



**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

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

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

Smeet 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

PTO

**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**

<b>SB Account No.:</b> 10383962218/ 37301477161	<b>MICR Code:</b> 110002194	<b>IFSC Code:</b> SBIN0003794
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**ii) 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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**iii) Canara Bank, PB. No. 12, 8-A, Nehru Ground, New Industrial Town, Faridabad, Haryana – 121 001, India**

<b>SB Account No.:</b> 0330101028220	<b>MICR Code:</b> 110015108	<b>IFSC Code:</b> CNRB0000330
<b>SWIFT CODE:</b> 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**

Centre for Continuing Education Services  
National Council for Cement and Building Materials  
34 KM Stone, Delhi-Mathura Road (NH-2)  
Ballabgarh-121 004, Haryana, INDIA

Tel : +91-129-4192 245/469/468/467; (D): 0129-2241453

Fax : +91-129-2302300 (Telefax) 2242100, 2246175

E-mail : [cceb@ncbindia.com](mailto:cceb@ncbindia.com) Website: [www.ncbindia.com](http://www.ncbindia.com)

# 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  
**Tel:** +91-129-4192245/ 469/ 468/ 467; **Telefax:** 2302300 (D); **Fax:** 2242100, 2246175  
**E-mail:** cceb@ncbindia.com; **Website:** www.ncbindia.com

<b>To be Filled in by the Nominee</b>	Name of Participant (in Block Letters) .....						
	Qualifications .....						
	Position / Designation .....						
	Organisation .....						
	Address for Communication .....						
	..... PIN <table border="1" style="display: inline-table; vertical-align: middle;"><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							

<b>To be Filled in by the Sponsor</b>	Name of Sponsoring Organisation .....						
	Address for Communication .....						
	..... PIN <table border="1" style="display: inline-table; vertical-align: middle;"><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							