

Client's/ Citizen's Charter (CCC) 2019

Address : SAMEER IIT-B Campus, Powai, Mumbai - 400076

Website ID : <http://sameer.gov.in>

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Society for Applied Microwave Electronics Engineering and Research
Ministry of Electronics & Information Technology

Government of India
IIT-B Campus, Powai
Mumbai - 400076

Client's/ Citizen's Charter 2019

1. Introduction:

SAMEER an autonomous institution under Ministry of Electronics & IT has grown to be a Premier R & D institute pursuing high end application oriented research in Linear Accelerators, Atmospheric and Radar based instrumentation, High power RF/Microwave, Millimeter Wave technology, Communication, Antennas, Photonics, EMI/EMC etc. The expertise and knowledge base is continuously enhanced by way of executing core and sponsored projects in respective fields. The organization has proved its competence in technology areas of focus and contributed to various national level programs and missions by making products and equipments indigenously.

2. Vision and Mission Statement:

- a) To achieve excellence in application oriented research in the area of Electromagnetics.
- b) To work in Research & Development activities to strengthen SAMEERs area of focus.
- c) To engage in product development driven by technology and market.
- d) To develop expertise in market intelligence.
- e) To create business division which will be commercially viable in the long run
- f) To become multidisciplinary institution to be able to cater to diversified applications.
- g) To strive for industrial tie-up for 2-way transfer of technology in key RF and Microwave areas.
- h) To work in partnership with multiple institutions in high technology areas.
- i) To undertake training and consultancy in areas of core competence.
- j) To keep pace with rapidly changing technology by continuous training and development of its manpower.
- k) To become a nonhierarchical organization empowering people at all levels with appropriate authority and accountability structure.

3. Objectives:

- a) to develop new microwave/RF components, sub-systems, systems and instrumentation;
- b) to supply custom-built components/subsystems for systems being designed in other institutions and missions;
- c) to interact with other R&D agencies, and to help advance their development efforts and results to meet the national needs; and
- d) to interact with user agencies for obtaining firsthand knowledge of systems and their specialized requirements to provide design solutions.
- e) To provide design consultancy in the high tech areas of Microwaves & RF.

4. Main Services/transactions:

- a) Research and Development in areas of Linear Accelerators, Atmospheric and Radar based instrumentation, High power RF/Microwave, Millimeter Wave technology, Communication, Antennas, Photonics, EMI/EMC etc.
- b) Providing Testing & Calibration services to industry and Govt. organizations
- c) Providing Safety and environmental testing services to industry and Govt. organizations
- d) Design Consultancy for EMC compliances
- e) Thermal Management Services

5. Details of clients/customers:

The client's base is broadly categorized as:

- a) Government Organizations
- b) Private Industries
- c) Public sector undertakings
- d) Institutions
- e) Ministries /Departments of Govt of India
- f) Industry Associations
- g) Consumer Forums /Bodies Associations
- h) Any Other interested Bodies /parties

Agencies to which the services are provided are listed below:-

(i) Government:

- Ministry of Electronics & IT
- Ministry of Earth Sciences
- Department of Space
- Department of Science & Technology
- Indian Meteorological Department
- Department of Atomic Energy
- Department of Telecommunications
- DRDO

(ii) Hospitals:

- Cancer Institute (WIA), Adyar Chennai
- Indian Institute of Head & Neck Oncology, Rau Indore
- Amravati Cancer Foundation Hospital, Amravati
- Walawalkar Hospital, Deravan Chiplun

(iii) Public Undertakings:

- ONGC
- BHEL
- BEL
- NPCIL
- Delhi Electric Supply Undertaking

(iv) Private Sector:

SCOMI-L&T	Caterpillar India Private Ltd, Chennai	IdeaForge Technology Pvt. Ltd.
Bombardier	Bajaj Electrical Ltd.	FORBES MARSHALL PVT.LTD., Pune
Larson & Toubro Ltd	Medha Servo Drives Pvt. Ltd.	Infosys Ltd., Mysore.
Siemens Limited	Capgemini Technology Services India Ltd	TATA Advanced Systems Ltd., Bangalore
Reliance	Bosch Limited	The Automotive Research Association of India, Pune
Honeywell	Wipro GE Healthcare	Tektronix India Pvt Ltd., Bangalore
Tata Keltron Ltd., Chennai.	ABB INDIA LTD, Bangalore	IDEMI,Mumbai
Hindustan Lever, Mumbai.	Ashok Leyland Limited, Chennai	Maharashtra Metro Rail Corporation Ltd.
Rishi Roop Rubber, Ankleshwar.	Astra Microwave Products Limited	Anchor Electricals Private Limited.
Johnson & Johnson, Mumbai.	Cummins Technologies India Ltd., Pune.	Panacea Medical technologies pvt Ltd
Rocqware Electronics, Kolkata.	GE Healthcare, Bengaluru	TUV India Pvt. Ltd.
HCLCOMNET, Chennai.	HCL Technologies, Chennai	Centum Electronics, Bangalore
Tata Electric Co., Mumbai.	Hero Motocorp Ltd., Jaipur	Data Patterns (I) Pvt. Ltd Chennai
TVS Lucas, Chennai.	Royal Enfield, Chennai	UL India PVT.LTD, Bangalore
ESSO, Malaysia.	Whirlpool India Ltd	ETS Lindgren Engineering India Pvt Ltd, Bangalore
Kirloskar Electric Ltd., Mysore.	Godrej & Boyce Mfg. Co. Ltd	Hitachi India Pvt. Ltd.

(v) Educational Institutions:

- IIT Bombay
- IIT Guwahati
- IIT Kharagpur
- IIT Madras

6. Details of Grievance Redressal Mechanism:

Name of the Public Grievance Officer	Telephone	E-mail
S.S. Prasadh Scientist-G & Programme Director	+91-25727177	ssp@sameer.gov.in

Complainants can meet the PGO on every Wednesday between 4:00 pm – 5:00 pm.

Expectations from Complainants

- Submission of complete precise and factual grievances
- Provide identification preferably by giving their telephone no. and/or email ID for follow up
- Avoid anonymous grievances

Grievance Redress Process Timeline

- Acknowledgement – within 2 working days
- Redress of grievance **One month** from the date of receipt of Grievance/ receipt of clarification, if any.

7. Centre's of SAMEER:

S/N	Center	Address	E-Mail	Contact No.
1	Mumbai	SAMEER, IIT-B Campus, Powai, Mumbai - 400076, Maharashtra, India	director@sameer.gov.in	022-25721333 9820312729
2	Chennai	SAMEER, IIT Campus, Taramani, Chennai - 600113, Tamilnadu, India	sridhar.sameer@nic.in	044-22541583
3	Kolkata	SAMEER, L2 Block GP Sector 5, Salt Lake Electronic Complex, Kolkata - 700091, West Bengal, India	arijit.sameer@nic.in	033-23574875
4	Visakhapatnam	SAMEER, CE3 Centre for Electromagnetics Environmental Effects, Plot No. 40, APIC Industrial Park, NH-5 Gambheeram Village, Anandapuram Mandal, Visakhapatnam - 531163, Andhra Pradesh, India	bsr.sameer@nic.in	0891-2867600
5	Guwahati	SAMEER, Centre for High Power Tubes and Components Technology, Technology Complex, IIT Guwahati, Guwahati - 781039, Assam, India	tiwari@sameer.gov.in	0361-2583190