L&T CEO & MD interacts with Our Customers

Singrauli Service Centre commences Operations
Digitalization is the key to the future: L&T CEO & MD

Mr. S.N. Subrahmanyan (SNS), CEO & MD, L&T, met our major customers from Telangana and Andhra Pradesh at an exclusive session organized in Hyderabad on 11th April 2018. The forum provided an opportunity for the customers to closely interact with the L&T’s top management. Mr. Arvind K. Garg, Executive Vice-President, CMB, introduced the customers to SNS with a brief on each one covering road construction, irrigation, overburden removal and general construction.

SNS appreciated the role of the customers in delivering key projects and assured them of L&T’s commitment to ensuring high equipment uptime and superior performance. He shared that innovation and digitalization were the new levers for growth, immediate adoption of which could help transform their businesses into profitable ventures.

Mr. Garg described L&T’s journey with the customers in nation building was an eventful one and asserted that L&T had been continuously evolving to provide customers with upgraded service infrastructure to ensure higher equipment uptime and superior performance. He thanked the customers too for reposing faith in L&T.

Mr. Arun Pai, GM-Product Support and Mr. Vivek Hajela, GM-CEB participated in the event alongwith other Business Heads and Zonal Managers of CEB-South.

Mr. S.N. Subrahmanyan interacting with customers on the occasion

Mr. S.N. Subrahmanyan, CEO & MD, L&T, addressing the gathering

Group pic of L&T team with SNS
L&T carves new skyline in Singrauli – opens Service Centre

L&T’s after-sales service activities got a shot in the arm with the opening of its latest Service Centre in Singrauli, the heartland of India’s coal industry. The new facility was inaugurated by Mr. Arvind K. Garg, Executive Vice-President & Head, Construction & Mining Machinery Business, L&T on 18th May 2018 in the presence of a galaxy of top customers from public sector and private companies.

Mr. Gunadhara Pandey, Director (Technical), Northern Coalfields Limited; Mr. P.S.R.K. Sastry, Director (Finance), Northern Coalfields Limited; Mr. Russell Conley, Chief Project Director, Reliance Power-Sasan; Mr. Masaaki Kamizono, Managing Director, Komatsu India Private Limited, Mr. Jimmy Renstrom, Chief Financial Officer, Scania Commercial Vehicles India Private Limited and Mr. V. Prabhakar Reddy, Hon’ble Member of Parliament, participated in the event. Several invitees from NCL, VPR, BGR, Reliance, Komatsu, Scania and other firms attended the event.

Addressing the gathering, Mr. Arvind Garg said the new Service Centre with state-of-the-art facilities would fulfil a long-felt need for a comprehensive repair facility in the coal-belt area. He said L&T was committed to providing lifecycle support to the mining equipment deployed in Singrauli area and this investment in service infrastructure was to reinforce that commitment. “L&T is prepared to deliver top class field support at customer doorsteps and to ensure high availability of the high-cost machines at all times”, Mr. Garg added. He said the team was geared to continuously improve the service standards and benchmark to global standards.

Speaking on the occasion, Mr. M. Kamizono expressed happiness with L&T augmenting the product support capabilities in North India and urged the customers to make best use of these resources to increase uptime of Komatsu fleet to achieve production targets. Mr. Jimmy Renstrom said the new repair facility provided a great opportunity for L&T to expand its business in the local market. He said Scania was strongly committed to its partnership with L&T and working towards taking it to new levels of customer satisfaction.

In his address, Mr. Gunadhara Pandey said the establishment of L&T’s Service Centre was a welcome step and would become a catalyst for boosting repair activities in future. He said Singrauli is the energy hub of India with increased capacity in power generation and pithead mining. He remarked that L&T and Komatsu shared an impressive record in terms of quality and consistency. Mr. P.S.R.K. Sastry expressed that the setting up of the Service Centre by L&T “was a dream come true for NCL”. He said the proximity of the repair facility would enable NCL maintain high equipment availability and achieve the desired targets.

Mr. V. Prabhakar Reddy was optimistic that the new facility would help the users with higher equipment uptime and operating economy. He expressed happiness with L&T’s efficient service support at all times. He said both Komatsu machines and Scania Tippers have been built to take on rugged conditions at site and had stood the test of time. Mr. J.S. Gill, Vice-President (DMN), L&T and Mr. D. Kesava Kumar, Chief Executive, L&T Construction Equipment Limited also addressed the gathering.

Earlier, in his opening remarks Mr. Arun Pai, General Manager-Product Support, L&T said the setting up of this Service Centre exemplified the spirit of L&T’s slogan “In service lies success”. He said the management was keen to open more satellite centres in dense-populated areas. Towards the concluding session, Mr. Vivek Hajela, General Manager-CEB, proposed a vote of thanks.

Saplings were planted by the customers in the premises towards the end of the visit.
A Star in Singrauli!

Cheer and applause rent the air as Mr. Arvind Garg unveiled the inaugural stone of L&T Service Centre in front of the main building, which was witnessed by the gathering of customers, principals and employees. This was followed by the workshop inauguration by the invitees and tour to Hydraulic Bay, Engine Bay, Transmission Bay, Scania Bay and Parts Stores. A number of recon components were handed over to the customers on the occasion.

L&T Service Centre is located at Audyogik Kendra Vikas Nigam industrial area at Waidhan, M.P., around 30 km from Singrauli and 210 km from Varanasi. It incorporates advanced facilities to take up overhaul and repairs of over 1000 nos. strong fleet of L&T/Komatsu/Scania equipment engaged in overburden removal and in mining projects in this area. The fleet includes Off-highway Dump Trucks, Crawler Dozers, Hydraulic Excavators, Wheel Loaders, Motor Graders and Tipper Trucks. Engines, Transmissions, Axles, Hydraulic Assemblies and other aggregates fitted on to these Construction and Mining equipment shall also be taken up for overhaul in the Service Centre.

This Service Centre is spread over a total area of 10,080 sqm. The workshop is well laid out, with epoxy flooring and equipped with overhead cranes, dust-free cooling system, special fixtures and tools for carrying out repairs of major machines and components. The facility is environment-friendly with an ergonomically designed workshop, rain water harvesting, sewage & effluent treatment plant and fire-protection system.

With an increasing machine population in the coal-belt area of Singrauli, L&T felt it prudent to open Service Centre to take up overhaul and repairs of mining equipment as well as aggregates. The location of the Service Centre in proximity to the mining belt would reduce the lead time for repairs and help in stepping up the equipment availability which is so crucial in the production cycle of the mines.

The setting up of this Service Centre in Singrauli augurs well with the consolidation of mining activities in North India and the increased mining activity through deployment of large-sized shovels and dumpers. Value added services by L&T include management of customer assets in remote projects through attractive Full Maintenance Contracts and Site Support Agreements, which have resulted in substantial savings for customers through optimum equipment uptime and utilization at minimum maintenance costs.
Guests come together to inaugurate the shopfloor

Mr. K. Nakanishi of KIPL handing over the HD785 Recon Differential to Mr. A.K. Tripathy and Mr. A.N. Jha of NCL.

Mr. C. Jayakumar of KIPL handing over the GDB25 Transmission to Mr. Bhola Singh of Reliance Power.

Mr. D. Keshava Kumar of LTCEI handing over the L&T 9020 transmission to Mr. B.K. Jain and Mr. Shashank Agrawal of AS Engineering.

Inauguration of Scania repaired component jointly by Mr Raphael Alveranga of Scania and Mr Gopi of VPR.

Mr. Y. Fujii & Mr. M. Mahesh of KIPL and Mr. Raphael Alveranga of Scania inaugurate the Parts Stores.
## Customer Training Programmes at Kanchipuram and Regions – 2018-2019

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### Key for Course Fee:
- **TMD/ESC**: Rs. 5,000/-
- **TEC**: Rs. 7,000/-
- **KOMATSU**: Rs. 8,000/-
- **Special programme for Executives/Managers**: Rs. 4,000/-
- **Programme for Engineers/Foremen/Technicians**: Rs. 3,000/-
Scania P440 is the best bet in the mid-mining segment – PC Patel Infra

When it comes to contract mining in India, PC Patel Infra Private Limited (formerly PC Patel & Company) has an enviable track record of having started early and executing a good number of OB removal projects in Coal and Mineral Sectors for over two decades. PC Patel Infra was established in 1994 by Mr. Parvatbhai Patel and Mr. Chaganbhai Patel as a partnership venture.

In the mid-mining activity, PCP has found Scania the ideal solution for mining transportation. Having deployed P410 earlier, the company has now found the new model P440 an excellently improved product and has since procured and deployed a large number of these Tipper Trucks in mining operations across its projects in the country. The customer is the proud owner of nearly 170 nos. of Scania Tippers and expect to cross the 200-number mark very soon.

We visited SCCL-Ramagundam-OCL Mines wherein PC Patel is executing an OB removal contract. PCP owns a brand new fleet of 46 nos. of Scania Tippers of which 40 nos. are P440 and 6 nos. are P410 model. This project started in 2017, is of 3 years duration to reach a mining depth of 150 m.

Mr. Gaurang Patel, Site Manager, PCP, says, “P440 model has more power and capacity. Scania Tippers have efficient engine, robust engineering, has better manoeuvrability on the haul roads and the overall performance is commendable. In fact, it is the best bet for our mid-mining segment.”

Mr. Gaurang Patel has been with PCP for over 18 years. Even as the dawn breaks, Mr. Patel is wide awake welcoming the operators at the campsite and ensuring they pick up their favourite Scania Tippers and move into the mining benches where the activity would just begin. With over 160 operators in his payroll, Mr. Patel leads one of the biggest operator team in Scania and keeps them motivated at all times.

Says Operator M. Babaiah, who has a prior experience of 4 years, “To me, Scania P440 is like a home away from home. Each day I comfortably settle inside the AC cabin and start the operations. The trips from the pit to the dumpyard are rather smooth and the performance is trouble-free. Even in this scorching summer, I don’t feel tired and go home happy.”
“Scania has many safety features which makes it a rather safe bet,” says R. Anjaiah, another operator employed in PCP. “The vibrations are rather less and the visibility of the mining pit from the driver’s cabin is absolutely clear leaving no room for errors. I am also very satisfied with its braking system which is uppermost in our minds during our daily travel in the mines.”

The lead distance for the tipper is about 6.5 km and PCP has been making all round efforts to maintain good haul roads which would mean faster movement and less stress for the tyres. “With operator safety being uppermost in our minds, we have installed crash guards on all the Scania P440 Tippers. This will mean additional safety for the driver in case of front collision”, adds Mr. Gaurang Patel. His senior colleague, Mr. Kamlesh M. Patel is the overall incharge of the PCP site here.

Incidentally, Over the last two decades, the company has diversified its capabilities and scope of operations include turnkey solutions to organizations. PCP Mining Division is involved in application engineering besides mine planning and design ensuring the right amount of minerals is produced at the right quality and in a cost-effective manner. Today, PCP Infra handles excavation contracts in GIPCL, GMDC and GPCL in Gujarat, JSW-Bharmer, WCL and SCCL with Scania trucks.

Scania is the mainstay of our mining transportation - Dilip Buildcon

Dilip Buildcon is one of the most successful corporates with a track record of building roads through mountains, terrains and valleys and in the most difficult environments. The Company is presently engaged in over 45 projects.

DBL is led by its dynamic CEO, Mr. Devendra Jain, under the leadership of Mr. Dilip Suryavanshi, Chairman & Managing Director. His two sons Mr. Karan Suryavanshi and Mr. Rohan Suryavanshi are engaged in working out the business strategies for the group. Mr. Gaurav Tiwari, General Manager (Mechanical) & Head-Procurement, DBL was instrumental in studying the competition benchmarking and recommended Scania for acquisition.

From humble beginnings in 1987 to a road-focused EPC leader in 2017, DBL’s journey is characterized by hard work, respect for relationships, and a drive to excel. DBL’s value-centric delivery, execution process and commitment to innovation have set the stage for the next phase of growth.

DBL has taken up mining contracts as part of its diversification plans – OB removal contracts at NCL-Nigahi and SCCL-Khairaguda. The Company has set an ambitious target to grow multifold over the next 3 years to Rs. 4000 Cr with focus on large-scale MDO projects.

About over an hour’s drive from the sun-soaked Belampalli railway station, we enter the project site of Dilip Buildcon in SCCL-Khairaguda, which is situated in the newly-created Mancherial district of Telangana State. Even in the rising heat, the mining activity is in full swing at the site with Shovels and Tippers working in tandem and under the watchful eyes of the production team.

Tracking Mr. Ashok Kumar, Manager-Maintenance, DBL at the campsite is indeed an onerous task, given the hectic day he has had holding parleys with workmen, following up on safety initiatives and reviewing the workshop diagnostic activity.

Mr. Ashok Kumar, who is working under the guidance of Mr. Pradeep Harel, General Manager (Maintenance), has moved to this Mining Division quite recently after his long innings in DBL’s Roads Division. He is BE-Mech from Andhra University and has a cumulative experience of 15 years. He has worked on expressways and road projects in Madhya Pradesh, Karnataka and Andhra Pradesh, including a challenging stint of...
coordinating underground excavation for the Bangalore Metro.

At Kharaguda, DBL owns a huge transport fleet comprising 40 nos Scania P410 Tippers. Says Mr. Ashok Kumar, “We rely on Scania Tippers for overburden transportation. These Tippers are highly suitable in these mines in terms of their hauling capacity and delivery cycle. Our daily production averages over 1 lakh Cu M. The lead distance varies, sometimes we need to pull it from a depth of even 170 m. The Tippers are able to match it well with adequate traction and toughness. Scania brand is the mainstay of our mining transportation.”

To ensure that we meet up the production targets everyday, we need to maintain the Tipper Trucks in top condition. On daily basis, we do a thorough maintenance check twice a day – checking brakes, tyre pressure and topping up lubricants. We ensure that there are no breakdowns which hamper our production activity,” he adds. Besides Tippers, DBL has a huge fleet of Excavators, Dozers, Rollers, Graders at the site.

DBL took up this contract in SCCL during April 2017 for a duration of three years. The fleet availability is well over 85 per cent. As one of the top customers, DBL gets priority in service and parts support.

DBL operators are trained well on Scania Tippers to take on in the mines. Given its superior features of safety and reliability, the operators are willing for more trips, as they feel less fatigued even towards the end of a shift. DBL has a full-fledged training schedule for aspiring operators on skill building, to prepare them for the grind in the mines.

DBL has developed the site workshop with tools and fixtures as per Scania service standards. To get the best returns and keep costs under control, Mr. Ashok Kumar and his team are working round the clock to ensure the highest uptime of Tippers in the mines.

**L&T participates in Scania Top Team contest**

In the Top Team contest conducted by Scania amongst its associates worldwide, L&T fielded 4 teams from the Service zones. North Neo and South Splash qualified the initial rounds. The national round was conducted at Scania Narasapura facility and comprised both theoretical as well as practical rounds. National round winner will participate in the Asian Regional round at Kuala Lumpur in September 2018. L&T North Neo emerged as the second runner-up in the national round and received a cash award of Rs 5000 and certificates for individual members.

North Neo team was congratulated by L&T management during the inauguration of Singrauli Service Centre on 18th May 2018. The team – Mr. Kaushik Bandopadhyay (Coach), Vijendra Gondelwar (Coach), Bittu Chakraborty, Jaspreet Singh, Vijay Shah (Members).
As an annual event, ACC Cement had organised Mines Meet at Jamul-Chattisgarh. The two-day event was chaired by ACC’s Chief Manufacturing Officer Mr. Phillip Mathew. Mines Meet is ACC’s internal event wherein all mines heads meet to work out ways to improve the operating efficiency and reducing costs.

As a major supplier of mining equipment, L&T made a presentation on fleet management and stepping up mines productivity by Mr. Ashish Mhatre, Mr. Kiran Tilaganji, Mr. Karanbir Singh of MEB-West along with Mr. Vasant Pipare of PSD-Nagpur. The presentation covered improvement activities initiated by L&T at ACC mines.

One of the CI (continuous improvement) initiatives at ACC-Wadi - Speed Limit Study - was spearheaded by Mr. H.S. Rathore, Head, RMMMP. A detailed study was conducted at two different loading points to substantiate the claim that the current speed limitation of 30 kmph set by DGMS was affecting the mines production. The study yielded interesting observations, wherein the machine was not able to touch 30 kmph either during loaded uphill or empty downhill. This was back by haul road analysis and real display study conducted by MEB-West. The claim was then presented to ACC along with methods to increase the overall average speed rather than removing the speed cap set by DGMS. This was an eye-opener for ACC also, and the effort was greatly appreciated by CMO and his team.

Another CI initiative presented at the Mines Meet was the use of Real Display software for HD465 at ACC-Gagil. This software integrated data from three different feeds to give a live monitoring of the haul road and the effect of the same on the Dump Truck performance. L&T’s team had presented solutions to the customer, which included detailed insights on haul road width, retarder brake usage, gradient of the haul roads etc. This activity was well appreciated by the gathering.

Soon after the presentation, the CMO urged the L&T team to continue such tests and studies to increase efficiency. This Mines Meet helped in establishing a better rapport with various ACC teams, and opened up new avenues to interact and work closely with the customer at various levels and for improving the working conditions.

CIA Award

It was time for laurels! L&T Construction & Mining Machinery bagged an award for the second consecutive year from CIA World magazine. At a function held in Bangalore on 31st March 2018, L&T team led by Mr. Arun Pai, GM-Product Support received the award for the Best Company for Skill India Campaign from Mr. Ashok Kheny, MLA and Entrepreneur and Mr. M.N.Srihari, Advisor, Govt. of Karnataka. Mr. K.A. Sranan Kumar, Mr. Naresh Thakur and Mr. PRaj Kumar comprised the L&T team. L&T’s Training Centre has tied up with National Skill Development Corporation for imparting specialized skills for operators and technicians under the Pradhan Mantri Kaushal Vikas Yojana.
CWH moves to new premises in Nagpur

L&T’s Supply Chain operations got a fillip with the opening of the new Central Warehouse on 7th February 2018 in Nagpur. The facility was inaugurated by Mr. Arvind K. Garg, Executive Vice-President and Head, Construction and Mining Machinery Business, L&T amidst a gathering of senior management members from Komatsu and Scania. Many key customers and authorized Dealers from all over India participated in the event.

Speaking on the occasion, Mr. Arvind K Garg said the new facility would help in improving parts support and achieve faster turnaround. He appreciated the team effort in timely completion of the new facility and shifting of the inventory. “In Service lies Success”, he said would continue to guide all our customer-centric activities.

In his address, Mr. M. Kamizono, MD, KIPL expressed satisfaction with the setting up of L&T’s modernized facility close to Komatsu Parts Distribution Centre in Nagpur. Others who spoke on the occasion were Mr. Vineet Thakar, VP, Shell Lubricants; Mr. Viren Thakkar, CEO, Logistics Park; Mr. D. Keshava Kumar, CE, LTCEL besides Mr. Arun Pai, GM-Product Support and Mr. Vivek Haje, GM-CEB, L&T. Mr. M.V.S. Choudary, Head-SCM welcomed the gathering and briefed them on the Warehouse operations. Senior Executives from L&T, Komatsu and Scania participated in the event.

This was followed by the unveiling of the inaugural stone by Mr. Garg in front of the building and subsequently a tour of the new facility.

Dealer owners and representatives from Mithra EM-Hyderabad, Mithra EM-Vijayawada, NKB Industrial Products-Bhubaneswar, NK Bhoini & Co-Barbil, Deccan Earthmovers-Indore, Action Earthmovers-Delhi and Proficient Equipment Solution-Nagpur participated in the event.

The new L&T Central Warehouse occupies floor space of around 80,000 Sq.ft, and is 22 ft. high, enabling higher vertical stacking with a storage volume of 15 lakh Cu.ft. Mezzanine floor has provision for 15,000 storage locations to take care of light weight items. The Warehouse has well-ventilated storage space with heat-shield lining in the ceiling area which keeps the in-house temperature less by 4 to 5 deg C during summer.

L&T established its Central Warehouse in Nagpur more than 15 years ago to cater to its customers pan-India as well as supporting Parts depots operated by Dealers at strategic locations. With advances in supply chain management and Warehouse modernization, L&T planned this new facility to cater to growing volume and business trends.

Over 30,000 equipment of L&T, Komatsu and Scania brands are currently working across India in various Construction projects and Mining sites and are effectively supported by this Central Warehouse. L&T Warehouse handles over 1000 tons annually with Trucks covering 300 km a day and it is expected that this new facility would take care of its increased business volume for the next 4-5 years.

The new Warehouse is equipped with adequate forklifts, stackers, hand pallet trucks, portable ladders and multiple loading / unloading docks. This will help in quick turnaround of trucks enabling higher operational efficiency. Going forward, L&T aims to leverage these advantages which will help in achieving the ‘Next Morning Delivery’ initiative and in scaling up the customer satisfaction.
KIPL hosts milestone events

Komatsu India Pvt. Ltd. crossed an important milestone with the rolling out of 1000th PC71 and PC130 machines. These machines are popular across user segments covering Earthwork, Quarry, Road, Irrigation and Aquaculture. The machines were rolled out of KIPL’s Oragadam plant amidst a gathering of senior executives from Komatsu and L&T.

The first event was held on 15th March, 2018 in the plant premises, wherein the symbolic key of the 1000th PC130 was handed over to Mr. Mustafa of Kerala jointly by Mr. Vivek Hajela, GM and Head, Construction Equipment Business, L&T and Mr. K. Nakanishi, Vice-President, KIPL. The
customer was felicitated with a traditional shawl and Mysore petha on the occasion. Mr. Mustafa is based out of Kerala and has interests in Blue Metal and Quarry Segment. He had been a loyal L&T customer and has just added PC130 machine to his fleet.

The other event was held on 16th April 2018, when the symbolic key of the 1000th PC71 was handed over to Mr. Ramesh K. Shanbhag by Mr. Arai, Plant Head, KIPL-Oragadam. The customer was felicitated on the occasion by Mr. Vivek Hajela. Mr. Shanbhag is L&T’s loyal customer since 2009 and has both PC71 and PC130 machines in his fleet. He is mostly into the hiring segment and is a good reference for Komatsu products.

Earlier, both these models were manufactured by LT CEL at Byatarayanapura. During Oct 2016, the manufacturing of Komatsu Hydraulic Excavators was relocated to Oragadam-Chennai and with KIPL taking up the manufacturing in its most modern facility. In total, L&T has sold over 5000 machines of both the models—PC71/PC130.

L&T participated in the exhibition organised by Tamilnadu Earthmoving Equipment Owners’ Welfare Association in YMCA Ground-Nandanam in Chennai on April 25th, 2018. L&T displayed L&T 9020, L&T 1190 and PC130 machines in the show. A number of local customers attended the event and enquired about the products.