

Portal and Query Report

As on
4 April 2020, 10:00 AM

STATISTICS

Visitors

334,409

Countries

50+

Govt. Advisories,
Notifications

584

Blogs, Info. Gfx,
Videos, Resources

321

'List of Nodal officers for Customs during COVID-19': Max. visitors - Maha., Delhi & UP

'NGOs providing relief during COVID-19': Max. int. visitors - California, Texas & Brussels

SOCIAL MEDIA

Total Posts

1,068

Engagements

63,653

Measures taken by GOI – Highest Engagement

Smt. Smriti Irani's Appeal for #CommerceWithCompassion – Best performing post

Mentions by USIBC, WAIPA provided additional traction

QUERIES

RECEIVED

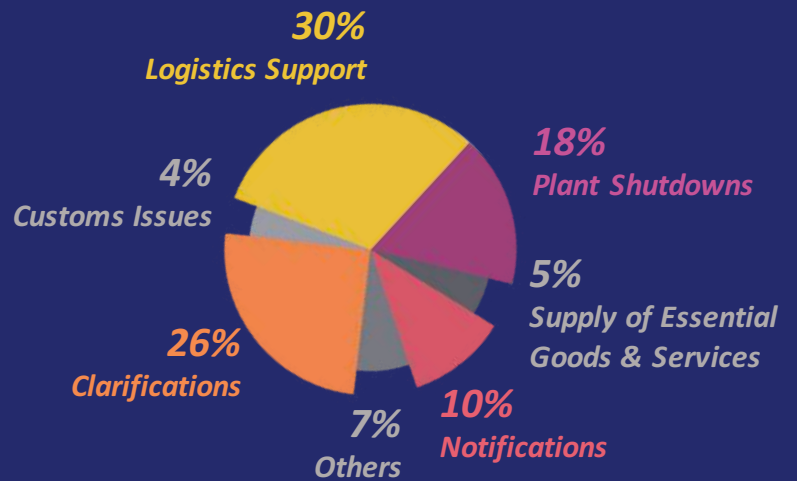
1,690

RESOLVED

1,323

AVG. QUERY RESOLUTION

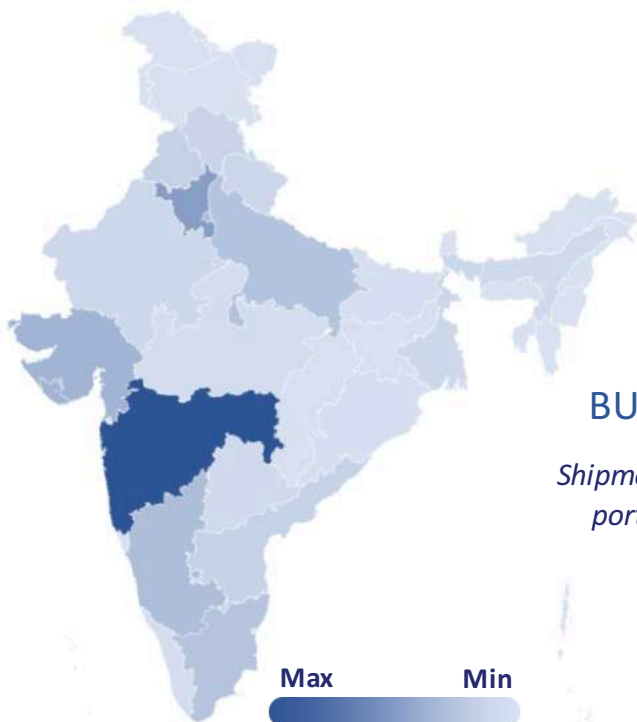
4 Hours



Max. queries- Haryana & Delhi trailing Maharashtra

Max. queries- Medical Devices & Food Processing

Spike in labour movement queries



INFORMATION

Support requested in applying for passes for distributors of ITC products

University Professor from Uttarakhand wants to build a model to predict healthcare demand

BUSINESS

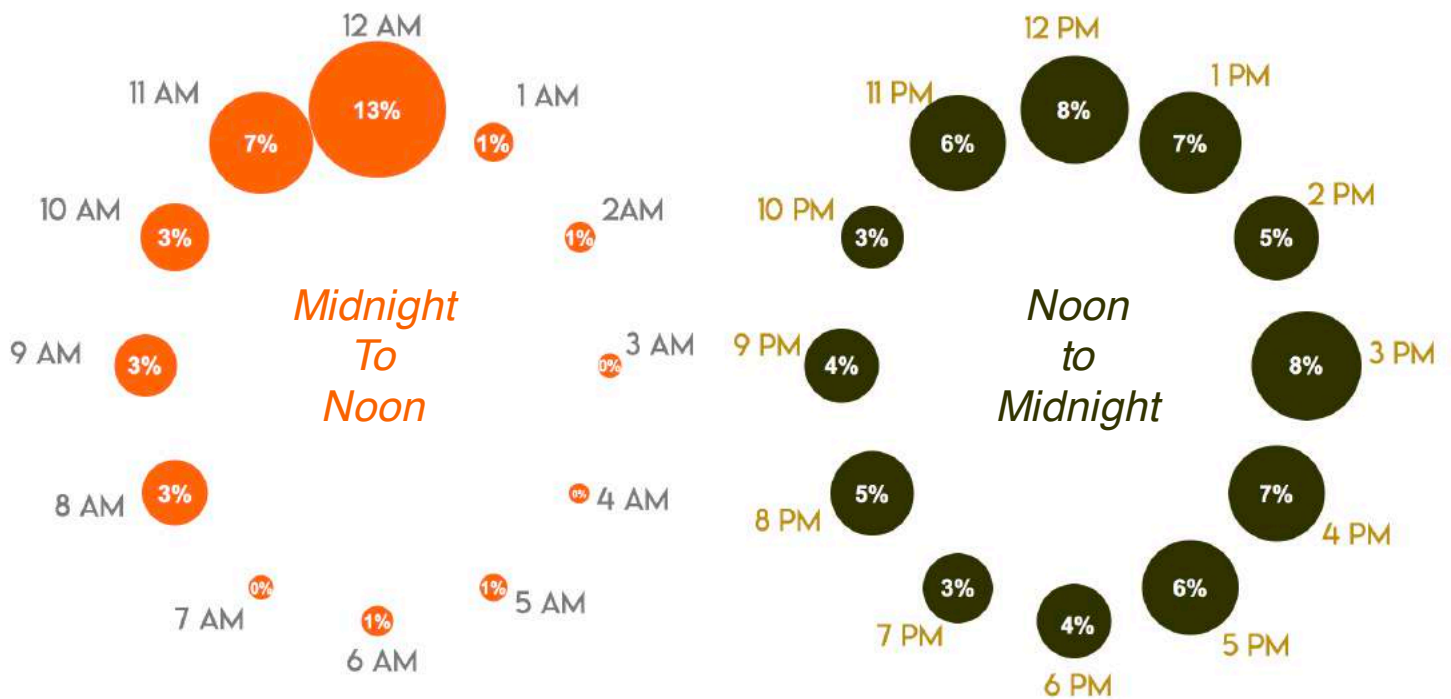
Shipments stuck at Mum. and Blr. ports, required help in customs clearances (Medtronics)

HUMAN

3 families in Panipat unable to obtain food and rations For the past few days

INTERVENTION

24/7 Response



Making it Happen

Korean International Trade Association (KITA): Ensured business continuity by obtaining permission for Korean firms to operate in Haryana

MetLife: Obtained approvals and movement passes for multiple employees to ensure business continuity

Lindstrom: Obtained fast-track approval to operate its manufacturing unit making pharmaceutical clothing

Zeelandia: Provided assistance in operationalizing essential food ingredients facilities through clearances for labour movement and factory operations

Stakeholder Outreach

2291 Global & Domestic Corporates/Stakeholders contacted

Missions

Outreach to 11 Foreign Missions for obtaining best practices and suppliers of essential medical equipment:

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

Indian High Commission in Malaysia exploring availability of gloves and PPEs

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

Embassy of India in Russia arranging ventilators and masks

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

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

DISCUSSIONS WITH INDUSTRY AND KEY STAKEHOLDERS

#	DATE	PARTICIPANTS	DISCUSSION POINTS
1	1-April-2020	American companies, USIBC	Logistics issue resolution, inclusion of certain essential products and services under the exemption list and potential for contribution to medical equipment demand through local manufacturing
2	30-Mar-2020	Swedish Companies, SIBC	Issue Resolution
3	29-Mar-2020	US Life Sciences Companies, USIBC	Issue Resolution, Information on contribution to COVID Response
4	23-Mar-2020	US Fin. Services Companies, US Treasury, USIBC	Issue Resolution

Supply Solutions Cell

1144 Suppliers contacted

Key Matchmaking

Worked with **Durobags**, a mask manufacturer with 50k 3ply/day capacity, to assist with permissions to reopen their factory

Facilitated **Welspun Group** in connecting with raw materials suppliers. Production capacity of **5,000 masks/day** with potential to double

Successfully connected **AB Industries** a ventilator manufacturing company with **Thyssenkrupp** for assistance in manufacturing ventilators

Assisted **Hero Moto Corp** to obtain license to manufacture **Sanitizers** within 1 hour

#startupindia

Startup Challenge:
Solutions to combat
Covid19

435+

Applications received from
22 States

(Live till 15 April)

Maximum applications
received are under:

- Movement Tracking
- Geofencing
- Personnel Protective Equipment
- Large Area Sanitization

Sahyog: Social Impact Team

Highlights

Created a repository of **30 Relief funds** for companies to access to meet their CSR compliance for the year

Developed a **pipeline of \$41.1 Cr.** to be channelled to COVID19 Relief funds (state and central level)

Assisted in the donation of over **25,000+ PPE donations** from corporates as part of their CSR activities

Reached out to **289 tech incubators** across India in an effort to channel CSR funds into the developing technology space

Already received **71 COVID19 technology solutions**

Partnered with **BIRAC** channelize CSR funds for COVID-19 solutions with a focus on diagnostics, vaccines and related interventions for the control of COVID-19

TOUCHING LIVES

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

12 year old Roshita Banerjee, a stroke paralytic suffering from a rare disease Moyamoya, urgently needed Peptamen in Indore, a feed powder on which she is 100% dependent, and which was completely unavailable in Madhya Pradesh. With just 1 packet left that would last her 5 days, it was a race against time.

Invest India worked tirelessly, with Delhivery and Blue Dart to ensure that the package reached her all the way from Ahmedabad in time.



VC with Hon'ble Minister of Railways and Commerce & Industry Sh. Piyush Goyal

The Hon'ble Minister chaired the call with Startups and regulatory bodies to discuss 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

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

Launched!

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](#)

Business Continuity Toolkit

Partnerships with Freshworks and Zoho to deploy FoC BCP Resource Kit for Small & Medium Businesses

\$40,000 Worth credits disbursed
In 5 days

Freshworks offer: USD 4,000 worth of Credit for their suite for all including softwares for sales CRM, cust. support, call centre, cust. messaging etc.

Coming Up!

WEBINAR: (TBA)

UKIBC and Invest India to host a knowledge sharing session on various centre/state notifications and address issues faced by members

WEBINAR: (TBA)

Ways in which Startups can stabilize supply-chain and operations during COVID-19 crisis

Ask Me Anything Session with Rajan Anandan, Sequoia Capital

Discussion on sequences of COVID-19 various sectors economy, fundraising, and the Indian startup ecosystem

2,321 Registrations

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

Closed door session on March 28 for entrepreneurs from Andhra Pradesh on challenges faced during COVID-19

Webinar on 'Business Continuity for Startups amidst COVID-19'

Industry stalwarts answered questions on issues during COVID-19 – Funding support/WFH models

2,758 Registrations