Portal and Query Report

PORTAL

Visitors: 501,004
Content Posted: 1,232

Max. international visitors – Florida, California, Dubai
International visitors – 50+ countries

SOCIAL MEDIA

Total Posts: 1,731
Engagements: 98,078

Top themes – Making it Happen & Companies that Care
Top Post – Celebrity contributions to fight COVID-19

RAPID QUERY RESPONSE TEAM

Securing Business Continuity

QUERY ANALYSIS

RECEIVED: 2,828
RESOLVED: 2,375

AVG. QUERY RESOLUTION: 4 Hours

MAXIMUM QUERIES

- Maharashtra, Haryana, Gujarat, Karnataka
- Food Processing, Medical Devices
- Logistics Support

30% Logistics Support
18% Plant Shutdowns
6% Supply of Essential Goods & Services
10% Notifications
7% Others
4% Customs Issues
25% Clarifications
**States’ Query Insights**

**Ladakh**: Medical equipment and essential supplies of food being brought in by Air Force aircrafts from Delhi and Chandigarh

**J&K**: Passes for the employees at Pharmacies not issued. Issue for Large Distributors and Retailers to operate

**Tamil Nadu**: Movement of Trucks interstate and intra state are being granted without difficulty

**Puducherry**: Intercity movement of essential & non essential goods granted permission

---

**Query Matrix**

<table>
<thead>
<tr>
<th>Business</th>
<th>Information</th>
<th>Human</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clarification request- if small scale industry manufacturing ‘Mishri &amp; Nakuldana’ can operate their facility</td>
<td>Request for the circular dated 30.03.2020</td>
<td>I worked with Delhivery company as delivery agent; during lockdown I am facing lack of money for food and daily needs</td>
</tr>
<tr>
<td>A company has requested for support in obtaining necessary certificates required for export as everything is closed due to lockdown</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

**Msme Support Powered By**

A COVID-19 Help Desk has been set up by SIDBI to assist and resolve all queries of Micro, Small & Medium Enterprises

---

**24/7 Response**
TOUCHING LIVES

For us every query is not just a number. It drives us to reach out and touch lives round the clock

On day 5 of the nationwide lockdown- IQF, a frozen fruits & vegetables supplier in Karnataka, was worried about the local farmers in the region. 100 farmers, that supply to IQF, were losing ~INR 5 lakh everyday as transport had been disrupted. Invest India worked with Mr. Manoj Ranjan, Special Sec. to the Gov. of Karnataka (Food Processing & Harvest Technology), and the District Collector’s office to obtain the necessary approvals for IQF to start operations- thus saving the livelihoods of the 100 farmers in the region. We are glad we could make it happen!

MAKING IT HAPPEN

Mitra Group:
Obtained approvals to operate manufacturing unit for testing kits

Vivo Mobiles:
Obtained clearances for export shipments to ensure business continuity

Saras Udyog:
Obtained approvals to restart factory unit ensuring the continued production of masks during lockdown

STAKEHOLDER OUTREACH TEAM

Bridging Global Partners

MISSIONS

Outreach to 12 Foreign Missions for obtaining best practices and suppliers of essential medical equipment:

Indian embassy in Denmark has shared lists of companies for support in healthcare operations through robotics and drones
The Hon’ble Minister discussed with Startups and regulatory bodies measures for capital availability, liquidity measures, access to liquidity, movement of essential goods and government support for startups & entrepreneurs. All issues will be taken up by DPIIT for active resolution.

Embassy of India in Sweden is assisting in GOI efforts for procurement of emergency medical equipment & supplies from Sweden and Swedish Companies based in India. Also assisting Indians stranded in Sweden and Latvia in every possible way.

Indian Mission in S. Korea and Singapore High Commission in Delhi supporting on procurement of medical equipment & testing kits. Upcoming call team next week.

Indian Embassy in Japan organizing masks, monitors, nebulizers and thermometers.

Taiwan’s TECC shared a list of >50 suppliers of essential medical equipment. Upcoming call with the supplies team next week.

Indian High Commission in Singapore secured donations of 30,000 Test Kits for ICMR.

Indian High Commission in Malaysia exploring availability of gloves and PPEs.

Embassy of India in Russia arranging ventilators and masks.

High Commission in London organizing technical know-how for Anaesthetic Ventilator and similar equipment.

Indian-Taipei association confirmed supply of PPEs, goggles and peripherals for ventilators, hospital beds, isolation room designs.

STAKEHOLDER INTERACTIONS

VC with Hon’ble Minister of Railways and Commerce & Industry Sh. Piyush Goyal
The Hon’ble Minister discussed with Startups and regulatory bodies measures for capital availability, liquidity measures, access to liquidity, movement of essential goods and government support for startups & entrepreneurs. All issues will be taken up by DPIIT for active resolution.

Ask Me Anything Session with Rajan Anandan (Sequoia Capital) on consequences of COVID on economy of various sectors and Startups. 2,321 Registrations

Startup India and TiE Amaravati virtual workshop on Hiring and Building Crisis Ready Teams.

Webinar on ‘Business Continuity for Startups amidst COVID-19’ with industry stalwarts on funding support and WFH. 2,758 Registrations.
## Discussions with Industry and Key Stakeholders

**COMING UP!**

<table>
<thead>
<tr>
<th>DATE</th>
<th>PARTICIPANTS</th>
<th>DISCUSSION POINTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>10-April 7 PM</td>
<td>USISPF Membership</td>
<td>Issue resolution and update on the latest situation</td>
</tr>
<tr>
<td>14-April 2 PM</td>
<td>Indo-German Chamber of Commerce, Maharashtra Officials, German Embassy</td>
<td>Issue resolution for German companies</td>
</tr>
<tr>
<td>17-April 2:30 PM</td>
<td>Advantage Austria, Austrian Embassy- Commercial Section</td>
<td>Government’s response to COVID-19 &amp; Invest India Initiatives</td>
</tr>
<tr>
<td>TBA</td>
<td>Indo-American Chamber of Commerce</td>
<td>Corporates’ response to COVID-19</td>
</tr>
<tr>
<td>TBA</td>
<td>UKIBC Membership</td>
<td>Issue resolution for UK companies in India</td>
</tr>
<tr>
<td>TBA</td>
<td>Singapore Business Federation</td>
<td>Effect of COVID-19 on India and food supply chain</td>
</tr>
<tr>
<td>9-April</td>
<td>AmCham Membership</td>
<td>US companies’ efforts towards COVID Response. Contributions to PM CARES</td>
</tr>
<tr>
<td>6-April</td>
<td>Embassy of Sweden, SCCI Swedish Companies</td>
<td>Follow-up response to logistical challenges faced across states</td>
</tr>
<tr>
<td>1-April</td>
<td>American companies, USIBC</td>
<td>Logistics issues resolution, medical equipment manufacturing</td>
</tr>
<tr>
<td>30-Mar</td>
<td>Swedish Companies, SCCI</td>
<td>Issue Resolution</td>
</tr>
<tr>
<td>29-Mar</td>
<td>US Life Sciences Companies, USIBC</td>
<td>Issue Resolution, Information on contribution to COVID-19 Response</td>
</tr>
</tbody>
</table>

## Potential Supplier Solutions

**Catalogue of suppliers for critical health & safety and medical equipment for COVID-19**

Resources: [List of Nodal officers for Customs Clearance during COVID-19](#)

Resources: [State Covid-19 Control Room Helpline Numbers](#)

Resources: [List of NGOs providing relief during Covid-19](#)
SUPPLIER OUTREACH TEAM
Connecting the Dots

1320 Suppliers Contacted

KEY MATCHMAKING

**Delhi Police:**
Team supported Delhi Police by channeling the donation of 4000 N95 masks and 100 bottles of sanitizers from Paytm

**Air India:**
Team facilitated procurement of 200 Hazmat Suits & kits within 3 hours for the crews of 4 flights to Airlift Indians stranded in Europe

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>Startups &amp; Innovators</th>
<th>Suppliers reached out to</th>
<th>Total Outreach</th>
<th>Companies Responded</th>
<th>Supply</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ventilators &amp; ICU Monitors</td>
<td>22</td>
<td>109</td>
<td>131</td>
<td>98</td>
<td>6,543</td>
</tr>
<tr>
<td>Masks*</td>
<td>161</td>
<td>265</td>
<td>426</td>
<td>172</td>
<td>2,11,56,000</td>
</tr>
<tr>
<td>Testing Kits**</td>
<td>23</td>
<td>70</td>
<td>93</td>
<td>41</td>
<td>9,00,000</td>
</tr>
<tr>
<td>PPE Equipment**</td>
<td>67</td>
<td>124</td>
<td>191</td>
<td>132</td>
<td>7,87,675</td>
</tr>
<tr>
<td>Others</td>
<td>99</td>
<td>429</td>
<td>528</td>
<td>318</td>
<td>1,80,81,092</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>372</td>
<td>997</td>
<td>1369</td>
<td>761</td>
<td></td>
</tr>
</tbody>
</table>

Note: The numbers on this report are dynamic due to a daily fluctuating supply * N95 Masks – 2.36L; ** Some suppliers awaiting CDSCO approval; *** Including supply PPE kits and parts such as gloves, gowns

Issue Resolution

Creating New Supply Lines

<table>
<thead>
<tr>
<th>Sector</th>
<th>Manufacturing/ Tech. Issues</th>
<th>Suppliers’ Issues Resolved</th>
<th>Ready to Supply</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drugs &amp; Chemicals</td>
<td>5</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Test Kits</td>
<td>37</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>PPE</td>
<td>190</td>
<td>80</td>
<td>35</td>
</tr>
<tr>
<td>Sanitizers</td>
<td>121</td>
<td>78</td>
<td>11</td>
</tr>
<tr>
<td>Masks</td>
<td>128</td>
<td>127</td>
<td>16</td>
</tr>
<tr>
<td>Ventilators + ICU Monitor</td>
<td>90</td>
<td>85</td>
<td>9</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>571</strong></td>
<td><strong>374</strong></td>
<td><strong>72</strong></td>
</tr>
</tbody>
</table>
**LOGISTICS TEAM**

*Easing Lockdown Logistics*

**PARTNERS** - DP World, UPS, FedEx, BlueDart, Safexpress, DHL, Delhivery, Gati, DTDC, Spoton

*Facilitating the Inter-State and Cross Border Movement of Essential Goods*

**QUERIES**  
452

**RESOLVED**  
330

**HIGHLIGHT**

Invest India facilitated the movement of 20 lakh masks and 60,000 PPE kits for Shaurya Industries. Shaurya Industries was facing issues moving the supplies from UP to Punjab and Maharashtra.

**KEY INITIATIVES**

- WhatsApp group of 95 Members including Govt officials and representatives from some of the biggest logistics players such as FedEx, BlueDart, UPS, DP World
- Platform serves as a Logistics Aggregation and Logistics Policy Information Portal
- Stakeholder Consultation & feedback on National E-Pass System through platform

---

**BUSINESS RECONSTRUCTION TEAM**

*Resurgent India*

**PARTNERS** - Bain & Company, EY, PwC, BCG, Primus Partners, Mirae Asset Management, KPMG

*Creating a strategic and ‘ready to implement’ plan of action for India’s economic revival by analysing quantitative and qualitative metrics across states, districts and sectors*

**Drafting PHASE-1 of Economic Revival Plan**

**METHODOLOGY**

- Micro/macro-level on steps to implement across key broad frameworks and timelines
- All-partner discussion: 9-point workstream plan for the phase-1 economic revival of India’s industry

- State Governments inputs/information on industrial clusters and business operations
- Industry’s feedback on best practices, policy suggestions and SoPs
- Invest India’s sector and state teams to collate feedback
Ensuring Nation’s Wellbeing

PHARMA TEAM

QUERIES ANALYSIS

- 55% Logistics
- 16.8% Customs
- 13.6% Plant Shutdown
- 4.5% Notifications
- 5.9% Clarifications
- 0.4% Other

220 QUERIES RECEIVED

- Only 4% of queries were related to plant shutdowns
- 17% of the queries were related to customs issues

ENSURED BUSINESS CONTINUITY:

Bayer, GlaxoSmithKline, Johnson & Johnson, Merck, Novartis, Pfizer, Roche Group, Sanofi, Medtronic, Abbott Laboratories, GE, Siemens AG, Bosch, Baxter & more

MAKING IT HAPPEN

AstraZeneca: Facilitated the clearances of Carrying and Forwarding Agents across 12 states to tackle shortages in medical supplies

Wimwi Foods: Obtained manufacturing license for hand sanitizers from Karnataka Drugs Control Department in 2 days

INNOVATIONS TEAM - AGNIi

Fast-tracking Innovations to Combat COVID-19

Under the Office of the Principal Scientific Adviser; identification & swift implementation of innovative Indian technologies for public agencies

KEY FIELDS

- Low-cost Ventilators
- Mass Sanitisation
- 3D Printing of PPE

PROGRESS

- Technologies assessed (across 9 evaluation criteria): 83
- Shortlisted for fast-tracking: 21
- Additional technologies for special support: 34
More than 30 workers were stuck without any food or shelter in Kaushambi, UP while working for NHAI. The team responded swiftly and immediate assistance was provided to them with the help of NHAI within 2 hours.

DISCUSSIONS WITH INDUSTRY AND STAKEHOLDERS
Chaired by Mrs. Harsimrat Kaur Badal, Hon’ble Minister of Food Processing

<table>
<thead>
<tr>
<th>DATE</th>
<th>PARTICIPANTS</th>
<th>DISCUSSION POINTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>9-April</td>
<td>Exporters of Agri &amp; Marine products, APEDA and MPEDA</td>
<td>Revival and strengthening of food exports</td>
</tr>
<tr>
<td>8-April</td>
<td>Presidents of Industry associations</td>
<td>Chart out strategy for economic revival</td>
</tr>
<tr>
<td>4-April</td>
<td>Industry Representatives</td>
<td>Follow-up with industry on steps taken by Government</td>
</tr>
<tr>
<td>30-Mar</td>
<td>Industry Representatives</td>
<td>Issues faced by industry due to lockdown</td>
</tr>
</tbody>
</table>

ENSURED BUSINESS CONTINUITY FOR:
Roquette, Bagree Chai, Ball Corp., Britannia, GTC, Bunge, Coca Cola, Kelloggs, Zydus Wellness, Yakult, Marico

SECURING FOOD PRODUCTION
Roquette: Supported with the permission to reopen its plant in Pantnagar, Uttarakhand and Gokak, Karnataka
Licious: Facilitated restarting its operations in Ghaziabad and Chandigarh

TOUCHING LIVES
More than 30 workers were stuck without any food or shelter in Kaushambi, UP while working for NHAI. The team responded swiftly and immediate assistance was provided to them with the help of NHAI within 2 hours.

SOCIAL IMPACT TEAM
Sahyog / PMCARES FUND

PARTNERS - State Industries Departments, Government Incubators, Office of PSA, BIRAC
Channeling CSR funds toward COVID19 Relief
Dhruvjyoti Talukder, Parry’s tea in Valparai on the Western Ghats was unable to source medication for his wife who had undergone a kidney transplant. Guidance Tamil Nadu and Invest India took up the query from DPIIT and ensured the necessary supplies reached Mr. Talukder.
PARTNERS - TiE Delhi-NCR, Ankur Capital, Cure.fit

Facilitating the startup ecosystem during the COVID-19 phase promoting startup solutions to overcome the pandemic

UPDATES

Webinar on ‘Keeping the Wheels Turning: Logistics & Supply Chain in times of Lockdown’

2500+ Registrations
1600+ Users
1100+ Unique Viewers
700+ Concurrent Views

STARTUP CHALLENGE (Live till 15 April)

Solutions to combat COVID-19

533+ Applications received from 23 States

70+ applications shortlisted and shared for preventive, curative, and additive solutions with Office of PSA

Maximum applications received are under:
- Movement Tracking
- Geofencing
- Personnel Protective Equipment
- Large Area Sanitization

KEY INNOVATIONS

Dexium Technologies Pvt Ltd
Enables data collection of patients to generate insights

Vyom Digital Services Pvt. Ltd.
Mobile app to diagnose contagion and track people’s movements in quarantine areas/lockdown.

Vacus Technologies Pvt. Ltd.
Provides indoor tracking tags for patients to capture temperature readings, geofencing, tracking, etc.

India’s Startup Community Joins Hands to Launch Action COVID-19 Team (ACT)

- Collective effort to help Indian startups to survive this crisis
- Launch of ACT Grants, an INR 100 Cr Programme, aimed at seeding 50+ initiatives through grants
COMING UP!

AMA SESSION:
14 April 2020, 11:00 AM
With:
Rema Subramanian, Managing Partner, Ankur Capital

AMA SESSION:
16 April 2020
With:
Mukesh Bansal, Co-Founder and CEO, Cure.fit