



## - Customer satisfaction first

### The Exclusive Interview Highlights with Mr. Ritesh Prajapati given to CONSTRUCTION TECHNOLOGY TODAY



Mr. Ritesh Prajapati (CEO)  
FABHIND

Now a days asphalt batch mix plants in India emerging up with its own identity, and have absorbed differently developed technology. Multinational manufacturers are playing very vital role in applying innovative technical aspects with cost effectiveness. How does your company efforts to have place of the product, suitable to latest market trend?

Road construction is carrying weightage in overall development of country's infrastructure in India likewise in overseas countries. On account of this consumers have increased awareness about the requirement of asphalt batch mix and construction equipment related to road construction, which has given upward graph to the numbers of asphalt mix manufacturers.

However considering weather condition and so far customer's specific need is concerned, it does not seem an easy task, to establish set up including plant and machineries as matching and suitable to those aspects. Product should maintain integrated values like, quality, smooth operation, least maintenance etc. The customer may have to pass through tough costing due to shut down or break down even of a day of a plant. So we believe efficient plant can only ensure good output. We always give an importance to cover alterations and improvements concerned to the quality, if need to be implemented to get our customer Asphalt batch mix plant of highest reliability.

Keeping in view the time consumption and prompt services, we have team of service engineers to support the solutions to the problems of plants and they reach by 2 to 3 days to resolve the problems if any at the plant location. Such service orientation, quality has led to our preference by customer even though pricewise we do

stand on bit higher side.

We have strengthen our production strength with a increased production capacity along with set to work offices spread over to four of the Indian Zones. We continuously strive hard and put efforts to attribute latest technologies, to make our plant well equipped with a intact good quality and production output, so as to enable our customer to ensure desired results. Satisfaction to the customer always matters us a lot.

2, Does your existing plant is made more potential with improvements as well as is your new batch mix plant, added with values like hr, heat transfer for fuel efficiency, usage of RAP ?

To facilitate our customer to give better results we are continuously running our show with improvisation. To get ensure efficiency to our end users latest technologies are acquired and being made involved for the purpose.

- **Hotbin** : size for the same has been increased just to have result oriented and output of a desired quantum of the material produced out of it.
- **SCADA** : Our customers are provided SCADA System. The System which brings under its control the various parts of the machine and working of the machine. Thus our customers monitors and control the whole plant from the place it self.
- **Bag House** : Enlarged bags are used which increases the scope of filter bags fitting. As an outcome recycled air helps in prevention of pollution in surrounding area of plant. It gives strength to the durability of bag and restricts dusting from chimney.
- **Burner** : Burner size have been made improved, sizes of the bag taken care



off. In this way added values to technical part so as to increase material output out of it.

- **RAP** : Especially in construction of highways, recycled material has proven its value as to be very cost effective, and reasonable. Our asphalt plant with support of RAP has increased extent of possibilities for recycling of material. We are with the plant having capacity to recycle the material to the tune of about 40% approximately. By and large this practices covers important part to prevent pollution during the ongoing construction. This effects and contributes to even keeping clean surrounding atmosphere.
- **Thermic Oil heater** : Main purpose of this is to control oil consumption. Less oil consumption in turn enhances the extent of heat which required. Arrangements for the same is done by arranging it from reputed manufacturers, who provides us thermic oil heaters which carries such values of thermic oil heater to suffice the purpose.
- **Liner, arms, tips** : Material used during the process of construction gives impact to the parts like liner, arms, tips etc. So to have protection, and prevent any sort of damage to it, and also for its long work man ship we use material with a standard quality.
- **Drying Drum** : Flight design is an important element of the Drying drum. Alteration to that has taken place to increase efficiency of drying drum so as to have efficient result from the same. The function of drying drum is drying of material without uneven pattern. To be precise it dries material with uniformity at the same time ensures less fuel consumption remains in the burner of drying drum.

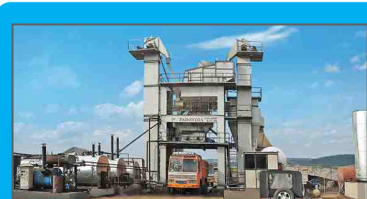
The things on first sight seems minor, are

given attention with a equal importance so as to have overall results betterment and to give benefit to that regards to our customers also to make them entire process smooth with minimum wastage of time.

To meet the demand with qualitative results of plant to achieve specific goal, Plant has to be equipped with controls by way of utilizing latest technology, hardwares, softwares, monitoring methods etc to ensure technical process related functions smoothly with minimum maintenance. How your products are positioned to that regard?

Maintenance part of the machines consumes more time also some times long shutdown effects time bound task and put them in delay. To avoid and reduce often occurring incidents of maintenance of machine we provide machineries which carries easy operation and requires least maintenance. The machines with complex method to operate, uneasy to understand can give full constrains to the over all work function. Also hampers economical side of the project. Our established plant with built up capacity on higher side namely with 160/200/240/260 TPH, containing latest technology are taken care to function in easiest way. The main aim behind if the operator is clear to operate machine can give optimum results with a minimum time, wastage, break down etc. Hardware and software designs are made according to the nature of work to be expedite. Prior training is an affiliated part to the operator making aware about significant special feature, taking place during the course of operation of the machine. which can help them in the events of minor repairing, and optimum use.

What aggressive actions are initiated for easy transportation of material ?





Asphalt batch mix Plant is distributed in 5 parts. Considering their distance of location we do manufacture them with planning transport it timely. For hassle free transportation vehicle to meet those purpose are there. Approximately 11 Trailers for stationary asphalt batch mix plant has been engaged. All of the trailers carries "Skid Plate" which helps to curtail time for plant fixation at site. Timely made plant ready to work can commence the work efficiently on time and can affect the post operation which are in turn to be performed.

In consideration of demand of our customer we have introduced and launched "Mobile Plant" consist of 80-100 PH capacity. Less than even a week time it takes to install and set to work for the function. Parts of the mobile plant use to be in disassembled manner which are very easy to mobile from place to place. The whole installation work can be completed with the help of single hydra. Despite of the such easy to carry design, compact and mobile pattern of mobile plant, strength of the plant remains intact. It does not compromise with sturdiness or other values in respect of its quality. The clients who needs to shift their plant frequently are always in demand of such mobile plant. The output capacity of the mobile plant is at par with Stationary plant, even though it is easy to get affixed as stated above.

**What support services are going to be involved to ensure productivity in a minimum time taking in to account components availability?**

After deriving Finished product quality check is performed and if at all found satisfactory it moves out

and transported to the respective place where it is to be installed. Operator of the plant carries major responsibility to manage plant wide activities in fully efficient way. However it is important to say we are always be prepared to render timely services 24 hours and 7 of the week days to come out at the solutions to the problems of our customer which may have taken a place at plant site. Usage of arrangement of plant facility has to be in a proper way so as to have optimum positive results, this gives support for efficient working in various operations to be performed at plant site. Each and every components utilized in plant is produced with a aim to of prime quality. Some of the items which are to be outsourced are as per specific laid procedures and from listed approved vendors only. Thus it helps to maintain desired level of quality of the plant and its operations as well. Customer who are the end users of the plant are also made aware about, utility, handling etc as ultimate operation are going to be performed by them so it rests highly upon the same.

Especially SCADA System controlling part of the whole plant, we always emphasise to keep aware our clients about its way of operating so as to minimise unwanted events like break downs, shut downs and also to reduce maintenance which involves unnecessary time wastage and interrupt entire plant activities. We have made facility for component availability. Units specially meant for the purpose are been established at four of the Indian zones, that makes components within easy reach to our customer.

All our actions, care, arrangements etc has led to rich reputation, and overall growth of us speaks about how we have always been cared for our customers.