Portal and Query Report

As on 15 April 2020, 10:00 AM

**PORTAL**

- **Visitors:** 638,167
- **Content Posted:** 1,337

~350% Spike in visitors as opposed to previous day

Max. international visitors – UK, Singapore, California

**SOCIAL MEDIA**

- **Total Posts:** 1,863
- **Engagements:** 103,139

Top theme – PM Modi’s announcement

Top post – Tech Mahindra initiatives

**RAPID QUERY RESPONSE TEAM**

Securing Business Continuity

**QUERY ANALYSIS**

- **RECEIVED:** 3,203
- **RESOLVED:** 2,718

**AVG. QUERY RESOLUTION**

- **4 Hours**

**MAXIMUM QUERIES**

- Maharashtra, Haryana, Gujarat, Karnataka
- Food Processing, Medical Devices
- Logistics Support
- Customs Issues
- Plant Shutdowns
- Supply of Essential Goods & Services
- Others
- Clarifications

29% Logistics Support
4% Customs Issues
24% Clarifications
19% Plant Shutdowns
7% Others
10% Notifications
7% Supply of Essential Goods & Services
**STATES’ QUERY INSIGHTS**

**Tamil Nadu:** Issues related to Logistics, procedure for issuance of passes, permission to open warehouses & plants

**Karnataka:** Procedure for issuance of passes and approvals to resume operations, validity of passes and people centric issues

**Telangana:** Procedure for issuance of passes and opening of factories for companies in the value chain of essential services

**Maharashtra:** Spike in issues related to issuance of passes

---

**QUERY MATRIX**

**INFORMATION**

Need guidance for the certification process for SITRA

Duped on e-commerce site! Cannot go to Police Station due to lockdown, can I do an FIR online?

**BUSINESS**

Requested assistance in availing curfew passes for e-commerce operations of 3 TATA CHAs

**HUMAN**

We are working to help stranded citizens across Karnataka; could you help in providing food to four families?

---

**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**

![Response Time Chart]

- Midnight to Noon: 8%, 1% each
- Noon to Midnight: 6%, 9%, 7%, 5%, 7%, 4%, 7%
MAKING IT HAPPEN

**Tata Consumer Products:** Obtained approval to operate a warehouse in Haryana

**Nothing But Chicken:** Obtained approval for opening outlets in Maharashtra

**RB:** Obtained movement passes for two scientists to ensure the maintenance of an R&D lab

STAKEHOLDER OUTREACH TEAM

**MISSIONS**

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

- Malaysia | Japan | UK | Taiwan
- Singapore | Russia | Indonesia | China
- Germany | Sweden | South Korea | Denmark

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

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

Global & Domestic Corporates/Stakeholders contacted:

- **Indian embassy in Denmark** has shared lists of companies for support in healthcare operations through robotics and drones
- **Taiwan’s TECC** shared a list of >50 suppliers of essential medical equipment. Upcoming call with the supplies team next week

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!
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.

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

LAUNCHED!

POTENTIAL SUPPLIER SOLUTIONS
Catalogue of suppliers for critical health & safety and medical equipment for COVID-19

COMING UP!
Central and State Relief & Support Packages for Businesses
Single source for all updates

How to apply for curfew/movement/ emergency passes for respective states
SIDBI Assistance to Facilitate Emergency response against coronavirus
State COVID-19 Control Room Helpline Numbers
List of Nodal officers for Customs Clearance during COVID-19
## 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>15-April</td>
<td>Embassy of Italy, ITA, IICI, SACE, Italian Companies</td>
<td>Present and future measures to support Italian business operations in India</td>
</tr>
<tr>
<td>16-April</td>
<td>Embassy of Norway, Norwegian Busi. Asso. India</td>
<td>TBD</td>
</tr>
<tr>
<td>17-April</td>
<td>Advantage Austria, Austrian Embassy- Commercial Section</td>
<td>Government’s response to COVID-19 &amp; Invest India Initiatives</td>
</tr>
<tr>
<td>20-April</td>
<td>Embassy of Sweden, SCCI, Swedish Companies</td>
<td>Update on lockdown notifications, issue resolution</td>
</tr>
<tr>
<td>TBA</td>
<td>MEDEF, French Companies</td>
<td>Supporting French companies operations in India</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>14-April</td>
<td>Indo-German Chamber of Commerce, Maharashtra Officials, German Embassy</td>
<td>Discussion with German companies on Invest India's work on COVID-19 and how they could contribute to response</td>
</tr>
<tr>
<td>13-April</td>
<td>Embassy of Sweden, SCCI, Swedish Companies</td>
<td>Update on lockdown notifications, business continuity post lockdown, logistics issue resolution</td>
</tr>
<tr>
<td>10-April</td>
<td>USISPF Membership</td>
<td>Issue resolution and update on the latest situation</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>

---

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>15-April</td>
<td>Embassy of Italy, ITA, IICI, SACE, Italian Companies</td>
<td>Present and future measures to support Italian business operations in India</td>
</tr>
<tr>
<td>16-April</td>
<td>Embassy of Norway, Norwegian Busi. Asso. India</td>
<td>TBD</td>
</tr>
<tr>
<td>17-April</td>
<td>Advantage Austria, Austrian Embassy- Commercial Section</td>
<td>Government’s response to COVID-19 &amp; Invest India Initiatives</td>
</tr>
<tr>
<td>20-April</td>
<td>Embassy of Sweden, SCCI, Swedish Companies</td>
<td>Update on lockdown notifications, issue resolution</td>
</tr>
<tr>
<td>TBA</td>
<td>MEDEF, French Companies</td>
<td>Supporting French companies operations in India</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>14-April</td>
<td>Indo-German Chamber of Commerce, Maharashtra Officials, German Embassy</td>
<td>Discussion with German companies on Invest India's work on COVID-19 and how they could contribute to response</td>
</tr>
<tr>
<td>13-April</td>
<td>Embassy of Sweden, SCCI, Swedish Companies</td>
<td>Update on lockdown notifications, business continuity post lockdown, logistics issue resolution</td>
</tr>
<tr>
<td>10-April</td>
<td>USISPF Membership</td>
<td>Issue resolution and update on the latest situation</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>
SUPPLIER OUTREACH TEAM
Connecting the Dots

1386 Suppliers Contacted

KEY MATCHMAKING

**Delhi Police:**
Team supported 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>72</td>
<td>95</td>
<td>42</td>
<td>9,01,000</td>
</tr>
<tr>
<td>PPE Equipment**</td>
<td>67</td>
<td>134</td>
<td>201</td>
<td>141</td>
<td>8,15,675</td>
</tr>
<tr>
<td>Others</td>
<td>99</td>
<td>434</td>
<td>533</td>
<td>344</td>
<td>57,71,017</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>372</td>
<td>1014</td>
<td>1386</td>
<td>797</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>110</td>
<td>84</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>86</td>
<td>9</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>560</td>
<td>381</td>
<td>72</td>
</tr>
</tbody>
</table>
**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
- Comprehensive coverage of over 15 key sectors and over 25 states for Phase I
- State Governments inputs/information on industrial clusters and business operations
- Industry’s feedback on best practices, policy suggestions and SoPs

**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** | **RESOLVED**
---|---
457 | 334

**HIGHLIGHT**

*Invest India facilitated end-to-end movement and customs clearance of a crucial enzyme arriving from Singapore for manufacturing test kits for COVID 19 in the stipulated refrigeration time.*

**KEY INITIATIVES**

- WhatsApp group of 95 members including GoI 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
- Comprehensive coverage of over 15 key sectors and over 25 states for Phase I
- State Governments inputs/information on industrial clusters and business operations
- Industry’s feedback on best practices, policy suggestions and SoPs
PHARMA TEAM
Ensuring Nation’s Wellbeing

QUERIES ANALYSIS

- Logistics: 53%
- Notifications: 13.3%
- Customs: 15.9%
- Clarifications: 6%
- Supply of Essential Goods & Services: 5.6%
- Plant Shutdown: 4.3%
- Other: 1%

232 Queries Received

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

- **Baxter**: Facilitated logistics and customs issues of consignments stuck at Mumbai and Chennai
- **Teleflex Medical**: Facilitated employee movement issues to enable functioning of warehouse

INNOVATIONS TEAM - AGNi

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.
<table>
<thead>
<tr>
<th>HIGHLIGHTS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Govt. Funds accepting COVID-19 donations identified</td>
<td>32</td>
</tr>
<tr>
<td>Connections made for COVID-19 Donations</td>
<td>52</td>
</tr>
<tr>
<td>Tech Incubators reached out to for CSR Funding Support</td>
<td>289</td>
</tr>
<tr>
<td>Indicative Pipeline of Donations</td>
<td>INR 158 Cr</td>
</tr>
<tr>
<td>Indicative pipeline of PPE donations</td>
<td>8,27,600</td>
</tr>
<tr>
<td>No. of COVID-19 Technology Solutions received</td>
<td>93</td>
</tr>
<tr>
<td>No. of NGO’s working on COVID-19 relief programmes</td>
<td>26</td>
</tr>
</tbody>
</table>

**STATES TEAM**  
*Supporting states to battle COVID-19*

**KERALA IN FOCUS**

**QUERY ANALYSIS**

- **QUERY SECTOR**
  - 8% Consumer Goods
  - 12% Medical Devices
  - 8% Lifecare
  - 16% IT/ITeS
  - 4% Tourism
  - 4% Startup

- **QUERY TYPE**
  - 40% Logistics Support
  - 32% Employee Passes
  - 20% Plant Shutdown
  - 12% Healthcare
  - 20% Food Processing
  - 4% Office Shutdown
  - 4% Others

**ENSURED BUSINESS CONTINUITY FOR:**

- WIPRO, GE HEALTHCARE, GE BEL, CHANDRIKA, BIGBASKET, ASTRazeneca, KERALA IRRIGATION INFRASTRUCTURE DEVELOPMENT CORPORATION, SPAN HEALTH, OMICSgen LIFESCIENCE

**TOUCHING LIVES**

**Andre Marie** a French national was denied transit by the DMO for an evacuation flight back home. Invest India coordinated with French Consulate and District Administration, Wayanad to shift her to Cochin where she boarded the flight back home after almost 20 days-imposed quarantine in a resort.
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

AMA Session with Rema Subramanian, Co-Founder, Ankur Capital on the Indian startup ecosystem

1450+ Registrations
850+ Users
600+ Unique Viewers
400+ Concurrent Views

STARTUP CHALLENGE (Live till 15 April)

Solutions to combat COVID-19

572+ 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

Four solutions are undergoing testing with corporates such as Reliance, Aditya Birla and UPL

KEY INNOVATIONS

Nable IT Consultancy Pvt Ltd
Facial recognition to promote contact-less recognition for attendance and access control

Drone Tech Solutions
Drones equipped with thermal sensors to manage crowd

DAB Research Labs LLP
IoT based face recognition system to identify fatigue, nausea and expressions in human beings

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

AMA SESSION:
21 April 2020
With: Khaitan Legal Services