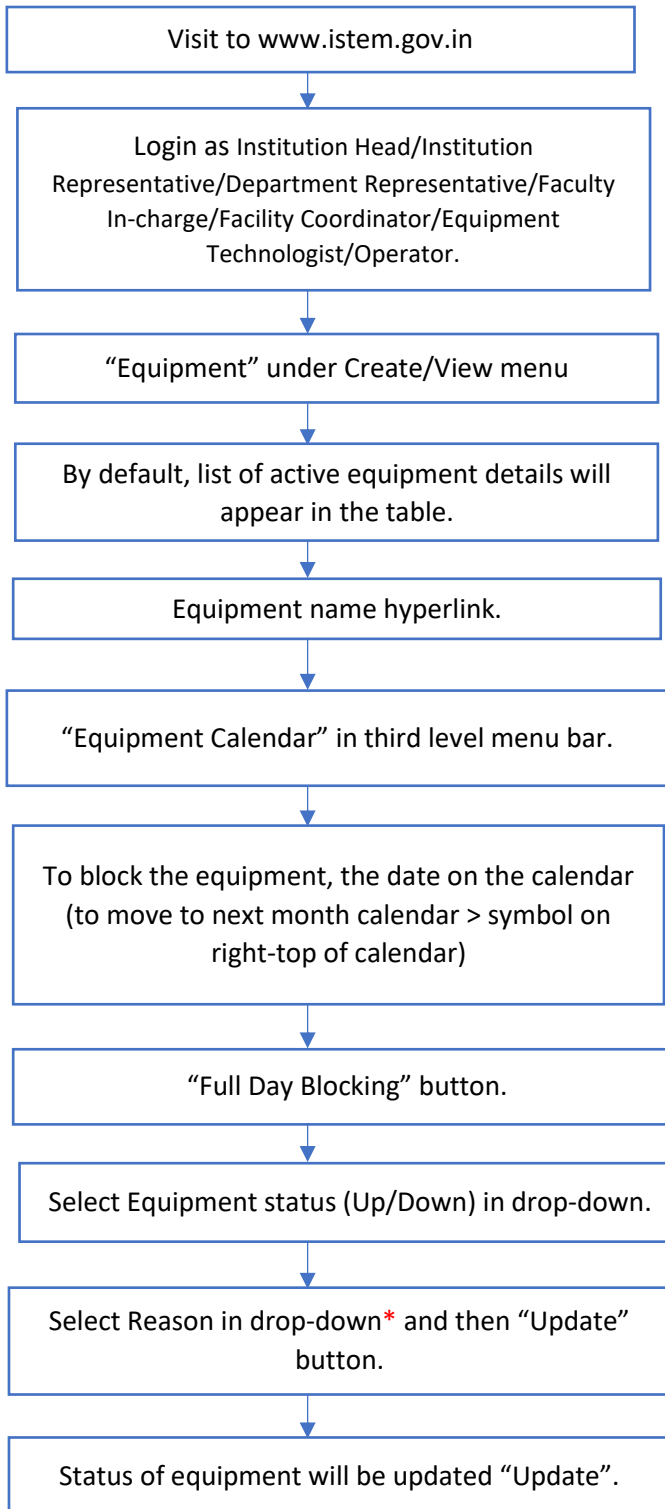
- Institution Head, Institution Representative, Department Representative, Faculty In-charge of facility and Facility Coordinator can add the equipment and set Usage Rate (UOM wise and User type wise). UOM (Unit of Measurement may be like Rate/hr, Rate/sample etc.

- They can upload equipment (in case of multiple) by using excel sheet in specific format.

- Equipment excel sheet in specific format can be downloaded by clicking on "Download Template" button on upload equipment page.

- Upload menu is available on top-right after login.

- Equipment can be added one by one by clicking on "Add New" or "Add Equipment" button.

- "Add New" button is available on top-right on Upload Equipment page.

- "Add Equipment" button is available in second level menu bar. Second level menu bar will appear once any option is clicked in Create/View menu except User query.

- Once equipment is/are added/uploaded, it will show Under review/ under Draft Equipment until approved by Nodal Centre.

- Once Equipment is/are approved by Nodal Centre, then it will show under Active Equipment.

- Only Active Equipment will be available for users.

Registration of Equipment (in case of multiple equipment)

After login, "Equipment" under "Upload" menu.

"Download Template" button on middle-left below guidelines on Upload Equipment page.

Fill the downloaded excel sheet and upload it on Upload Equipment page. Please make sure header should not disturb in the excel sheet. After upload, equipment will be Under review/ under Draft and it will be Active once approved by Nodal Centre.

- While uploading the filled excel sheet (in case of only one department name), please select the proper department in drop-down.

- While uploading the filled excel sheet (in case of multiple department name(s) and/or department which are not created), please select the "Other" in department drop-down. In this case, equipment will map to the respective department(s) which is/are already created and will create the unavailable department(s) and map the respective equipment to those department(s).

- Please make sure, in excel sheet department name should be exactly same as department name which are already created. Otherwise it will create as new department(s) as mentioned in the excel sheet.

- Only Active Equipment will be available for users.

Update an Equipment rate (User type wise)

Update an Equipment rate (User type wise)

Once equipment is/are approved by the Nodal Centre, then it will be available under Active Equipment.

↓

After login,
"Equipment"
in Create/View menu.

↓

It will redirect to Equipment - Approved page.

↓

On Equipment - Approved page,
Equipment name.

↓

"Usage Rate" in third level menu bar.

↓

Select proper unit on "Usage Rate" pop up.

↓

Fill the usage rates (user type wise)
and "Submit".

↓

Usage rate will be updated once submitted.

- Usage Rates (User type wise) need to be updated once equipment is/are approved by the Nodal Centre.
- Any custodian can update the equipment usage rate UOM wise and User Type wise.
- Custodian may be Institution Head, Institution Representative, Department Representative, Faculty In-charge of the facility, Facility Coordinator and Equipment Technologist/Operator.
- UOM (Unit of Measurement) may be per hour, per sample, per element etc.
- User Type may be External Academic User, Internal Academic User, Industry User, Start-ups Company, National Research Lab User etc.
- Highest rate will be shown to user on equipment search result page.
- But it will show the estimated amount during the equipment booking. Actual usage rate will be calculated based on user type during the allocation by the custodian.

Equipment Calendar

```
Visit to www.istem.gov.in
          │
          ▼
Login as Institution Head/Institution
Representative/Department Representative/Faculty
In-charge/Facility Coordinator/Equipment
Technologist/Operator.
          │
          ▼
"Equipment" under Create/View menu
          │
          ▼
By default, list of active equipment details will
appear in the table.
          │
          ▼
Equipment name hyperlink.
          │
          ▼
"Equipment Calendar" in third level menu bar.
          │
          ▼
To block the equipment, the date on the calendar
(to move to next month calendar > symbol on
right-top of calendar)
          │
          ▼
"Full Day Blocking" button.
          │
          ▼
Select Equipment status (Up/Down) in drop-down.
          │
          ▼
Select Reason in drop-down* and then "Update"
button.
          │
          ▼
Status of equipment will be updated "Update".
```

- Status (Up/Down) of equipment can be updated on Equipment Calendar page.
- If status of equipment is down then it will not allow to go for the equipment booking for that period.
- *If reason for downtime is not listed in drop down list, select other and if you find it is quite common reason please send an email to nodal centre. If nodal centre finds the reason is common enough then it will be added in due course.

- **Note: Please refer the Page No. for updation of Equipment Usage Rate and Operator Mapping.**

Upload equipment image(s)

I-STEM
Linking Researchers and Resources

```
┌─────────────────────────────────────┐
│         www.istem.gov.in             │
└─────────────────────────────────────┘
                  │
┌─────────────────────────────────────┐
│  Login as Institution Head/Institution│
│ Representative/Department Representative/Faculty│
│  In-charge/Facility Coordinator/Equipment │
│       Technologist/Operator.         │
└─────────────────────────────────────┘
                  │
┌─────────────────────────────────────┐
│ "Equipment" under Create/View menu   │
└─────────────────────────────────────┘
                  │
┌─────────────────────────────────────┐
│ By default, list of active equipment details will│
│       appear in the table.           │
└─────────────────────────────────────┘
                  │
┌─────────────────────────────────────┐
│       Equipment name hyperlink.      │
└─────────────────────────────────────┘
                  │
┌─────────────────────────────────────┐
│ "Upload Image(s)" in third level menu bar.│
└─────────────────────────────────────┘
                  │
┌─────────────────────────────────────┐
│   "Choose Files", select the image.  │
│ Image should be in .png ,.jpg or .jpeg format and│
│    maximum size 2000 kb allowed.     │
└─────────────────────────────────────┘
                  │
┌─────────────────────────────────────┐
│              "Upload"                │
└─────────────────────────────────────┘
```

Upload Customized SRF (Service Request Form)

```
┌─────────────────────────────────────────┐
│           www.istem.gov.in              │
└─────────────────────────────────────────┘
                    │
                    ▼
┌─────────────────────────────────────────┐
│   Login as Institution Head/Institution │
│  Representative/Department Representative/Faculty │
│   In-charge/Facility Coordinator/Equipment │
│        Technologist/Operator.           │
└─────────────────────────────────────────┘
                    │
                    ▼
┌─────────────────────────────────────────┐
│  "Equipment" under Create/View menu     │
└─────────────────────────────────────────┘
                    │
                    ▼
┌─────────────────────────────────────────┐
│  By default, list of active equipment details will │
│         appear in the table.            │
└─────────────────────────────────────────┘
                    │
                    ▼
┌─────────────────────────────────────────┐
│        Equipment name hyperlink.        │
└─────────────────────────────────────────┘
                    │
                    ▼
┌─────────────────────────────────────────┐
│ "Upload Customize SRF" in third level menu bar. │
└─────────────────────────────────────────┘
                    │
                    ▼
┌─────────────────────────────────────────┐
│         "Choose Files" button.          │
│  File should be in .pdf format and maximum size │
│          2000 kb allowed.               │
└─────────────────────────────────────────┘
                    │
                    ▼
┌─────────────────────────────────────────┐
│           "Submit" button               │
└─────────────────────────────────────────┘
```

www.istem.gov.in

↓

Login as Institution Head/Institution Representative/Department Representative/Faculty In-charge/Facility Coordinator/Equipment Technologist/Operator.

↓

"Equipment" under Create/View menu

↓

By default, list of active equipment details will appear in the table.

↓

Equipment name hyperlink.

↓

"Customize SRF" in third level menu bar.

↓

"Add New" button.

↓

Please enter the Field Name in Caption.

↓

Select the Type of data (Number/Text) from drop-down.

↓

Enter the description about Customize SRF in Remarks field.

↓

"Submit"

Created Customize SRF will appear to Public User at the time of Equipment Reservation on Technical Information page.

```
┌─────────────────────────────────────┐
│           www.istem.gov.in           │
└─────────────────────────────────────┘
                  ↓
┌─────────────────────────────────────┐
│ Login as Institution Head/Institution│
│ Representative/Department             │
│ Representative/Faculty                │
│ In-charge/Facility Coordinator.       │
└─────────────────────────────────────┘
                  ↓
┌─────────────────────────────────────┐
│ "Equipment" under Create/View menu   │
└─────────────────────────────────────┘
                  ↓
┌─────────────────────────────────────┐
│ By default, list of active equipment │
│ details will appear in the table.    │
└─────────────────────────────────────┘
                  ↓
┌─────────────────────────────────────┐
│ Equipment name hyperlink.            │
└─────────────────────────────────────┘
                  ↓
┌─────────────────────────────────────┐
│ In third level menu bar list of      │
│ options like Edit, Usage Rate,       │
│ Equipment Reservation, Equipment     │
│ Calendar etc. will be showing.       │
└─────────────────────────────────────┘
                  ↓
┌─────────────────────────────────────┐
│ To update equipment information,     │
│ "Edit" button                        │
└─────────────────────────────────────┘
                  ↓
┌─────────────────────────────────────┐
│ Update by providing the proper       │
│ details in fields.                   │
└─────────────────────────────────────┘
                  ↓
┌─────────────────────────────────────┐
│ Enter the Room Number in the         │
│ Location field where equipment is    │
│ installed.                           │
└─────────────────────────────────────┘
                  ↓
┌─────────────────────────────────────┐
│ Update by providing the proper       │
│ details in fields.                   │
└─────────────────────────────────────┘
                  ↓
┌─────────────────────────────────────┐
│ Select the Funding Agency Type       │
│ (External Funding/Internal           │
│ Funding/Others) in Agency Type       │
│ drop-down.                           │
└─────────────────────────────────────┘
                  ↓
┌─────────────────────────────────────┐
│ Select the Funding Agency Name in    │
│ Funding Agency drop-down.            │
└─────────────────────────────────────┘
                  ↓
┌─────────────────────────────────────┐
│ Select the Project Name in Project   │
│ Title drop-down.                     │
└─────────────────────────────────────┘
                  ↓
            (  Continue..  )
```
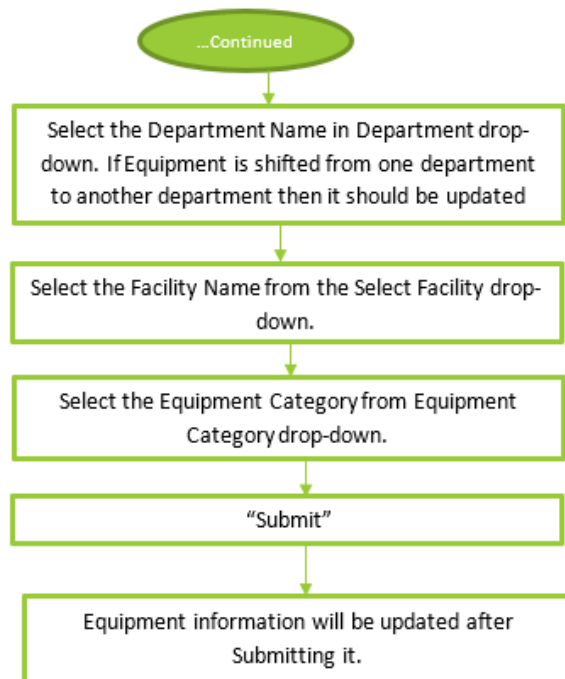
- Institution Head, Institution Representative, Department Representative, Faculty In-charge of the Facility and Facility Coordinator can update the following:
  - i. Equipment Information
  - ii. Usage Rate
  - iii. Equipment Reservation
  - iv. Equipment Calendar
  - v. Operator Mapping
  - vi. Upload Image(s)
  - vii. Upload Customize SRF
  - viii. Customize SRF
- Equipment Technologist/Operator can update above points except **Equipment** Profile and Operator Mapping.
- If department, facility, funding agency and project title drop downs doesn't contain the information needed to update, it should be added or requested to supervisors to add the same.

- **Note: Please refer the Page No. for updation of Equipment Usage Rate and Operator Mapping.**

```
            ( ...Continued )
                  ↓
┌─────────────────────────────────────┐
│ Select the Department Name in        │
│ Department drop-down. If Equipment   │
│ is shifted from one department to    │
│ another department then it should    │
│ be updated                           │
└─────────────────────────────────────┘
                  ↓
┌─────────────────────────────────────┐
│ Select the Facility Name from the    │
│ Select Facility drop-down.           │
└─────────────────────────────────────┘
                  ↓
┌─────────────────────────────────────┐
│ Select the Equipment Category from   │
│ Equipment Category drop-down.        │
└─────────────────────────────────────┘
                  ↓
┌─────────────────────────────────────┐
│                "Submit"              │
└─────────────────────────────────────┘
                  ↓
┌─────────────────────────────────────┐
│ Equipment information will be        │
│ updated after Submitting it.         │
└─────────────────────────────────────┘
```

Creation of Department Representative

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```
www.istem.gov.in
        │
        ▼
Login as an Institution head/Institution
Representative
        │                              ╲
        ▼                               ▼
If Department is already created    If Department is not created
        │                               │
        │                               ▼
        │                       To create a department,
        │                       "Department" under Create/View menu.
        │                               │
        │                               ▼
        │                       "Add New" button on department page.
        │                               │
        │                               ▼
        │                       Fill the Department Details on department/add
        │                       page and "Submit".
        │                               │
        │                               ▼
        │                       Once submitted, department will be created.
        │                               │
        ▼                               ▼
Department will be available on department page. To visit to department page "Department" under
Create/View menu.
        │
        ▼
To create the Department Representative,
"Department" under Create/View menu.
        │
        ▼
Department Name under "Department"
column.
        │
        ▼
"Create Department Admin" button.
        │
        ▼
Fill the details on "Department Representative"
pop up page and Submit.
        │
        ▼
The login id and password will be sent to the
email id.
```

- Department Representative can be created by only the Institution head/ Institution Representative.
- Department Representative can create following custodians:
    - i. Faculty In-charge of the facility
    - ii. Facility Coordinator
    - iii. Equipment Technologist/Operator

Creation of Faculty In-charge

www.istem.gov.in

↓

Login as an Institution head/Institution Representative/Department Representative

↓

"Faculty Incharge" under Create/View menu.

↓

"Add New Faculty" button on Faculty List page.

↓

Fill the Personal Information (at least mandatory fields which are marked with a red asterisk) on Add Faculty Incharge page.

↓

In Personal Information section, multiple departments can be selected (one by one) if Faculty In-charge belongs to multiple departments.

↓

"Submit".

↓

Login id and password will be sent to the email id.

- Faculty In-charge can be created by the Institution head/ Institution Representative/ Department Representative.
- Faculty In-charge can create following custodians:
  i. Facility Coordinator
  ii. Equipment Technologist/Operator

Creation of Facility Coordinator

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Login as an Institution head/Institution Representative/Department Representative/Faculty In-charge.

- Facility Coordinator can be created by the Institution head/ Institution Representative /Department Representative/Faculty In-charge.
- Facility Coordinator can create "Equipment Technologist/Operator".

If Facility is already created, then Institution head/Institution Representative/Department Representative/Faculty In-charge can create Facility Coordinator.

If Facility is not created, then Institution head/Institution Representative/Department Representative can create the Facility.

Faculty In-charge name under whom Facility to be created.

To create Facility, "Faculty Incharge" under Create/View menu.

"Create New Facility" button.

Fill the Facility Information "Submit".

Facility will be created once Facility Information is submitted.

To create Facility Coordinator, "Facilities" under Create/View menu.

Facility Name link under "Facility" column.

"Create Facility Coordinator" button.

Fill the details on "New Facility Coordinator" pop up and "Submit".

Login id and password will be sent to the email id.

```
┌─────────────────────────────────────────┐
│           www.istem.gov.in              │
└─────────────────────────────────────────┘
                    │
                    ▼
┌─────────────────────────────────────────┐
│ Login as an Institution head/Institution │
│   Representative/Department              │
│  Representative/Faculty In-charge/Facility│
│            Coordinator                   │
└─────────────────────────────────────────┘
                    │
                    ▼
┌─────────────────────────────────────────┐
│ "Operators/Technologist" under Create/View│
│                menu.                     │
└─────────────────────────────────────────┘
                    │
                    ▼
┌─────────────────────────────────────────┐
│           "Add New" button.             │
└─────────────────────────────────────────┘
                    │
                    ▼
┌─────────────────────────────────────────┐
│  Fill the Operator Information (at least │
│ mandatory fields which are marked with red│
│              asterisk).                  │
└─────────────────────────────────────────┘
                    │
                    ▼
┌─────────────────────────────────────────┐
│ Multiple departments can be selected (one by│
│ one) if Equipment Technologist/Operator  │
│     belongs to multiple departments.     │
└─────────────────────────────────────────┘
                    │
                    ▼
┌─────────────────────────────────────────┐
│               "Submit"                  │
└─────────────────────────────────────────┘
                    │
                    ▼
┌─────────────────────────────────────────┐
│ Login id and password will be sent to email id.│
└─────────────────────────────────────────┘
```

Assign/un-assign an Equipment to/from Equipment Operator(s)/Technologist(s)

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Assign/un-assign an Equipment to/from equipment Operator(s)/Technologist(s)

After login,
"Operators/Technologist"
under "Create/View" menu.

↓

"Name" on Technologist(s)/Operator(s) page.

↓

"Equipment Assignment" page appears

↓

To assign the Equipment	To un-assign the Equipment

↓ ↓

In "Un-assigned Equipment" section, "+" symbol in "Action" column.	In "Assigned Equipment" section, "-" symbol in "Action" column.

↓ ↓

Equipment will be assigned or un-assigned once clicked on + or − symbol respectively.

- Institution Head, Institution Representative, Department Representative, Faculty In-charge of facility and Facility Coordinator can create an Equipment Operator/Technologist and assign the Equipment to them.
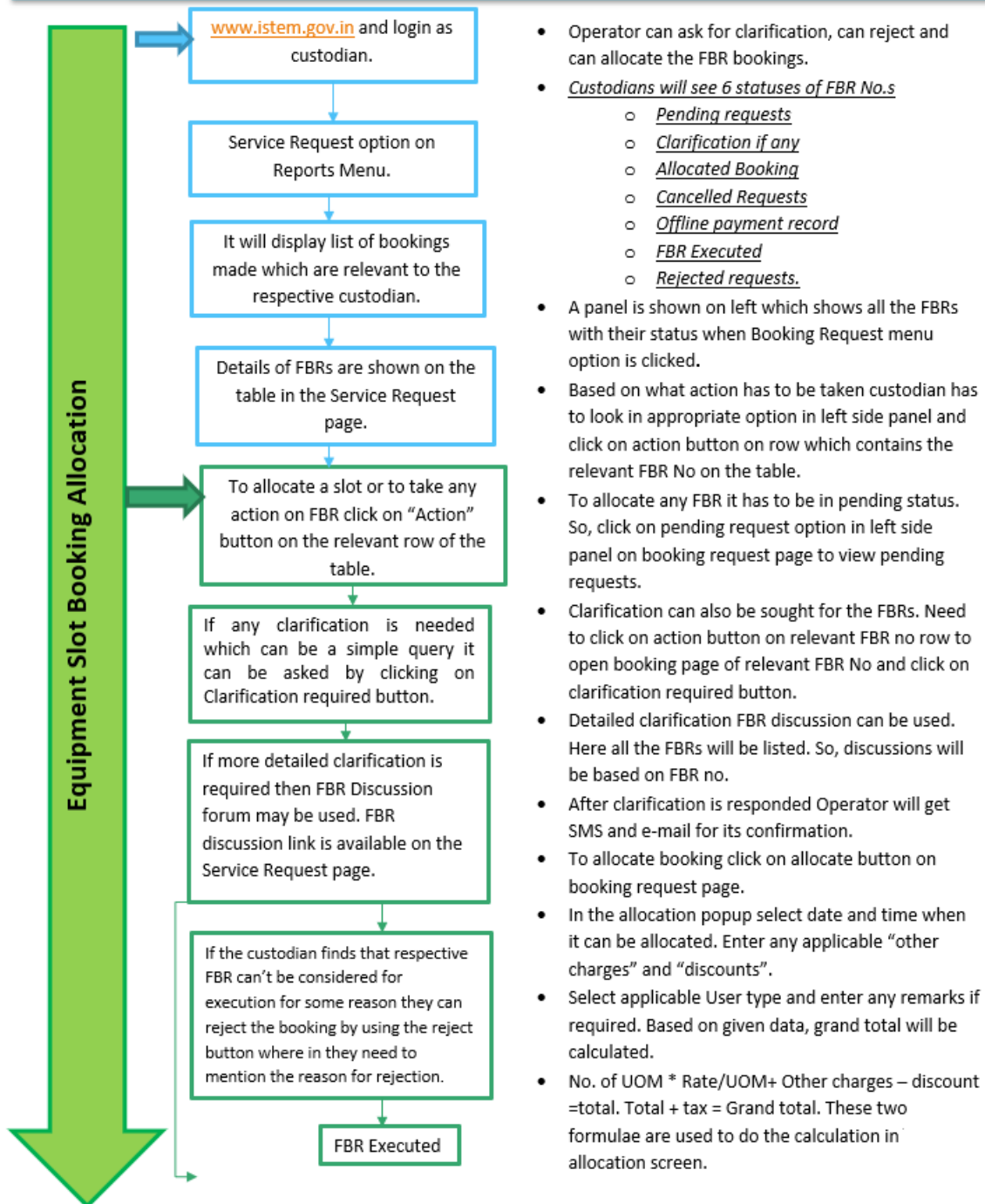- Here multiple equipment may be assigned to individual Equipment Operator/Technologist.

Operator/Technologist Mapping to Equipment

Operator/Technologist Mapping to Equipment

After login,
"Equipment"
under "Create/View" menu.

↓

Equipment Name
under "Equipment" column
on "Equipment – Approved" page.

↓

"Operator Mapping" tab
in third level menu bar.

↓ ↘

To allocate Equipment Operator/Technologist, "+" symbol in "Action" column in "Non-mapped Operators/Technologist" section.	To deallocate Equipment Operator/Technologist, "-" symbol in "Action" column in "Mapped Operators/Technologist" section.

↓ ↓

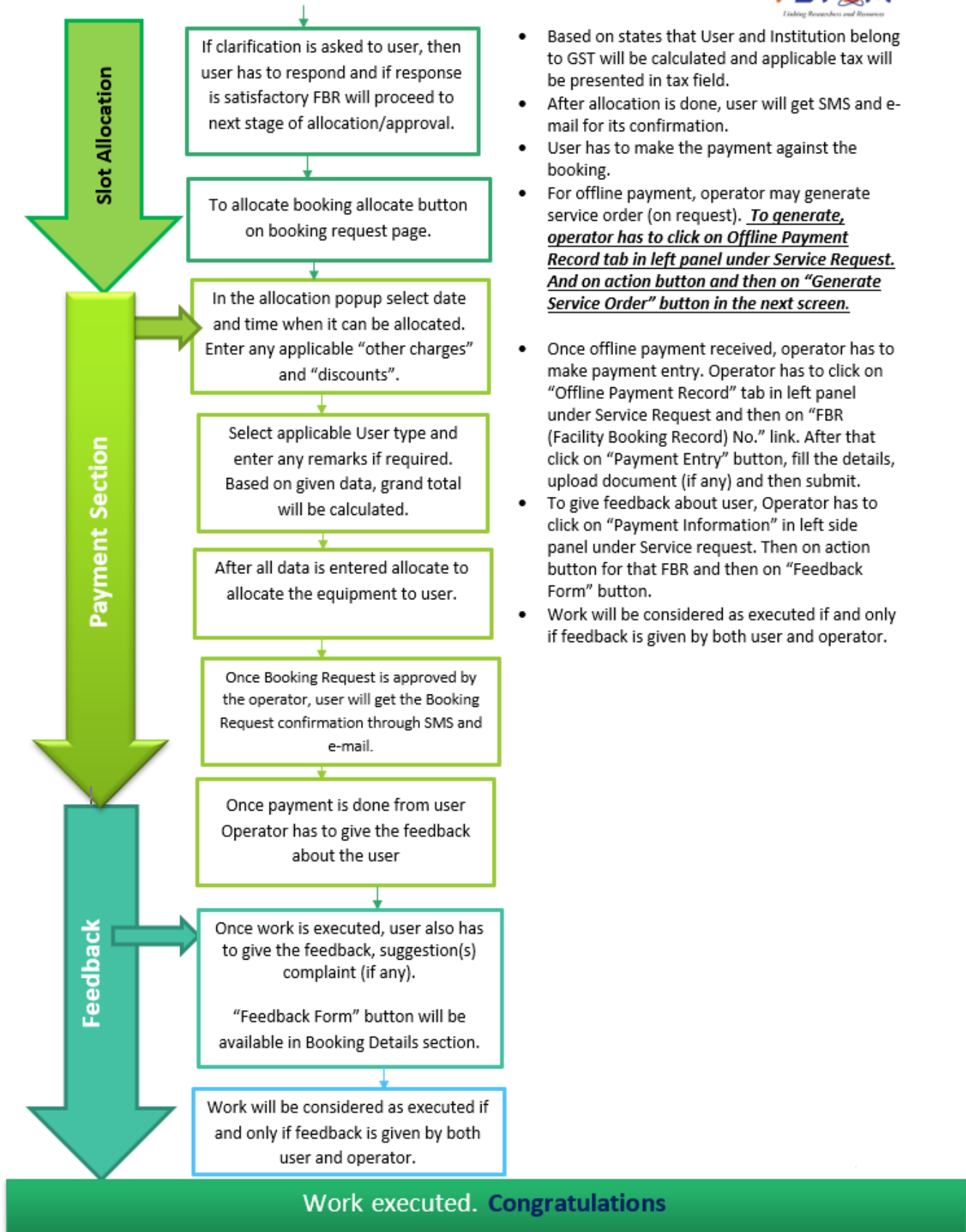Equipment Operator/Technologist will be allocated or deallocated once clicked on + or − symbol respectively.

- Institution Head, Institution Representative, Department Representative, Faculty In-charge of facility and Facility Coordinator can map Equipment Operator/Technologist to Equipment.
- Here multiple operators can be assigned to an equipment.

Equipment Slot Booking Allocation

www.istem.gov.in and login as custodian.

↓

Service Request option on Reports Menu.

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It will display list of bookings made which are relevant to the respective custodian.

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Details of FBRs are shown on the table in the Service Request page.

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To allocate a slot or to take any action on FBR click on "Action" button on the relevant row of the table.

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If any clarification is needed which can be a simple query it can be asked by clicking on Clarification required button.

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If more detailed clarification is required then FBR Discussion forum may be used. FBR discussion link is available on the Service Request page.

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If the custodian finds that respective FBR can't be considered for execution for some reason they can reject the booking by using the reject button where in they need to mention the reason for rejection.

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FBR Executed

- Operator can ask for clarification, can reject and can allocate the FBR bookings.
- *Custodians will see 6 statuses of FBR No.s*
  - *Pending requests*
  - *Clarification if any*
  - *Allocated Booking*
  - *Cancelled Requests*
  - *Offline payment record*
  - *FBR Executed*
  - *Rejected requests.*
- A panel is shown on left which shows all the FBRs with their status when Booking Request menu option is clicked.
- Based on what action has to be taken custodian has to look in appropriate option in left side panel and click on action button on row which contains the relevant FBR No on the table.
- To allocate any FBR it has to be in pending status. So, click on pending request option in left side panel on booking request page to view pending requests.
- Clarification can also be sought for the FBRs. Need to click on action button on relevant FBR no row to open booking page of relevant FBR No and click on clarification required button.
- Detailed clarification FBR discussion can be used. Here all the FBRs will be listed. So, discussions will be based on FBR no.
- After clarification is responded Operator will get SMS and e-mail for its confirmation.
- To allocate booking click on allocate button on booking request page.
- In the allocation popup select date and time when it can be allocated. Enter any applicable "other charges" and "discounts".
- Select applicable User type and enter any remarks if required. Based on given data, grand total will be calculated.
- No. of UOM * Rate/UOM+ Other charges – discount =total. Total + tax = Grand total. These two formulae are used to do the calculation in allocation screen.

Slot Allocation

If clarification is asked to user, then user has to respond and if response is satisfactory FBR will proceed to next stage of allocation/approval.

To allocate booking allocate button on booking request page.

Payment Section

In the allocation popup select date and time when it can be allocated. Enter any applicable "other charges" and "discounts".

Select applicable User type and enter any remarks if required. Based on given data, grand total will be calculated.

After all data is entered allocate to allocate the equipment to user.

Once Booking Request is approved by the operator, user will get the Booking Request confirmation through SMS and e-mail.

Once payment is done from user Operator has to give the feedback about the user

Feedback

Once work is executed, user also has to give the feedback, suggestion(s) complaint (if any).

"Feedback Form" button will be available in Booking Details section.

Work will be considered as executed if and only if feedback is given by both user and operator.

Work executed. Congratulations

- Based on states that User and Institution belong to GST will be calculated and applicable tax will be presented in tax field.
- After allocation is done, user will get SMS and e-mail for its confirmation.
- User has to make the payment against the booking.
- For offline payment, operator may generate service order (on request). *To generate, operator has to click on Offline Payment Record tab in left panel under Service Request. And on action button and then on "Generate Service Order" button in the next screen.*

- Once offline payment received, operator has to make payment entry. Operator has to click on "Offline Payment Record" tab in left panel under Service Request and then on "FBR (Facility Booking Record) No." link. After that click on "Payment Entry" button, fill the details, upload document (if any) and then submit.
- To give feedback about user, Operator has to click on "Payment Information" in left side panel under Service request. Then on action button for that FBR and then on "Feedback Form" button.
- Work will be considered as executed if and only if feedback is given by both user and operator.

www.istem.gov.in and login as custodian.

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Service Request option on Reports Menu.

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On left side panel FBR Discussion option

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A screen similar to chat application is shown at the centre.

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All the FBRs with their status are listed on left part of chat window. Recent discussion/chat will be on top.

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Select the FBR No on which the discussion needs to be done and type the message in the message box provided at the right-side bottom of chat window and either press Enter key or click arrow button on right.

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Typed message will appear on FBR Discussion forum of respective user under the respective FBR No. The user will respond to the message and communication can continue as per convenience of both sides.

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FBR Discussion complete.