

# **RAPID RESPONSE IN CRITICAL TIMES ENSURES OPERATIONAL CONTINUITY AT MALGANGA DAIRY**



Malganga Dairy renowned in Maharashtra for its brand of milk and agro products, is aimed at improving its production with efficient technologies. Milk from the neighbouring dairy farmers and small-scale processing units are collected and processed at the company's plant, ensuring economic sustenance for the local population. With a processing capacity of five lakh litres of milk daily, the company is constantly improving its processing systems. In one such attempt, the dairy sought Thermax's energy-efficient solution to meet the cooling demands of its plant's processes.

The Covid-19 situation impacted the operations of the dairy company placing the plant's operations and supply in high risk. It was Thermax's rapid response to the critical challenge which ensured Malganga keep up its operations and bottom line amidst the crisis.

## **Energy-efficient solution for chilling in the dairy**

Thermax's demonstrated history in offering efficient and sustainable solutions to dairy processing prompted Malganga to seek our solution. After studying the processes, utilities, and cooling requirement of the plant, a double effect steam fired vapour absorption chiller was recommended to be the perfect fit for the dairy plant. Steam from the previously integrated Thermax made boiler in the plant was designated to be the energy source of the chiller. The offered solution was aimed at sustainably meeting the cooling demands of the plant and help it achieve substantial energy savings.

## **Criticality of VAM in Dairy Processing**

As cooling is crucial in dairy processing units, Malganga was forced to immediately employ the chiller in its operations. But state-imposed travel restrictions and lockdown caused significant disruptions to the installation. With several small businesses dependent on the company and a large volume of milk at the risk of being spoilt, the dairy was caught in a battle from many fronts.

## **Thermax's Rapid Response makes way for operational continuity**

Lockdown in conjunction with travel restrictions, while deterrent to operations, required flexibility and quickness in service delivery. To enable customers enjoy uninterrupted operations and achieve optimal productivity, Thermax drew with a set of safety and regulatory procedures. With due government approval, our Technical Service expert was able to reach the site and initiate the chiller commissioning. Following stringent guidelines with proper safety gear, he went on to complete the installation and start the chiller operation by 20<sup>th</sup> June – all this when the pandemic effects were in peak.

Successful commissioning of the chiller led to delivery of chilled water at the required 1.4°C and ensured uninterrupted dairy processing at the plant. The management of Malganga, highly satisfied with the prompt service offered amidst the lockdown has recorded the company's delight in a reference letter.

The recent unprecedented times have had a tremendous impact on businesses and their operations. Hence, Thermax placed strong emphasis on customers' productivity and stepped up to deliver prompt service defined by clearly-set safety guidelines. By ensuring continued operations at the plant, Thermax has not only minimised the impact of the pandemic on the dairy company, but also sustained the livelihood of the local dairy farmers.