

Standard Operating Procedure (SOP): I-STEM Portal

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1. Introduction

The Indian Science, Technology, and Engineering facilities Map (I-STEM) is an interactive web portal designed to accelerate scientific progress in India. This initiative, supported by the Office of the Principal Scientific Adviser to the Government of India, provides a centralized platform for sharing publicly funded R&D equipment and facilities across institutions nationwide.

2. User Registration

Steps to register as a user on the I-STEM portal (www.istem.gov.in):

- Click on the 'Register' link on the top-right corner of the homepage.
- Select 'Researcher/User Registration'.
- Fill in all mandatory fields (marked with *).
- Validate your Email ID and Mobile Number using the OTPs sent.
- Under 'Academic Information', choose your User Type and Institution. If not listed, select 'Other'.
- Provide Research Area details.
- Enter the CAPTCHA (case-sensitive) and click 'Submit'.
- You will receive login credentials by email. Your account will be activated within one working day by the I-STEM Nodal Centre.
- I-STEM Nodal Centre generally takes one working day to activate the newly registered user's account.
- Once the user is registered and the account gets activated by I-STEM Nodal Centre, then only the user will be able to login to the I-STEM portal and reserve the equipment slot for their R&D work.

3. Login as a User

- Visit the I-STEM portal www.istem.gov.in.
- Click on the Login link which is available at top right of the homepage.
- User may login by using Login Credentials or Mobile Number and OTP.
- In case of login using login credentials, Captcha value should be entered in the respective fields. Please note Username is not case sensitive but Password and Captcha are case sensitive.
- In case of login using Mobile Number and OTP, provide the 10-digit Mobile Number in the respective field and then click on Get OTP button. Then enter the OTP in respective field.

4. Equipment Search and Equipment Slot Reservation

1. User Prerequisites

- Only registered users are allowed to reserve the equipment slot.
- Ensure the user's profile is completed and user's account is activated by the I-STEM Nodal Centre.

2. Equipment Search

- Equipment may be searched with/without Log in to the I-STEM portal. But to reserve the equipment slot one has to login as a user.
- Log in as a user to the I-STEM portal.
- Enter Equipment Name or approved abbreviation (e.g. AFM) in the Search Equipment field which is available at the top left on the Homepage.
- Users may use the Advance Search option to refine the search.
- Enter the Captcha; it is case sensitive.
- Search Result will be shown on the left side with Equipment Name, Host institute Name and Aerial Distance if user has enabled the location.
- Search results will be shown on the map also with location markers.

3. Reviewing Searched Equipment Details

- Once Equipment is searched, then click on the equipment name which is showing on Search Result.
- Equipment details will be shown with health of Equipment (Up/Down). Green color bar indicates Equipment is Up and ready to take equipment slot reservation request. Red color bar indicates Equipment is Down and will not allow for equipment slot reservation.
- Click on the View More which is shown on the right side under equipment details. Once it is clicked, it will redirect to the Equipment Info page.
- Choose the usage rate for the required analysis type and then click on the Equipment Reservation button. Make sure that User Type is updated in user's profile.
- Read the Booking Terms and Conditions completely, agree to acknowledge the statement, and click the Submit button.

4. Equipment Information and Contact Operator

- User may use the Contact Operator option if any clarification is needed before using the Equipment.
- Users should download the Customized Service Request Form (CSRF) by clicking on Download CSRF button (if available). User needs to fill in the CSRF document which needs to be uploaded at a later stage.

- Download CSRF button will appear only if operator has uploaded the CSRF document for that equipment.
- Click Next button.

5. Booking Calendar

- In Booking Calendar section, the user needs to click on the date.
- Once the date is clicked on the Booking Calendar, then user can see the Lab Facility Timing, Total Working Hours, Total Booked Hours, Total Pending Request Hours in Queue, Total Blocked Hours, and Available Hours.
- Click Next button.

6. Booking Details

- Fill the Remarks field.
- Select the Preferred date and time.
- Provide the number of hours required (tentative).
- Select Service Type from drop down.
- Click Next button.

7. Service Request Form

- In this section, the user needs to provide information like Title of Job/Project, No. of Hour Required, Nature of Samples, Technical Information etc.
- User needs to upload the reference paper (s)/any other documents like CSRF by clicking on Choose Files button.
- If the user needs extra facilities, they may click the 'Yes' button. If the institute has added any samples for the equipment, they will appear here. Samples may include consumable items, accessories, etc.
- Fill out the Current Billing information. This information should be entered carefully, as it cannot be changed in the later steps. Invoice will be generated based on this provided information (if any).
- Click Next button.

8. Equipment and Booking Information

- Verify the information in the Equipment and Booking Information section.
- Click Book now button.
- When a user successfully books equipment 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. Pending Request

- If the FBR is in Pending status, then user should wait for the Equipment Operator to allocate the slot.
- In this FBR Status, users may reschedule or cancel the slot.
- Log in to the I-STEM portal, hover cursor over View/Booking and then click on Booking Requests.
- Click on Pending Request which is available on left side menu.
- Click on FBR which is hyperlinked.
- Click Edit Service Request Form under the Booking Details section.
- Click the Reschedule or Cancel button to reschedule or cancel, respectively.
- FBR status will be changed based on action taken and will be shared with User and Operator.

6. Clarification Required

- If the operator has asked for clarification, then FBR status will be changed to Clarification Required and it will be moved to the Clarification (if any) Section.
- It is mandatory to clarify the clarification point asked by the operator.
- Log in to the I-STEM portal, hover cursor over View/Booking and then click on Booking Requests.
- Click on Clarification (if any) which is available on left side menu.
- Click on FBR which is hyperlinked.
- Click Edit Service Request Form button under Booking Details section.
- Click on Technical Information tab, clarify the clarification point, and then click on Submit button.
- Once Clarification is responded then FBR status will change to Pending.

7. Slot Allocation

- Once slot is allocated, then user has to make the payment.
- User may choose Online or Offline payment method.
- If host institute's bank account is configured with I-STEM then only Online payment option will be showing to the user.

1. Steps for Online Payment

- Log in to the I-STEM portal, hover cursor over View/Booking and then click on Booking Requests.
- Click on Allocated Booking which is available on left side menu.
- Click on FBR which is hyperlinked.
- Click on Pay button under the Booking Details section.

- Verify the Grand Total amount and other details before choosing the payment method.
- Choose Online payment method, read the Disclaimer, and agree with the Terms & Conditions.
- Choose Without TDS/With TDS which is applicable to you, and then click on Process button.
- User may pay online using Net Banking, Credit/Debit Card, QR or UPI.
- Once Online payment is successful then FBR status will be changed to Payment Done. I-STEM system will generate Payment Receipt and it will share with User and Operator through email. They can download the system generated Invoice and Payment Receipt in pdf format.

2. Steps for Offline Payment

- Log in to the I-STEM portal, hover cursor over View/Booking and then click on Booking Requests.
- Click on Allocated Booking which is available on left side menu.
- Click on FBR which is hyperlinked.
- Click on Pay button under Booking Details section.
- Verify the Grand Total amount and other details before choosing the payment method.
- Choose Offline payment method.
- Choose Without TDS/With TDS which is applicable to you, and then click on Process button.
- Once the Process button is clicked then FBR status will be changed to Offline Payment, and a Proforma Invoice will be generated, which will be available for download in pdf format in user and operator logins.
- User needs to give the original offline payment details (e.g. DD) to the operator so that the operator can make the Payment Entry on I-STEM portal for that FBR.
- Once Payment Entry is done by operator then FBR status will be changed to Payment Done, and I-STEM system will generate Payment Receipt, and it will share with User and Operator through email. They can download the system generated Invoice and Payment Receipt in pdf format.

8. Payment Done

- Once a user has made online payment successfully or Payment Entry (in case of offline payment) is done by Operator, then FBR status will be changed to Payment Done.
- Invoice and Payment Receipt can be downloaded in pdf format by user and operator.
- If FBR status is Payment Done, then user or operator can Mark FBR as Executed.
- Log in to the I-STEM portal, hover cursor over View/Booking and then click on Booking Requests.
- Click on Payment Information which is available on left side menu and then click on FBR which is hyperlinked.

- To download the Invoice, and Payment Receipt click on Invoice, and Receipt buttons respectively under Booking Details section.
- Under Booking Details section, click on Mark FBR as Executed button if experiment is done. This button will appear from FBR allocated for date onwards until FBR is marked as Executed by any one of Operator(s) or user.


9. FBR Execution

- Once FBR is Executed then Invoice, Payment Receipt, and FBR Certificate can be downloaded in pdf format by user and operator.
- The user may download the report if it has been uploaded by the Equipment Operator.
- User may give the feedback once FBR is Executed. Feedback can be given only one time, and it can't be changed later.
- Log in to the I-STEM portal, hover cursor over View/Booking and then click on Booking Requests.
- Click on FBR (Executed) which is available on the left side menu and then click on FBR which is hyperlinked.
- To download the Invoice, Payment Receipt, and FBR Certificate click on Invoice, Receipt, and FBR Certificate buttons respectively under the Booking Details section.
- To give feedback, click on the Feedback Form button under the Booking Details section. Provide the feedback, and then click the Submit button.

10. Disclaimer

- I-STEM doesn't charge to the users and institutes.
- I-STEM is using BillDesk Payment Gateway for smooth online transactions.
- Transaction charge may be applied by BillDesk to users or institutes. This transaction charge depends on the online payment option (e.g. Net Banking, Credit/Debit Card, QR, UPI etc.) chosen by the user at the time of payment.
- **Payments are non-refundable through the portal. Users may request rescheduling via the portal. Otherwise, the Institution will be responsible for the refund.**

11. Contact and Support

 **Need Assistance?** We've launched our new **Freshdesk Support System** for faster issue resolution and streamlined ticketing!

 **Raise a ticket here:** [I-STEM Freshdesk Support](#)

Toll Free No.: 1800 425 3281