

**2021 BASH** 













### CMD की कलम से

Economic activities have gradually resumed since summer, but it will take time to return to the level before the pandemic. Even though vaccines are being developed but we must be prepared to live in an era with Covid-19, in which we need to balance social and economic activities while taking measures to prevent infection for the time being. Our supply chain, warehouse and logistics business are all key industries supporting the social infrastructure which is essential to people's lives. It is our social responsibility to ensure smooth functioning and provide services to customers. With this recognition, I am deeply grateful



Manmohan P. S. Chadha

to those who are engaged in duties that require attendance at workplace, especially in running vehicles.

The year 2021 is the year in which we prepare for future success by silently performing the task at hand or a year in which we build a path that leads to results; in other words, a year of prelude to prosperity. I would like to express my hope that we will see the end of the Covid-19 pandemic in the near future, and it will bring people's lives and economic environment back to normal.

I would like to wish all Ritco family staff, customers and vendors a very Happy New Year



## (A) MD की कलम से

Another year has come and gone!

I would like to say thank you for being with us in the year 2020!

We're near the end of one of the most eventful years in recent history, I want to take a moment of your time to extend a note of gratitude for your unswerving love for Ritco in the year 2020. We have been able to navigate through the ups and downs of our business journey

MD, Sanjeev K. Elwadhi with your support. Our growth over the years has been a cumulative outcome of the efforts of every individual associated with us. So, our ventures in the next year will also look forward to your active participation in boosting us further in 2021.

The year 2020 has been a really fateful year for many while opening up opportunities in digital transformation on the other hand. Various notable advancements in the year 2020 have supported our stability and performance during the time of the global pandemic. Digitalization and Automation helps companies to improve their working output and to enhance customer service. We at Ritco, developed many automated modules. In the year 2020, we launched modules like Voucher Validation, THC Balance Payment, Repair and Expense, Budget, Other Expense, Material claim, Internal Audit module which not only brings transparency into the system but also made easy to check pendency and progress. Every team member, partner, and user involved with Ritco deserves a special note of thanks for their role in supporting us. Building on the strengths of our technical capabilities and your support, we want to step in the year 2021 with many new aspirations.

I wish Happy New Year to all my colleagues, customers, vendors and the whole Ritco family as we make an entry into 2021. I wish that all of usbe blessed with good health and happiness.

We look forward to continued success and ideas in 2021.

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### **Advisory Services:**

Dhananjay Prasad, CEO

Volume 1 | Issue 4





## **Dear RITCO**

# Tamily

**Dhananjay Prasad, CEO** 

As I write this message at the start of another new year and look back at the roller coaster that has been 2021, I couldn't help but reflect on the note that I had shared with you last year which was full of anticipation and excitement at the remarkable year ahead. Of course, none of us in our wildest dreams could have imagined that something as tiny as a virus would bring the world to a literal standstill. And to be honest, it just didn't stop with COVID as 2021 turned out to be one of the most challenging years in human history.

But I would not like us to remember 2021 as just a night mare which threw us into some of the most adverse situations possible. As I look back, I would like to highlight the following things which encapsulate the true "Spirit of 2021" for RITCO:

- Firstly, the remarkable resilience that all RITCOCians showed in the face of daunting hardships and how we persevered despite them and forged a path to recovery. We pushed ourselves beyond limits on all fronts to extract every ounce of performance to keep the business alive. We didn't just survive; we innovated and found new ways to grow, and all of us should be immensely proud of that. A special note of thanks to Hariom and NK Mishra and all his team BM, AM, RMs and Operation team at field along with OCs & back support team of HO.
- Secondly, I feel a deep sense of gratitude towards our entire family of employees, and vendors who made great sacrifices and worked tirelessly over the past year to support the organisation. Cutting across all hierarchies, the caring and camaraderie we have demonstrated for each other through this difficult period have been the most inspirational things to see. It has indeed been a humbling experience which has made us realise the real value of what we have and the need to appreciate it. Thanks to all Ritco team & their families.

While we had no control on inheriting the conditions that 2021 presented us, the one thing that is clear from the lessons of the past year is that we will shape 2021 by the choices we make in response to the current evolving situation and any other surprises in store for us. To that effect, I look at the following vital forces that will guide our actions this year and beyond:

• Customer Success: If there was one thing that aided our progressive efforts in 2021, it had to be the massive strides we took towards orienting all aspects of our

business towards providing the best experience for our customers. We have realised that when charting one's business through such uncertain times, the only way to guarantee success is to relentlessly devote oneself towards helping our customers win under all circumstances. And in 2021 this shall continue to be our driving force.

- Acceleration and Adaptability: Going through this trial by fire that was the COVID times of 2021, a clear realisation is that the new normal of doing things won't go away even if we find a cure to the pandemic. The "digital" way of life is here to stay and will influence all spheres of our life right from how we live to the way we work and how we engage with our employees. RITCO's Digital Transformation gathered some real steam in 2021, and we can expect the pace to quicken significantly. These times will require us to continually shed many old habits and embrace the change with open arms to slingshot ourselves to a brighter future. A joyful thanks to our MD Shri Sanjjeevji and IT force Deepak, Mujtba, Kamal, & Narender for making it.
- Energy and Empathy: The last year tested us in every way possible, and most of all, it questioned our resolve to stay focused in spite of all hurdles. With the dawn of 2021 and the optimism springing in the form of vaccines and other solutions, we will need to shed the battle scars of 2021 and re-energise our people with a greater sense of belief on our shared vision. At the heart of it, this pandemic and its fallout is a human story. Without a profound understanding of what people need to keep themselves motivated, we will not traverse the journey ahead of us. The one thing that will be our ally in this journey will be a strong sense of community and empathy that we would like to incorporate in all our strategies.

We must realise that we have gone through precise phases in this short period with the above context. From a pre-COVID world that we were in till January 2021 and having gone through the intense COVID phase of the last three quarters, starting today, we are entering what I would like to call the post-COVID reality. The way we have handled ourselves so far and the shifts happening in the world around us is giving us the confidence that our approach of being agile with a bold approach is the right path for us. We are not out of the woods yet, but we need to stay committed to this path making brave moves while not shedding the necessary caution required from a health and overall perspective.

After looking at all the above points, I recognise the situation of last year were very applicable to what we saw in 2021 and how we have to perceive 2021; thus I have shared the relevant extract from it . So with these reflections, and in the 'thought' of our Chairman & MD ( Shri MS Chadhaji & Shri Sanjjeevji), a great sense of H.O.P.E (Harvesting Opportunities and Possibilities Every day). I wish all of you a Very Happy New Year. I sincerely pray that this will be a year in which you and your families will have a greater sense of safety and comfort, and we will continue to Discover Prosperity in Adversity.

God Bless us All!!

# Bulk Events Blazing Stars









## Blazing Stars Branch Training and Visit

S.No.	Name	Training Center	Training Topics
1	Niraj Kumar Pandey	Banglore	Traffic
2	Vikash	Chennai	Operation
3	ShashikantTiwari	Chennai	CBS
4	Bhudev	Dahej	ERP
5	Pardeep Kumar	Dahej	Accident spot
6	Amit Kumar	Dahej	Customer visit
7	ArvindSrinivasan M	Kolkata/Haldia	Broker visit
8	Ajay Kumar Pandey	Kolkata/Haldia	Traffic
9	Krishan Kant Tiwari	Kolkata/Haldia	Operation
10	LokNath	Panipat	ERP
11	Pawan Kumar	Panipat	CBS
12	Ankit Sharma	Panipat	SOP Checklist
13	Laxmi Narayan Tiwari	Panipat	Audit points







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## Bulk Events डींजल वितरण पुरस्कार

पिछले कुछ महीनों से हमारा प्रबंधन उन शाखाओं की सराहना करता है जो अच्छा डीजल % देते हैं। हम उन शाखाओं की सराहना करते हैं जिन्होंने कम व्यापार किया लेकिन अच्छा डीजल % दिया और न्यूनतम 30 % डीजल दिया। हम उन शाखाओं की भी सराहना करते हैं, जिन्होंने अच्छी राशि का डीजल दिया, लेकिन वे मान दंडों को परा नहीं कर पाए क्योंकि उन्होंने 30% का निर्धारित लक्ष्य हासिल नहीं किया है। हम चाहते हैं कि वे लक्ष्य प्राप्त करें और सबसे अच्छा डीजल % भी दें। लेकिन कुछ शाखाएँ हैं जो इसे गंभीरता से नहीं ले रही हैं। हम प्रत्येक शाखा से डीजल देने के लिए न्यूनतम 30 % मान दंड निर्धारित करने का अनुरोध करते हैं।

नवंबर महीने का पुरस्कारः

पहली श्रेणीः उच्चतम डीजल राशि के आधार पर

प्रथम पुरस्कारः **डिब्र्गढ् - रु.4000/-**दूसरा पुरस्कारः भटिंडा - रु.2000/-

द्सरी श्रेणीः उच्चतम डीजल % के आधार पर

प्रथम पुरस्कारः इंदौर - रु.1000/-

द्वितीय पुरस्कारः नागोथाने - रु.1000/-

% के साथ सभी शाखाओं का डेटा इस प्रकार है:

#### Diesel Report Month of Nov 2020 439500 849000 Indore 409500 51.77 5328500 6508000 Dibrugarh 11836500 45.02 Pata 123000 485500 608500 20.21 714000 2765500 3479500 Kanpur 20.52 Guwahati 149000 268445 417445 35.69 Nagpur 1141307 4526322 5667629 20.14 210750 Raipur 210750 0.00 Bhiwandi 1576452 4147548 5724000 27.54 1353779 2250821 3604600 Goa 37.56 Haldia 3896301 17869019 21765320 17.90 383000 524000 141000 26.91 BANGLORE 1649967 5510158 7160125 23.04 CHENNAI 1252224 12238776 13491000 9.28 HYDERABAD 473875 2362700 2836575 16.7 407953 1557047 1965000 TRICHY 20.76 1217000 BHADRACHALAM 40000 1177000 3.29 VIJAYAWADA 509876 1846474 2356350 21.64 DELHI 737408 1857092 2594500 28.42 MANGLORE 710597 1711620 2422217 29.34 BHATINDA 1474270 2729830 4204100 35.0 **JAGDISHPUR** 217300 663500 32.79 446200 MOGA 707000 6035000 6742000 10.49 19.81 Hazira 475000 1922800 2397800 2444000 21675600 24119600 10.13 Jamnagar Baroda 681574 3396579 4078153 16.71 DAHEJ 3922143 27757900 31680043 12.38 Nagothane 2158800 3628800 40.51 1470000 Panipat 35388210 9.24 3268556 32119654 1198900 1.25 15000 1183900 Pune Ranipet 0 #DIV/0! 35319582 167511535 202831117 17.41

### दिसंबर महीने का पुरस्कार इस प्रकार है:

पहली श्रेणीः उच्चतम डीजल राशि के आधार पर

प्रथम पुरस्कारः **डिब्र्गढ् - रु.4000/-**दूसरा पुरस्कारः नागोथाने – रु.2000/-

दुसरी श्रेणीः उच्चतम डीजल % के आधार पर

प्रथम पुरस्कारः गुवाहाटी - रु.1000/-द्वितीय पुरस्कारः पाटा — रु.1000 / —

% के साथ सभी शाखाओं का डेटा इस प्रकार है:

Diesel Report Month of Dec 2020				
Branch name	Diesel	NEFT Amou	Total Advanc	Percent
Guwahati	489190	228960	718150	68%
Pata	201400	132400	333800	60.30%
Nagothane	2119700	1420000	3539700	59.88
Hazira	590000	1072810	1662810	35.48%
Indore	414500	819500	1234000	33.58%
DELHI	1008048	2201152	3209200	31%
MANGLORE	1622027	3784620	5406647	30.10%
Dibrugarh	4633000	10676000	15309000	30%
Bhiwandi	1921760	4511740	6433500	30%
Goa	889598	2096002	2985600	29.80%
TRICHY	491413	1466887	1958300	25%
BANGLORE	1281134	4098741	5379875	24%
Kanpur	1040703	3322054	4362757	23.80%
BHATINDA	547050	1895250	2525300	21.66%
Haldia	4737601	19123299	23860900	20%
Nagpur	906755	4165745	5072500	17.87%
Ranipet	49050	227950	277000	17.70%
VIJAYAWADA	337483	1644767	1982250	17%
Baroda	399000.0	1999750	2398750	16.63%
Panipat	4033730	51743207	37329076	10.80%
DAHEJ	3892000	28855040	40596450	10.71%
Jamnagar	3493000	34704700	38197700	9.14%
kolkata	48000	588500	636500	8%
CHENNAI	1235411	13780089	15015500	8%
JAGDISHPUR	25500	332500	358000	7.12%
MOGA	319000	4336500	4655500	6.85%
Pune	87540	1587960	1675500	5.24%
HYDERABAD	73400	2808995	2882395	3%
Raipur	0	0	0	0%
BHADRACHALAM	0	165000	165000	0%

## Bulk Events



#### **SOP for OPERATION COORDINATORS**

#### THUMB RULE

OC is a custodian of his respective branch. Everything related to that branch is OC concerns. From DO to Placement/Accident/Claim/POD/Billing/Payment & Rate control is OC responsibilities. Those OC's who believes in putting on senior shoulders or play blame games can opt out & leave. We need go getter.....

Following are points which our OC needs to make Fundamental base of their day to day working

#### THC audit (10 am to 11 am)

- a) 1st to check all yesterday placement as per their mutually decided rates, OC must maintain a small diary where he writes all rates while allowing branch to hire vehicles. The rate must match with placement (\*Ensure all whatsapp data is uptodate& hiring & billing rates are properly mentioned. \*\* Branch doesn't skip any detail to send, so randomly check with ERP (THC register).
- Ensure NO non placement specially where NPP penalty is high (\*understand reason of NPP deeply & accordingly talk to brokers/ competitors)

Updation on yesterday RED FLAG (\*ensure Board of Red Flag there, date of entry/Branch/Loading date/V.no/from to/reason of Red flag/Next action). \*\* E-waybill extension is must in case of above issues if vehicle is delayed.

#### **Tool Box Meeting (11.00 to 12.00 PM)**

c) Meeting will be coordinated by Ms.Neelu &Mr.Hariom. The agenda of meeting is Red Flags Vehicles/Rate issue/Non Placement/Staff issue/suggestions / Improvements/Knowledge sharing/etc ), simple Register (point wise) will be maintained & everyday different OC will write only important points in that date ( one page for one date. Next day wen meeting starts, spend 5 minutes on previous day MoM ).

#### Traffic Planning (4pm to 6PM)

- d) Every day they should know WELL IN ADVANCE their branch DOs by 5PM, if it comes late then try to change the system in discussion with customers. (\*The flow of DO information should be clear & transparent.)
- e) In ref to point (a) OC should discuss & mutually decide the rate to be opened in market for next day. OC must know the timing of broker market & this activity should happen 1 hour before hiring vehicles from brokers. (\* Don't wait till last minute.)
- f) OC must know when to increase or reduce rate (\* it depends on Order flow/Market scenario/time of the month (1st week to last week or last few days)/Pendency/NPP penality issue/Customer followup)

#### Other Areas to be focussed

#### **Brokers**

- g) Brokers are Key, VMS teams & OC needs to work in coordination, OC must take all data of brokers from VMS team (\* ensure regular flow of Broker data)
- h) OC must ensure all registered brokers must get DO information regularly (as of now manually & latter auto thru T20 version)
- i) OC has to ensure that he talks to brokers regularly who inspite listed in system are not giving vehicles (those brokers who complaints against branch, OC must work like a catalyst & ensure branch start taking vehicles from new Brokers). DP Ji is once again requested to follow daily how many vehicles from new brokers/how many brokers with

zero vehicles & why ). This needs to be scientifically approached. This point is matter of great concern & I want every OC must work on this & give results. Sanjay of VMS will work with OC to make data more effectively & ask OC that why new Brokers are not used

#### **Biz/Profit & Loss Lanes**

- j) Lanes in profit. That biz should increase (\* ensure branch develop such repo with Customer). (\* always cross check what competitors are getting in these lanes)
- k) Lanes in Losses...That biz should stop or reduce (\*ensure branch develop such repo with Customer). ( \* always cross check what competitors ar getting in these lanes)
- l) Tell Branch to visit Brokers & ask them that they give vehicles to which transporters for which customers. This way without any big effort, OC will come to know about Customers in that area. (\* talk to that customer or Branch will talk & enquire from customer.....

  Tender date/Customer contact person & give this to DP Ji.

#### **Placement SOPs**

- m) Before T20 version starts, please ask documents of any 1 vehicle every day. ( RC/Pic/Insurance/RC/Fitness/PUC/both permits/Vhan confirmation ) (\* if any negligence then take very serious action )
- n) Loading SOPs (Tarpaulin SOPs, Chassies trace, Pics, Vahan confirmation), keep cross checking. ( \* OC must talk to different person in branch & take input on what's going on )

#### **Manpower & Skill Development**

- o) Like Fleet we must make structure of every branch (BM/Traffic/ Operation-Loading, Cashier, Accountant, ERP, Tracking etc.) \*DP ji will make depending branch volume
- p) Focus more on Traffic person & Loading Supervisors, Train them, polished them regularly. (\* call them to HO & make me meet them &r go to one branch & call near by branches team). Those who don't want to improve then remove them

## POD/Billing (POD & Billing& CCD team will focus but OC must support)

- q) Branch must be taught to send POD on time (same day or next day).
   Delay POD must be arranged in duplicate
- r) Billing should be submitted to customers same day or max next day & take proper ack
- s) Branch should know the bill passing process & OC must keep asking branch to follow all billings passing steps to ensure we get Payment on time. (\* any delaytake seriously & coordinate with Credit team/Billing team)
- t) Ensure Bill Payment details must come regularly & instantly ( \* if delay then talk to customer )

#### Accident/Incidents

It has been noticed that OCs lack in clarity that what we should do in case of above issues. Every time Mr.Hariom has to get involved & because of time constrain/handling alone many important things are skipped. OC should be well trained to deal with such situations. So for such issues we are sharing SOPs. Though every case is different from others & everyday new learning but basic things should be known & implemented by all OCs, with time they will come to know how to deal different situations

OC should talk to Driver of Vehicle/Broker &near by some dhabhawala to understand the Incident/Accident (\*in conference

- with BM)
- 2) Watsappgroup should be made immediately by Loading branch OC& all important person like ( Hariom/loading Branch Manager & dealing branch & dealing Branch OC & Tripti& Neelu are added ) & also add Ritco representative going on spot.
- 3) Person should reach at spot from nearest Location within 4 hours (this is our target). (\* no juggad person or outside company person should be relied, never trust driver or broker).
- 4) Before person is sent to spot, OC must check that this person is experienced or new, avoid new person. Even if he is experienced send him complete loading details & basic info of Accident/Incident & material.
- 5) DP ji will make format of RFI( Representative First Information ) for such issues & person reaches at spot must send that complete information ( in format of RFI) in group with Pics.
- 6) Check that Transit/Material insurance is taken by Consignor/Ritco or Consignee (\* our followup& flow of information depends on this)
- 7) If there is no loss or hardly any loss then in that case claim with Insurance company should be avoided \*but if claim is not to be informed to Insurance/Customer then it should be strictly decided in consultation with Hariom.
- 8) Pics from every corner of vehicle & material should be taken & share in group by our Representative.
- If claim needs to be informed then ensure proper mail with read receipt is sent to Customer/Insurance company under cc to Ms.Tripti/ Mr.Vikram
- 10) Marine/Theft...Surveyor should be informed by OC (Ms.Tripti will help in this if it is our Insurance) & OC must talk to surveyor & guide our spot representative accordingly.
- 11) Ensure every kg is covered in Survey (ensure OC & our representative understand the loss)
- 12) Material safety is key either it goes in same vehicle or another vehicle. Ensure proper watchman/Chowkidaar is appointed from near by village & take the help of drivers/cleaner & our passing another vehicles so that subsequent loss/theft don't happen & material is safely kept from rain/theft
- 13) Material should be properly transfer to another vehicle in strict supervision of our representative& every bag should be counted & cut & torn bags should be properly sealed & on letter pad proper handover acknowledgement of material to new vehicle should be taken from new driver or even old driver ( in case of same vehicle going). Take pics/video of cut torn bags infront of drivers so tomorrow he doesn't get chance to manipulate. (\* chances of manipulation & stealing of material is high when material is transhipped or repacked ) Our person should be smart enough & OC must keep taking details of situation.
- 14) If material is damaged or loose bags then same representative must go along with vehicle till unloading point & if on way our person is required to be changed then complete situation/case details should be told to new representative & proper conference call must happen between OC & new & old representative.
- 15) FIR is must in case of stolen/theft case (GDR or just information will not work). (Police creates issue in filing FIR. OC should take number of SP/ACP from website & call him to get FIR registered, no need to panic but don't move material/vehicle unless FIR is written.
- 16) In case of Theft. Please consult with Mr.Hariom& understand that how to check that this theft is done by vehicle driver/owner of it's a genuine case, OC must have that maturity to understand the

- facts. Complete investigation thru Driver /our **20** representative should be done by OC to go to depth.
- 17) OC should follow this case till material is delivered & POD is taken as per Survey.
- 18) Many cases, Survey needs to be done at final destination & OC must ensure final survey is done as per our loss, it should not happen that we are asking loss of 500kg & final surveyor is saying less.
- 19) Follow-up of Survey report along with Tripti mam in case of marine claim is must & should be fortnightly reviewed by Hariom with all OCs on every 5th& 25th of month. (this will be Tripti duty to ensure this meeting happens & she will strongly follow all pending Claim documents to push OC to ensure our all formalities with Insurance company (may be ours or Customer) is completed.
- 20) In case of theft we must get non traceable report or current status of material from court & submit with Insurance company (\* Hariom will teach you on this)
- 21) In case of theft ensure FIR covers Docket & Invoice details properly, language of FIR & its contents must match with survey report.
- 22) In case of Vendor recovery which depends on advance & freight till accident & incident spot, OC must ensure that difference is debited to Vendor recovery in discussion with Hariom& Branch.
- 23) Spot representative must send hand written RFR (Representative final report) & make a strong system that we get RFR as soon Spot rep reaches his branch & the same RFR should be uploaded in claim Module without fail & in case no registration in claim module OC must keep that RFR in its Accident folder (Tripti ensure it is done)

## \*\* E-waybill extension is must in case of above issues if vehicle is delayed Wet Cases

- 24) First of all ensure why this case has happened, how this vehicle was loaded with faulty Tarpaulin, go to depth,check with driver/loading supervisor/Branch manager & reach to conclusion that Ritco branch has followed all possible SOPs.
- 25) If it is a mistake of our staff then Penalty is must to person who checked tarpaulin(ensure his penalty is informed to Branch & that representative & deducted from salary) & if mistake repeated then he should be transferred or removed. Be very strict with branch manager & don't buy unnecessary excuses or stories. Go to depth of every case.
- 26) Send rep at unloading point who will do following
- A) He will try to convince customer to accept material was it is or with minimum penalty, if that penalty can be adjusted with BTH of that vehicle then we should avoid filing the claim
- B) Our rep will send us the pic of material & Tarpaulin & OC must go to depth to understand that its whose mistake (\* don't forget to investigate & take proper action for counter measure even if case is settled with customer)
- C) Take proper POD (very important)
- D) In case Hariom& OC decides to pay customer from Ritco then case must be registered in Claim module.
- E) Don't forget RFR from our representative & it should be uploaded in claim module, if no claim module then also hand written RFR



JIO का पूरा नाम है Joint Implementation Opportunity

# Sarthee SOP for Liquor Vehicle



### सुरक्षा के नियम का पालन करे।

में ट्रक ...... का चालक प्रतीज्ञा करता हुँ की कंपनी के द्वारा बताए गए सुरक्षा के सभी नियमों का पालन करूँगा।

- > लोडिंग में जाने से पहले गाड़ी को अच्छी तरह से साफ कर लें।
- > लोडिंग से पहले गाड़ी के कंडीशन को चेक कर लें कि सभी आवश्यक पार्ट्स अच्छी तरह से काम कर रहे है कि नहीं।
- गाड़ी के अंदर कोई भी ज्वलनशील समान नही होना चाहिए।
- फैक्टरी में गाडी की स्पीड 10KM से ज्यादा नही होना चाहिए।
- 🕨 लोडिंग पॉइंट पर गाड़ी लगाने के बाद हैंड ब्रेक जरूर लगाएँ।
- लोडिंग के टाइम अपने मटेरियल को अच्छी तरह से चैक करके ही गाड़ी में लोड करवाये, एक भी क्षतिग्रस्त पैकेट गाड़ी में लोड न करवाये।
- लोडिंग के समय समान की गिनती जरूर करे जिससे खाली करते समय आप के गाड़ी में कोई सामान कम नहीं पाया जाए नहीं तो उसका पैसा आपको जमा करना पड़ेगा।
- लोडिंग के पेपर लेते समय चेक जरूर करे कि जो सामान आप ने लोड किया है और जितना किया है पेपर उसके हिसाब से मिला है या नहीं।
- पेपर से अपने गाड़ी नंबर का मिलान जरूर करे जिससे आपको रास्ते में चेकपोस्ट पे कोई परेशानी नहीं हो।
- रास्ते में गाड़ी को ज्यादा स्पीड से नहीं चलायें, ज्यादा स्पीड से गाड़ी चलाने से माल का नुकसान हो सकता है और उस नुकसान की भरपाई भी आप को करना पड़ सकती है।
- मैटेरियल खाली करने के लिए गाड़ी का गेट या डाला सावधानी से खोले क्योंकि रास्ते में झटके के वजह से कुछ मटेरियल गेट के पास हो सकता है जो कि सावधानी नहीं रखने पर नीचे गिर कर नुकसान हो सकता है।
- रास्ते में किसी प्रकार की परेशानी होने पर आप ने जहां से सामान लोड किया है उस ट्रांसपोर्ट कंपनी को जरूर सूचित करें (बिना समय गवाएं), जिससे आपके पेपर की वैधता को चेक करके उसके तारीख को आगे किया जा सके।
- रास्ते में गाड़ी की किसी सुनसान जगह पर कभी भी पार्क न करें।
- लोड गाड़ी में खाना नहीं बनाएं।
- रात में गाड़ी को सुरक्षित जगह पर ही पार्क करें।
- 🕨 शराब पी कर गाड़ी नही चलाये।
- समान की डिलीवरी दिए गए समय पर करें।
- आप अपनी गाड़ी को कंपनी के द्वारा दिये गए रास्ते से ही लेकर जाएं, बिना कपंनी के इजाजत के रास्ता नहीं बदले नहीं तो आपकी गाड़ी चेकिंग दौरान पकड़े जाने पर कंपनी के द्वारा दंडात्मक कार्यवाही की जा सकती है कंपनी के द्वारा। इसलिये आपसे विनम्र निवेदन है कि किसी भी परिस्थिति में रास्ता नहीं बदले।
- आपका जीवन हमारे लिए अमूल्य है इसलिये आप अपनी सुरक्षा को ध्यान में रख कर ही गाड़ी चलाये जिससे आप का और आप के परिवार का जीवन यापन होता रहे।

आपके इस अमूल्य योगदान के लिए धन्यवाद।

आपकी यात्रा मंगलमय हो		
ट्रक चालक का Sign	सुपरवाइजर	का Sign

## Bulk Events





**Hariom Sharma** 

## **Employees Corner**

#### 2021 Goal: To grow constantly

"My endeavour in 2021 was to constantly innovate while taking care of my physical and emotional well-being. The pandemic taught me to be ready for unprecedented change and disruption, and my resolutions actually turned out to be my guiding principals. I was able to manage and implement new strategies to be furture-ready. On a personal level. I got fitter and AVP, Contract Logistics Division feel better than before."

### **Analyzing Your Logistics Organization**

To strengthen or create a good logistics plan, each individual component of a logistics organization should be scrutinized to find potential cost benefits. The following areas provide a good start along with the questions you should be asking yourself.

- Strategic: Do my high-level organizational objectives align with the logistics organization?
- Transportation: Are my current transportation methods helping service levels? Could I make changes that might improve them?
- Structural: Are warehouses and distribution centers optimized? Could efficiencies be increased if some products were 3. manufactured elsewhere?
- Outsourcing: Are my partnerships with third-party logistics companies benefitting service levels? If not outsourcing, would doing so improve service levels?
- 5. Logistics Systems: Do my logistics systems provide the data I need to successfully implement a logistics strategy? If not, what types of technology might improve analytics?
- Competitors: Are my competitors doing better than I am? Could I emulate some of their practices to improve my service levels?
- Information: Is the information driving my logistics organization real-time and accurate? It not, how can I improve accuracy to avoid decision-making errors?
- Implementation: What policies and procedures need to be developed or reconfigured to implement new logistics strategies?

by Rohan Sahani

The Seven Styles of Leadership			
	Positive Focus/ Excessive Focus		
Wisdom/Visionary 7	SERVICE TO HUMANITY Long-term perspective. Future generations. Ethics.		
Mentor/ Partner 6	COLLABORATION WITH CUSTOMERS AND LOCAL COMMUNITY Strategic allicances. Employee fulfilment. Environmental stewardship.		
Integrator/ Inspirer 5	DEVELOPMENT OF CORPORATE COMMUNITY Positive, creative corporate culture. Shared vision and values.		
Facilitator/ Influencer	CONTINUOUS RENEWAL Promotes learning and innovation. Team builder. Empowers others.		
Manager/ Organiser 3	Productivity, efficiency, quality, systems and processes.  Bureaucracy. Complacency.		
Relationship Manager 2	RELATIONSHIPS SUPPORTING CORPORATE NEEDS Good communication between employees, customers and suppliers. Manipulation. Blame.		
Crisis Director	PURSUIT OF PROFIT & SHAREHOLDER VALUE Able to manage adversity. Directive. Willing to take charge Exploitation. Over-control		

Complied by Vikram Singh

"The past several months have been extremely different and have challenged most existing practics across the world. We believe this was the time to re-energise all network across india, so that we are adequately ready to grab on the opportunities that lie ahead."

by Rohit Nand

## Heet Events

## फ्लीट श्रेष्ठ सारथी प्रोत्साहन

हमने सारथी प्रोत्साहन स्कीम लागू की है। मुझे खुशी है कि बहुत से सारथी इसमें हर ट्रिप की प्रोत्साहन राशि ले रहे है। आपके लिए एक नई स्पर्धा शुरू की जा रही है। इस स्पर्धा में दो श्रेस्ट सारथी हर फ्लीट सेन्टर से चूने जाएंगे जो सबसे अधिक गाड़ी चलाएंगे उनको 3000 / – व 2000 / – की राशि दी जाएगी।

इस स्कीम के लिए हर महीने कम से कम 8000 किलोमीटर गाडी चलाना अनिवार्य है। इस के साथ जो सारथी सभी फ्लीट सेन्टर में सबसे अधिक गाड़ी चलाएगा उसको सर्वेष्ट सारथी की उपाधि के साथ 2500 / – की राशि अलग से दी जाएगी।

अक्टूबर 2020 से अक्टूबर 2021( एक साल में) जो भी सारथी सबसे अधिक गाडी चलाएगा उसको बम्पर इनाम में एक मोटरसाईकल दी जाएगी।

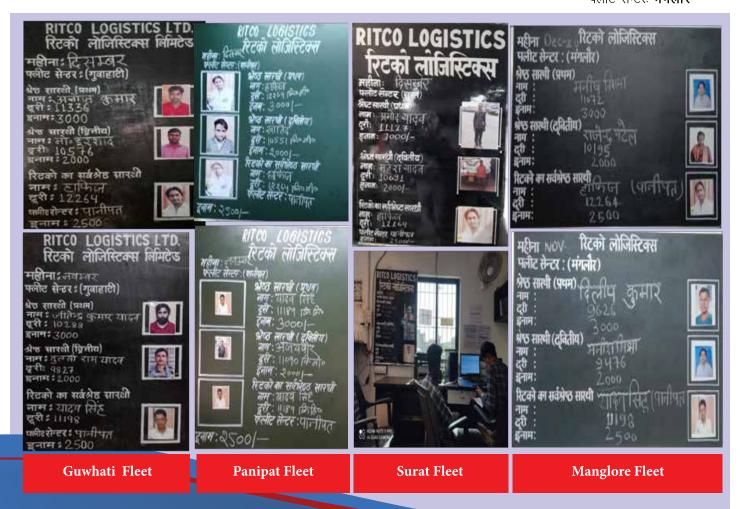
पानीपत, मंगलोर, सुरत तथा गोवाहटी के श्रेस्ठ सारथीयों का नाम घोषित हो गया है। इनका नाम तथा फोटो उन के फ्लीट सेन्टर के नोटिस बोर्ड पे लगाया जाएगा। आप ईमानदारी से अधिक से अधिक पैसा कमाए और अपने और अपने परिवार के साथ रिटको का सर्वश्रेष्ठ सारथी, न०–2 खूबतरक्की करे ऐसी हम कामना करते है।



रिटको का सर्वश्रेष्ठ सारथी नामः यादव सिंह दूरी: 11198 फ्लीट सेन्टरः **पानीपत** 



नामः मनीष कुमार दूरी: 9476 फ्लीट सेन्टरः **मंगलोर** 



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# Fleet Events





























हमने अभी भारतबेंज की 25 गाड़ियाँ ली है जिनमें बीअस-6 इंजन है जो कि पर्यावरण को साफ् रखनें में सहायक है जिनकी क्षमता 38 टन है।

## 2021

## **INFORMATION AND TECHNOLOGY**

Contribution from our IT Dept. We have started many automated modules which helps us to control, maintain records. Few of them are as follows:

Module Name About

1) **Budget Module**:- Through Budget Module we have control on Branch Budget...Now we can Assign Head wise Expenses and also their Process to approve budget which can Branch

wise... Branch wise Budget Approval gives authenticity on each expense

- 2) Other Expense Module:-Other Expense Module helped our Organization in many way to control daily expenses... Now Small Expense from 1rs to any big amount we can propose through this Module and account posting will done only when Approval Authority will approve... also there are big control through Automation.
- 3) Repair Expense Module:- Vehicle Repair Always a very Big challenge for Logistics Industry who have own trucks...But We have Developed Very Smart Module to Control our Vehicle Repair Expense. Through This Module we have controlled our Repair Vendors as well as their Expenses all bills go through process and without approval user can't pay any bill.



In today's world, we are living in the era of global village. This is all possible because of Internet. Internet has made our life easy just by a click, we are able to talk to our family members sitting in any part of the world. As internet has given numerous benefits. Now a crucial question is about the safety of cyber space. How much this cybeworld is safe is a big question of the debate. Human nature is pone towards negative things. Under the influence of negative powers people steal things from another computer via net. Some hackers can get personal information such as phone numbers, full name, credit card numbers, home address, personal letters and much more. So in this context lot more things has to be done for cyber safety point of view. Some company is accepting any official bank related data in encrypted form. So that hacker cannot come across any bank related details. AOL (America online) is very good internet service for child. They are having parental control options to ensure that the child don't watch unwanted things. So, being safe on the internet is very important and can prevent problems. Parents should warm their children do not put any personal information on the net without the permission of parents. Do not discuss any personal information regarding credit cards to anyone. Children should tell many important things to their parents, so that they become safe on net. For net safety, the only thing which is important is privacy for safety of family. Always remember that when you are on the web, nothing is safe but you can be. Keep your personal information to yourself and be aware of whom you talk.

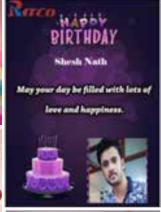
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# B'Day Celebrations















duppy Withday To You Stutt









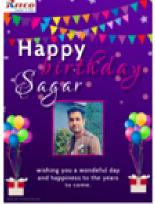








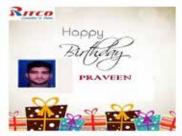






Birthday















# Celebration



www.ritcologistics.com

## Poem

## **Happy New Year**

जिन्दगी का एक और वर्ष कम हो चला, कुछ पुरानी यादें पीछे छोड़ चला... कुछ खाइशें दिल में रह जाती हैं... कुछ बिन मांगे मिल जाती हैं... कुछ छोड़ कर चले गये... कुछ नये जुड़ेंगे इस सफर में... कुछ मुझसे बहुत खफा हैं... कुछ मुझसे बहुत खुश हैं... कुछ मुझे मिल के भूल गये...

कुछ मुझे आज भी याद करते हैं...
कुछ शायद अनजान हैं...
कुछ शायद परेशान हैं...
कुछ को मेरा इंतजार हैं...
कुछ का मुझे इंतजार हैं...
कुछ सही है...
कुछ गलत भी है...
कोई गलती तो माफ कीजिये और
कुछ अच्छा लगे तो याद कीजिये।

विजय पर्व गणतंत्र दिवस है नव भारत की नव पहचान, कोटि कोटि जनता ने पाया अपना निर्मित नया विधान। हुए सभी हम भारतवासी अपनी किस्मत के निर्माता, अंग्रेजी काले नियमों से मुक्त हो गई भारतमाता। बिना भेद के पाई सबने एक अनोखी अवसर - समता, जनता ने पहचानी फिर से विश्व - पटल पर अपनी क्षमता। राष्ट्रगान को मिलकर गाया। वीर शहीदों की कुर्बानी व्यर्थ नहीं जाने पाएगी, देशप्रेम की भीनी खुशबू जन गण मन को महकाएगी। हो सद्भाव सभी के मन में कहीं न हो आतंकी दंगा, अमर रहे गणतंत्र हमारा रहे फहरता सदा तिरंगा।

# Social Media Activities







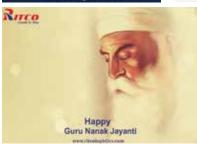






























# Awards & Appreciations



16

इसकी पहचान है लेकिन असल में ये आगे चल रहे वाहन के ड्राईवर के लिए लिखा जाता है जिसे वो आसानी से पढ़ सके और एम्बुलेंस को आगे निकलने के लिए साइड दे सके।

# Employee of the Month

#### **OCTOBER**



EKTA SINGH (VMS Department)



RATNESH TIWARI (Fleet Department)



NITENSHA (Accounts Department)



**SANDEEP** (Billing Department)

### **NOVEMBER**



PIYUSH (VMS Department)



SARVESH KUMAR DUBEY (Fleet Department)



VEER SINGH
(Accounts Department)



PANKAJ CHAUDHARY (Billing Department)



ROHIT NAND (Operation Department)

#### **DECEMBER**



RAVINDER (VMS Department)



NARENDER KUMAR (Fleet Department)



VEER SINGH (Accounts Department)



RAJNEESH (Billing Department)

# Little Champs



Jyoti D/O Mukesh Sharma
Panipat Branch got first prize in
Grappling Championship



**Anshuman** S/O Soma Baidya got Second prize in **Quiz competition** 



Vaibhav S/O Kamal Singh got first prize in Co-curricular activity



यू.एस की मिलिटरी औसतन इराक और अफगानिस्तान पर 20 मिलियन डॉलर खर्च करती है। यह नासा के बजट से भी अधिक है।



## Strengthen The Self

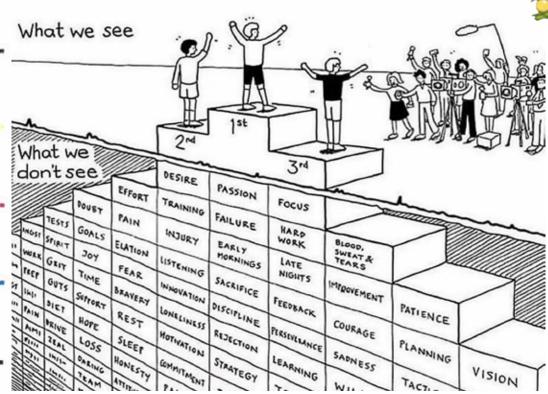
Today, more than ever before, we have come to realise the importance of good health. But most attempts to acquire and maintain good health tend to focus more on physical health and external appearance to mainly tone up the body via physical exercise and diet.

We tend to forget to take care of our mental health, which is a very important dimension of overall health, contributing to holistic fitness. Physical and mental health are two sides of the same coin, the only difference being that while what is physical is visible whereas mental health is subtle and manifests only when deviant behaviour is experienced.

Mental health is influenced by both the intellect and mind that enable rational thinking and use the power of discretion. For this, we need to take steps to strengthen the mind and intellect, such as doing regular mental exercises.

The mind can be strengthened through regular meditation. This helps in reducing continuous chattering of the mind, renders us emotionally strong and spares us from irrational decisions arising out of emotional turbulence That's where the role of intellect comes in. The intellect can be strengthened through reading, reflection and contemplation. Decisions emanating from the intellect are based on rationale and logic. By paying attention to both mind, intellect and body, and strengthening them with regular exercise, one can hope to achieve holistic health.

Complied by **Pratibha Rathore** 



Compiled by **Shambhoo** (Accounts Dept.)

#### Obstacle In Our Path (Opportunity)

In ancient times, a King had a boulder placed on a roadway. He then hid himself and watched to see if anyone would move the boulder out of the way. Some of the king's wealthiest merchants and courtiers came by and simply walked around it. Many people loudly blamed the King for not keeping the roads clear, but none of them did anything about getting the stone out of the way. A peasant then came along carrying a load of vegetables. Upon approaching the boulder, the peasant laid down his burden and tried to push the stone out of the road. After much pushing and straining, he finally succeeded. After the peasant went back to pick up his vegetables, he noticed a purse lying in the road where the boulder had been. The purse contained many gold coins and a note from the King explaining that the gold was for the person who removed the boulder from the roadway.

#### Moral of the story:

Every obstacle we come across in life gives us an opportunity to improve our circumstances, and whilst the lazy complain, the others are creating opportunities through their kind hearts, generosity, and willingness to get things done.

Compiled by Ekta Singh (VMS Dept.)

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## Health is Wealth

### Five Good Reasons to eat pumpkin

- 1 They are a great source of vitamin A and betacarotene,
- both of which are important for healthy eyes.
- 2 Pumpkins contain calcium and magnesium which the body needs for a healthy heart and bones, and to regulate blood pressure.
- 3 They are rich in antioxidants that may help lower the risk of cancer.
- 4 Pumpkins are a good source of minerals like copper, iron and phosphorus.
- 5 They're low in calories which makes them ideal for weight-loss diets.

Compiled by Rashmi Chauhan

### Health is Wealth

- Eating healthy, sleeping on time and exercising regularly can be known as the most basic of guidelines for healthy lifestyle.
- Without health no one can work productivity and that is the main reason to undergo a tedious process of determining a strict routine.

Compiled by Amrita

#### 9 Ways Employees can stay Healthy at Work

- Eat sensibly...
- Drink plenty of water...
- Restrict your caffeine intake...
- Maintain good posture...
- Take frequent breaks...
- Keep your workstation clean...
- Be hygienic...
- Avoid mingling with sick employees.

Compiled by Rajesh Sharma



**Facts** 

## 2021



The Reserve Bank of India
Introduced Rs. 10,000 notes in 1954.

#### HELMET का मतलब

H - Head (सिर)
E - Ears (कान)
L - Lips (हो ठ)
M - Mouth (मूंह)
E- Eyes (आँख)
T-Teeth (दांत)



हेलमेट लगाने से इन सभी अंगों को सुरक्षा प्राप्त होती है। एक हेल्मेट एक वीर फौजी की तरह खुद चोट खाता है, पर आपको बचाता है। अतः बिना हेलमेट के दोपहिया वाहन न चलायें, अनमोल जीवन को सुरक्षित बनायें। क्योंकि जिंदगी न मिलेगी दोबारा Do you know?
Blowing
birthday
candle
increases
bacterias upto
1,400% on the
cake.



Fingers prune underwater not because of them absorbing the water or washing away the oil, but because of an evolutionary trait caused by the brain to enhance the grip of your fingers underwater.











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# सड़क पर बनें ये निशान आपकी जान बचाने में होते हैं सहायक, ऐसे करें फॉलो

यातायात एवं परिवहन विभाग और नेशनल हाईवे अथॉरिटी ने लोगों की सेफ्टी के लिए कई सारे नियम बनाए हैं। लेकिन ज्यादातर लोग इनका सही से पालन नहीं करते हैं। इतना ही नहीं कई सारे तो ऐसे लोग भी होते हैं जिन्हें सड़कों पर बने कुछ खास निशानों की जानकारी तक नहीं होती है। तो चलिए आज हम आपको ऐसे ही कुछ चिह्मों के बारे में बताने वाले हैं जो आपकी जान बचाने में आपकी मदद कर सकते हैं।

#### 1. सीधी सफेद रंग की लाइन

सफर के दौरान आपने देखा होगा कि सड़क पर सीधी सफेद रंग की लाइन बनी होती है। इसका मतलब ये है कि आप जिस लेन में चल रहे हैं आपको उसी साइड में रहना है।



### 2. सफेद रंग की टूटी लाइन

आपने अक्सर हाईवे पर सफेद रंग की टूटी लाइन देखी होगी। इसका मतलब यह होता है कि आप दूसरी लेन बदल सकते हैं। लेकिन इस दौरान आपको सावधानी बरतनी होगी। क्योंकि ऐसे में रास्ते में कभी भी कोई भी आ सकता है।



### 3. पीले रंग की गहरी पट्टी

देश में कई सारी ऐसी जगह हैं जहां पर सड़को पर पीले रंग की गहरी पट्टी बनी होती है। इसका मतलब ये होता है कि आप दूसरों को पास दे सकते हैं। लेकिन आपको पीली रेखा बिल्कुल भी पार नहीं करनी है।



#### 4. सड़क पर डबल पीली लाइन

जिन सड़कों पर डबल पीली लाइन बनी होती है। यानि यहां ओवरटेक करना मना होता है। यहां पर आप पास नहीं दे सकते हैं।



Compiled by Sandeep Kaushal (VMS Dept)



जैसा कि हम सभी अच्छी तरह से जानते हैं कि सड़क दुर्घटना, चोट और मृत्यु अब बहुत आम बात हो गई है। सड़क यातायात नियमों और सड़क सुरक्षा उपायों का पालन नहीं करने वाले लोग सड़कों पर इस तरह के दुर्घटनाओं का मुख्य कारण हैं।

हम हमेशा खबरों में या अपने दोस्तों द्वारा सड़क दुर्घटनाओं के बारे में सुनते हैं क्योंकि गलत साइड ड्राइविंग, सड़क सुरक्षा नियमों की कमी, उपाय, उच्च गति, नशे में ड्राइविंग आदि, सरकार ने सभी के लिए सड़क यातायात और सड़क सुरक्षा नियमों की विविधता बनाई है।

उनकी सुरक्षा के लिए सड़क का उपयोग करना और दैनिक सड़क दुर्घटनाओं की संख्या को कम करना। हमें सभी नियमों और विनियमों का पालन करना चाहिए जैसे रक्षात्मक ड्राइविंग का अभ्यास करना, सुरक्षा उपायों का उपयोग करना, गति की सीमा को बनाए रखना, सड़क के संकेतों को समझना आदि।

वाहन चलाते समय सेल–फोन या अन्य इलेक्ट्रॉनिक उपकरणों के उपयोग के कारण ड्राइवर की व्याकुलता के कारण सड़क सुरक्षा जोखिम बढ़ गए हैं। ऐसे मामलों में, यातायात कानून और नियम हमें सड़क दुर्घटनाओं और चोट से दूर रखने में बहुत मदद करते हैं।

सड़क सुरक्षा के उपाय वे साधन हैं जो महंगे ट्रैफिक जुर्माना, गंभीर अपराधों, ड्राइविंग लाइसेंसों को हटाने आदि से बचा सकते हैं। पैदल चलने वालों को सड़क पर चलने के नियम भी पता होते हैं जैसे कि क्रॉसवॉक का सही इस्तेमाल, जेब्रा क्रॉसिंग का इस्तेमाल आदि।

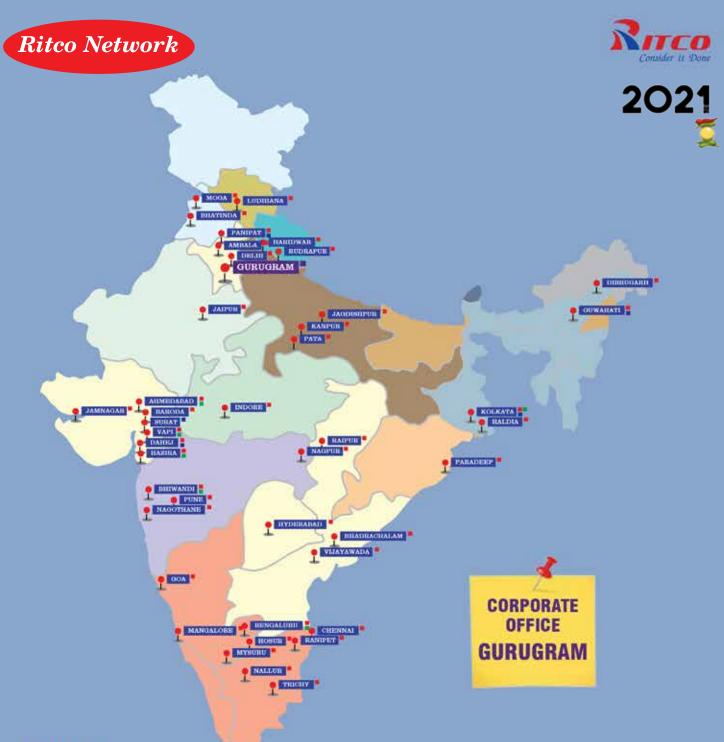
Compiled by Charan (Repair and Maintenance Dept)





अब्दुल कलाम का एक कान जन्म से ही आधा था जिसको छिपाने के लिए वो कानों को बालों से छुपाते थे।

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हर अंक को बेहतर स्वरूप देने के लिए सभी पाठकों से अपेक्षा की जाती है कि आप हमें अपने लेख एवं कविताएं समय-समय पर भेजते रहेंगे। आपकी प्रतिक्रियाओं एवं सुझावों का हमें इंतजार रहेगा। आप अपनी प्रतिक्रिया एवं सुझाव भेज सकते हैं।

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