The Engineer-in-Chief  
Public Works Department  
12th Floor  
MSO Building  
MSO Building  
IP Estate  
NEW DELHI-110 002


CALL FOR NOMINATIONS

Dear Sir/Madam,

NCB’s Centre for Continuing Education Services (CCE) is organizing a three-days Training Programme on Cement and Concrete Construction Practices for Effective Redressal of Customer Complaints at our Ballabgarh Unit commencing from 18-20 September 2018.

The course aims at imparting knowledge on cement, concrete, construction technology and good construction practices. It is useful for civil engineers and professionals engaged in marketing activity of cement. A brief note setting out the course contents, venue, fee etc is enclosed for your perusal. The programme will bring together the professionals of various organizations from all over the country to share their experience and exchange of ideas.

We hope you will find the programme beneficial and nominate as many participants as possible from your esteemed organization. Please send us the nominations well in advance, preferably before 12 September 2018, by returning the enclosed enrolment form duly completed, as it will help us to plan and conduct the programme in the best possible manner.

Thanking you and assuring you of our best services.

Yours faithfully

For National Council for Cement and Building Materials

Dr. N K Tiwary
General Manager
Centre for Continuing Education Services
Mobile: +91-9312241224

Encl: a/s
विषय: प्रक्षीण कार्यक्रम “सीमेंट एंड कांग्रीट कनस्ट्रक्शन प्रैक्टिसिस फॉर इफेक्टिव रीडेसल ऑफ कस्टमर कम्प्लेटेज” १८-२० सितंबर २०१८, एनसीबी-बलभगड में आयोजन

नामांकन आग्रह

प्रिय महोदय/महोदया

एनसीबी का सतत शिक्षा सेवा केन्द्र (सीई) २५ दिसंभर “सीमेंट एंड कंग्रीट कनस्ट्रक्शन प्रैक्टिसिस फॉर इफेक्टिव रीडेसल ऑफ कस्टमर कम्प्लेटेज” पर प्रक्षीण कार्यक्रम १८-२० सितंबर २०१८ को बलभगड यूनिट पर आयोजित कर रहा है। प्रोग्राम की विस्तुत जानकारी सेल्ट्रा है।

आपसे अनुरोध है कि कृपया अपने अधिकारियों का नामांकन भेजे और प्रक्षीण का लाभ उठाये।

धन्यवाद

भवदीय
कृते राष्ट्रीय सीमेंट एवं भक्त सामग्री परिषद

डॉ. एन के लियारी
महा प्रवक्ता
सेटर फाउंडेशन एजुकेशन सर्विसेज
मोबाइल : +९१-९१३२२२४२२४२

संलग्न-यथोक्त

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**Training Programme**  
**on**  
**Cement and Concrete Construction Practices for Effective Redressal of Customer Complaints**  
**(18-20 September 2018)**

**Please return the completed form to:**  
Centre for Continuing Education Services  
National Council for Cement and Building Materials  
(Under the Administrative Control of Ministry of Commerce & Industry, Govt. of India)  
34 KM Stone, Delhi–Mathura Road (NH–2) Ballabgarh–121 004, Haryana, INDIA  
Tel: +91-129-4192245/ 469/ 468/ 467; Telefax: 2302300 (D); Fax: 2242100, 2246175  
E-mail: cceb@ncbindia.com; Website: www.ncbindia.com

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<th>Qualifications</th>
<th>Position / Designation</th>
<th>Organisation</th>
<th>Address for Communication</th>
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- [ ] Non-Residential  
- [ ] Residential

**Signature of the Participant**

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**Date:**  
**Signature of the Sponsor with stamp of Organisation**
Cement and Concrete Construction Practices for Effective Redressal of Customer Complaints

Intended for
Civil engineers and professionals engaged in marketing activity of cement.

Objective
The programme aims at imparting knowledge on cement, concrete, construction technology and good construction practices.

Course Contents
- Role of Technical Support Engineers in cement marketing – before sale, during construction and after sale services to customers, two way communication with customer and channel partners. Communicating the value of the product in the market.
- Cement: Role of cement in concrete and construction, introduction to cement manufacturing, different types of cement, cement properties, interpretation of manufacturer's Test Certificate selection of cement for construction.
- Concrete Constituents: Characteristics of Aggregates, Characteristics of Mineral admixtures (GGBS, Fly ash, silica fume) and chemical admixtures and their use in concrete making.
- Concrete Technology: Properties of concrete, Concrete Mix Design, Concrete production and placement, batching, mixing, transporting, placing, compacting, finishing, curing and strength development. Acceptance criteria.
- Durability of concrete.
- Construction Technology: Introduction to Different Construction Technology, Specification of cement and concrete in latest code of practice (IS and IRC codes):
  - Framed Building structure
  - Pre-stressing and Pre-casting
  - Concrete Road
  - Construction of Flyover and Bridges
- Problems and Precautions during Concreting under extreme weather conditions: Hot weather and cold weather concreting.
- Good construction practices for brickwork and plaster.
- Nature of customer Complaints in Trade and Non-trade sale - nature, causes and effective handling

Duration and Timings
3 days (20-22 September 2017); 10.00 AM to 05.00 PM

Course Fee (inclusive of GST)
Non-Residential
Rs. 13,570/- per participant

Residential
Rs. 21,594/- per participant

Mode of Payment: Online
Details for ECS Payment:
iii) State Bank of India, CRI Faridabad Branch (Code 03794), Faridabad-121004, Haryana, India
SB Account No.: 10383962218/37301477161 MICR Code: 110002194 IFSC Code: SBIN0003794

SBI Collect:

iv) Canara Bank, PB No. 12, 8-A, Nehru Ground, New Industrial Town, Faridabad, Haryana – 121 001, India
SB Account No.: 033010128220 MICR Code: 110015108 IFSC Code: CNRB0000330

SWIFT CODE: CNRBBINBBFAR (for overseas participants only)

Payment through Debit / Credit Card:
Participants can make payment through POS machine available at NCB-B by swiping Debit / Credit card.

Discount on Course Fee
A discount of 10% and 15% on course fee will be extended if an organization nominates 3 and 4 or more participants respectively for the course.

Participation Certificate
NCB will issue a certificate of participation on conclusion of the training course.

Venue & Communication Address
Centre for Continuing Education Services
National Council for Cement and Building Materials
34 KM Stone, Delhi-Mathura Road (NH-2)
Ballewgarh-121 004, Haryana, INDIA
Tel: +91-129-4192 245/468/467; (D) 0129-22941453
Fax: +91-129-2302300 (Telefax) 2242100, 2246175
E-mail: cceb@ncbindia.com Website: www.ncbindia.com