

# Portal and Query Report

As on  
7 April 2020, 10:00 AM

## PORTAL

Visitors      Content Posted

**377,374**      **986**

*Max. international visitors-  
UK, Dubai, Berlin*

*International visitors – 50+ Countries*

## SOCIAL MEDIA

Total Posts      Engagements

**1,360**      **76,715**

*Top Theme –  
9 PM for 9 Minutes/Companies that care*

*Majority engagement on measures to  
counter COVID*

## RAPID QUERY RESPONSE TEAM

*Securing Business Continuity*

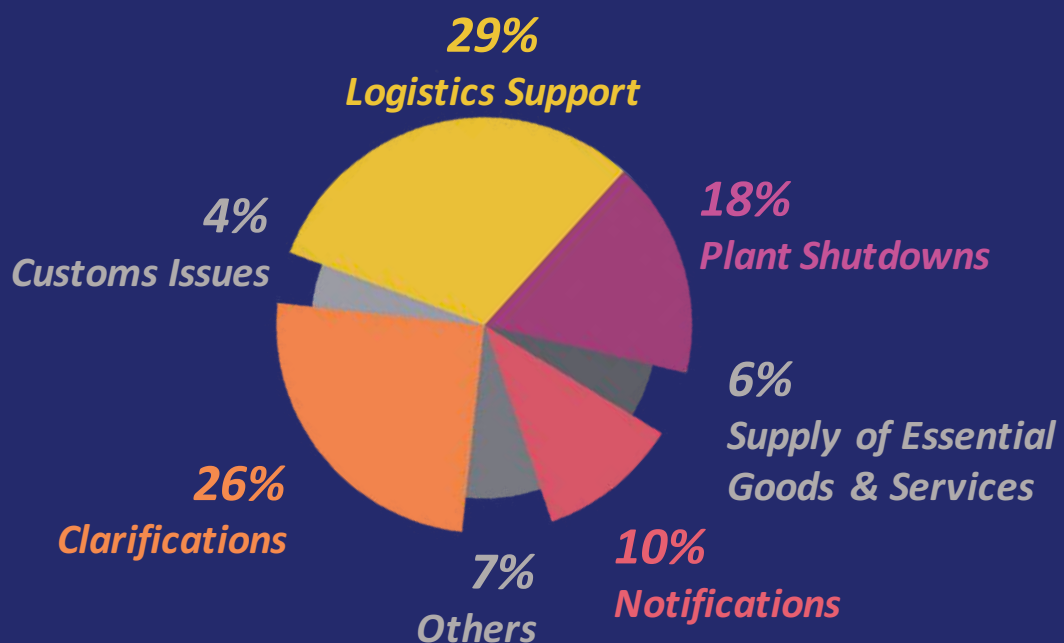
### QUERY ANALYSIS

RECEIVED      RESOLVED  
**2,033**      **1,658**

### MAXIMUM QUERIES

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

AVG. QUERY RESOLUTION  
**4 Hours**



# STATES' QUERY INSIGHTS

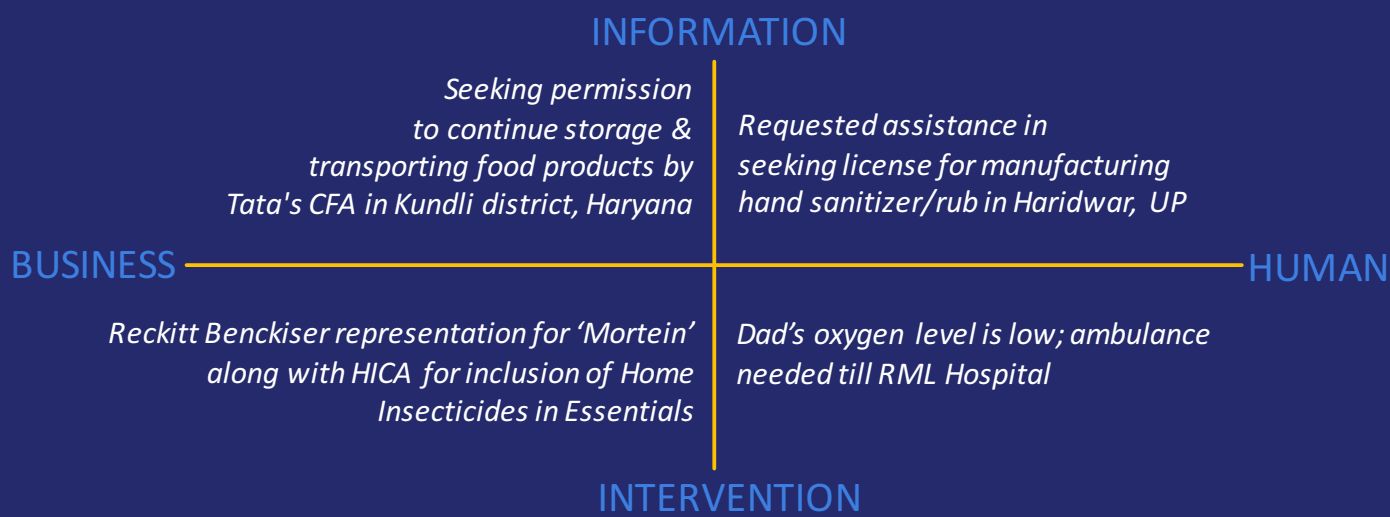
## Maharashtra

- Max. queries seeking approvals to open warehouse/manufacturing related to essential commodities
- Custom clearance queries of critical components at JNPT and Airport
- Max. queries received in the regions in Mumbai, Pune and Thane
- Thane showed fastest resolution rate

## Karnataka

- Queries have been mainly for medical devices, Food Processing and FMCG
- Most queries regarding issuance of passes - IT glitches in the e-portal for Bangalore and who to approach at the district level for offline passes for other districts

## QUERY MATRIX

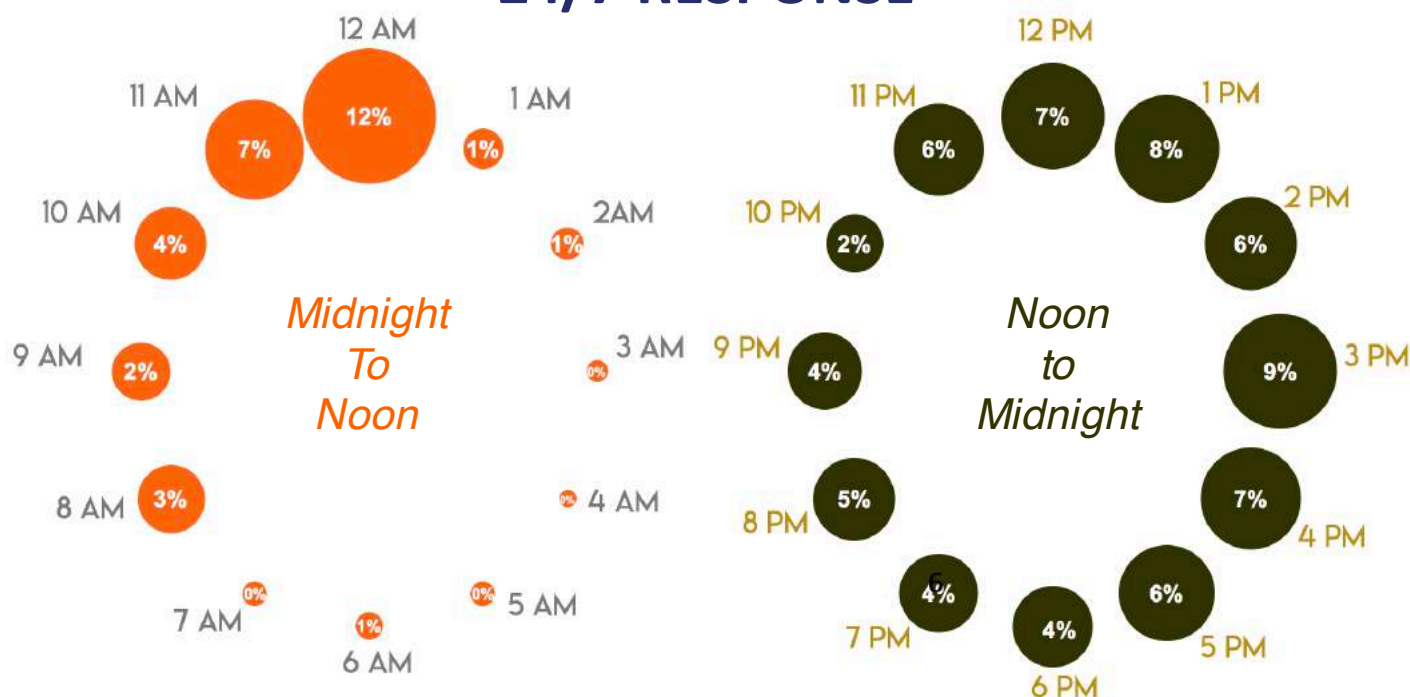


## MSME SUPPORT POWERED BY



**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



## MAKING IT HAPPEN

**Olam Agro India:** Obtained approvals within 30 minutes to locate essential materials at warehouse and transport them to suppliers for manufacturing food products

**Tencent:** Obtained clearance for hardware imports stuck at the port, needed urgently for data center operations to ensure business continuity

**Becton Dickinson & Bard India Healthcare (Joint Operation):** Obtained approvals for customs clearance and storage of shipment to ensure the continuous supply of medical devices to hospitals

**UPS:** Obtained approval for the transport of over 300 PCs to support employees working from home

## STAKEHOLDER OUTREACH TEAM

*Bridging Global Partners*

### MISSIONS

2321

Global & Domestic Corporates/Stakeholders contacted

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

*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*

*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 issues resolution, inclusions in exemption list and medical equipment manufacturing
2	30-Mar-2020	Swedish Companies, SCCI	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

## BUSINESS RECONSTRUCTION TEAM

### *Resurgent India*

**PARTNERS -** Bain & Company, EY, PwC, BCG, Primus Partners, Mirae Asset Mgmt.

*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*
- 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*

# SUPPLIER OUTREACH TEAM

*Connecting the Dots*

## KEY MATCHMAKING

*Facilitated custom clearance of a **critical subcomponent for ventilator manufacturing for Maruti***

*Worked with **AGVA** in the movement of **workers & opening of 15 factories in UP**, critical for manufacturing components of ventilators within 24 hrs*

## 1203 Suppliers Contacted

*Facilitated the issue of Licenses for **Dr. Jaikaran EasyLife Sciences** to **manufacture hand sanitizers** and connected them to **raw material suppliers***

*Helped **Ginni Consumers** with **license issuance** to manufacture hand rubs*

# SOCIAL IMPACT TEAM

*Sahyog*

**PARTNERS - State Industries Departments, Office of PSA, Government Incubators, BIRAC**

*Channeling CSR Funds Towards COVID-19 Relief*

## HIGHLIGHTS

*Repository of **32 Relief funds** for companies to access to meet their CSR compliance for the year*

*Pipeline of **\$46.8 Cr.** to be channelled to COVID19 Relief funds (state and central level)*

*Donations of over **765,000+ PPEs** from corporates*

*Received **84 COVID19 tech. solutions***

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

*Repository of **21 NGO's** working on COVID19 relief programmes*

*Partnered with **BIRAC** to channelize CSR funds for COVID-19 solutions focused on diagnostics, vaccines and related interventions for controlling COVID-19*

# #startupindia

Combating COVID-19 Pandemic with Innovative Solutions

PARTNERS - GeM, TiE Delhi-NCR, IVCA

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

## UPDATES

On-boarded **Freshworks** and **Zoho** to offer business continuity toolkits to users, disbursed benefits worth **\$68,000**

Assisted **2 startups** from Gujarat facing issues on GeM platform

Encouraged & Assisted MPs to use **MPLADS funds** to better prepare their constituencies against coronavirus. Received commitment of **INR 2 Cr**

TiE Delhi on-boarded to facilitate query resolution through [dipp-startups@nic.in](mailto:dipp-startups@nic.in)

## CRISIS FACILITATION

Facilitated **Air India** in procuring PPE Kits and protective gear to help execute the rescue missions.

Helped **Freshtohome** restart their operations in 6 cities

## STARTUP CHALLENGE

Solutions to combat Covid19

**471+**

Applications received from 22 States

Maximum applications received are under:

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

(Live till 15 April)



## KEY INNOVATIONS

### **Arcturus Business Solutions**

*AI Analytics on Images & Videos:  
Works on the computer vision using  
Artificial Intelligence based  
algorithms that can raise alerts  
whenever crowds gather in public  
places, share real-time alerts  
whenever a human body emulates  
high temperatures, and ensure  
contact-less entry for the labour and  
employees*

### **Touchless ID**

*Touchless ID offers the technology  
identifying the user through a picture  
of a of his fingers or face. Such  
solutions can facilitate the workers  
providing essential supplies*

### **Blackfrog Technologies**

*Patented rapid-cooling technology  
that ensures temp. stabilization to  
safe-limits, over 96% faster than ice-  
based tech., during temperature  
excursions. This means minimal freeze-  
thaw cycles for the specimen and thus  
accurate results from testing*

## Launched!

# POTENTIAL SUPPLIER SOLUTIONS

Click

**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](#)

## Coming Up!

**WEBINAR: 9 April, Noon**

With AmCham; Doing Business  
Under COVID-19 Restrictions  
with Invest India

**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

## 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

## 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.*



## REALTIME SUPPORT

### 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

### 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