

 GAINWELL®

APRIL 2025

व्याप



From the Group Chairman's Desk

Pioneering Indigenous Excellence in India's Construction & Mining Equipment Sector

Dear Friends and Colleagues,

In today's rapidly evolving economic landscape, India stands at the threshold of an unprecedented economic growth, especially in the infrastructure sector. Our nation is not merely growing—it is transforming at a remarkable pace, outperforming global markets with the demand for construction equipment increasing at a **compound annual growth rate of 10% over the past decade, compared to the global average of just 2%**.

This extraordinary momentum is fuelled by our country's ambitious vision for sustained infrastructure growth, rapid urbanization, and the needs of our nearly 1.5 billion citizens. While global markets experience cyclical fluctuations, India has demonstrated remarkable resilience, maintaining steady growth with only occasional pauses.

At Gainwell, we understand that achieving a self-reliant, developed India requires not just intention but strong and sustained action. Our manufacturing capabilities and commitment to innovation position us uniquely to reduce capital goods imports and establish India as a global manufacturing hub for construction and mining equipment.

We are proud to be making steady progress on the path of this transformative journey, engineering and producing advanced equipment that meets global standards. By developing indigenous manufacturing excellence, **we are not just fulfilling our business objectives but actively contributing to the vision of 'Atmanirbhar Bharat' and 'Viksit Bharat'**.

I would like to take this opportunity to announce several significant business developments across our organization:

- Our Mining team has secured an important breakthrough with an order for 7 units of Underground Mining Equipment from SMS Limited. This achievement, valued at INR 323.33 million plus a Cost Cap Contract of INR 144 million, marks our successful expansion into non-zinc business. We are also in the final stages of securing an additional order with the same customer for 4 more units valued at approximately INR 185.14 million.
- In an exceptional win, we have secured an order from **HZL for 14 HRV machines**, including 8 loaders (notably featuring India's first 2900XE battery electric loader) and 6 underground trucks. This order, valued at US\$ 15.5 million plus a substantial aftermarket revenue from the 7-8 year MARC contract, is scheduled for completion within this calendar year.
- Our rebuild team deserves special recognition for creating an extraordinary impression with their AD-60 rebuilds, which has led to a separate order for 24 rebuilds of dumpers and loaders to be completed within one calendar year.
- The Energy and Transport business has achieved remarkable success, crossing 100 Crores in revenue in February 2025. The team has secured a **INR 48 Crore order for 18 x 2000 KVA DG with BOP from Tata Projects** for the flagship semiconductor facility in Assam, marking our entry into this critical new segment and establishing our presence in Northeast India.

- We have received the highest honours in CI Services Growth Awards and have been recognized as one of top 8 dealers in Asia Pacific. Additionally, our recognition with the Sustained Growth Award, placing us among the top 15 dealers worldwide, is a testament to our collective excellence.
- I am particularly proud to announce that Gainwell is the first dealer in Asia Pacific Region (APD) and among only three dealers globally to complete Global Dealer Standards Gen 4 year-to-date, while consistently maintaining exceptional PCC eSite availability above 98.7% and API response time below 1.5 seconds since December 2024.
- We have demonstrated our continued commitment to e-commerce by completing Global Dealer Standards Gen 4 at an accelerated pace while maintaining all earlier deployed standards. As always, the adoption and maintenance of all standards would be critical to drive the intended customer experience.
- Our Sitech team has truly changed the course of road construction in India by demonstrating incredible quality improvements and cost savings on roads that use our machine control technology. I am happy to share that Government of India has applauded our efforts and taken effective steps to make this technology mandatory for various new major roads to be built. It's truly a moment of joy that our small Sitech team has laid the foundation for transformative technology adoption in the construction sector.

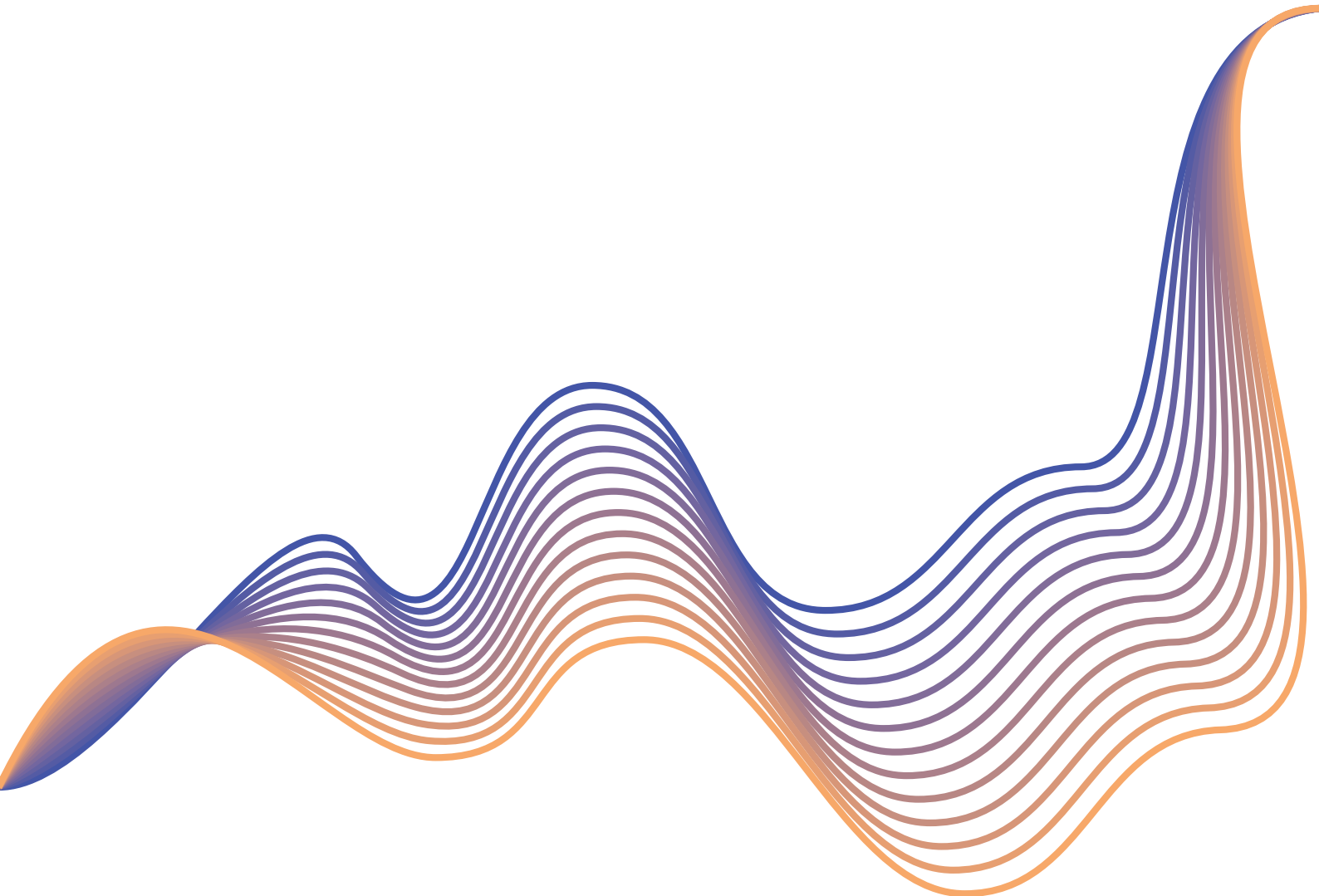
These remarkable achievements would not have been possible without the exceptional dedication, collaboration, and customer-centric approach demonstrated by each of you. Your commitment to living our values of collaboration, customer centricity, and excellence has been the driving force behind our success.

As we continue our journey towards becoming a holistic engineering solutions provider through our comprehensive efforts including through manufacturing excellence and thereby supporting India's vision of self-reliance, I am confident that our collective expertise, commitment and determination will set new benchmarks in the industry. Thank you for your unwavering commitment and outstanding contributions to Gainwell's success. Keep safe and wish you and your families happy, healthy and prosperous future.

Warm regards,

Sunil Chaturvedi
Group Chairman

LEADER SPOTLIGHT



In Conversation with **Biswajit Mukherjee,** Associate Vice President-Technical Training & QA



Can you tell us about how your journey at Gainwell started?

I started at TIL 40 years ago as a service trainee while studying engineering. After graduating, I joined Parts Sales, eventually becoming Manager of a large region. In 2002, I became one of India's first Six Sigma Black Belts, later advancing to Master Black Belt and even taught Six Sigma at Caterpillar. In 2011, I added Marketing to my responsibilities, though I eventually had to step back from some duties in consultation with the Managing Director, as I was



juggling with too many things at the same time. My career has given me comprehensive experience across service, parts, sales, and profit management. Looking back, I'm grateful for all the challenges and the amazing people I've worked with. It's been a fulfilling journey of learning, growth, and contribution.

What role do you see technical training playing in Gainwell's overall growth and success?

As a Caterpillar dealer in India, Gainwell differentiates itself through customer support rather than control over product design, quality, or pricing. Our sales and service teams' expertise are essential for our competitive edge.

The market has evolved dramatically over 35 years. Despite our 70% market share, we face increased competition, improved industry-wide quality, and higher customer expectations for immediate delivery.

To maintain our leadership position, we must deliver value beyond the basic Caterpillar product. This requires comprehensive training programs to develop exceptional technical skills and product knowledge in our teams. Superior expertise enables us to stand out, secure sales, and ensure customer satisfaction in today's competitive environment.

Gainwell is a fast-paced evolving organisation. How do you ensure that our technical training programs keep up with new market trends?

Training has evolved beyond traditional manuals to embrace AR, VR, and MR technologies, creating immersive learning experiences. Our technical instructors and operators continuously upgrade their skills to stay ahead of market trends. They dedicate time each year for self-development, undergoing rigorous programs like the Caterpillar Instructor Accreditation Program (CIAP) and the Service Instructor Certification Program (SICP) to ensure world-class expertise. As Gainwell grows exponentially, we're also rapidly enhancing the capabilities of our instructors to match this growth.

How do you envision the evolution of technical training at Gainwell in the next 3-5 years?

For Gainwell's sustainable growth, our training department must proactively develop capabilities for new products. We'll ensure technical instructors receive specialized "train the trainer" programs from principal companies, enabling them to effectively prepare our service and sales teams. We're establishing a comprehensive training academy with modern classrooms, simulators, and e-learning facilities to remain competitive both within and beyond the Caterpillar ecosystem.



Can you share a success story where technical training made a tangible difference to a department or project?

Yes, definitely! Our sales and service departments rely on us for continuous knowledge and skill development. Our technical training team developed SIKSHA, our in-house Learning Management System, with minimal external support following an idea conceived in 2016 by our Group Chief People Officer and Group Head of Marketing. This successful platform has revolutionized recruitment, maintained a skill bank, and provided easy access to training materials and procedures across the company. SIKSHA has already received interest from customers looking to purchase the system.

Additionally, we created advanced electronic engine simulators that received global recognition at Caterpillar dealer meetings, further demonstrating our department's innovation and value.

Is there a specific memory with your team members that you would like to share with us?

Our training team transcends mere professional relationships—we are truly family. This was clear when I recently reached out to a colleague recovering from a road accident. Such moments remind me of the deep bonds we've built over countless shared experiences.

Our technical instructors and operator trainers have weathered every challenge together. During COVID-19, we didn't just adapt to virtual platforms; we flourished, continuing to grow and support each other when physically apart.

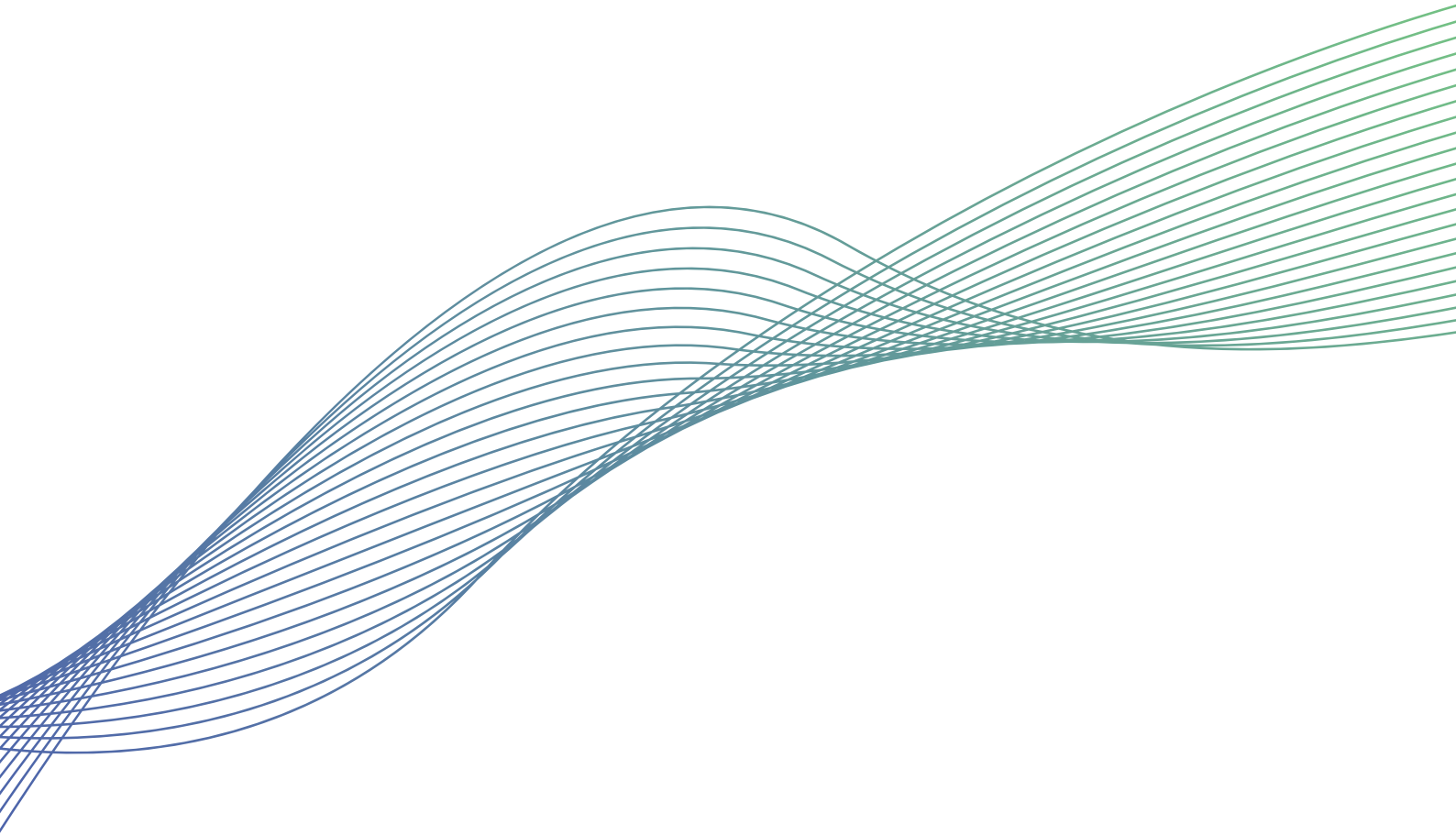
What makes our team special isn't individual brilliance, though we have plenty, but our collective spirit. Each person contributes uniquely to our family dynamic, creating something greater than the sum of its parts.

Above all, we share an unwavering commitment that resonates in our hearts: whatever challenges arise, we stand united in keeping Gainwell's flag flying high. This isn't just professional pride—it's our shared purpose and deepest promise to each other.

How has your family's support influenced your professional journey?

Throughout my 40+ year journey with this organization, my family has been my cornerstone. During the extensive travels that took me away from home, my wife Aparna and infant son were left to manage on their own. I must acknowledge that Aparna sacrificed her own career to provide unwavering support for my professional growth. My achievements and the person I've become today would not have been possible without the extraordinary dedication of both Aparna and my son Suvojit. Their support has been the foundation of my success.





TRAILBLAZERS AND TRIUMPHS

Block-II HWM Team Makes Remarkable Recovery of Trapped Highwall Miner

On **February 4, 2025**, a significant roof collapse incident occurred during highwall mining operations at Block-II's eastern section. The collapse happened while mining hole #38B at approximately 150 meters depth (at the 25th push beam), trapping a valuable cutter module underground. **The roof fall occurred at 9:45 pm** and the mining team immediately halted operations and initiated equipment retraction procedures to minimize damage. Despite these prompt actions, they were only able to retrieve through five push beams before the cutter head became completely immobilized due to continuing roof falls and accumulated debris.



The team first attempted a conventional recovery approach on February 8, 2025, employing two dozers in addition to the machine's own power head to pull out the stuck equipment. This method proved ineffective against the forces holding the cutter module in place. Without a low seam cutter available to assist in the recovery, the team needed to develop an alternative solution to prevent the complete loss of the expensive equipment.

Sanchayan Shit, Sr. Manager-Mechanical Maintenance and the Dhanbad Block-II HWM team, worked under the guidance of Susanta Patra, Sr. General Manager-Highwall Miner Project. They engineered an innovative recovery method involving a specially modified push beam. This custom-designed beam was created



to function as an auger that could collect fallen roof material and transport it out of the hole, thereby clearing a path to the trapped cutter. The design incorporated modifications to standard push beam equipment that would enable it to function as a material removal system.

The team first attempted to use this recovery method with the modified equipment on **February 14, 2025**. They inserted 11 push beams along with the modified beam into the hole, positioning them above the stuck equipment. However, this initial design encountered difficulties when the modified beam began riding up over the fallen material, creating a ramp rather than clearing debris. Additionally, larger boulders could

not enter the modified push beam due to size constraints, preventing effective material removal. After this unsuccessful attempt, all push beams were retracted for redesign.



After refining their approach and making further modifications to the push beam design to better handle the fallen material, the team attempted another recovery operation on **February 17, 2025**, during the first shift. This time, the improved modified push beam successfully collected and removed sufficient debris through the auger system to access and free the trapped cutter module. **The redesigned system was able to channel fallen material directly into the augers, creating the clearance needed to extract the valuable equipment.**



This successful recovery operation saved considerable equipment costs and demonstrated how engineering ingenuity and persistent teamwork can overcome significant challenges in mining operations. This achievement not only ensured the continuity of mining operations but also reinforced confidence in Highwall Miner technology for coal extraction in challenging geological conditions.

We remain committed to operational excellence, safety, and the continued success of the mining operation.



E&T Project Team Wins HSE Excellence Award from Adaniconnex

The E&T Project team has been honoured with the prestigious Safety Award for Financial Year 2024-25 by Adaniconnex, marking a significant milestone in the company's commitment to health, safety, and environmental excellence.

The award, accompanied by a "Certificate of Appreciation", recognizes Gainwell's outstanding accomplishment in HSE compliance among all MEP partners. Jeyakumar Janakraj, CEO, Data Centre at Adaniconnex, presented the award in Pune. Anurag Raj Kakkar, Head-Energy & Transport and Shashank Nepalia, Dy. General Manager-Project Management jointly received the honour on behalf of Gainwell's E&T Project Department. This achievement highlights the collective effort, vigilance, and dedication demonstrated by every team member in fostering a safe and healthy work environment, reinforcing safety as not merely a priority but an integral component of Gainwell's organizational culture.



The exceptional performance was demonstrated at Project ARROW (Data Center) for Adaniconnex, where the team successfully handled the installation of eight 3500 KVA and two 3900 KVA DG sets. Throughout this complex project, the team exhibited remarkable commitment to maintaining the highest standards of safety practices.



The E&T Project team deserves the highest commendation for their unwavering dedication to safety excellence. Their systematic approach to risk management included conducting regular comprehensive risk assessments and implementing detailed work method statements for all tasks, ensuring potential hazards were identified and mitigated before work began. Their commitment to training and awareness was evident through consistent and thorough Tool Box Talks, practical onsite training sessions, and continuous efforts to foster safety awareness at all levels of operation.

The collaborative safety governance structure implemented by the team was particularly noteworthy. Through monthly committee meetings, they created an environment that facilitated open communication and collective problem-solving, ensuring that safety concerns were addressed promptly and effectively. Their proactive hazard management

strategy, coupled with continuous monitoring and robust administrative controls, allowed them to identify and address potential risks before they could escalate into incidents.

This recognition from Adaniconnex stands as a testament to E&T Project team's unwavering commitment to embedding safety into every aspect of their operations. As the company continues to grow and take on new challenges, this award serves as both validation of past efforts and inspiration for future endeavors. Gainwell remains steadfast in its commitment to upholding these high standards and pursuing continuous improvement in HSE performance across all operations, ensuring that every employee returns home safely at the end of each workday.



Mining Team at Rampura Agucha Celebrates Safety and Innovation Milestones

The Gainwell Mining team at Rampura Agucha recently celebrated remarkable achievements in safety and operational excellence during [Mel Milap 2.0](#), hosted by Hindustan Zinc Limited. Sandvik, Normet, Epiroc, and others also participated in the event.

Gainwell's impressive safety track record stands as a testament to our commitment to creating a secure working environment. [We have maintained 979 safe man-days without any incidents, accumulating 11,52,158 safe man-hours.](#) This achievement stems from our comprehensive safety culture strategies, including leadership



engagement, open communication, regular audits, continuous training, and proactive risk assessment.

Further cementing our reputation for excellence, the Mining team has been recognized as a **7-time Best Performer at HEMM RA in 2024**, excelling in key performance indicators such as Oil Return, Kaizen, 5S, RCA, SAP Compliance, Safety, Training, and Maintenance. Our performance scores consistently remained above 87%, peaking at an impressive 98% in January 2024.

Gainwell has achieved a ground breaking milestone in underground mining with CAT AD60 Trucks (CT-05 & CT-06) surpassing 36,000+ SMU hours at HZL Agucha—the highest-ever recorded run hours globally for this model. Two trucks have demonstrated exceptional durability:

- CT-05: Exceeded 36,000 hours in 8 years, 7 months since commissioning in June 2016
- CT-06: Achieved the same milestone in just 7 years, 6 months after May 2017 commissioning

This success stems from proactive maintenance, precision monitoring, strong collaboration, and industry-leading operational practices.

The event also showcased Gainwell's completion of the world's first CAT Certified Rebuild (CCR) of a CAT AD60 (CT-09), featuring over 4,000 replaced components and earning a new serial number. Post-rebuild performance has been exceptional with 92.85% peak availability and MTBF soaring to 519.7 hours.

Additionally, innovations like the Service Information System (SIS 2.0 GO) were highlighted, offering cloud-based technical reference capabilities for Caterpillar equipment with mobile accessibility and AI-powered recommendations to enhance maintenance efficiency.

Through continued focus on innovation and safety, the Hindustan Zinc-Gainwell partnership continues to set new standards in mining operations, demonstrating how strategic collaboration drives sustainable operational excellence.





Gainwell and BATAS Tractors Host Successful Hydro Segment Customer Meet

Gainwell in collaboration with BATAS Tractors, the authorized Caterpillar dealer in Nepal, and Caterpillar India Pvt. Ltd., successfully hosted a Customer Meet and Cocktail Dinner. The event brought together several key customers from Nepal's hydropower sector, reinforcing relationships and showcasing the latest innovations in the Caterpillar equipment lineup.

The gathering served as a platform to express our gratitude to customers who have placed their trust in Caterpillar equipment for their challenging hydropower projects. As a principal company supporting BATAS Tractors, Gainwell remains committed to empowering Nepal's hydropower sector with cutting-edge machinery and reliable support services.

"This event underscores our dedication to building lasting relationships with our clients while providing them with the technological edge needed to advance Nepal's hydropower development," said Deepak Jolly, Head - Construction Industries, Gainwell Commosales.

A highlight of the evening was the special handover ceremony for customers who recently acquired Caterpillar excavators. High Himalaya Hydro Construction, Fewa Construction, Bhugol Infrastructure, Siuri Nyadi, and Bandan Bhagwati Construction Services were recognized for their continued partnership and investment in Caterpillar equipment.

During the technical session, our team represented by Anand Jha, Head-GCI & BCP Sales (Nepal & Bhutan), showcased the advanced features of Caterpillar's GC Series machines, specifically designed to address the unique challenges faced in hydropower projects. The presentation emphasized the equipment's superior efficiency, innovative technology, and exceptional reliability—critical factors for success in Nepal's diverse and demanding terrain.

As hydropower development continues to be a cornerstone of Nepal's economic growth, Gainwell, alongside BATAS Tractors and Caterpillar, reaffirmed its commitment to supporting this vital sector. Our combined expertise, technology, and after-sales support network position us uniquely to contribute to Nepal's energy infrastructure development. The event concluded with a cocktail dinner, providing an informal setting for knowledge exchange and networking among industry peers. Gainwell extends its appreciation to all attendees and looks forward to continuing these productive engagements in the future.

Asansol S·O·S Lab Achieves NABL Accreditation

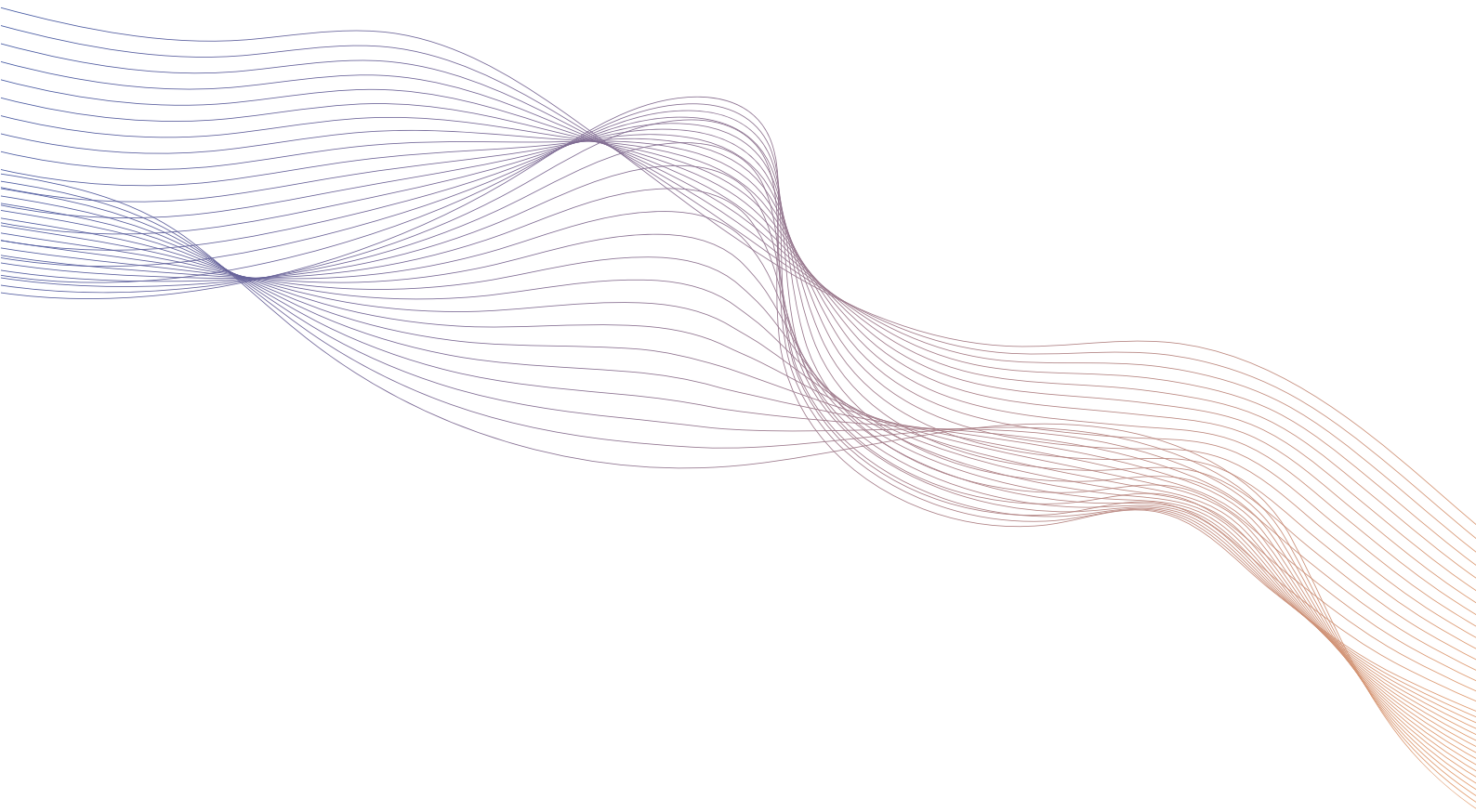
Gainwell's Asansol S·O·S (Scheduled Oil Sampling) Lab has recently achieved a significant milestone by securing accreditation from the National Accreditation Board for Testing and Calibration Laboratories (NABL) vide Certificate number TC-15781 in accordance with ISO/IEC 17025:2017 standards for lubricating oils testing. Following a rigorous assessment audit conducted on January 11-12, 2025, by NABL Board representatives, the lab (identified as T-10357) has now joined the prestigious Quality Council of India (QCI).

This accreditation stands as formal recognition of the lab's technical competence and reliability, substantially enhancing customer confidence in their testing reports. The state-of-the-art S·O·S Services at Gainwell are specifically designed to proactively identify equipment issues before they escalate into major repairs, with skilled technicians regularly collecting and meticulously analyzing machine fluid samples to evaluate lubricating oils and component health in hydraulic systems, engines, and transmissions.

This prestigious accreditation reaffirms Gainwell's unwavering commitment to excellence and quality assurance, providing customers with a dependable means to identify and select testing services that deliver accurate and reliable results, ultimately helping minimize downtime and maximize productivity across operations.



EMPOWERING POTENTIAL



Technician of the Year Competition celebrates the 'Heroes of our Trade'

Gainwell's inaugural Technician of the Year Competition for Construction Industries was recently held at Pragati Training Centre, setting a new benchmark for technical excellence in the industry. The competition evaluated technicians' agility, resilience, and versatility in real-world scenarios to identify the top technician for 2024.

Aligned with our core values, the program aimed at evaluating the best technicians of Gainwell through knowledge, skill-based and hands-on assessment, celebrate our Heroes of Trade and to crown "Technician of the Year 2024". It further aimed



to identify qualified candidates to represent Gainwell in the Global Dealer Technician Challenge (GDTC) Regional Final at Melbourne Learning Centre, Australia.

Vikas Rana emerged as the winner, with Aakash Gupta and Dharmendra Singh securing the first and second runner-up positions respectively. The closing ceremony at Gainwell Dhanbad featured distinguished guests from Caterpillar including Kavita Singh, Gajendran Thathapillai, Mani Ranjan, with Joe Moscato presenting the awards.

The champion, Vikas Rana, began his career in 2015 as a Diploma Engineer Trainee with limited knowledge of machinery. Through comprehensive training and supportive supervision, he developed expertise in troubleshooting and machine systems, ultimately leading to his victory in this prestigious challenge.



First runner-up Aakash Gupta, who joined Gainwell as a DET in 2016, expressed gratitude for the opportunity to test his capabilities among senior technicians and product specialists. "I enjoyed the competition a lot and am very proud to feel like a Hero Of The Trade," he remarked.

Second runner-up Dharmendra Singh, a veteran with over 18 years of experience, appreciated the healthy competitive environment that enhanced his knowledge. He advocated for making the competition an annual event to elevate technician quality across the organization.



The assessor panel comprised senior technical experts including Sudip Goswami - Additional General Manager,

Technical Training, Dushmantha Kumar Mohapatra - Additional General Manager, Product Support, Ranbir Singh - Dy. Manager, Technical Training, Prashast Pandey - Sr. Technical Trainer and Partha Mutsuddi, ensuring a thorough evaluation of all participants' skills and expertise.



Gainwell Organisational Leadership Development Programme (GOLD)

The Gainwell Organisational Leadership Development Programme (GOLD) is purposefully designed to navigate senior leaders through their leadership journey at Gainwell. Aligning with our Accelerated Career Track, **this comprehensive programme was curated to nurture leadership excellence in three fundamental areas**. First, **Inspiring Authenticity** focuses on understanding oneself (strengths and beliefs) to effectively tap into the collective genius with relevance. Second, **Connection & Collaboration** emphasizes cultivating meaningful partnerships with critical stakeholders while promoting empathetic collaboration through coaching and mentoring approaches. Third, **Communication & Influence** teaches leaders to use storyboarding and communication frameworks to create impactful influence throughout the organization.

To ensure a transformative experience, Gainwell had partnered with My Persona to facilitate this journey of self-discovery and professional evolution. The program provided participants with specialized expertise and methodologies tailored to address senior leadership challenges within Gainwell's unique organizational context.



OFF-CENTRE

Take a break with this fun quiz. Send in the answers to corpcomm@gainwellindia.com. The first 3 entries get to win attractive prizes:

1. In what present-day country was the first space launch facility located?
2. What city was known as and almost permanently named "Batmania"?
3. Which two countries are named after the line of zero degrees latitude?
4. What is the oldest playable board game in the world?
5. What was the first live-stream video on the internet?
6. What popular cocktail ingredient also glows in the dark?

Check out the answers to the last quiz from February 2025 edition –

1. Where did the first Republic Day parade take place?

Answer: Major Dhyan Chand National Stadium (then Irwin Amphitheater) in 1950, where the then Indonesian President Sukarno was the first chief guest.

2. What is the coldest permanently inhabited place on Earth?

Answer: Oymyakon, Russia. Located in Siberia, Oymyakon is considered the "Pole of Cold" and experiences average winter temperatures around -50°C.

3. What branch of mathematics is named for the Latin for "small pebble"?

Answer: Calculus.

4. Until World War II, solid blocks of what was commonly used as currency in Siberia?

Answer: Tea.

5. At which four places in India is the Kumbh Mela held alternatively?

Answer: Haridwar, Prayagraj, Ujjain, and Nashik

6. Which author of children's books wrote the screenplay for a James Bond film?

Answer: Roald Dahl—For "You Only Live Twice".

Congratulations to the Winners!

Subash Chandra Pradhan Subash.Pradhan@gainwellindia.com

Reetika Pagoda Reetika.Pagoda@gainwellindia.com

Alok Dora Alok.Dora@gainwellindia.com

Your prizes will soon be on the way.

Love the issue? Hate it? Or have a different point to make? We would love to hear from you. Send in your suggestions and let us know how we can make the content interesting for you. Write to corpcomm@gainwellindia.com and share your thoughts.