

Message from MD



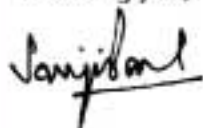
It gives me great pleasure to address all stakeholders on the occasion of the 5th Anniversary of JUSCO.

Launched in 2004 as India's first private and comprehensive urban infrastructure service provider, JUSCO offers sustainable solutions in the area of water & waste water, power distribution, engineering and construction and municipal solid waste management. With an experience of more than 90 decades of managing Jamshedpur, the first planned industrial city of India, today we are present all over the country. In the last two years, JUSCO has bagged some India's landmark water projects extending its services from Eastern part to Southern part of the country.

Apart from Jamshedpur, where we provide all civic and municipal services, we are presently managing the water systems of Haldia - the port city, Sector - V, Salt Lake, Kolkata, the ITS/ IETS hub, Mysore - tourist destination and also the power distribution services at Jamshedpur and Saraikela - Kharsawan district in Jharkhand.

During this short journey of 5 years, a lot has been achieved and more avenues need to be explored. This achievement is due to the continuous support and trust bestowed on us by all our stakeholders and we would like to thank all of them on our anniversary. On behalf of the company, I congratulate Team JUSCO for their success and promise all my existing and potential customers of providing quality services for life.

Thanking you,



Sanjiv Paul
Managing Director
JUSCO



एसजीए नाइट के जरिए प्रयोगधर्मिता को प्रोत्साहन



वर्ष 2008 के लिए वार्षिक एसजीए एवं सजेशन नाइट विगत 27 मार्च, 2009 को जुस्को ग्रीन में आयोजित किया गया। श्री अवनीश गुप्ता, चीफ, टोटल क्वालिटी मैनेजमेंट (टीक्यूएम), टाटा स्टील एवं श्रीमती अर्चना

गुप्ता (धर्मपत्नी श्री अवनीश गुप्ता) ने मुख्य अतिथि के रूप में उपस्थित हो कर आयोजन की शोभा बढ़ाई। श्रीमती रूपिन्द्र पॉल, अध्यक्ष श्री रघुनाथ पांडेय, जुस्को वर्कर्स यूनियन के कार्यकारी अध्यक्ष श्री वी डी गोपालकृष्णन एवं टीक्यूएम, टाटा स्टील, एसएनटीआई एवं जुस्को के अधिकारीगण ने अपनी उपस्थिति द्वारा आयोजन की महत्ता बढ़ाई। श्री रितुराज सिन्हा, जेनरल मैनेजर, बीडी ऐंड सीएस, ने स्वागत भाषण देते हुए सबों का स्वागत किया एवं अपना आभार प्रकट किया। समारोह में विभिन्न डिवीजनों के कर्मचारियों द्वारा दिये गये नये एवं व्यावहारिक सुझावों को सम्मानित किया गया जिनमे 'जुविली पार्क से खोदकर निकाले गये कीचड़युक्त मिट्टी का उपयोग' एवं 'पाइलिंग वर्क पर सर्विस टैक्स की बचत' इत्यादि सजेशन अत्यन्त उपयोगी पाए गए।

जुस्को के प्रबंध निदेशक श्री संजीव पॉल ने टोटल प्रोडक्टिविटी मेन्टेनेन्स, स्मॉल ग्रुप एक्टिविटीज एवं क्वालिटी सर्किल के क्षेत्र में कंपनी द्वारा अर्जित विभिन्न उपलब्धियों की धर्चा की। मुख्य अतिथि ने एपेक्स लेवल एवं एसजीए कम्पीटिशन के विजेताओं को पुरस्कार प्रदान किये। निर्णायक मंडल के सदस्यों - टाटा पावर के श्री सुप्रतीक मुखर्जी एवं टाटा स्टील के श्री आलोक घोषाल को भी उनके योगदान एवं मुल्यवान सुझावों के लिए सम्मानित किया गया।



पुरस्कृत विजेता

सजेशन मैनेजमेंट

- वैम्पियन सुझावदाता:
 - डा सुगाता चैन
 - गौरव आनंद

Mr Vinyard provides valuable insights

The thirst for excellence has driven JUSCO to strive for the 600+ band of Tata Business Excellence Model (TBEM), the required standard to bag the prestigious JRD QV award. On March 14, 2009 the Company invited Mr John Vinyard, Senior Malcom Baldrige Assessor and consultant to seek valuable inputs and feedbacks.

Mr Vinyard appreciated the efforts put in by the Company in its TBEM journey. His visit has proved to be an enriching move as he gave an insightful feedback which would be incorporated in the TBEM Application 2009.



Mr Vinyard on his visit to JUSCO

एसजीए के पुरस्कृत विजेता

सर्विसिंग

- उपविजेता - परिवर्तन (आईसीएस)
- वैम्पियन - रोहान (एफएमसी)

युटिलिटीज

- उपविजेता - एवरेस्ट (पीएसडी)
- वैम्पियन - विंडो (पीएसडी)

सर्वश्रेष्ठ एसजीए प्रोमोटिंग डिपार्टमेंट

- उपविजेता - एफएमसी
- वैम्पियन - पीएसडी

सर्वाधिक बचत डिपार्टमेंट

- विजेता - पीईसी
- उपविजेता - पीएसडी

सर्वाधिक कार्यान्वित डिपार्टमेंट

- विजेता - आईसीएस
- उपविजेता - एफएमसी

JUSCO on NDTV Profit

JUSCO has been chosen as a case study representing a success story of Water & Waste Water services at NDTV Profit's fresh series called "Emerging India". The series has been designed to focus on the problems faced by the Indian Infrastructure Sector, what needs to be done to rectify it, related problems and its deficiencies.

JUSCO came up as an obvious choice for the study on Water & Waste Water for the best practices followed by it in case of effective and sustainable water management. This episode was aired on April 3, 2009 on NDTV Profit. The record of which is available on www.juscoltd.com

Twining is Winning

In 2008, JUSCO signed an agreement with National Water Supply and Drainage Board (NWSBD), Sri Lanka at Colombo under the Asian Development Bank (ADB) twinning programme. This significant initiative thereafter, led to a saving of Rs. 9, 00,000 in a month from reduced booster pumping of water for NWSBD.

This important change of result indicating a definite high was appreciated by ADB as an example of excellence in utility services provided by JUSCO.

As such, 'twinning is winning' emerged as a motivational slogan that has captured the mood of the Initiative since JUSCO has been recognised as an expert for improving other utilities in South-East Asia.

BAVS appreciates potable water distribution

Delighted with JUSCO's sincere effort to complete the Drinking Water and Distribution network project in the Bagan Area, the President of Bagan Area Vikas Samitee, Professor R N Singh, on behalf of the customers, expressed his gratitude for the Company.

The 24x7 water supply with adequate pressure and world class quality has changed the lives of the residents of Bagan areas, for better which is an example of successful Public Private Partnership (PPP).

Mr H M Nerurakar appreciates Mr Saibal Kumar Ghose



On March 31, 2009, the Executive Director, India & South East Asia, Tata Steel - Mr H M Nerurakar, presented a letter of appreciation to Mr Saibal Kumar Ghose, Head, DB&GR, JUSCO. In the letter, Mr Ghose and his team has been appreciated for their effort in making the Annual Get-together function of the Tata Steel at Tubemakers Club, a success.

ग्राहकों ने की जुस्को की गुणवत्तायुक्त सेवा की सराहना



श्री बी एन मिश्रा



श्री रामरेखा

जुस्को को समुदाय की सेवा के प्रति अपनी प्रतिबद्धता के लिए अपने ग्राहकों से मिलने वाली प्रशंसा की कड़ी में दोमुहानी क्षेत्र के वरिष्ठ नागरिकों एवं मार्निंग वाक करने वाले नागरिकों से कम्पनी द्वारा सीमेंटेड प्लेटफार्म बनाने, क्षतिग्रस्त कलवर्ट तथा सड़क को तत्काल मरम्मत करने के उपलक्ष्य में एक पत्र दिनांक 30 मार्च 2009 को प्राप्त हुआ है। इस पत्र में कम्पनी द्वारा त्वरित पहल एवं कार्यवाही के लिए श्री रामरेखा चीफ रोड ब्रिजेज एवं कंस्ट्रक्शन, तथा श्री बीएन मिश्रा आफिसर प्लानिंग इंजीनियरिंग एवं कंस्ट्रक्शन की प्रशंसा करते हुए जुस्को द्वारा समुदाय की सेवा के प्रति अपनी प्रतिबद्धता का एक बेहतरीन उदाहरण बताया गया है।

जुस्को अपने उपरोक्त प्रशंसकों को धन्यवाद देते हुए आभार प्रकट करती है।

जुस्को ने जल संरक्षण की आवश्यकता पर जोर दिया

वर्ष 1992 में पर्यावरण एवं विकास विषय पर आयोजित संयुक्त राष्ट्र के सम्मेलन में विश्व जल दिवस मनाने के निर्णय की पहल को आगे बढ़ाते हुए जल संरक्षण को प्रोत्साहित करने के लिए विश्व जल दिवस पर कार्यक्रमों का आयोजन किया।



इस अवसर पर जुस्को ने जल की सिमित उपलब्धता एवं मानव प्रजाति के लिए इसकी अनिवार्यता को रेखांकित करने के लिए कई विशेष पहल की गई।

विगत 22 मार्च, 2009 को विश्व जल दिवस के अवसर पर पोस्टर वितरित किये गये और विशेष अभियान चलाये गये। इन सबका उद्देश्य था लोगों के बीच यह संदेश देना – कि आज जल का संरक्षण करें, ताकि आप कल के

बच्चों के साथ इसकी साझेदारी कर सकें। यह अभियान जुबिली पार्क एवं जॉर्ज्स पार्क से लेकर गोलमुरी एवं सिदगोड़ा जैसे इलाकों तक सेचालित किया गया। अभियान के अंत में जुस्को ने जमशेदपुर के नागरिकों के बीच जल की साझेदारी पर विशेष रूप से जोर दिया ताकि अवसरों की साझेदारी सुनिश्चित की जा सके।

जेयूसी ने दिया ज्ञान का तोहफा



ज्ञान का प्रकाश प्रसारित करने के उद्देश्य से ज्वाइंट युनियन काउंसिल (सर्यिसेस) ने जुस्को स्कूल, साउथ पार्क के सहयोग से विगत 20 मार्च को गरीब एवं वंचित तबकों के बच्चों के बीच पुरानी किताबों का वितरण किया।

ये किताबें शिशु भारती विद्यालय, प्रगति शिशु विद्या मंदिर एवं सेंट मैरीज ट्रिनिटी स्कूल के प्रतिनिधियों को बच्चों के बीच वितरण हेतु सौंपी गयीं। इस अनूठी सामाजिक पहल का नेतृत्व श्रीमती शक्ति शर्मा, चीफ, एजुकेशन एवं चेयरपर्सन, जेयूसी, ने किया।

समाज में ज्ञान के प्रसार एवं स्कूलों को ज्ञान संसाधन प्रदान करने की इस सामाजिक पहल की सबने सराहना की है।

An enriching experience

Managing Director, JUSCO, Mr Sanjiv Paul invited suggestions and opinions from all the officers on April 3, 2009 on the day of "Officers Dialogue".

Mr P P Chatterjee, Head, ASPIRE and Business Excellence gave an insight on the status of Tata Business Excellence Model and Total Plant Maintenance followed by a website review presented by Mr Rajesh Rajan, Head, Corporate Communications. The dialogue was an enriching experience for the officers since the officers got an opportunity to understand and solve issues pertaining to their work area.

Flood affected employees overwhelmed with gratitude

The unforeseen flood in Jamshedpur, last year, disrupted the lives of many, including members of the JUSCO family. The employees of JUSCO subsequently came forward to pull the distressed out of the trouble and contributed to the relief fund. The contribution thus collected from the employees was matched by an equal contribution from the Company. Chairman and Vice Chairman of the Joint Union Councils decided upon five beneficiaries of the amount collected from the JUSCO family. Two recipients, Mr Ram Subhag of Education department and Mr Ramesh Prasad of DB&GR, on behalf of the beneficiaries, expressed their gratitude for providing them the much needed help and support, when the Council met on March 20, 2009.

Interactive Workshop

provides solution

"As a part of continuous learning and to address legal issues related to projects, the second interactive one day workshop by Amarchand Mangaldas, one of the leading most law firms of India was organised by Legal Department of JUSCO on 30th March, '09 at Dimna .



Workshop at Dimna

The broad areas covered were advance legal issues relating to project documentation, joint venture agreements and project finance issues. The workshop was well attended by MD, GMs, HoDs and others involved in various projects of the company. Mr Krishnava Dutt (Partner) assisted by Ms Surabhi Kejriwal (Associate) addressed the queries raised by participants and beneficial solutions were derived out of the workshop ."

LETS ROCK @ OFFICERS GET-TOGETHER

The officer's and their families gathered at BOC Pavilion on March 22, 2009 for their annual "Officers Get-together" celebration. Organised with much zeal and fervor, the performances at the celebration enthralled the gathering.

Special solo and duet performance was presented by the Head, Integrated Customer Services, Mr Sumit Das Gupta along with his son Saurabh. In addition, Mr Rajesh Bahadur, Executive Assistant to MD also presented a solo act while a dance performance was put up by Mr Uttam Sinha, Manager, Water Services Division.

Big FM Radio Jockey, Mr Randeep along with the enthused children enlivened the evening with their easy wits and dancing skills. The officers finally took over the DJ floor and went on to script a memorable evening.



होली के रंग



जुस्को ने विगत 11 मार्च, 2009 को बसंतोत्सव एवं होली का पर्व पूरे उत्साह एवं उमंग के साथ मनाया। होली

एक विशेष पर्व है, जिसमें आनंद एवं सामाजिकता पर ही विशेष जोर दिया जाता है और आनुष्ठानिक रीतियों पर कोई खास ध्यान नहीं दिया जाता। यही वजह थी कि सभी आयुवर्ग के अधिकारियों ने बेहिचक एक दूसरे को रंगों से सराबोर कर दिया।

उनके चेहरों पर चमकते लाल, नीले एवं पीले रंगों ने इस उत्सव को बेहद आनंददायक बना दिया और कंपनी ने एक और सुनहरे और संगीन वर्ष को स्वागत करने के लिए अपने कदम बढ़ाए।

World Water Day at Haldia

While providing world class quality standards and uninterrupted water supply to more than 5 lakh population in Jamshedpur, JUSCO entered into a landmark water concession agreement for development and operation of the Haldia Water Supply Scheme on Public Private Partnership model in 2008.

On the basis of which the intention of spreading the know-how of water conservation and its preservation became the objective of the campaign on the occasion of World Water Day on March 22, 2009 at Haldia.

A team of 50 employees, lead by Mr Manoj Behari, CEO, Haldia Water Management Limited and Mr R K Singh, Chief, Haldia O&M, Water Management interacted with hundreds of people and guided them on some very easy methods of water conservation. Also, several school



Mr Manoj Behari and Mr R K Singh with Team JUSCO at Haldia

children were covered under the awareness drive. The employees of Team JUSCO pledged not only to "save water today to share it with the children of tomorrow" but also to disseminate this vital information.

The speed of Kollam Project gears up



Ensuring sustainable solution to the problem of municipal solid waste, JUSCO undertook a project on Solid Waste Management at Kollam the previous year. The project team which is responsible for the commendable work is being led by Mr Arun Vidyut, as Project Manager and supported as the Site Manager, by Mr John Subhakar of JUSCO.

Commenced on December 2008, the project has successfully completed the excavation and the concrete work for the establishment of the compost plant. While the superstructure work of the compost plant is in progress, work on landfill construction has commenced in April.

In wake of the delay that early monsoon can cause to the construction work at the site, the company has decided upon speeding the remaining job.

Visit of ADB Officials at Bhopal site

Jamshedpur Utilities & Services Company at Bhopal has undertaken a project work for Bhopal Municipal Corporation funded by Asian Development Bank (ADB). The project, "Leak Detection & Rectification", entails JUSCO to detect leaks, repair pipes and replace damaged CI pipes. Officers from ADB thus, made a visit to all its sponsored projects in a programme christened 'Visit of North East Officers of 7 states Study Tour to Madhya Pradesh'. The project "Uday" of JUSCO at Bhopal was also amongst the chosen one wherein a group of 25 officials paid visit on March 24, 2009.

The purpose of the visit was to study the best practices in Asian Development Bank (ADB) project Works. Since, Madhya Pradesh was rated first in project quality and progress among all ADB projects in India, the officers from North East zeroed on it for a quality visit.



The ADB officials at Bhopal site

India becomes part of the Hour of Change

India joins Earth Hour (EH) for the first time since this campaign was launched in Australia in 2007. The employees of JUSCO also joined the campaign by switching off their lights at workplace and homes on March 28, 2009. JUSCO Samachar presents the following FAQs to give you an insight of the EARTH HOUR.

1. What is Earth Hour?

- Earth Hour is World Wildlife Fund's global initiative where individuals, businesses and governments turn off their lights for one hour to show their support for action on climate change.
- Earth Hour is a symbolic event designed to engage people from all walks of life in the climate change discussion to send a strong message to our political leaders that we want them to take meaningful action on climate change.
- The largest climate event in history where millions of people around the world will unite by turning off their lights for one hour, Earth Hour, to demand action on the climate crisis.

2. When is Earth Hour?

- Earth Hour 2009 took place on Saturday, March 28,



2009 at 8:30 pm local time.

- Just like New Year's Eve, Earth Hour will travel from time zone to time zone starting at 8:30 pm in New Zealand.

3. Which cities have signed up for Earth Hour?

Already cities in more than 80 countries around the world have committed to Earth Hour 2009, including Mumbai and New Delhi from India. Satellite Earth Hours will also be observed in Bangalore, Pune, Hyderabad, Ahmedabad and Amritsar.

5. What happened during Earth Hour in 2008?

Earth Hour 2008 was an important step in the fight against climate change. Over 50 million people, representing over 400 cities across seven continents, turned out their lights in the largest climate event of all time.

6. What are governments doing?

This December, leaders of the world will gather in Copenhagen to create an international agreement to address climate change by reducing greenhouse gas emissions. Earth Hour is a call to officials representing us that we need to reach a new global deal.

www.earthhour.in



Report for March 2009

Power

Water

Parameters	UOM	Benchmark	Mar	Parameters	UOM	Benchmark	Mar
Average interruption per feeder	Nos.	0.12	0.12	Potable water quality	% conformance	WHO standard	100%
Average duration of interruption per feeder	Minutes	7	5	Water Supply Service Coverage	% of population	100% (Chandigarh)	81.22
Permanent electric connection provided	Nos.	-	39	Metered Connection provided	%	100% (Bangalore)	31.28
Availability of street light	%	BMC : 100%	99.80%	Service availability of Water	Hour / day	12 (Chandigarh)	7.24
Compliance of no power complaints within Service Level Guarantee (SLG) 3 hrs.	%	99.3%	99.44%	Compliance with cycle time (Water scarcity complaints) SLG- 2 days	%	Unique	99.08

JUSCO awarded for excellence in Human Resource

It is perceived that the drive for excellence has taken JUSCO to win the "Human Resource Excellence Award for the 2008 - 2009". At a ceremony organised by the Confederation of Indian Industry (Eastern Region) on March 10, 2009, the certificate was awarded to the Company as a statement of appreciation of its effort to promote excellence in Human Resource Management.



To be the only company awarded with the award for the year 2008 - 2009 apart the Phoenix Group, is sheer honour for the Company. Mr Arunangshu Chatterjee, Senior Manager, HR received the award on behalf of Team JUSCO.

Adityapur Toll Bridge Project structures around state-of-the-art method



In the year 2008, JUSCO won the "Adityapur Toll Bridge" project on Engineering, Procurement & Contract (EPC) basis which is first of its kind in Jharkhand. The project consists of construction of Approach roads, Toll Plaza and two bridges i) major bridge on the river kharkai ii) minor bridge on Nallah on the Adityapur side both of which involves pile foundations.

Initial work of survey, design, detailing and procurement of materials has been accomplished and the present work involves casting of piles of 1200 mm dia. Pile Driving Analyzer (PDA), a dynamic method is being used for load test of Piles. This method is beneficial over the conventional method since it saves time, cost and yields better results. The state-of-the-art design has helped in attaining a load capacity (450T) of piles which has led to the completion of 54 Piles out of 72 piles.

Apart from the bridge, an approach road connecting Adityapur and Jamshedpur is being constructed which involves high embankment filling to supplement the heavy industrial vehicles. JUSCO is thus, looking forward to serve a population of lakhs through the construction of this toll bridge under M/s Adityapur Toll Bridge Company Limited.

Editorial Board:-

K. Midha, Ritu Raj Sinha, G. S. Basu, Sunita Thawani, Atanu Sarkar, Rajesh Rajan and Shilpa Singh

Creative Support by Sumita Maniktala. Printed at Kailash Paper

JUSCO Sahyog Kendra - 21 - 46000, 66 - 46000
(24 hrs Helpline Service)

Please send your Suggestions/ Comments to:- Corporate Communications

Jamshedpur Utilities & Services Company Limited (JUSCO)
Sakchi Boulevard Road, Northern Town, Bistupur, Jamshedpur- 831001

email: rajesh.rajan@tatasteel.com, shilpa.singh@tatasteel.com

For internal circulation only

www.juscoind.com