

Rules & Regulations – SATHI IIT Delhi Facilities

1. Bookings

All bookings must be made only through the SATHI/iSTEM Portal.

2. Turnaround Time

Measurements are normally completed within one week after approval and receipt of properly submitted samples, subject to instrument availability and booking.

3. Booking Request & Cancellation

Booking requests must be submitted at least 48 hours in advance.

Cancellations/rescheduling are allowed up to 24 hours before the slot (excluding non-working days).

4. Payment & Invoicing

- 100% advance payment is mandatory for slot confirmation.
- Invoice will be issued by email after payment.
- Hard copy invoice (optional): ₹100 extra towards postage and handling.

5. Official Communication

All communication must be through official channels only:

Mobile: 8826250050 | Landline: +91-11-2659 3264 / 3281 | Email: info_sathi@iitd.ac.in

| Team: <https://sathi.iitd.ac.in/team.php>

6. Sample Submission

Samples must be clearly labeled, on the envelop mention operator and facility name, and full postal address before dispatch.

7. Laboratory Conduct & Safety

Bags, laptops, food, and beverages are not permitted inside the laboratory.

Users must not touch or operate instruments unless permitted by facility staff.

8. Photography & Recording

Photography or videography inside the facility is not allowed without prior written permission.

9. Acknowledgment & Publications

All publications arising from use of SATHI IIT Delhi facilities must acknowledge the facility. Users are requested to share publication details with the facility.

One publication with proper acknowledgment may be eligible for *ONE*

COMPLIMENTARY SAMPLE measurement on the same instrument, subject to facility approval.

10. Data Sharing

Data will be shared after payment confirmation, provided on CD/DVD or approved digital media, as per facility norms.