



Centre for Continuing Education Services
National Council for Cement and Building Materials
(Under Administrative Control of Ministry of Commerce & Industry, Govt. of India)
34 Km Stone, Delhi-Mathura Road (NH-2), Ballabgarh -121 004 (Haryana), INDIA
Phone: +91-129-4192245/469/468/467, 2241453; Fax: +91-129-2302300(D), 2242100, 2246175
Email: cceb@ncbindia.com; Website : www.ncbindia.com

Ref: CCE-02/STC-21/Mkt /B/2018

07 August 2018

प्रमुख अभियन्ता

आवती सं. 1017-6

दिनांक 16.8.18

प्रमुख अभियन्ता / GA

निदेशक (कार्य एवं स्था.)

निदेशक (नुरक्षण)

उप सहायक अधिकारी

सहायक निदेशक (कार्य एवं स्था.)

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

Sub : Training Programme on "Cement and Concrete Construction Practices for Effective Redressal of Customer Complaints" to be held at NCB-Ballabgarh from 18-20 September 2018.

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

PTO

NCB UNITS

Hyderabad

NCB Bhawan, Old Bombay Road, Gachibowli, Hyderabad-500008, Andhra Pradesh, India
Phones: +91-40-23180405/429/426/400; Fax: +91-40-23000343; Email: hyd2_ncbhyd@bsnl.in

Ahmedabad

Smeeth Bungalows, B/h Planet House-2 (PH-2), Opp. Shukan Shubh-Labh Apt., Off. Judges Bungalows Road,
Boadakdev, Ahmedabad 380054, Gujarat, India
Phone : +91-79-26855840; Telefax : +91-79-40305841

E-mail : brcncb@rediffmail.com



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सन्दर्भ: सीसीई-०२/एसटीसी-२१/एमकेटी/बी/२०१८
०७ अगस्त २०१८

विषय: प्रक्षीक्षण कार्यक्रम "सीमेंट एंड कांक्रीट कन्स्ट्रक्शन प्रेक्टिसिस फॉर इफेक्टिव रीडरेसल ऑफ कस्टमर कम्प्लेंट्स" १८-२० सितंबर २०१८, एनसीबी-बल्लभगढ़ में आयोजन

नामांकन आग्रह


प्रिय महोदय/महोदया

एनसीबी का सतत शिक्षा सेवा केन्द्र (सीसीई) तीन दिवसीय "सीमेंट एंड कांक्रीट कन्स्ट्रक्शन प्रेक्टिसिस फॉर इफेक्टिव रीडरेसल ऑफ कस्टमर कम्प्लेंट्स" पर प्रक्षीक्षण कार्यक्रम १८-२० सितंबर २०१८ को बल्लभगढ़ यूनीट पर आयोजित कर रहा है। प्रोग्राम की विस्तृत जानकारी संलग्न है।

आपसे अनुरोध है कि कृपया अपने अधिकारियों का नामांकन भेजे ओर प्रक्षीक्षण का लाभ उठाये।

धन्यवाद

भवदीय
कृते राष्ट्रीय सीमेंट एवं भवन सामग्री परिषद्


डॉ एन के तिवारी
महा प्रबन्धक

सेंटर फॉर कंटीन्युइंग एडुकेशन सर्विसेस
मोबाइल : +९१-९३१२२४१२२४

संलग्न - यथोक्त

PTO

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NOMINATION FORM



CCE-02/STC-21/Mkt/B/2018

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
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E-mail: cceb@ncbindia.com; Website: www.ncbindia.com

To be Filled in by the Nominee	Name of Participant (in Block Letters)						
	Qualifications						
	Position / Designation						
	Organisation						
	Address for Communication						
 PIN <table border="1" style="display: inline-table;"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>						
E-mail Tel Fax							
<input type="checkbox"/> Non-Residential <input type="checkbox"/> Residential							
Signature of the Participant							

To be Filled in by the Sponsor	Name of Sponsoring Organisation						
	Address for Communication						
 PIN <table border="1" style="display: inline-table;"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>						
	E-mail Tel Fax						
	DD / Cheque No. Dated Rs						
Date : Signature of the Sponsor with stamp of Organisation							



CCE-02/STC-21/Mkt /B/2018

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 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 manufacture'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 condition: 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:

i) State Bank of India, CRI Faridabad Branch (Code 03794), Faridabad-121004, Haryana, India

SB Account No.: 10383962218/ 37301477161	MICR Code: 110002194	IFSC Code: SBIN0003794
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SBI Collect:

www.onlinesbi.com → SB collect → Proceed → State of corporate/Institution: (All India) → Type of corporate/Institution: (Govt. Department) → National Council for Cement and Building Materials → Training → Submit.
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ii) Canara Bank, PB. No. 12, 8-A, Nehru Ground, New Industrial Town, Faridabad, Haryana – 121 001, India

SB Account No.: 0330101028220	MICR Code: 110015108	IFSC Code: CNRB0000330
SWIFT CODE: CNRBINBBFAR (for overseas participants only)		

iv) Payment through Debit / Credit Card:

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

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