

Client's/ Citizen's Charter (CCC) 2020

Address : SAMEER IIT-Bombay Campus, Powai, Mumbai - 400076
Website ID : <http://sameer.gov.in>
Date of Issue : June 2020
Next Review : June 2121
Contact : S.S. Prasadh Scientist-G & Programme Director (PGO)
Email / Tel : ssp@sameer.gov.in, 022-25727177
No.

Society for Applied Microwave Electronics Engineering and Research
Ministry of Electronics & Information Technology
Government of India
IIT-B Campus, Powai
Mumbai - 400076

Citizen's/Client's Charter – Index

Section	Item/Subject	Page
1	Introduction	03
2	Vision	03
3	Mission	03
4	Objectives	03
5	Main Services/transactions	05
6	Stakeholders/Clients	05
7	Grievance Redressal Mechanism	07
8	Centre's of SAMEER	07

Client's/ Citizen's Charter 2020

1. Introduction:

Society for Applied Microwave Electronics Engineering & Research (SAMEER) is an autonomous R & D institute under Ministry of Electronics and Information Technology (MeitY), Govt. of India. SAMEER was created in 1984 with sole objective of pursuing applied research and development in RF, microwaves and their allied areas. SAMEER under MeitY 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.

SAMEER has five centres with unique areas of expertise under paradigm of Microwaves and RF. The headquarters and laboratory of SAMEER, Mumbai are located at IIT Bombay campus, Powai, Mumbai. The two older Centres of SAMEER are located at Chennai and Kolkata known as Centre for Electromagnetics and Centre for Millimeter Wave Research respectively. The fourth centre of SAMEER - Electromagnetic Environmental Effects (E3) Laboratory has been set up at Visakhapatnam recently to specifically address test and measurement facilities and acquire expertise in MIL STD EMI/EMC/EMP needed for strategic Departments. SAMEER's fifth Centre-Centre of High Power Microwave Tubes and Components Technology is operational at Indian Institute of Technology Guwahati. This would serve as nerve centre for advanced research activities in the areas of RF, Microwave, Antennas and other associated fields for the entire NE Region. It will also help developing trained manpower in the aforesaid areas which is at present lacking in this region.

2. Vision:

To be a premier R&D Institution of International repute in RF, Microwave and Millimeter wave technology

3. Mission:

To achieve excellence in application-oriented research in the areas of RF/Microwave Electronics, Millimeter wave Technology and Electromagnetics.

4. Objectives:

- a) To contribute to the growth of science and technology of microwave electronics and allied areas through intensive research, design, development, training of manpower and setting up of facilities for national progress.
- b) To encourage and promote the development of microwave electronics in the country in order to achieve self-reliance.

- c) To encourage advancement of microwave electronics through scientific research, development, education and to promote industrial applications and wider utilization of microwave technology and products.
- d) To develop the technology in national interest as a sponsored or grants-in-aid project for developing technology demonstration models and batch production of successful products if required. The projects are taken up
 - (1) that are state-of-the-art technology
 - (2) that serve as import substitution leading to reduction of undesirable foreign dependence
 - (3) for which intensive R&D capability is needed
 - (4) which are needed in small quantity and are not commercially available readily
 - (5) which are in initial stages of development and usage before large scale usage builds up
 - (6) for which the know-how from other R&D units can be taken and extended from their specific applications to broad range of applications
 - (7) which are in the nature of spares of important systems ceased to be available in the market due to multiple reasons including obsolescence.
- e) To co-operate and collaborate with national and international institutions, research laboratories and other professional organizations.
- f) To organize study programmes, lectures, symposia, conferences, exhibitions and similar promotional activities.
- g) To build up library of books, periodicals and papers, films and other video aids.
- h) To undertake, aid and promote publications on RF and microwave electronics and allied subjects.
- i) To set up national facilities, regional centers and other units in selected fields of specialization for carrying out specialized experiments or for dissemination of knowledge.
- j) To set up, as appropriate, joint programmes to develop and share knowledge, expertise and experience with educational, research and other professional organizations in India and abroad particularly in the developing countries.
- k) To do all such other lawful acts, deeds or things which are cognate to the objectives of the society or conducive to the attainment of all or any of the above objectives

5. Main Services/transactions:

- a) Application oriented Research and Development in areas of
 1. Linear Accelerator (LINAC) technology for Medical Application (Cancer therapy)
 2. Radar based Atmospheric Instrumentation and sensors
 3. High Power RF & MW Transmitters
 4. Microwave / RF based Industrial Applications
 5. Radar based ranging systems
 6. Photonics & Terahertz systems
 7. Secured Communication Systems
 8. Digital Signal Processing
 9. Millimeter Wave sensors and systems
 10. Antennas
 11. Thermal engineering
 12. Electromagnetic Interference & Compatibility (EMI/EMC)
- 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

6. Stakeholders/Clients:

The client's base is broadly categorized as:

- a) Government R&D Organizations
- b) Private Industries
- c) Public sector undertakings
- d) Ministries /Departments of Govt of India
- e) Industry Associations
- f) Consumer Forums /Bodies Associations
- g) 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
 - Ministry of Coal
 - 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
- ECIL

(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
- IIT Hyderabad
- IIT Delhi

7. 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 on PG Portal
Provide identification preferably by giving their telephone no. / email ID for follow up

Avoid anonymous grievances and submission of Grievance through e-mail.

For Grievance Redressal Process and Timeline please refer

<https://pgportal.gov.in/>

8. Centre's of SAMEER:

No	Centre	Address	E-Mail	Contact No.
1	Mumbai	SAMEER, IIT-B Campus, Powai, Mumbai -400076, Maharashtra, India	director@sameer.gov.in	022-25721333
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
---	----------	---	----------------------	--------------

Month and year for next review of the Charter: June 2021.