

# Portal and Query Report

As on  
13 April 2020, 10:00 AM

## PORTAL

Visitors	Content Posted
<b>501,004</b>	<b>1,232</b>

*Max. international visitors –  
Florida, California, Dubai*

*International visitors – 50+ countries*

## SOCIAL MEDIA

Total Posts	Engagements
<b>1,731</b>	<b>98,078</b>

*Top themes – Making it Happen &  
Companies that Care*

*Top Post – Celebrity contributions  
to fight COVID-19*

## RAPID QUERY RESPONSE TEAM

*Securing Business Continuity*

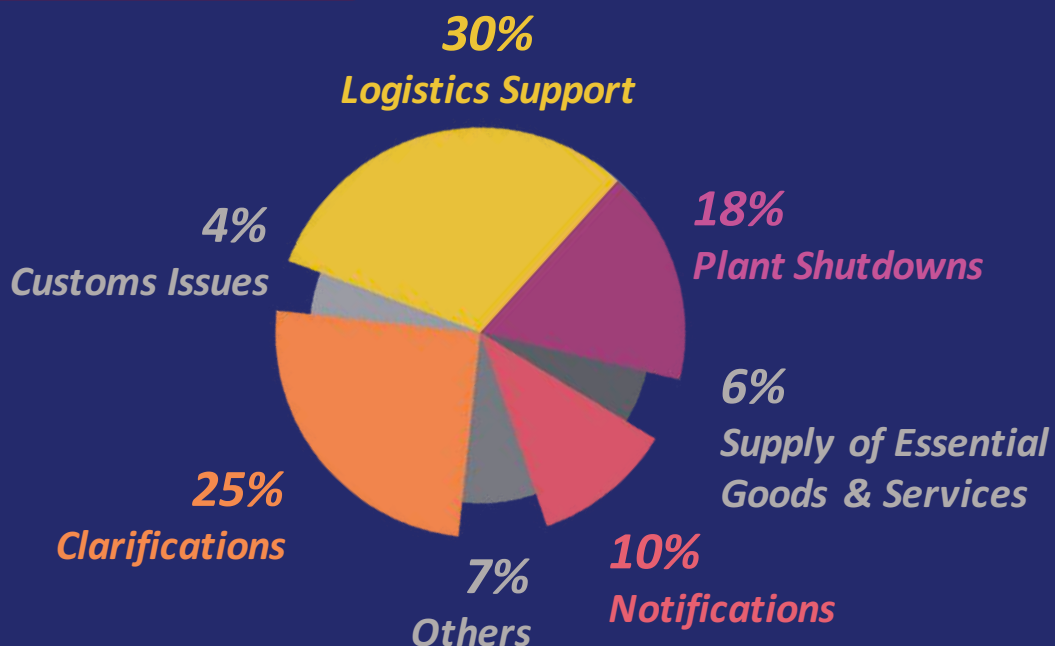
### QUERY ANALYSIS

RECEIVED	RESOLVED
<b>2,828</b>	<b>2,375</b>

**AVG. QUERY RESOLUTION  
4 Hours**

### MAXIMUM QUERIES

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



# STATES' QUERY INSIGHTS

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

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

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

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

## QUERY MATRIX

### INFORMATION

Clarification request- if small scale industry manufacturing 'Mishri & Nakuldana' can operate their facility

Request for the circular dated 30.03.2020

### BUSINESS

### HUMAN

A company has requested for support in obtaining necessary certificates required for export as everything is closed due to lockdown

I worked with Delhivery company as delivery agent; during lockdown I am facing lack of money for food and daily needs

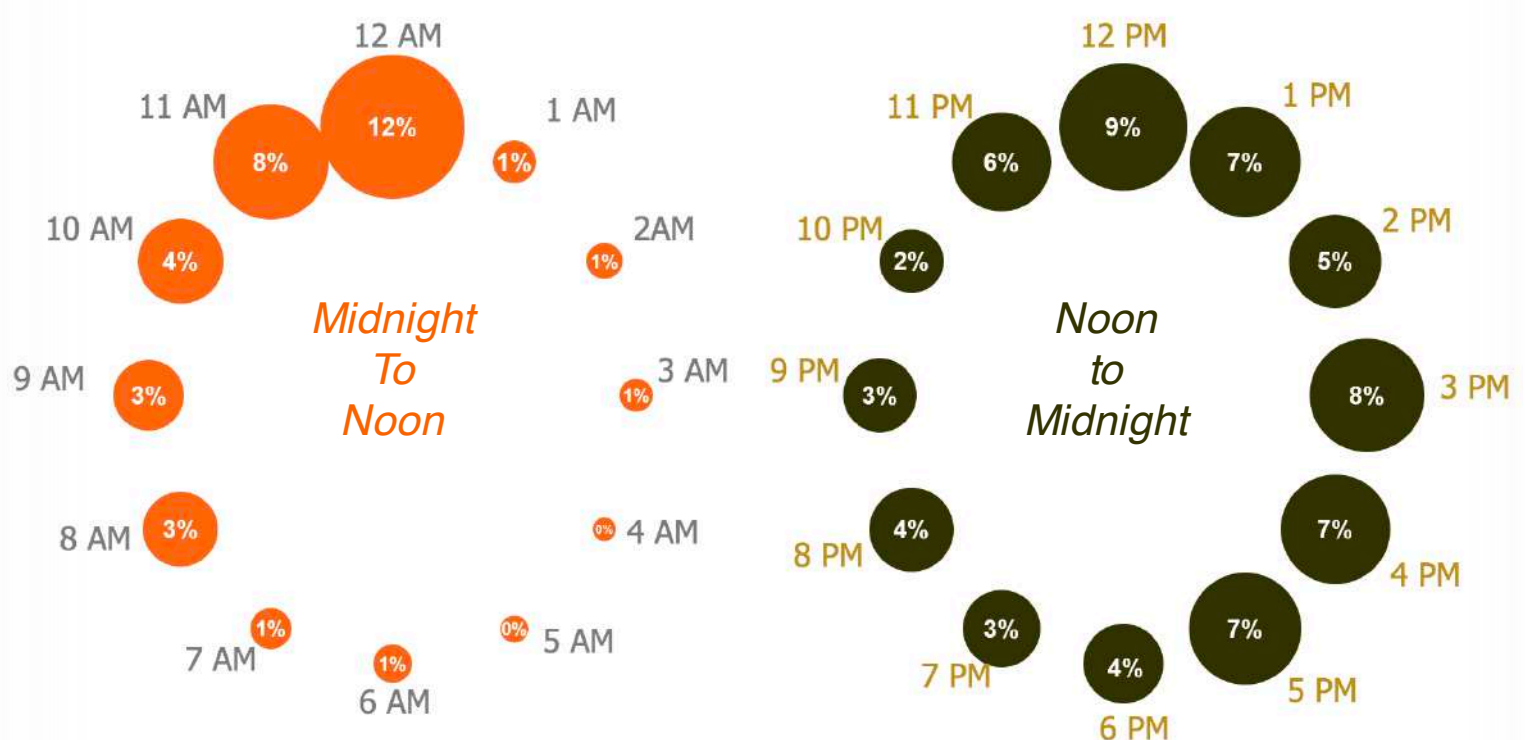
### INTERVENTION

## 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:*

2421

Global & Domestic Corporates/Stakeholders contacted

*Indian embassy in Denmark has shared lists of companies for support in healthcare operations through robotics and drones*

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

*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!

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

## LAUNCHED!

# POTENTIAL SUPPLIER SOLUTIONS

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

[Click](#)

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*

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

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*

Sector	Manufacturing/ Tech. Issues	Suppliers' Issues Resolved	Ready to Supply
Drugs & Chemicals	5	0	0
Test Kits	37	4	1
PPE	190	80	35
Sanitizers	121	78	11
Masks	128	127	16
Ventilators +ICU Monitor	90	85	9
<b>TOTAL</b>	<b>571</b>	<b>374</b>	<b>72</b>

# 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 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**

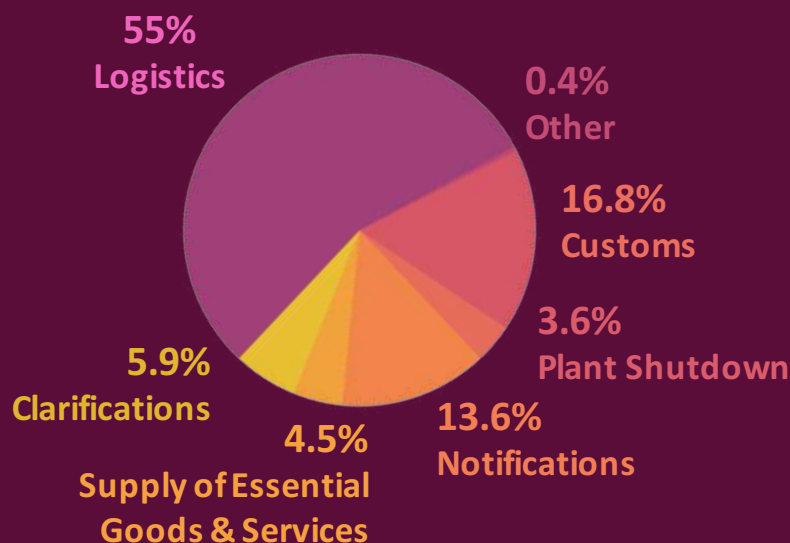
- *Micro/macro-level on steps to implement across key broad frameworks and timelines*
- *All-partner discussion: 9-point workstream plan for the phase-1 economic revival of India's industry*
- *State Governments inputs/information on industrial clusters and business operations*
- *Industry's feedback on best practices, policy suggestions and SoPs*
- *Invest India's sector and state teams to collate feedback*

# PHARMA TEAM

*Ensuring Nation's Wellbeing*

## QUERIES ANALYSIS

**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



# FOOD PROCESSING TEAM

*Ensuring Uninterrupted Food Supply*

*Taskforce setup by Ministry of Food Processing Industries with Invest India*

**420** QUERIES  
RECEIVED

**70** Food Processing units to Restarted

## DISCUSSIONS WITH INDUSTRY AND STAKEHOLDERS

Chaired by Mrs. Harsimrat Kaur Badal, Hon'ble Minister Food Processing

DATE	PARTICIPANTS	DISCUSUSSION POINTS
9-April	Exporters of Agri & Marine products, APEDA and MPEDA	Revival and strengthening of food exports
8-April	Presidents of Industry associations	Chart out strategy for economic revival
4-April	Industry Representatives	Follow-up with industry on steps taken by Government
30-Mar	Industry Representatives	Issues faced by industry due to lockdown

## ENSURED BUSINESS CONTINUITY FOR:

Roquette, Bagree Chai, Ball Corp., Britannia, GTC, Bunge, Coca Cola, Kelloggs, Zydus Wellness, Yakult, Marico

## SECURING FOOD PRODUCTION

*Supported **Roquette** with the permission to reopen its plant in Pantnagar, Uttarakhand and Gokak, Karnataka*

*Facilitated **Licious** to restart 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*

# HIGHLIGHTS

Govt. Funds accepting COVID-19 donations identified	32
Connections made for COVID-19 Donations	51
Tech Incubators reached out to for CSR Funding Support	289
Indicative Pipeline of Donations	INR 154 Cr
Indicative pipeline of PPE donations	8,27,600
No. of COVID-19 Technology Solutions received	93
No. of NGO's working on COVID-19 relief programmes	26

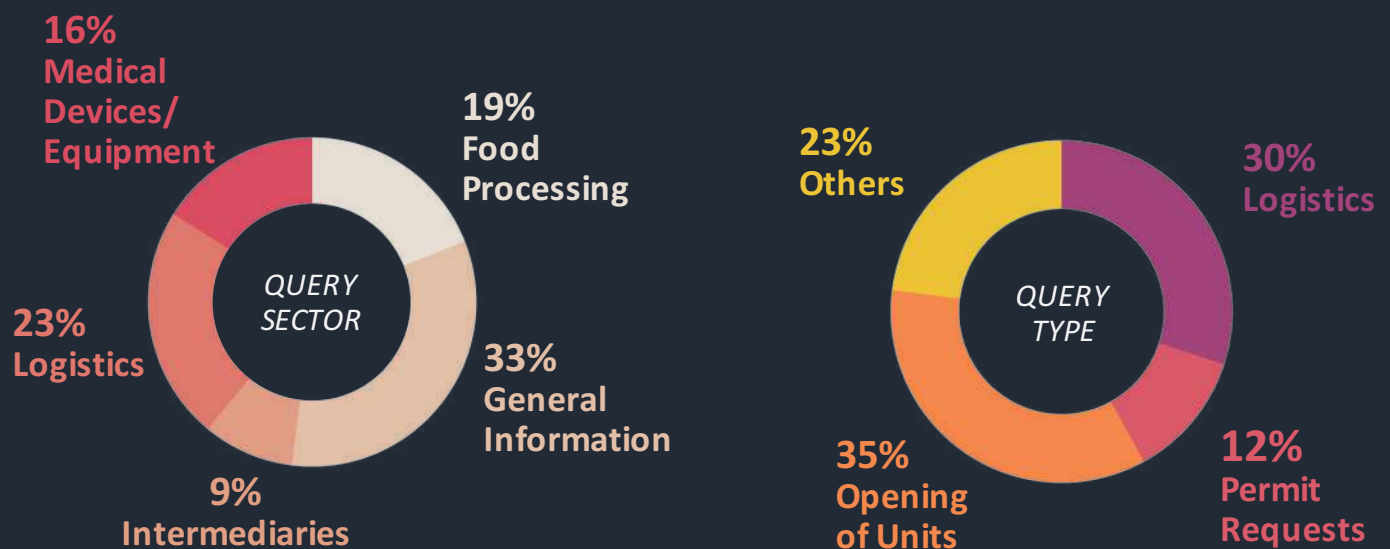
## STATES TEAM

*Supporting states to battle COVID-19*

## TAMIL NADU IN FOCUS

**79** QUERIES RECEIVED

### QUERY ANALYSIS



## ENSURED BUSINESS CONTINUITY FOR:

Philips/Sanmina SC , Marico India, Roche, Amazon, Imken Shanthi Feeds, WIPRO, Yakult, Bombay Rayon, Swiggy, Teva, Baxter, Britannia, Medtronics , Moglix, Bloomberg, Urbanbuddha, Philips, GE Healthcare, Callington, Jay tea, Selva Foods, Polylam Products, Nestle, HUL, Redington, SPACETIME 4D Printing Solution, BigBasket, Pi Data centre, Iron Mountain Braun, Teleflex, Field Fresh foods, Qualcomm, Sysnet, Astra Zeneca, Fresh To Home, Jayshee Spun Bonds, Graphipacks

## TOUCHING LIVES

**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.

# #startupindia

*Combatting COVID-19 Pandemic with Innovative Solutions*

**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