

Citizen's / Client's Charter

Central Manufacturing Technology Institute
(<https://www.cmti.res.in/>)

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Contents

About CMTI 3

Purpose 3

Mission 4

Values 4

Facilities available 5

Services offered 5

Contacts 6

Right to Information (RTI) 8

Public Grievances 9

Customer Feedback Form 10



About CMTI

'Central Manufacturing Technology Institute' (CMTI) is a Research & Development organization focusing on providing 'Technology Solutions' to the manufacturing sector and assisting technological growth in the country. CMTI plays a key role in applied research, design and development (RD&D), technology forecasting, assimilation and dissemination of manufacturing technology to Indian industries.

CMTI is a registered Government of India Society, an autonomous institution under the administrative control of the Ministry of Heavy Industries, Govt. of India, governed by a Governing Council which has representation from the machine tool manufacturing and user industries, the Union Government and the Government of Karnataka. The Governing Council evolves policies and monitors policy deployment. A Research Advisory Board (RAB), a Technical Committee with representatives from industries and academia, assists the institute on matters relating to technology advancement.

The Stakeholders of CMTI are –

- Government of India
- Industries at large in all sectors (both private and public) - specifically manufacturing and user industries

CMTI over the last five decades developed Special Purpose Machines, Inspection Systems, Test Rigs for Qualification testing of products, Tooling, complex machined parts for public and private sectors.

CMTI has continuously aligned its facilities and expertise with the fast changing technology in thrust areas of manufacturing to support and serve the manufacturing sector. Nanotechnology, Precision engineering, Metrology (Micro and Nano), Additive Manufacturing, Mechatronics, Vision & Image processing, Digital Design, Product Lifecycle Management (PLM) and Human Resource Development (creating 'Industry Ready' engineers) are the current areas of focus of the Institute.

Purpose

- ❖ To undertake Research, Technology Development. Training and Application that
 - helps Industries in achieving excellence in technology& improving productivity
 - delivering the benefit of emerging manufacturing technologies and services that stimulate economic growth of the country

Vision

Achieving Manufacturing Technology Excellence through S&T driven solutions to 4P (Product-Process-People-Production) challenges of Industry

Mission 2025

- ❖ Enhanced focus towards established credentials to bring back repeated customers: Certification & Financial Stability
- ❖ Better services to MSMEs and institutions – effective utilization of facilities
- ❖ Product- Process innovation: Bringing knowledge creators and wealth creators together
 - Transformation from Service oriented institute to Technology origination Institute
 - High end technologies to remain relevant among peers (New to India/New to world)
 - Machines and process interventions to home-grown industrial clusters: high societal impact
 - Entrepreneurship promotion: Training, incubation to ensure long time sustainability in India.
- ❖ Academy of Advanced Manufacturing Technology
 - Recognized research center – Offering MS by research and PhD degree programs
 - Providing platform for professional growth of internal manpower: Minimum of 50% Scientists PhD by 2025
 - Establishing Open Innovation platforms
- ❖ Emphasized efforts towards Knowledge Generation, IPR Protection, Up-skill of HR, Knowledge

Values

We believe in

- Our people being our Greatest Assets
- Mutual trust Building
- Open Mindedness
- Effective and Open Communications
- Team Work and Team Spirit
- Participative, Co-operative Work Culture
- Passion for Quality
- Attention to Detail
- Optimal use of Resources
- Prompt Response to Customer Needs

Facilities available

CMTI has various facilities and expertise for research, design and development in thrust areas of manufacturing. Facilities include:

- Product Design and Engineering
- Product Manufacturing and Development
- Product Assembly & Testing
- Ultra-precision engineering
- Nano technology
- Noise & Vibration
- Sensors and Vision Technology
- Rapid prototyping
- Metrology
- Laser calibration
- Test rigs & fluid power
- Chemical
- Metallurgy
- Academy of Excellence for Advanced Manufacturing Technology

Services offered

CMTI has various laboratories, as below, which have accumulated expertise over the years.

- Noise and Vibration
- Condition Monitoring
- Metrology
- Laser Calibration
- Test Rig Development
- Fluid Power
- Metallurgy
- Chemical Analysis

Metrology & Calibration, Qualification Testing of Aircraft Components, Chemical Analysis and Machine tool calibration services have been accredited by Recognized bodies like

- Directorate General for Aeronautical Quality Assurance (DGAQA)
- National Accreditation Board for Testing and Calibration Laboratories (NABL)

Contacts

Contact details of the management team are as below:

Sl. No.	Name	Designation	Phone No.	E-Mail
1.	Dr. Nagahanumaiah	Director	+91 80 23372048, +91 80 23374482, +91 80 22188263, +91 9449842675	director@cmti.res.in
2.	Mr. B.R. Mohan Raj	Joint Director	+91 80 22188230, +91 9449842671	mohanraj@cmti.res.in

Contact details of the Centre Heads are as below:

Sl. No.	Name	Department	Phone No.	E-Mail
1.	Dr. Nagahanumaiah	C-PAFE	+91 80 23372048, +91 80 23374482, +91 80 22188263, +91 9449842675	director@cmti.res.in
2.	Mr. B.R. Mohan Raj	C-SPM	+91 80 22188230, +91 9449842671	mohanraj@cmti.res.in
3.	Mr. Prakash Vinod	C-SMPM	+91 80 22188243, +91 9449842680	prakashv@cmti.res.in
4.	Mr. Shanmugaraj V	C-SVTC	+91 80 22188349, +91 9449842688	shanmugaraj@cmti.res.in
5.	Mr. Niranjan Reddy K	C-MNTM	+91 80 2218379, +91 9449842672	niranjan@cmti.res.in
6.	Mr. Krishna Rathod	C-PP&BD	+91 80 22188380, +91 9449842685	krathod@cmti.res.in
7.	Mrs. Asha R Upadhyaya	C-AEAMT	+91 80 22188249, +91 9449842661	asha@cmti.res.in
8.	Mrs. Kusuma N	C-SVT	+91 80 22188349, +91 9449842664	kusuma@cmti.res.in

Contact details of the Group Heads are as below:

1.	Mr. Puran Kumar Agarwalla	Finance & Accounts	+91 80 22188208, +91 9449842683	puran@cmti.res.in
2.	Mr. G. Venkatachalam	Administration	+91 80 22188225, +91 9449842694	venkat@cmti.res.in
3.	Mrs. Sharmila M. R.	Technology Marketing	+91 80 22188341, +91 9449842681	sharmila@cmti.res.in
4.	Mr. J.G. Arunkumar	PDE	+91 80 22188232, +91 9449842660	arunjg@cmti.res.in
5.	Mr.Raju V R	CMF	+91 80 22188297, +91 9449842695/03	rajuvr@cmti.res.in
6.	Dr. Kavithaa S.	M&M	+91 80 22188289, +91 9611821820	kavithaa@cmti.res.in
7.	Mr. Tom Thampy	AS	+91 80 22188215, +91 9844349805	tomthampy@cmti.res.in
8.	Mr. Ankit K	MNMG	+91 80 22188390, +91 9449842672	ankit@cmti.res.in
9.	Mrs. Deepa R	VTG	+91 80 22188329, +91 9449842664	deepa@cmti.res.in
10.	Mr. Vinod A R	AM	+91 80 22188349, +91 9743196855	vinodar@cmti.res.in
11	Mr. Harsha S	STD	+91 80 22188349, +91 9008420744	harsha@cmti.res.in

Right to Information (RTI)

The names designations and other particulars of the Public Information Officers of CMTI are as below:

Central Public Information Officer (CPIO)

Shri Puran Kumar Agarwalla, FA&CAO

Phone No.: +91 80 23370517

Fax No.: +91 80 23370428

E-Mail - puran@cmti.res.in

Appellate Authority under RTI Act

Dr. Nagahanumaiah, Director

Phone No.: +91 80 23372048, +91 80 22188263

Fax No.: +91 80 23370428

E- Mail - director@cmti.res.in

Public Grievances

All grievances have to be lodged at the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) portal. Website URL is as below:

Website URL: <http://www.pgportal.gov.in/>

Address and Centre details

Address of CMTI, Bengaluru is as below:
Central Manufacturing Technology Institute,
Tumkur Road, Bengaluru – 560022, Karnataka, India

E-mail: cmti@cmti.res.in

Phone: +91-80-22188360

Fax: +91-80-23370428

Address of CMTI Regional Centre is as below:

CMTI Regional Centre,
NSIC-TSC Building, Aji Industrial Estate,
Bhavnagar Road, Rajkot-360003, Gujarat, India

E-mail: cmtirc@cmti.res.in

Phone: +91-281-2384128

Fax: +91-281-2384128

Customer Feedback Form

We request you to spare your valuable time in expressing free and frank opinion in the feedback form below. The matter will be treated as confidential & will be discussed by the management. We assure you that we shall be intimating you about the action taken on the issue raised.

Please provide the following details

1. Name of the Company :
2. Represented by
 - a. Name :
 - b. Designation :
 - c. Contact Address :
 - d. Tel/Mob/Fax No. :
 - e. E-Mail :
3. Tests Conducted/Services availed :
4. Areas for Improvements (please elaborate)
 - a. Quality of Service offered :
 - b. Adequacy of Infrastructure :
 - c. Any other comment :

Signature

To be submitted to:

Centre Head, Project Planning & Business Development,

CMTI, Tumkur Road, Bengaluru – 560022, Karnataka, India

Thanks
Help Us to Serve the Nation Better