Scania’s Next Generation Tipper Truck Launched

VPR - Making the right moves to stay ahead
For Mr. V. Prabhakar Reddy, Founder & Promoter, VPR Mining Infrastructure Private Limited (VPRMIPL) and a doyen amongst infrastructure developers from the south, it is a combination of trust, credibility and integrity that has brought him success and laurels from the industry and community alike. What started for him as a humble journey 30 years ago with a desire to provide value-based services to clients, VPRMIPL is today firmly on its way to fast becoming a global company.

He was quick to share his joy with us at VPRIML Head Office in Hyderabad as he set talking about the 100-ton Komatsu HD785 Dump Truck which was commissioned in 2008 and had clocked a record 50,000 hrs. A new industry benchmark in the Coal sector, the Dump Truck broke all records of endurance, performance and productivity when it was deployed for hauling operations. Mr. Prabhakar Reddy fondly remembers that the truck’s engine came up for the first overhaul only after clocking a milestone of 31,800 hours, its other components such as the differential and final drives continue to be in good shape even after 11 years of grueling work.

Mr. Prabhakar Reddy remarks, “I am amazed at how these Komatsu machines continue to work so efficiently and productively after so many years. I firmly believe - If we maintain the Komatsu machines well, there is infinite lifespan for these machines.”

No wonder, Mr. Prabhakar Reddy is the Brand Ambassador of Komatsu and Scania range of equipment, with VPRMIPL owning one of the largest fleets of Komatsu and Scania equipment in the private sector. He acknowledges that most of his machines, sourced through L&T, over the last decade continue to perform exceptionally well.

Talking about the lifespan, Mr. Prabhakar Reddy draws a parallel between his career and the machines he owns. In many ways, the L&T-supplied machines tell a tale of how a fresh graduate from Loyola College-Madras grew into a name to be reckoned with in the private mining sector. First striking on his own, Mr. Reddy vividly recalls some of his earliest contracts and how an L&T 90CK he hired from the market helped him kick-off his operations. He greatly credits some of those early successes and learnings for fueling his imagination and helping him develop a fulfilling career as a leading infrastructure developer.

Buoyed by the activity in the Irrigation sector during the late 80s, he strode into canal works and procured several L&T 90CK machines. “I was a big fan of L&T 90CK back then and enjoyed working with equipment which shared Poclain technology.” Once he stepped into Coal projects, Mr. Reddy began procuring higher class of machines viz., L&T 300CK model which gave him the experience of owning and operating large size machines. “These machines were cost-effective and gave me a grip of working in bigger projects confidently,” he adds.

An astute businessman with phenomenal energy, Mr. Reddy has a bit of a frontier spirit about him. Back in June 2008, when the Coal segment opened up for the private sector, it was his bold move to introduce new technology – a combination of mega-size 200-ton Shovel (Komatsu PC2000) and 100-ton Hauler (Komatsu HD785) for the OB removal for the first time in the country.

Notably, by bringing the first Komatsu PC2000 machine to India, Mr. Reddy formally launched the mega-mining operations and set a new trend in the
industry. He took upon himself the risk of investing in high-value machines and working through the thick of it. Since then, he has undertaken work in several OB projects in Coal India’s subsidiaries and Singareni Collieries by re-deploying the operational fleet and working out ways to be cost-effective. The machine has since crossed 36,000 hrs. More recently, he has pitched in the Iron ore sector as well by bagging contracts in NMDC-Donimalai. He has also inducted Crawler Dozers and Motor Graders to bolster his ongoing operations in the mines.

Further he adds, “I am happy to be closely associated with the mining industry and take great pride in being a trendsetter. Across India, I have been involved in many projects and encountered challenges and risks but learnt to counter it tactfully and convert them into opportunities.” Currently, VPRMPL’s cumulative production is 10 million Bank Cu.M per month with an additional capacity of 2 million Bank Cu.M per month, if it optimizes its existing fleet.

“Technologically, Komatsu manufactures superior machines which has surpassed our expectations. The components of Komatsu machines are far more reliable and give more life than any other brand,” he remarks. As his business ventures grew in size, he acquired more equipment to keep pace with the increased production requirements. This was the time when his fleet grew substantially with several machines of construction segment including Komatsu PC450/PC300/PC210 Hydraulic Excavators, D85 Dozers, GD535 Motor Graders as well as L&T 1190 Soil Compactor/ L&T 9020 Wheel Loader making their way into his projects.

Today, VPRMPL has engaged a large fleet of PC450 machines in NCL projects at Nigahi East, Nigahi West and Bina. These machines are paired with Scania Tipper Trucks, supplied by L&T. Scania P410 and P440 Tippers are a popular choice in the mid-mining segment and Mr. Reddy has been a patron of these Tippers for a long time.

NCL OB contracts are large in volumes with 3-5 years tenure. Mr. Reddy believes that for such projects Komatsu PC450 with Scania Tipper make a terrific pair in the mines. He says this not on the basis of a hunch, but by his experience which has made him opt for the same shovel-dumper combination several times. In fact, he was the first customer to deploy Scania’s 18.8 Cu.M P380 Tipper Truck way back in 2007 when it was first introduced by L&T in the Indian market. Mr. Reddy has since then acquired over 600 Scania Tipper Trucks and profitably engaged them for OB removal operations.

Over the years, Mr. Prabhakar Reddy has gained tremendous insight into machine management having worked with large-size models. He trusts L&T supplied machines so much so that when he decided to explore opportunities beyond India, he shipped them to foreign locations. When he signed up projects in Senegal (Phosphate mining) and in Indonesia (Coal mining), he trusted these very machines to manage the show.

And now, it is on the back of the performance of these equipment, that he is actively exploring new mining opportunities in other African countries.

In the normal scenario, Mr. Reddy likes to monitor critical issues like machine procurement, performance analysis and equipment availability but seldom gets into machine management at a micro level. He intervenes only if warranted. Just as he’s a trusted name throughout the industry, Mr. Reddy trusts his employees and technicians with his assets. He likes to connect personally with most employees and their well-being is his foremost concern. Giving comes naturally to him, he makes it a point to donate generously during marriages of his employees and their children.

Through VPR Foundation, he has initiated outreach programmes to provide opportunities for marginalized communities in Education (VPR Vidya), Healthcare (VPR Vaidyam) and Skill Development (VPR Vikas) in Nellore district of Andhra Pradesh. Besides, VPR Amrutha Dhar provides free drinking water to the backward villages.

Mr. Reddy is effusive in praise when it comes to L&T and its management. “I have known Mr. Arvind Garg since my earliest days. His knowledge of machines and unflinching support has helped us in maintaining an excellent relationship that has transcended time and projects. But for L&T’s prompt service and continuous site support, I would have found it difficult to manage large projects efficiently,” he notes.

Few would know that Mr. Prabhakar Reddy has largely been influenced by Jiddu Krishnamurti, the philosopher, while he spent 10 long years as a residential student in the Rishi Valley School at Madanpalle-AP. In many ways, perhaps he is one of his kind the school would have produced, who has been a highly successful businessman and yet wears the values of humility, integrity and fortitude with utmost pride. He even treats his machines as not merely assets but as the tools that give him his strength to serve the community.
Scania opens Central Warehouse in Nagpur

With a view to strengthen supply chain operations, Scania Commercial Vehicles India Pvt. Ltd. has come up with a most modern Central Warehouse in Nagpur. This state-of-the-art facility is spread over 30,000 sq ft and stocks 8,500 items. It will cater to Scania’s off-road, on-road and engine products.

Mr. Petr Novotny, Managing Director, Scania India, along with Mr. Arvind K. Garg, Executive Vice-President- Construction & Mining Machinery, L&T were the chief guests at the inaugural event which also saw several senior executives of both the companies participating.

Speaking on the occasion, Mr. Novotny said, “India is an important market for us. This centralized warehouse is a part of the company’s expansion strategy and reiterates our commitment to India. We are confident that such strategic initiatives will further support Scania India’s growth story.” This new facility is located close to L&T’s Central Warehouse in Nagpur.

Mr. Novotny said the new warehouse facility was a ‘strategic move’ to come closer to L&T. “It vastly builds on synergies and improves the operational efficiency, reduces the order processing time for our customers across India, thereby resulting in better turnaround time and better availability of spare parts. This will help the customers achieve higher operational efficiency, furthering the Scania philosophy of ensuring customer delight,” he said.

Scania Commercial Vehicles India Pvt. Ltd. has 127 years of history in mobility solutions. Scania entered India in mining and construction segments in 2007 through its partnership with L&T.
Scania launches NTG Mining Tipper

5th July turned out to be an epic day for Scania India with the roll out of its Next Truck Generation – G440 XT Mining Tipper. At the specially-crafted event held at Scania’s manufacturing facility in Kolar district of Karnataka, the new dazzling truck rolled out even as hundreds of excited customers along with senior members of L&T and Scania gathered to witness the launch ceremony.

Unveiling the new truck, Mr. Petr Novotny, Managing Director, Scania Commercial Vehicles India Pvt. Ltd. said, “With the launch of the NTG range, we aim to drive the evolution of India’s transport solutions in the mining, construction and long haulage business. We reinforce our commitment to helping customers achieve higher levels of profitability, safety, efficiency and productivity in their businesses. We are confident that these strategic initiatives will further support the growth of mining industry in India and strengthen Scania India’s growth story.”

The NTG is integrated with an upgraded powertrain, resulting in higher load-carrying capacity, fuel efficiency, higher uptime, better fuel economy and operator comfort. With its unique modular system, this G440 Mining Tipper will deliver productivity-enhancing services as well as customized transport solutions.

L&T has been marketing and servicing Scania Tippers in India since 2007. In an effort to offer end-to-end solutions, L&T has launched quick-repair solution and has in place mobile workshops with a view to enable customers benefit on Site Optimization, Uptime improvement, Repairs and Proactive Maintenance. Further, L&T has strengthened parts support across the country by opening new depots at major job sites.

In his comments, Mr. Arvind K Garg, Executive Vice-President, CMB, L&T said, “NTG is a great offering from Scania to the Indian customers providing them enhanced benefits and would surely become a game changer in the transport industry”.

Mr. Arun Pai, GM- Product Support, Mr. K.A. Sravan Kumar, Head-Service Centres and Mr. Rahul Mehta, Head-Tipper Business, L&T along with representatives from customer sites and parts operations participated in the event.
L&T 9020sx brake system is fantastic - Mr. M.K. Pandey

Hindalco has a strong presence in the bauxite town of Lohardaga having stepped up its mining activities in the last two decades. In the year 2000, Hindalco moved into Jharkhand after acquiring the assets of Indian Aluminium Co. Ltd. in Bagru, the oldest bauxite mines in India. Subsequently, Hindalco expanded its mining activities by acquiring new leases and by consolidating its operations in the State of Jharkhand.

Hindalco, today, ranks among the top five global aluminium producers and part of the frontline business of Aditya Birla Group. The group which has interests from industrial applications to food segment is working towards increasing the per capita consumption of aluminium in India from 2.5 Kg to four times in the near future.

Hindalco’s R&D team is constantly engaged in finding solutions to minimize ecological imbalances in the project site by taking up controlled blasting and afforestation of the reclaimed land in the mines.

“Indian bauxite is of superior quality and located in a single plateau where we have deployed machines for bulk mining. We already have 14 mines in operation spread over Jharkhand, Chhattisgarh, Maharashtra and Odisha,” says Mr. M.K. Pandey, Asst General Manager-Maintenance, Hindalco Industries Limited, Mines Division.

Hindalco’s fleet in Lohardaga includes 3 nos. Komatsu PC300 Hydraulic Excavators, Komatsu WA380 Wheel Loader and 6 nos. L&T 9020 Wheel Loader besides a sizeable lot of 25T/30T Tippers and other brand loaders. “PC300 machines are an asset of our mines. These machines work on the mining seam and are very strong and highly dependable. One of them has crossed 25,000 hours without even resorting to engine overhaul,” says Mr. Pandey with satisfaction writ large on his face. The bucket and undercarriage of our Komatsu PC300 machines are delivering an excellent life in bauxite application,” he adds.

He continues, “Komatsu WA380 machine, which we acquired in 2009, is working in the mining pits and has been giving us sustained performance over many years. Its powerful engine and faster cycle times help us in meeting our schedules. Even the L&T 9020sx Wheel Loaders deployed in our railway siding at Tori Railway Station and also in our mines, have been highly effective in its reach, speed and flexibility. Its brake system is fantastic, the kind of which we have not seen in other Loaders of the same class.” The bauxite ore is transported by trucks from the mines to the railway siding and from there they are loaded onto rakes by L&T 9020sx machines for onward movement to the smelting plants at various locations.

In Hindalco, the mines are semi-mechanized with an integration of men and machines. “We have employed local people, mostly from tribal communities, and trained them in various skills including operation of machines and tippers. They have risen in corporate ladder and taken up managerial roles as well,” he says.

Mr. Pandey expresses satisfaction with the support extended by L&T and its Dealer Hiralal Industrial Technologies. “The condition monitoring and timely visits by the team have been helping us to maintain 85% plus availability at site which is enabling us to achieve our output. Team L&T and HL are efficient and exceed our expectations,” he says.
Komatsu is a Premium Brand: Mr. Santosh Singh

In the steel city of Jamshedpur, Leading Construction is a big name to reckon with having executed several projects in Tata Steel, both inside the plant as well as in the township area including modernization, civil works and arterial roads.

Since its founding in 1992, Mr. J.P. Singh had single-handedly managed Leading Construction which was mainly engaged in executing modernization project inside Tata-Steel for its production capacity enhancement up to 10 MTPA and later also earned the confidence of JUSCO, the utility company involved in managing Jamshedpur town, and known for its strict adherence to quality and reliability standards. In the year 2000, his sons, Mr. Santosh Kumar Singh and Mr. Sudhir Kumar Singh, joined him in consolidating the business and taking it forward.

Today, Mr. Santosh Kumar Singh takes care of projects and pitching in for new contracts. He is an astute entrepreneur and has been instrumental in expanding the company’s operations across Jharkhand. His equipment fleet includes 7 nos. Komatsu PC200, 2 nos. PC210 and 3 nos PC71 Hydraulic Excavators, 3 nos. L&T 9020 Wheel Loaders, 2 nos. 990HF and 1 no. 1190D Vibratory Compactors and one Komatsu GD623 Motor Grader.

Says Mr. Santosh Kumar Singh, “Komatsu and L&T machines have delivered superb performance at all times and never let us down. We had extensively engaged PC200/PC210 machines in Tata Steel modernization project and for road construction projects across Jharkhand and found them rugged and reliable. They have been able to complete challenging tasks like cutting hillocks and handling boulders with terrific ease. There is no doubt that Komatsu is a premium machine in the market.”

His firm had taken up major road contracts valued over Rs. 300 crore in Jharkhand which included Adityapur-Saraikela (25 km), Sundarnagar-Jadugoda (9 Km), Kandarbeda-Sonari (8 km), Pitajuri-Ghorabanda (17 km), Saraikela-Manoharpur and completed well on time.

In Tatanagar, the setting up of the Greenfield plant by Tata Bluescope was a complex activity and offered tremendous scope for Leading Construction to involve themselves fully from concept to commissioning and come up with new hangars, buildings and roads. “Our team worked with a lot of preparedness and we could manage the timelines strictly and learnt a lot in managing diversified projects,” says Mr. Singh.

As an ongoing activity, Leading Construction has been retained to take care of road repairs, re-carpeting and maintenance of city roads in Jamshedpur.

He says working closely with JUSCO has imbibed in him the importance and stipulations of quality and safety across various parameters. No wonder, roads of Jamshedpur city often evoke appreciation of all, he observes.

Says Mr. Santosh Singh, “To manage such a huge volume of road works, we have acquired quarries and set up crushers in three places in Saraikela with a total capacity of 750 TPH and spread over 20 acres. We are highly conscious of quality and have a rigorous process in place to handle aggregate supply. One of our PC210 machines is fitted with Furukawa Breaker and the machine has been performing to our utmost satisfaction in quarry operations. We also have L&T 9020 Wheel Loaders in our operations and they have a key role in our crusher units and batching plants.”

Looking into the future, Mr. Santosh Kumar Singh talks of the immediate challenge they have on hand in Tata Steel-Joda Mines where they are involved in building a slime dam. He speaks excitedly, “This is a new assignment for us to build an embankment in the deep mining pits and we look forward to your machines would contribute significantly to accomplish the job with no hassles.”

On after-sales support, he says, “Team L&T and your Dealer Hiratdal Industrial Technologies have given us confidence at all times. They are in constant touch with us to understand our issues and make efforts to quickly diagnose and resolve them by effective product support. We work with the best and trained operators who take good care of the machines through timely inspection and maintenance.”

While Mr. Santosh Kumar Singh takes care of the customers and sales, his brother Mr. Sudhir Kumar Singh is in charge of machinery and assets. They are upbeat with new projects and new activities lined up and looks forward to moving to other States like Uttar Pradesh in the near future.
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**Key for Course Fee**

- Special programme for Executives / Managers: Rs. 4,720/-
- Programmes for Engineers/Foremen/Technicians: Rs. 3,540/-

Programme for Operators & Mechanics: Rs. 1,160/-

Kom: KGM/ATSU
Kpuram: Kanchipuram

L&T Earthmover News - June 2019
We share an excellent rapport with L&T team – Mr. Adarsh Dodrajka & Mr. Govind Agarwal

From Irrigation works to Railway contracts, Triveni Engicons Pvt. Ltd. has been a frontrunner in Jharkhand with a reputation of executing the jobs ahead of schedule and taking on the challenges of complexity and diversity in its stride.

Triveni Engicons was largely built by Mr. Govind Agarwal and actively managed today by his sons, Mr. Adarsh Dodrajka and Mr. Anand Dodrajka, who are instrumental in taking the firm to new heights of growth. The firm, which takes the name after their great grandmother, was originally founded by their grandfather in the small town of Chakradharpur 50 yrs ago to handle local civil and canal works.

In recent years, Triveni Engicons has emerged as one of the most prestigious construction companies in Jharkhand by bagging and executing contracts in Public Health Engineering, Irrigation, Roads and Railways. Today, Triveni Engicons owns a huge fleet of equipment which includes over 30 nos. Komatsu Hydraulic Excavators (PC71/ PC130/PC200/PC210/PC300), GDS11 Motor Grader, L&T 9020 Wheel Loader and L&T 1190 Vibratory Compactor.

Presently, they are engaged in infrastructure projects like construction of new railway line/doubling of existing line on turnkey basis, excavation and embankment of new canals, ERM (expansion, renovation and modernisation) of old canals and barrages and construction of roads/flyovers. For corporates like NTPC/DVC, Triveni is executing assignments which include MGR railway corridors in DVC-Banjhedih, DVC-Raghunathpur, NTPC-Seepat and NTPC-Lara.

It was in 1991, Triveni bagged its major project from South Eastern Railway for construction of a new railway line from Sambalpur to Talcher. “We purchased our first L&T 90CK excavator in 1992, followed by another machine in 1994. Both these machines helped us establish our credentials in the market,” recalls Mr. Agarwal. Since then, TEPL had been involved closely in executing significant projects for SER including the construction of 300 km railway line spread over a period of 25 years.

Mr. Adarsh Dodrajka says, “SER had awarded us the Goikera-Posoita third line which was fraught with risks and involved carving out the 780 m long tunnel passing through thick jungles. It took us 8 long years to carry out and our team of men and machinery was committed to completing the project despite disruptions. It was a fulfilling moment when the railway authorities felicitated us during the inauguration.”

TEPL procured their first Komatsu PC200-6 machine in 2007 and followed up with Komatsu PC300LC-7 in 2009. In the course of time, they acquired an entire fleet of equipment to support their activities – an inventory of 600 equipment which includes 100 Transit mixers and 200 Tippers.

Speaking of Komatsu machines, Mr. Dodrajka acknowledges the exceptional performance of PC300 machines fitted with Rock Breakers and engaged in Banspani-Juruli Railway project wherein the machines excavated 26 m high layer of soft rock embedded in the ground with no blasting.

Mr. Adarsh Dodrajka shares a strong interest in Construction Equipment and believes in monitoring the maintenance of plant and machinery through his team of well-trained engineers who are adept at site challenges. Both Mr. Govind Agarwal and Mr. Adarsh Dodrajka expressed their happiness with the consistent support received from L&T and the Dealer Hiralal in the last one decade. “We have shared an excellent rapport with L&T team and it has helped us in maintaining an active and top performing fleet,” remarks Mr. Dodrajka.

The Dodrajka family is known to be ardent devotees of Shirdi Sai Baba. They have constructed a marvellous temple in their native town, Chakradharpur, as part of Global Sai Foundation, an international Sai devotee network with 400 temples worldwide.
Despite mechanization, Mr. Sanjay Singh likes to stay connected with his mines on daily basis and makes it a point to visit the quarry at least once in a day to ensure all is well. His brother, an engineering graduate, has joined him recently in strengthening the business. There are about 300 people working with him.

“In Jharkhand, we have seen a good growth in road construction projects which have helped us to stabilize our business,” he says referring to the big demand in recent years for aggregates. “The impetus on road development has opened new job opportunities for the local youth as well. As a result, the unrest due to militant movement here has also come down over the years,” observes Mr. Sanjay Singh.

“We have got effective support from Team L&T and your Dealer Hiralal Industrial Technologies in terms of monitoring the fleet performance and ensuring best availability of machines by timely supply of Genuine Parts,” he says. Of late, Mr. Sanjay Singh has become a mentor in Gumla with many youth consulting him to seek his advice on owning quarry and setting up crushers as well as seeking his guidance in skill building and in raising their confidence levels.

He is now looking up to expand to other areas like real estate which seems promising. He has since made a beginning with the construction of a godown which he has leased out. Travelling is a great hobby and Mr. Sanjay Singh takes off each year with his friends to visit places both in India and abroad.

**L&T's support is always reliable – Mr. Jaglal Prasad**

G umla district in Jharkhand which was largely under-developed is today witnessing a sea-change. Thanks to new-generation entrepreneurs like Mr. Jaglal Prasad who has been a pioneer in Blue-metal quarry operations in Gumla and started his first quarry 20 years ago.

“L&T supplied machines are robust and have given good productivity,” remarks Mr. Jaglal Prasad, referring to Komatsu and LTCEL equipment, which he has deployed in Blue Metal quarry and crusher operations in Gumla. Mr. Jaglal Prasad grew up in Gumla, with his family engaged in the
farming activity. Soon after his schooling, he began supporting his elder brother, Mr. Shyamlal Prasad, who was already into the brick manufacturing industry.

In 1998, he started off with manual mining after having secured a 2-acre quarry lease for 10 years and to complement this business, he established a 25TPH crusher. Mr Jagjal Prasad learnt in the hard way the basics of the trade and demands of the industry. Later, he renewed the licence and acquired another quarry of 5 acres. During the year 2013, he realized the importance of mechanization and hired a Komatsu PC200 machine for a fillip in his operations.

In 2014, he procured the first machine Komatsu PC130 and followed up with the next size PC210 soon after. He also purchased L&T 9020 in the subsequent years for his new 100TPH crusher plant. He says, “I quickly realized the power of mechanization, I could handle the jobs very efficiently and in a time-bound manner in terms of supply of aggregates to contractors. The 12 tippers I acquired enabled me to complete the production-to-delivery cycle faster and with excellent coordination.”

“I have fitted Rock Breakers on both my PC210 machines and using these in the quarry to my best satisfaction. I have deployed 2 units of PC130 for loading boulders on to tippers within the quarries and my L&T 9020 loader in loading of aggregates into Trucks & Tippers in crusher plants. L&T 9020 fits into my activities very well, its cycle time is faster and its maintenance is easier,” he adds.

The road sector is in boom in Jharkhand and he feels there are enough opportunities for more players to grow referring to the rising demand for aggregates in view of the projects coming up under Pradhan Mantri Gram Sadak Yojana, State Highway of Jharkhand (SHAJ) and National Highways Development Programme (NHDP). He has since acquired one more mining lease of 6 acres in Sesai and has put up a 100 TPH crusher, supported by one more unit of L&T 9020 in 2018.

“When it comes to hiring of operators, we initially had to get them from Koderma. But now our local youth are getting into this vocation. Our operators are well motivated and are in touch with L&T team and the Dealer Hiralal Industrial Technologies for updating their skills.

“I am particularly happy with the support of your dealer and team L&T in Gumla. Their engineers have been instrumental in giving us quick service and restoring the machines with minimum downtime. I have always relied on Genuine Parts from L&T and they have also ensured the availability of requisite parts at site within 24 hours through quickest mode of logistics at the most of time,” replies Mr. Prasad.

His son, Mr Sudanshu Prasad, is pursuing graduation and looks forward to join his father’s business soon.

Komatsu PC71 makes inroads in temple town

CEB-Karnataka has bagged an order for supply of Komatsu PC71 Hydraulic Excavator to the well-known Sree Dharmasthala Manjunathswamy Temple Trust. At a function held in the temple premises in South Kanara district on 7th July 2019, the symbolic key was handed over to temple authorities in the presence of Shri Veerendra Hegade, Hon’ble Dharmadhikari of the trust, by Mr. M. Naganand, Jt. General Manager-Sales, L&T, Mr. C. V. Murthy, Territory Manager, CEB-Karnataka and Mr. Vijayendra Bhat, Director, Anugraha Construction Equipment. This is the sixth machine being supplied by L&T to the Dharmasthala Temple Trust which has set up many educational and charitable institutions all over Karnataka.
Visit of Velji P & Sons to LTCEL

Mr. Milan Sindhavi, Director, M/s. Velji P & Sons, Surat visited the Doddaballapur Works of L&T Construction Equipment Limited on 7th June 2019. During the visit, Mr. H. S. Hande, GM, LTCEL handed over the symbolic key of L&T 9020 sx to the customer in the presence of Mr. D. Keshava Kumar, Chief Executive, LTCEL, Mr. Vivek Hajela, GM-CEB, Mr. Mohit Kondaskar, Sales Development Manager and Mr. Manish Parab, Zonal Manager, CEB-West. Later, he paid a visit to L&T Palace Road office, where he was felicitated with a ceremonial salver and a miniature model by Mr. Arvind K. Garg, Executive Vice-President-CEB and Mr. Masaaki Kamizono, MD, KIPL.

M/s. Velji P & Sons is a logistics, stevedoring and clearance house, which started operations in Porbandar way back in 1950. They have since expanded their presence on major ports of the west coast. The firm has deployed equipment such as Komatsu PC210-8 in Adani Port and SEZ-Hazira. The firm has now placed orders for Komatsu PC300/PC210-8 machines and L&T 9020sx Wheel Loaders.

RSKCPL team visits KIPL

A senior-level team from M/s. Rajendra Singh Kiledar Construction Pvt. Ltd., Bhopal, visited the Oragadam Plant of Komatsu India Pvt. Ltd. on 19th June 2019. Mr. Arun Singh Kiledar, Mr. Raj Singh Parihar and Mr. Gaurav Kiledar along with their family members – Mrs. Pushpa Kiledar, Mrs. Smita Parihar and Mrs. Vineeta Singh comprised the team. The team was conducted around the excavator facility and this was followed by a traditional felicitation ceremony in the presence of Mr. K. Nakanishi, VP, KIPL. Mr. M. Naganand and Mr. Sanjay Karkala, Jt General Managers- Sales, L&T attended the event along with Mr. Amitabh Marwah, Territory Manager, L&T-Nagpur. The team also visited L&T Service Centre in Kanchipuram.

RSK Construction is a large road construction company with operations spread across the state of Madhya Pradesh. Founded in 1993, the company has grown multi-fold over the years and has executed several projects such as highways and expressways. RSK has carved a niche amongst contractors for high quality and timely completion of projects. RSK owns the single largest fleet of Komatsu PC130 machines in the country with 38 nos. The firm has also procured L&T Compactors and Wheel Loaders to augment their operations.
At Bauma Conexpo India 2018 held in Huda Grounds-Gurgaon from 11th-14th December 2018, L&T put up one of the largest stalls in the outdoor area with an impressive display of 15 machines, comprising 9 Komatsu and 6 LTCEL equipment. The stall had a mezzanine floor with a viewing gallery to provide an unhindered view of the machine display. Simulator was set up in a separate room and a large area was devoted for display of Genuine Parts of Komatsu and Scania. Special attachments like Komatsu Rock Breaker, Quick Coupler and L&T Crusher Bucket formed part of the outdoor display. Recon Components from PSD-Bahadurgarh were also on display.

Mr. Arvind K. Garg, EVP, L&T who is also the President of ICEMA, led the participation in the exhibition along with CMB team comprising Mr. Arun Pai, Mr. Vivek Hajela, Mr. K.A. Sravan Kumar, Mr. Jaikumar Kamath, Mr. Sanjay Karkala and Mr. M. Naganand. KIPL was also represented by Mr. M. Kamizono, Mr. K. Nakaniishi and functional heads. Dealership teams of Action Earthmovers, AS Engineering and Proficient Equipment Solution took active part in the exhibition.

Equipment that were on display included Komatsu PC71/ PC130/ PC210/ PC300/ PC350/ PC450 models Hydraulic Excavators, Komatsu GD535 Motor Grader, D85 Dozer, L&T 1190/L&T990/L&T 491 Compactors, L&T 9020x Wheel Loader, L&T 2490 Pneumatic Tyred Roller, L&T Hydraulic Paver and L&T Skid Steer Loader. Coinciding with the occasion, L&T launched PC300LC-8M0 and PC350LC-8M0 Hydraulic Excavators in the 30-35 Ton class which have been developed by L&T and Komatsu specially for the Indian market.

A separate indoor stall was set up to showcase Rammer brand of Rock Breakers and Boom Breakers which are distributed by L&T as a new line of business activity. Different types of Breakers that are offered by L&T through their Dealers were on display in the stall.
In a significant breakthrough, M/s. Naresh Kumar & Co Pvt. Ltd., acquired one Komatsu D155A Dozer for deployment in Tata Steel- Jamshedpur for material handling application. The volume to be handled is 10,000 metric tons per day and NKCPL’s contract covers 36 months. This is the first Komatsu Mining Equipment purchased by NKCPL.

NKCPL’s fleet at Jamshedpur includes Tippers, Front End Loaders and PC210 Hydraulic Excavators. NKCPL is a big name in Bulk Material Handling operations in the Eastern India providing end-to-end solution from sourcing of raw material to transportation and rehandling at destination points. NKCPL is also involved in Bauxite Mining.

Naresh Kumar & Co. came into being in 1962, but the family has been engaged in coal transportation much before since 1925. Mr. Naresh Kumar, the legendary tennis player, who is part of the illustrious family, is now the Chairman of NKCPL. His son Mr. Arjun Kumar has since joined the business and is now leading the company as its Managing Director.

NKCPL has a long association with Tata Group with equipment deployed in Jamshedpur and other plants. NKCPL operations at Tata Steel is coordinated by its President, Mr. Sanjiv Kumar Saxena.
L&T Equip-Care – Innovation in CE Industry

In its concerted efforts to step up customer service, L&T Construction & Mining Machinery has evolved a three-pronged strategy by harnessing the new tools of digitalization. The activities will enable the customers to instantly connect with the company through a host of options and get their issues resolved within a specific timeframe. The strategic initiatives being rolled out in the course of time include a Mobile app and an Interactive website as well.

As a first step in this direction, L&T CMB has kicked off the initiative to be tele-connected through a dedicated All India Customer Care Number 1800 833 9990. Named as L&T Equip-Care, the toll-free number is the nodal point for all customer-driven communication and engagement for the after-sales support. The process involves customers dialing the Toll-Free Number to record their requests for Service and Parts. The requests will be instantly routed to the respective Dealer depending on the geography, who shall then independently collect complaint data and act accordingly to redress it.

L&T CMB has established an All India Customer Care Centre and standardized the process with trained operators who are adept at multiple languages and shall engage with the customers. This shall enable us to professionalize the services, and track the redress mechanism on daily basis. The interaction between the Customer and the Customer Care Executive is automated from end to end.

Dealers are ready with service engineers of required skill sets to attend to equipment breakdowns and restore the equipment in the shortest time frame. A pilot project conducted at the Dealer, Anugrahra Construction Equipment in Bangalore for the State of Karnataka, received encouraging response and effective feedback. Training programs were conducted for all Dealers on the scope and operation of the Customer Care Center. To execute this activity at Dealership, each dealer has engaged one dedicated Equip-Care Executive who functions through the respective Dealer Service Manager.

L&T ADDI (Area Dealer Development Incharge) reviews the call status and action taken by the Dealer on daily basis. In case if there is a delay in responding or deputing the Service Engineer by the Dealer then the issue gets escalated to the Zonal team and later to the SBU team at HQ-Bangalore.

The tickets raised are kept open till Equip-Care Call Centre calls the customer after completion of the job at site. If the job is found satisfactory only then the call is closed.

After launching of L&T Equip-care, there is renewed focus on the status of machines working all over the country. Hence, there is reduction in machine breakdown time, improved availability, on time scheduled services, and on time parts supply to the customer.

Customer feedback on the service experience is tracked at the end of each call. A separate phone number is provided 914071326523 for the purpose.

Advantages:
- Single point contact for customers
- Customer gets updates on the Service Engineer deputation and status of the equipment.
- Routed in a proper way based on the customers’ requirement.
- Monitoring of MTTRs in a real-time
- Minimizing the equipment downtime
- Enhance customer’s satisfaction
- Brand reputation through unique process