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ARVIND K. GARG
Senior Vice President and Head, L&T Construction & Mining Machinery

How do you look at the present market conditions for your products?

The Indian Construction Industry registered a CAGR of over 5% in the last five years despite two years of disruptions during the pandemic. Indian Government's focus on growth driven by Infra development & manufacturing is aiding demand growth. In addition to the various ongoing infrastructure projects under the National Infrastructure Pipeline valued at USD 1.4 trillion for the period 2020-25, the Government of India has recently launched the USD 1.26 trillion Gati Shakti - National Master Plan for Multi-modal Connectivity, an integrated infrastructure development plan for seamless connectivity for movement of people, goods and services from one mode of transport to another and to facilitate the last mile connectivity to reduce travel time for people.

Additionally, India is expected to have the second-largest metro connectivity globally by 2025, with 982 km being

added to the existing 810 km spread across 15 cities. These projects will drive demand and support us in our growth story.

Currently, we have an extensive portfolio of offerings for customers in India ranging from Komatsu Excavators, Dozers, Motor Graders and Loaders, L&T's range of Vibratory Compactors, Wheel Loaders, Skid Steer Loaders, Sand plants, Aggregate Crushing solutions, Tipper Trucks from Scania and a host of attachments to enhance product versatility. We expect growth in all these product offerings.

Customers are becoming focused on green initiatives and savings in fuel costs, leaving a lesser carbon footprint. Could you please help us understand the green initiatives on product development undertaken by your organisation?

As committed at the COP26 Summit, India is to achieve carbon neutrality by 2070. The entire ecosystem in India is working towards this direction. We currently offer a wide range of biodiesel-compatible Komatsu equipment, including Hydraulic Excavators, Dump Trucks, Wheel Loaders, Crawler Dozers, Motor Graders and Water Sprinklers. We also pioneered the introduction of electrically operated excavators in India and the recently supplied Komatsu PC3000 electrically driven excavators for the mining industry in Central India. We have also started working on battery-operated CE and exploring the introduction of Hybrid machines in the near future.

Our ICI tool - Komtrax, available on Komatsu's range of products - generates energy-saving reports with detailed insights into load conditions and modes which help



customers explore methods to improve machine utilisation & efficiency, eventually leading to fuel savings.

What are your after-sales initiatives for your range of products?

After-sales service support has been one of the strong fortes for L&T. L&T's Equip-Care, a pro-active after-sales support program that seamlessly integrates smart machines, Customers' requirements, and a trained after-sales team across the country, provides unmatched support experience to our customers. Equip-Care continuously draws information from Komtrax on the machine to plan scheduled services and necessary interventions in case of any caution/abnormality/alert on the equipment in the shortest possible time.

L&T pioneered the introduction of Suraksha Kavach & Vishwas Machine care programs. These are industry-leading initiatives from Komatsu and L&T under which machines are covered with extended power train warranties up to 4 years/10,000 hours bundled with a host of value-added services such as Komatsu Energy Saving Training & Guidance, KOWA analysis, PM clinics, Komatsu Undercarriage Inspection and Machine health reports. The program ensures "True Peace of Mind" for Customers by taking care of their operation and maintenance aspects of the machines on time.

L&T has established state-of-the-art Service Centers at six strategic locations pan-India. These are equipped with specialised bays, modern facilities and

tools such as Dynamometers, Hydraulic Test Benches, and Transmission Test Benches to overhaul and rebuild complete machines and their aggregates.

It extends Rebuilt Exchange facility for critical aggregates and supports customers in minimising machines breakdown with the supply of float components on an exchange basis. Besides, L&T Service Centers also supply refurbished equipment and provide value to customers looking to procure them in the market. This infrastructure is complemented by several dealer workshops and outlets across the country.

Are you planning to add more products in the future?

To strengthen our extensive product offerings, we recently launched four new environment-friendly, B20-biodiesel-ready hydraulic excavators and a motor grader to address the emerging needs and technology requirements - Komatsu Hydraulic Excavators PC205-10MO, PC500LC-10R, PC210LC-10MO Super Long Front and a Komatsu Motor Grader GD535-6.

Our extensive portfolio of equipment includes Komatsu Excavators, Dozers, Motor Graders and Loaders, L&T's range of Vibratory Compactors, Wheel Loaders, Skid Steer Loaders, Sand plants and Aggregate Crushing solutions, Scania Tipper Trucks and a host of attachments to enhance product versatility. Based on the market requirement, we will plan to introduce new models and product lines on a regular basis.

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