



Citizens'/Client's Charter

National Institute of Secondary Steel Technology (2016-2017)

Address: Post Box No. 92, G.T. Road,
Mandi Gobindgarh-147301
Distt. Fatehgarh Sahib (Punjab)

Website ID: www.nisst.org.

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VISION

"NISST will be the premier institute in the country channelizing state of art knowledge and expertise catering to the various needs of the industries of secondary steel sector and helping the country to achieve the desired fast and healthy growth of this core industrial sector, resulting in big economic, environmental and societal gains in the long run of the country."

Citizen's Charter Document for the National Institute of Secondary Steel Technology (NISST) (2016-2017)

Main Services/Transactions

Sl. No.	Services/Transaction	Responsible Person (Designation)	E-mail	Phone No.	Process	Requirement	Fees		
							Category	Mode	Amount
1.	Chemical Analysis								
i)	For Basic 5 elements (i.e. C, Mn, Si, P & S)	Sh. S.P. Singh, Dy. Director (T)	spsinghweb@yahoo.co.uk	01765-500552 98158-29399	Chemical Testing of Steel as per I.S. Standard	(i) Sample (ii) Request letter on Letter Head	Testing	By Cash/ DD/ Cheque	Rs.2500/-
ii)	Each element of above 5								Rs. 900/-
iii)	Any two elements from basic five element								Rs.1300/-
iv)	Nickel, Chromium, Tungsten Molybdenum in steel								Rs.1000/- per sample per element
v)	Total Carbon in Cast iron								Rs.1000/- per sample
vi)	Silico Manganese								Rs.1000/- per element
I	Sponge Iron Analysis								
i)	Sponge Iron (Total Iron, Metallic iron, metallization)	Sh. S.P. Singh, Dy. Director (T)	spsinghweb@yahoo.co.uk	01765-500552 98158-29399	Chemical Testing of Sponge Iron as per I.S. Standard	(i) Sample (ii) Request letter on Letter Head	Testing	By Cash/ DD/ Cheque	Rs.2500/- per sample
ii)	Total Carbon in Sponge iron								Rs.1000/- per sample
II	Analysis of Galvanized Steel								
i)	Analysis of mass of zinc coating	Sh. S.P. Singh, Dy. Director (T)	spsinghweb@yahoo.co.uk	01765-500552 98158-29399	Chemical Testing of Galvanized Steel	(i) Sample (ii) Request letter on Letter Head	Testing	By Cash/ DD/ Cheque	Rs.3500/- per sample
ii)	Uniformity test								Rs.1800/- per sample
iii)	Adherence Test								Rs.1800/- per sample
iv)	(Combined all three)								Rs.5000/- per sample

Citizen's Charter Document for the National Institute of Secondary Steel Technology (NISST) (2016-2017)

2.	<u>Fuel Analysis</u>								
i)	Moisture Content	Sh. S.P. Singh, Dy. Director (T)	spsinghweb@ yahoo.co.uk	01765-500552 98158-29399	Chemical Testing of Fuel	(i) Sample (ii) Request letter on Letter Head	Testing	By Cash/ DD/ Cheque	Rs.900/-
ii)	Viscosity Pre-heat Temp.								Rs.900/-
iii)	Calorific Value (Coal or Oil)								Rs.1800/-
iv)	All three above test combined								Rs.2500/-
3.	<u>Air (Stack Monitoring & Ambient Air Quality monitoring)</u>								
i)	For one day	Sh. S.P. Singh, Dy. Director (T)	spsinghweb@ yahoo.co.uk	01765-500552 98158-29399	Chemical Testing of Fuel	(i) Sample (ii) Request letter on Letter Head	Testing	By Cash/ DD/ Cheque	Ambient *Rs.4000/- & Stack Rs.5000/-
	Note *Consisting of 8 hrs. in regular 9 a.m. to 5 p.m. 24 hrs. sampling Rs.10,000/-. Odd hours Rs.5000/- per sample consisting of 8 hours								
4.	<u>Metallography Laboratory</u>								
i)	Microstructure	Sh. R.K. Bagchi, Director	bagchi2002@g mail.com	01765-258080 98720-21194	Metallography Testing of Steel	(i) Sample (ii) Request letter on Letter Head	Testing	By Cash/ DD/ Cheque	Rs.1500/-
ii)	Grain Size determination								Rs.800/-
iii)	Inclusion Rating								Rs.1500/-
iv)	Decarburisation depth								Rs.1500/-
v)	Case depth								Rs.1000/-
vi)	Nodule count, carbide, Nodule Shape determination in S. G. Cast Iron								Rs.1500/-
vii)	Graphite Flake type and size in Cast Iron								Rs.1500/-
viii)	'Zn' coating thickness determination in G.I.								Rs.1500/-
ix)	Vickers' cum Micro								Rs.2500/-

Citizen's Charter Document for the National Institute of Secondary Steel Technology (NISST) (2016-2017)

	Hardness								for two indentations and Rs.1000/- each for addl. Indentations
x)	Direct Reading Spectrometer Elemental analysis of Steels & Cast Iron for 24 elements and Grade determination								Rs.700/- for C,S,P,Si, Mn and any two Alloying element. & Max. Rs.1500/- up to 24 elements. Rs.300/- for providing Grade/CE.
5.	<u>MECHANICAL & NDT LABORATORY</u>								
i)	Tensile/Compression Test by UTM (TS, YS, % Elongation)	Sh. S.P. Singh, Dy. Director (T)	spsinghweb@yahoo.co.uk	01765-500552 98158-29399	Mechanical Testing of Steel as per I.S. Standard	(i) Sample (ii) Request letter on Letter Head	Testing	By Cash/ DD/ Cheque	Rs.1200/- Dumble/Sa mple Preparation Rs.350/-
ii)	Nut/Bolt Test(Tensile Type)								Rs.400/- per sample
iii)	Bend Test								Rs. 500/- per sample
iv)	Rebend Test								Rs. 500/- per sample
v)	Double Shear Test								Rs.300/- per sample
vi)	Drift Expanding (for tubes)								Rs.300/- per sample
vii)	Flattening (for tubes)								Rs.300/- per sample

Citizen's Charter Document for the National Institute of Secondary Steel Technology (NISST) (2016-2017)

viii)	Hardness Rockwell/Brinell								Rs.350/- per sample
ix)	Impact Testing (Izod/Charpy) (Set of three samples)								Rs.850/- & Rs.350/- sample preparation
x)	Erichson Cupping								Rs.300/-
xi)	Dynamic/Impact Hardness Test (SHORE)								Rs.350/- per sample Min. Charge Rs.550/- at site + visit charge a) Local-Nil b) Out station – Rs.550/- + Transport a) Local – Rs.350/- b) Out station – Actual
xii)	Ultra Sonic Test								Rs.175/- per Sq. Feet Scanning Charge Min. charge Rs.550/- + visit charge a) Local-Nil b) Out station – Rs.550/- + Transport a) Local –

Citizen's Charter Document for the National Institute of Secondary Steel Technology (NISST) (2016-2017)

									Rs.350/- b) Out station – Actual
xiii)	Magnaflux								Rs.250/- per Sq. Feet (Min. Charges Rs.550/-)
xiv)	Measurements of Tolerances / Dimensions/Thickness								Rs.350/- per sample
xv)	Weight per unit length								Rs.300/- per sample
xvi)	Twist (for tubes)								Rs.300/- per sample
xvii)	Rib Test								Rs.300/- per sample
xviii)	Surface inspection of Ingots								Rs.1200/- per sample
6.	<u>Safety Inspection</u>								
i)	Crane Testing	Sh. Anil Mohindru, Dy. Director (E) Sh. S.P. Singh, Dy. Director (T)	anil_mohindru@rediffmail.com spsinghweb@yahoo.co.uk	01765-259532 01765-500552 98159-04568 98158-29399	Safety Inspection as per Act	(i) Request letter on Letter Head	Industrial Service	By Cash/ DD/ Cheque	Rs.1000/- upto 10 Ton crane, Rs.1500/- above 10 Ton crane & If no. of cranes are more than five in the same unit, the discount of 10% will be given.
ii)	Chain Pulley Block								Rs.750/- If no. of

Citizen's Charter Document for the National Institute of Secondary Steel Technology (NISST) (2016-2017)

									cranes are more than five in the same unit, the discount of 10% will be given.
iii)	Chain Sling								Rs.500/-
iv)	Pressure vessel upto 1000 ltr.								Rs.1000/-
v)	Hydraulic testing of pressure vessel upto 1000 ltr.								Rs.1800/-
vi)	Pressure vessel upto 1000 ltr. With hydraulic testing								Rs.2200/-
7.	<u>Electrical Testings</u>								
i)	Transformer Oil Dehydration	Sh. Anil Mohindru, Dy. Director (E)	anil_mohindru@rediffmail.com	01765-259532 98159-04568	Dehydration of Transformer Oil	(i) Request letter on Letter Head	Industrial Service	By Cash/ DD/ Cheque	Rs.5.00/- per liter subject to minimum charge of Rs.2000/- per transformer + machine transportation.
ii)	Transformer Oil Testing				Dielectric Strength Testing of Transformer Oil	(i) Sample (ii) Request letter on Letter Head	Testing		Rs.500/- per sample Rs.300/- for Sample Collection
8.	Energy Audit								
A	Rolling Mills								
i)	Upto 500 KW	Sh. Anil Mohindru, Dy. Director (E)	anil_mohindru@rediffmail.com	01765-259532 98159-04568	Field Study	(i) Request letter on Letter Head	Consultancy	By Cash/ DD/ Cheque	Rs.60,000/- per unit

Citizen's Charter Document for the National Institute of Secondary Steel Technology (NISST) (2016-2017)

ii)	>500 – 1000 KW									Rs.1,00,000/ - per unit
iii)	>1000 KW – 2500 KW									Rs.1,50,000/ - per unit
iv)	>2500 KW									As per load and volume of work involved unit
B	Induction Furnaces									
i)	Upto 2500 KW	Sh. Anil Mohindru, Dy. Director (E)	anil_mohindru@rediffmail.com	01765-259532 98159-04568	Field Study	(i) Request letter on Letter Head	Consultancy	By Cash/ DD/ Cheque		Rs.1,00,000/ - per unit
ii)	>2500 – 5000 KW									Rs.1,50,000/ - per unit
iii)	>5000 – 10 MW									Rs.2,00,000/ - per unit
iv)	>10 MW									As per load and volume of work involved
C	General Industries									
i)	Min. upto 500 KW	Sh. Anil Mohindru, Dy. Director (E)	anil_mohindru@rediffmail.com	01765-259532 98159-04568	Field Study	(i) Request letter on Letter Head	Consultancy	By Cash/ DD/ Cheque		As per load and volume of work involved
ii)	>500 KW									
9.	In-House Training Programmes and Short Term Courses									
i)	Implementation of 5S	Sh. Vishva Bandhu , Sr. Dy. Director (IS) & Sh. Paramjeet Singh, Dy. Director (T)	vishva63@gmail.com ail.com pjsd21@gmail.com .com	0712-2527488 0712-2550685 98227-14907 77099-59818	Training	(i) Request letter on Letter Head / E-mail	Training	By Cash/ DD/ Cheque		5 days @ Rs.1,25,000/ - per unit & Beyond 5 days @ Rs.15,000/- per day
ii)	In-house training programmes as per specific requirement • Basic course									Rs.40,000/- per day

Citizen's Charter Document for the National Institute of Secondary Steel Technology (NISST) (2016-2017)

	<ul style="list-style-type: none"> Specialized Course Performance Improvement Training 								Rs.60,000/- per day Rs.75,000/- per day
iii)	Development of SOP & SMP manual								Depending upon type of modules & shall vary from case to case basis.
iv)	Electrical Basics & Maintenance of electrical equipments	Sh. Anil Mohindru, Dy. Director (E)	anil_mohindru@rediffmail.com	01765-259532 98159-04568	Training 4 months (once a week)	(i) Request letter on Letter Head / Email	Training	By Cash/ DD/ Cheque	Rs.15,000/- per student
v)	Furnace Operator	Sh. S.P. Singh, Dy. Director (T)	spsinghweb@yahoo.co.uk	01765-500552 98158-29399	Training 4 months (once a week)	(i) Request letter on Letter Head / Email	Training	By Cash/ DD/ Cheque	Rs.20,000/- per student
vi)	Chemical Testing of steel								Rs.20,000/- per student
vii)	Mechanical Testing								Rs.20,000/- per student
viii)	Scrap Segregation	Sh. R.K. Bagchi, Director & Sh. Anil Mohindru, Dy. Director (E)	bagchi2002@gmail.com anil_mohindru@rediffmail.com	01765-258080 01765-259532 98720-21194 98159-04568	Training (10 hrs).	(i) Request letter on Letter Head / Email	Training	By Cash/ DD/ Cheque	Rs.10,000/- per student
ix)	Understanding Steels & Cast Iron through Microstructure & Property Co-relationship – Microstructure examination	Sh. R.K. Bagchi, Director & Sh. Vishva Bandhu, Sr. Dy. Director (IS)	bagchi2002@gmail.com vishva63@gmail.com ail.com	01765-258080 0712-2527488 98720-21194 98227-14907	Training 4 months (once a week)	(i) Request letter on Letter Head / Email	Training	By Cash/ DD/ Cheque	Rs.20,000/- per student
x)	Quality steelmaking								Rs.30,000/- per student
xi)	Ferrous Heat								Rs.25,000/-

Citizen's Charter Document for the National Institute of Secondary Steel Technology (NISST) (2016-2017)

	Treatment								per student
xii)	Ferrous Metallurgy for Non-metallurgists								Rs.25,000/- per student
xiii)	Arc & Induction furnace steelmaking & Continuous casting								Rs.30,000/- per student

NOTE:-

1. Service Tax shall be extra, as applicable.
2. Cost on travel, stay and other arrangements are to be borne by the concerned unit/client.
3. These are minimum rates, however the final rate shall be dependent on opportunity cost factor and prevailing market conditions.
4. Time line for testing of one sample:- 4-7 working days from the receipt of sample and depends upon the factors like quantity of samples, availability of testing personnel and work load..

Citizen's Charter Document for the National Institute of Secondary Steel Technology (NISST) (2016-2017)

Sl. No.	Services/ Transaction	Responsible Person (Designation)	E-mail	Phone No.	Process	Requirement	Fees		
							Category	Mode	Amount
10.	Grievance Redressal	Sh. Anil Mohindru, Dy. Director (E)	anil_mohindru@rediffmail.com	01765-259532 98159-04568	Grievance should be as specific as possible and must relate to the functioning of the NISST and Grievance relating to the jurisdiction of the NISST. It can be submitted both electronically by mail at info@nisst.org and in writing via registered post/ordinary post.	Supporting papers as per eligibility criteria and procedural guidelines. Duly signed application with full address	Not applicable	Not applicable	Not applicable
11.	Timely response to letters from clients/citizens under RTI Act, 2005	Sh. V.P. Tewari, Dy. Director (P&A)	tewarivp2002@gmail.com	01765-258079 8283823312	The application may be submitted as per provisions and procedures under Right to information		Not applicable	By IPO/ Cash/DD/ Cheque/ Online	Rs. 10/-

Citizen's Charter Document for the National Institute of Secondary Steel Technology (NISST) (2016-2017)

					Act, 2005. RTI applications relating to the jurisdiction of NISST can also be submitted online at http://rtionline.gov.in				
12.	Prompt payment to vendors and officials for invoices/bills/reimbursements submitted	Sh. B.K. Bansal, Dy. Director (F&A)	bimalbansal91@rediffmail.com	01765-259367 98148-97414	Bills should be submitted to NISST with all supporting documents.	Twenty days	Not applicable	Not applicable	Not applicable

List of Stakeholders/Clients

Sr. No.	Stakeholders/Clients Description
1.	Ministry of Steel, Joint Plant Committee, Ministry of Shipping.
2.	FII, AISRA, AIIFA, SIMA, SFAI, MRAI
3.	Government and Private Sector Steel & allied industries
4.	Citizens of India

Centers of National Institute of Secondary Steel Technology

Sl. No.	Centre Incharge/Responsible Person	Landline number	E-mail	Address
1.	Sh. Vishva Bandhu , Sr. Dy. Director (IS)	vishva63@gmail.com	0712-2527488 0712-2550685 98227-14907	MHADA Complex, Opp. RBI Quarters, Amravati Road, Nagpur – 440 033
2.	Sh. D. Chatterjee, Sr. Dy. Director (SM)	debasishnisst@rediffmail.com	033-26685303, 26687763 97480-66036	H. No. A-34, Bengal Engineering & Science University Campus, Shibpur, Howrah, West Bengal – 711 103

Indicate Expectations form Service Recipients

Sr. No.	Indicative expectations service description
1	Please show courtesy to the NISST officials
2	Always keep proper records of your letters and communication with NISST
3	Check the NISST's website regularly for updates on programmes and procedures
4	Please give suggestions/inputs on the NISST's website.
5	All concerned should duly and timely provide requisite data and statistics whenever any survey is conducted by NISST or its authorized representatives to assess the trends and statistics in respect of the Steel Sector.
6	With regard to testing and consultancy jobs all concerned should provide timely and correct requisite information and data.