



## **Citizens'/Client's Charter**

### **National Institute of Secondary Steel Technology (2021-2022)**

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

Website ID: [www.nisst.org](http://www.nisst.org).

Date of issue: 01<sup>st</sup> April, 2021

Next Review/Updating : April, 2022

## 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."

**Main Services/Transactions**

Sl. No.	Services/ Transaction	Responsible Person (Designation)	E-mail	Phone No.	Process	Requirement	Fees		
							Category	Mode	Amount
<b>1.</b>	<b>Chemical Analysis:-</b>								
i)	For Basic 5 elements (i.e. C, Mn, Si, P & S)	Sh. S.P. Singh, Dy. Director (T)	<a href="mailto:spsinghweb@yahoo.co.uk">spsinghweb@yahoo.co.uk</a>	01765-510141 & 511142 98158-29399	Chemical Testing of Steel as per I.S. Standard	(i) Sample (ii) Request letter on Letter Head	Testing	By Cash/ DD/ Cheque/ Electronic Transfer	As per rate list displayed at website
ii)	Nickel, Chromium, Tungsten, Molybdenum in steel								
iii)	Aluminum, Copper, Titanium (By AAS)								
iv)	Nitrogen (By Nitrogen Testing apparatus)								
v)	Total Carbon in Cast iron								
vi)	Silico Manganese								
vii)	Boron, Cobalt, Calcium, Tin, Niobium, Vanadium								
viii)	Ferro Chrome: Carbon, Chromium, Silicon, Nitrogen								
ix)	Ferro Silicon: Carbon, Silicon								
<b>I</b>	<b>Sponge Iron Analysis</b>								
i)	Sponge Iron (Total Iron, Metallic iron, metallization)	Sh. S.P. Singh, Dy. Director (T)	<a href="mailto:spsinghweb@yahoo.co.uk">spsinghweb@yahoo.co.uk</a>	01765-510141 & 511142 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/ Electronic Transfer	As per rate list displayed at website
ii)	Total iron & moisture in Mill scale								
iii)	Zinc in APCD Dust / Zinc Dust								
iv)	Total Carbon in Sponge iron								

<b>II</b>									
<b><u>Analysis of Galvanized Steel</u></b>									
i)	Analysis of mass of zinc coating	Sh. S.P. Singh, Dy. Director (T)	<a href="mailto:spsinghweb@yahoo.co.uk">spsinghweb@yahoo.co.uk</a>	01765-510141 & 511142 98158-29399	Chemical Testing of Galvanized Steel	(i) Sample (ii) Request letter on Letter Head	Testing	By Cash/ DD/ Cheque/ Electronic Transfer	As per rate list displayed at website
ii)	Uniformity test								
iii)	Adherence Test								
iv)	Zn Coating thickness determination								
v)	Tin Coating								
<b>2. <u>Fuel Analysis &amp; Water Analysis:</u></b>									
i)	Moisture Content	Sh. S.P. Singh, Dy. Director (T)	<a href="mailto:spsinghweb@yahoo.co.uk">spsinghweb@yahoo.co.uk</a>	01765-510141 & 511142 98158-29399	Chemical Testing of Fuel	(i) Sample (ii) Request letter on Letter Head	Testing	By Cash/ DD/ Cheque/ Electronic Transfer	As per rate list displayed at website
ii)	Viscosity Pre-heat Temp.								
iii)	Calorific Value (Coal or Oil)								
iv)	Sieve Analysis								
v)	Total Dissolved Salts (TDS)								
vi)	Suspended Solids								
vii)	pH								
viii)	Conductivity								
ix)	Hardness								
<b>3. <u>Air (Stack Monitoring &amp; Ambient Air Quality monitoring)</u></b>									
i)	For one day	Sh. S.P. Singh, Dy. Director (T)	<a href="mailto:spsinghweb@yahoo.co.uk">spsinghweb@yahoo.co.uk</a>	01765-510141 & 511142 98158-29399	Chemical Testing of Fuel	(i) Sample (ii) Request letter on Letter Head	Testing	By Cash/ DD/ Cheque/ Electronic Transfer	As per rate list displayed at website
<b>Note*</b> 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									
<b>4. <u>Metallography Laboratory</u></b>									
i)	Microstructure	Sh. R.K. Paul, Director	<a href="mailto:rajib210@gmail.com">rajib210@gmail.com</a>	01765-510141 & 511142 9650004102	Metallography Testing of Steel	(i) Sample (ii) Request letter on Letter Head	Testing	By Cash/ DD/ Cheque/ Electronic Transfer	As per rate list displayed at website
ii)	Grain Size determination								
iii)	Inclusion Rating								
iv)	Decarburization depth	Sh. S.P. Singh, Dy.	<a href="mailto:spsinghweb@yahoo.co.uk">spsinghweb@yahoo.co.uk</a>	01765-510141 & 511142 98158-29399					
v)	Case depth								

Citizen's Charter Document for the National Institute of Secondary Steel Technology (NISST) (2021-2022)

vi)	Nodule count, carbide, Nodule Shape determination in S. G. Cast Iron	Director (T)								
vii)	Graphite Flake type and size in Cast Iron									
viii)	Image Analysis									
ix)	Vickers' cum Micro Hardness									
x)	Macro Examination of Steel									
xi)	Sulphur Print									
xii)	Distribution of carbides									
xiii)	Carbide density									
xiv)	Jominy test/Hardenability									
xv)	Blue Fracture Test									
x)	<b><u>Direct Reading Spectrometer</u></b> Elemental analysis of Steels & Cast Iron for 16 elements, Grade determination & providing C.E.									
<b>5.</b>	<b><u>MECHANICAL &amp; NDT LABORATORY</u></b>									
i)	Tensile/Compression Test by UTM (TS, YS, % Elongation)		Sh. S.P. Singh, Dy. Director (T)	<a href="mailto:spsinghweb@yahoo.co.uk">spsinghweb@yahoo.co.uk</a>	01765-510141 & 511142 98158-29399	Mechanical Testing of Steel as per I.S. Standard	(i) Sample (ii) Request letter on Letter Head	Testing	By Cash/ DD/ Cheque/ Electronic Transfer	As per rate List displayed at website
ii)	Nut/Bolt Test(Tensile Type)									
iii)	Bend Test									
iv)	Rebend Test									
v)	Double Shear Test									
vi)	Drift Expanding (for tubes)									
vii)	Flattening (for tubes)									
viii)	Hardness Rockwell/Brinell									
ix)	Impact Testing (Izod/Charpy)									

Citizen's Charter Document for the National Institute of Secondary Steel Technology (NISST) (2021-2022)

x)	Erichson Cupping							
xi)	Dynamic/Impact Hardness Test (SHORE)							
xii)	Ultra Sonic Test							
xiii)	Surface roughness							
xiv)	Strain ageing							
xv)	N value							
xvi)	R value							
xvii)	Bake hardening							
xviii)	Y groove							
xix)	Camber							
xx)	Rolling mass							
xxi)	Crown							
xxii)	Flattening							
xxiii)	Strain measurement							
xxiv)	Freedom from defect							
xxv)	Surface finish							
xxvi)	Straightness workmanship							
xxvii)	Pipe/tube ends							
xxviii)	Hydrostatic test							
xxix)	Bend for strip 180 <sup>o</sup>							
xxx)	Crushing							
xxxi)	Bend of whole pipe 90 <sup>o</sup>							
xxxii)	Eccentricity							
xxxiii)	Fracture disc test							
xxxiv)	Crop test of bar							
xxxv)	Cold shearability							
xxxvi)	Deflection							
xxxvii)	Shear strength							
xxxviii)	Ageing embrittlement							
xxxix)	Fracture toughness							
xl)	Magnaflux							
xli)	Measurements of Tolerances / Dimensions/Thickness							
xlii)	Weight per unit length							
xliii)	Twist (for tubes)							

Citizen's Charter Document for the National Institute of Secondary Steel Technology (NISST) (2021-2022)

xliv)	Rib Test								
xliv)	Surface inspection of Ingots								
xlvi)	Pullout								
<b>6.</b>	<b><u>Safety Inspection / Safety Audit</u></b>								
i)	Crane Testing (EOT, Electric Hoist, Winch Hoist, Mobile/Hydra Crane, Fork Lift)	Sh. Anil Mohindru, Dy. Director (E)	<a href="mailto:anil_mohindru@rediffmail.com">anil_mohindru@rediffmail.com</a>	01765-510141 & 511142 98159-04568	Safety Inspection as per Act	(i) Request letter on Letter Head	Industrial Service	By Cash/ DD/ Cheque/ Electronic Transfer	As per rate list displayed at website
ii)	Chain Pulley Block	Sh. S.P. Singh, Dy. Director (T)	<a href="mailto:sp Singhweb@yahoo.co.uk">sp Singhweb@yahoo.co.uk</a>	01765-510141 & 511142 98158-29399					
iii)	Chain Sling								
iv)	Pressure vessel ultrasonic thickness testing								
v)	Hydraulic testing of pressure vessel								
vi)	Dangerous Machinery/Power Presses								
vii)	Safety Audits								
<b>7.</b>	<b><u>Electrical Testing's</u></b>								
i)	Transformer Oil Dehydration	Sh. Anil Mohindru, Dy. Director (E)	<a href="mailto:anil_mohindru@rediffmail.com">anil_mohindru@rediffmail.com</a>	01765-510141 & 511142 98159-04568	Dehydration of Transformer Oil	(i) Request letter on Letter Head	Industrial Service	By Cash/ DD/ Cheque/ Electronic Transfer	As per rate list displayed at website
ii)	Transformer Oil Testing				Dielectric Strength Testing of Transformer Oil	(i) Sample (ii) Request letter on Letter Head	Testing		
<b>8.</b>	<b><u>Energy Audits / Combustion Studies</u></b>								
A	<b><u>Rolling Mills</u></b>								
i)	Upto 500 KW	Sh. Anil Mohindru, Dy. Director (E)	<a href="mailto:anil_mohindru@rediffmail.com">anil_mohindru@rediffmail.com</a>	01765-510141 & 511142 98159-04568	Field Study	(i) Request letter on Letter Head	Consultancy	By Cash/ DD/ Cheque/ Electronic	As per rate list displayed at website

Citizen's Charter Document for the National Institute of Secondary Steel Technology (NISST) (2021-2022)

ii)	>500 – 1000 KW								
iii)	>1000 KW – 2500 KW							Transfer	
iv)	>2500 KW								
<b>B</b>	<b>Induction Furnaces:</b>								
i)	Energy Audit of Rolling Mills, Induction Furnaces, mini steel plants & general industries	Sh. Anil Mohindru, Dy. Director (E),  Sh. S.P. Singh, Dy. Director (T),	<a href="mailto:anil_mohindru@rediffmail.com">anil_mohindru@rediffmail.com</a>  <a href="mailto:spsinghweb@yahoo.co.uk">spsinghweb@yahoo.co.uk</a>	01765-510141 & 511142 98159-04568  01765-510141 & 511142 98158-29399	Field Study	(i) Request letter on Letter Head	Consultancy	By Cash/ DD/ Cheque/ Electronic Transfer	As per rate list displayed at website,  As per load & volume of work
ii)	Mandatory Energy Audit, Monitoring & Verification (M&V) Audit of Designated Consumers of B.E.E.	Sh. Vishva Bandhu , Sr. Dy. Director (IS)	vishva@nisst.org	01765-510141 & 511142 98227-14907					
iii)	Combustion analysis of Re-heating furnaces								
iv)	Combustion performance study of Re-heating furnaces								
v)	Technical visits								
<b>C</b>	<b>General Industries</b>								
i)	Min. upto 500 KW	Sh. Anil Mohindru, Dy. Director (E)	<a href="mailto:anil_mohindru@rediffmail.com">anil_mohindru@rediffmail.com</a>	01765-510141 & 511142 98159-04568	Field Study	(i) Request letter on Letter Head	Consultancy	By Cash/ DD/ Cheque/ Electronic Transfer	As per rate list displayed at website
ii)	>500 KW								
<b>D</b>	<b>Slag Testing:</b>								
i)	FeO (Ferrous Oxide)	Sh. S.P. Singh, Dy. Director (T)	<a href="mailto:spsinghweb@yahoo.co.uk">spsinghweb@yahoo.co.uk</a>	01765-510141 & 511142 98158-29399	Chemical Testing as per I.S. Standard	(i) Sample (ii) Request letter on Letter Head	Testing	By Cash/ DD/ Cheque/ Electronic Transfer	As per rate list displayed at website
ii)	SiO <sub>2</sub> (Silicon dioxide/Silica)								
iii)	MgO (Magnesium oxide)								



Citizen's Charter Document for the National Institute of Secondary Steel Technology (NISST) (2021-2022)

iv)	MnO (Manganese oxide)								
v)	CaO (Calcium oxide/Quicklime)								

<b>9. In-House Training Programmes and Short Term Courses</b>									
i)	Implementation of 5S	Sh. Vishva Bandhu , Sr. Dy. Director (IS)	vishva@nisst.org	01765-510141 & 511142 98227-14907	Training	(i) Request letter on Letter Head / E-mail	Training	By Cheque/ Electronic Transfer	As per rate list displayed at website
ii)	In-house training programmes as per specific requirement <ul style="list-style-type: none"> <li>• Blast Furnace</li> <li>• Sponge Iron making</li> <li>• Sinter making</li> <li>• Steel making</li> <li>• Electric Arc Furnace</li> <li>• Induction Furnace</li> <li>• Continuous Casting</li> <li>• Ladle Metallurgy</li> <li>• Clean steel making</li> <li>• Reheating Furnaces</li> <li>• Rolling of Long Products</li> <li>• Rolling of</li> </ul>								

Citizen's Charter Document for the National Institute of Secondary Steel Technology (NISST) (2021-2022)

	<p>Flat Products</p> <ul style="list-style-type: none"> <li>• Quality of Steels</li> <li>• Heat Treatment</li> <li>• Energy Conservation opportunities</li> </ul>							
iii)	Development of SOP & SMP manual							
iv)	Electrical Basics & Maintenance of electrical equipments	Sh. Anil Mohindru, Dy. Director (E)	<a href="mailto:anil_mohindru@rediffmail.com">anil_mohindru@rediffmail.com</a>	01765-510141 & 511142 98159-04568	Training 4 months (once a week)	(i) Request letter on Letter Head/ Email	Training	
v)	Furnace Operator	Sh. S.P. Singh, Dy. Director (T)	<a href="mailto:spsinghweb@yahoo.co.uk">spsinghweb@yahoo.co.uk</a>	01765-510141 & 511142 98158-29399	Training 4 months (once a week)	(i) Request letter on Letter Head / Email	Training	
vi)	Chemical Testing of steel							
vii)	Mechanical Testing							
viii)	Scrap Segregation	Sh. R.K. Paul, Director & Sh. Anil Mohindru, Dy. Director (E)	<a href="mailto:rajib210@gmail.com">rajib210@gmail.com</a>  <a href="mailto:anil_mohindru@rediffmail.com">anil_mohindru@rediffmail.com</a>	01765-510141 & 511142 9560004102 01765-510141 & 511142 98159-04568	Training (10 hrs).	(i) Request letter on Letter Head / Email	Training	
ix)	Understanding Steels & Cast Iron through Microstructure & Property Co-relationship – Microstructure examination	Sh. R.K. Paul, Director & Sh. Vishva Bandhu, Sr. Dy. Director (IS)	<a href="mailto:rajib210@gmail.com">rajib210@gmail.com</a>  <a href="mailto:vishva63@gmail.com">vishva63@gmail.com</a>	01765-510141 & 511142 9560004102  01765-510141 & 511142 98227-14907	Training 4 months (once a week)	(i) Request letter on Letter Head / Email	Training	
x)	Quality steelmaking							
xi)	Ferrous Heat Treatment							
xii)	Ferrous Metallurgy for Non-metallurgists							

Citizen's Charter Document for the National Institute of Secondary Steel Technology (NISST) (2021-2022)

xiii)	Arc & Induction furnace steel making & Continuous casting								
-------	--	--	--	--	--	--	--	--	--

**Mention Detailed Energy Audits and Monitoring and Verification Audits as per BEE Guidelines**

**NOTE:-**

1. GST 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 prescribed 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 workload..

Citizen's Charter Document for the National Institute of Secondary Steel Technology (NISST) (2021-2022)

Sl. No.	Services/ Transaction	Responsible Person (Designation)	E-mail	Phone No.	Process	Requirement	Fees		
							Category	Mode	Amount
10.	Grievance Redressal	Shri R K Paul Director	<a href="mailto:rajib210@gmail.com">rajib210@gmail.com</a>	01765-510141 & 511142 9560004102	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 <a href="mailto:info@nisst.org">info@nisst.org</a> 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)	<a href="mailto:tewarivp2002@gmail.com">tewarivp2002@gmail.com</a>	01765-510141 & 511142 8283823312	The application may be submitted as per provisions and procedures under Right to Information		Not applicable	By IPO/ Cash/DD/ Cheque/ Electronic Transfer	Rs. 10/-

Citizen's Charter Document for the National Institute of Secondary Steel Technology (NISST) (2021-2022)

					Act, 2005. RTI applications relating to the jurisdiction of NISST can also be submitted online at <a href="http://rtionline.gov.in">http://rtionline.gov.in</a>				
12.	Prompt payment to vendors and officials for invoices/bills/reimbursements submitted	Sh.B.K.Bansal, Dy. Director (F&A)	<a href="mailto:bimalbansal91@rediffmail.com">bimalbansal91@rediffmail.com</a>	01765-510141 & 511142 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

**Indicate Expectations form Service Recipients**

<b>Sr. No.</b>	<b>Indicative expectations service description</b>
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.