

05th May, 2020

Customer Advisory - COVID-19

Country : INDIA – Update 12

Dear Valued Customers,

We refer to our earlier Customer Advisory released on 01st May, 2020 and the emerging situation in India due to COVID-19 regulations and would like to keep our customers updated of the latest situation.

- ❖ Lockdown has been extended till 17th May, 2020 by the Government of India.
- ❖ India has entered the third phase of its Nationwide Lockdown 3.0 from 04th May, 2020 till 17th May, 2020.
- ❖ We could see more relaxations as per the new guidelines, depending on the red, green or orange zone, the State / District has been categorised into.
- ❖ Some Offices, Commercial and Economic activities are resuming in a phased manner and with more withdrawals in green zones.
- ❖ Strict measures continue in containment zones, if any.

ONE India updates as below:

1. ONE India staff members and their families are safe and in good health at this point of time. We hope the same with all our valuable customers and their families. Stay Safe and Healthy.
2. In many locations, ONE India office remains open with a reduced staff strength. Doc counter is also open on specific days or all days but with the reduced working hours and at reduced staff strength. Also in some of the locations, fully secured drop box facility is available for customers.
3. Details of Office & Doc counter working days/ working hours are available in the location wise update table, which is shared below. Requesting our customers to refer the same.
4. Customers are also requested to use Seaway Bill or use our eBL facility to the extent possible.
5. For all our eCommerce Services, business will be as usual viz. E-Booking, E-Bills of Lading, E-Delivery Order, E-Invoicing and E-payment.
6. We request you to avail our e-commerce products more and more during this extra ordinary situation. We shall stay connected with you over phone and e-mail as usual and shall be issuing Customer Advisories time to time as per emerging situation in order to provide the best possible solution to our customers.
7. ONE India Emergency Task Force is monitoring the situation round the clock and guiding the employees on how to handle the situation, how to escalate specific and critical issues enable to handle this unusual but critical situation together.

8. Location specific updates (as of 04th May), as collated from our side through the best possible sources have been shared with you as below for your information.
9. ONE India – Location wise contact details for urgent assistance to our customers is available in the below mentioned link.

<https://in.one-line.com/customer-advisory/covid-19-one-india-contact-list>

Operational Updates for India	4-May
Terminal	<p>CY & Quay side operations continue to be normal. Chennai terminal is not able to accommodate DPD containers due to slow evacuation, however we expect slight improvement in coming weeks</p> <p>Slight improvement in CY inventory at Adani Hazira terminal. Export gates are now opened for 7 days & vessels have also berthed on time,</p> <p>Vessels touching China ports continue to have a mandatory quarantine for 14 days, those vessels getting delayed in docking. Terminals are accommodating the vessels with berths sliding.</p>
Vessel	<p>Adani Mundra, APMT GTI, Krishnapatnam & Kolkata has announced force Majeure PS3 - ONE Contribution got delayed due to late arrival, 14 days quarantine. With the (COR) change of rotation, vessel called Pipavav on May 2nd followed by GTI on May 3rd. Vessel Etc 2200 hrs today. Also TIP - MOL Grandeur delayed by 14 hrs due to berth slide for accommodating other vessels.</p> <p>Following ports/terminals have given relaxation during current (Second) lockdown (Until May 3, 2020). Further updates during Lockdown 3.0 effective 04th May, 2020 is awaited.</p>
Any Specific comments	<p>Nhava Sheva - JNPT, GTI, NSICT, NSIGT, BMCT, Chennai - CITPL, CCTL, DPW - Cochin, DBGT - Tuticorin Kolkata Port Trust</p>
Doc Updates for India	4-May
Export Bill of Lading Process	<p>Exports : Original BL – Customers are encouraged to use eBL facility and take print outs. Exports : Seaway Bill is being released and sent to customers, through email (as per the current process).</p> <p>For New shipments, customers are encouraged to take seaway Bill or request for a direct surrender in ONE system.</p> <p>For in-transit BL, customers are being encouraged to follow our Bank Guarantee process which is already in place.</p>
Import Delivery Order Process	<p>eDO's issued to customers, as per ongoing process.</p>
BL surrender Process	<p>Doc Counters are open in Mumbai, Delhi, Chennai, Ludhiana, Gandhidham, Ahmedabad, Hyderabad, Vizag, Cochin, Nhava sheva, Tuticorin, Veraval, Kolkata, Pune with skeletal staff. Specific days and timing are detailed out in the below location wise updates. Drop box facility is also available for customers at few locations.</p> <p>Customers can contact the respective branch locations as per the contact details provided in ONE India Website, for necessary best possible guidance.</p>
Mumbai	4-May
CFS/Empty Yard	<p>Most of the CFS in Nhava-sheva is operating partially.</p>
Rail/Road transportation for movement of containers	<p>Rail /Road transportation of exim units further improve</p> <p>Driver availability is a only major problem now., as drivers have gone back to their native place.</p>
Surveyors	<p>Surveyor (Master Marine Services) is currently working from home for form-13 & form-11 issuance</p>
ICD	<p>Not applicable</p>

Any other specific comments	<p>Mumbai & other connected districts like Thane , Pune & Palghar continues to be under RED zones thereby remain affected by Covid-19 impact & resultant restrictions.</p> <p>Mumbai Doc counter is open on Mon, Wed, Fri from 0930 till 1230 hrs with skeletal staff. Customers can also use DROP BOX facility available in Mumbai. Customers can also handover the documents at Nhava sheva office on Tue, Thu, Sat from 1330 hrs till 1630 hrs.</p> <p>Export Bookings continue to be processed as normal.</p>
Delhi	4-May
CFS/Empty Yard	All ICDs are working with limited resources. ICD TKD is serving with ONLINE mode.
Rail/Road transportation for movement of containers	Rail movement is normal with improved transit time between the various ICDs and Gateway ports.
Surveyors	Surveyors are issuing seals and other functions at regular intervals.
ICD	Export bookings are open for all ports. Containers and Seal allotment is smooth. Surveyor staff availability :-- JODHPUR - Work from Home JAIPUR - Available from 10am to 5pm KHATWAS - Available between 10AM - 5PM PATLI - Available between 10AM - 5PM Garhi Harsaru - Available from 11am to 5 pm LONI - Work From Home PPG CFS - Available from 11am to 5pm. SONIPAT - Work from Home KANPUR - Available from 10am to 3pm MORADABAD - Available from 11am to 3pm TKD - Available from 11 a.m. to 4 p.m. DADRI - Available from 10a.m. to 4 p.m. ACTL - available PIYALA - available
Any other specific comments	Customers are requested to apply for SEAWAY B/ls for export shipments. ONE Delhi office is open Monday to Friday from 10am to 4pm with skeletal staff. Doc counter is also open.
Chennai	4-May
CFS/Empty Yard	<p>1) Terminals situation is getting better with every passing day. We expect the restriction on DPD delivery to get eased in days to come.</p> <p>2) Though the lockdown continues in Chennai but govt has given many relaxations in terms of office functioning and goods movement.</p>
Rail/Road transportation for movement of containers	<p>1) We see considerable cargo movement over the weekend for both Import and Export.</p> <p>2) Authorities are accepting request for special passes for offices who support supply chain/essential services.</p>
Surveyors	1) Surveyors are working from home.
ICD	2) Train services to ICD Bangalore : Average apprx 4-5 train per week for Inbound. Export trains are less and being run less than capacity.
Any other specific comments	<p>3) ONE office is open with skeleton staff. Rest continue to work from home. Please contact our staff members by using the contact list shared in our website in. one-line.com</p> <p>2) Inside terminal operations are smooth at PSA CITPL (TEI & CCX service) & DP World CCTL (IO3 Service) .</p> <p>3) Kattupalli terminal operations are now normal. Our TEI and CCX Service calls Adani Kattupalli terminal. Due to manpower shortage, the operations were initially impacted, now terminal has deployed additional manpower and managing the situation.</p>

Ludhiana	4-May
<p>CFS/Empty Yard</p> <p>Rail/Road transportation for movement of containers</p> <p>Surveyors</p> <p>ICD</p> <p>EXIM Movement</p> <p>Documentation Counter</p> <p>Any other specific comments</p>	<p>CFS & Private yards are operating with a Skeleton staff</p> <p>Rail movement to/from gateway port is normal now.</p> <p>Surveyors are operational with 33% staff.</p> <p>ICD's are operating with Skeleton staff.</p> <p>Day by Day EXIM movement is improving.</p> <p>Doc Counter is working from 10:00 to 15:00 hrs till 17th May 2020.</p> <p>COVID cases are increasing in the state in red zone areas.</p>
Kolkata	4-May
<p>CFS/Empty Yard</p> <p>Rail/Road transportation for movement of containers</p> <p>Surveyors</p> <p>ICD</p> <p>Any other specific comments</p>	<p>CFS movement is now being initiated by port n order to clear import containers .Same are being removed to port nominated CFS including Nepal bound units (Empty/Laden - In & Out) in order to avoid severe congestion.</p> <p>Non CFS empty yard is working with skeletal staff</p> <p>Normal .Road movement is on the lesser side but picking up gradually</p> <p>Normal</p> <p>Normal</p> <p>Haldia Port functional now .One feeder being called for berthing per day . Gate operations normal</p> <p>Kolkata Port has arranged for a thorough medical check up for all persons attending dock work.</p> <p>Kolkata Port Trust has issued a Trade Circular dated 28th April, which states these details regarding Force Majeure: i) The period of Force Majeure starts from 19th March 2020 as per Ministry of Finance, Government of India, OM no. 18/4/2020-PPD dated 19.03.2020.</p> <p>ii) The period will end when the competent Authority so orders"</p> <p>Local road movement with EXIM cargo has eased up than before. Kolkata port has announced Ground rent/port storage waiver during lock down same is presently valid till 3/5/20 . Port has resumed normal billing after expiry of free period on 03/05/20</p> <p>Movement in the red zones is expected to be further tightened up with intervention of teams from Central Government . This includes areas to and around Kolkata port.</p> <p>ONE office / Doc counter remains open with skeletal staff. For DOC related matters please contact our team members as per the details updated in our website: https://in.one-line.com/customer-advisory/covid-19-one-india-contact-list</p>
Hyderabad	4-May
<p>CFS/Empty Yard</p> <p>Rail/Road transportation for movement of containers</p> <p>Surveyors</p> <p>ICD</p> <p>Any other specific comments</p>	<p>ICD Sanathnagar (CONCOR), ICD Thimmapur (DP world) BATCO CFS, CWC and Empty yard - Working as usual</p> <p>Factories expected to re open this week</p> <p>Smooth gate in / out movements - EXIM Business</p> <p>Road transport constraints - Shortage of Manpower</p> <p>Kept 1 - 2 field staff @ CONCOR/Continental Multimodal Terminals Ltd. Remaining staff Working from Home.</p> <p>Surveyor accepting soft copies of shipping bills and doing post shipping planning.</p> <p>CONCOR staff working as usual. CONCOR providing last mile solutions.</p> <p>Clearing agents/forwarders started coming to office for clearances but most of the IFF's are working from home.</p> <p>ONE Hyderabad office remains open from MON-FRI - 1000 HRS - 1600 HRS. Working at reduced staff strength in the office. All the staff can be reached on handphones.</p>

	<p>Releasing eDO / e BL's and accepting OBL surrender and other documentation activities.</p> <p>People movement restricted and curfew imposed @ nights.</p>
Vizag	4-May
<p>CFS/Empty Yard</p> <p>Rail/Road transportation for movement of containers</p> <p>Surveyors</p> <p>ICD</p> <p>Any other specific comments</p>	<p>Empty / Laden movement @ CFS business as usual.</p> <p>Terminal - CFS exim movements as usual.</p> <p>Improvement in truckers / handling agents availability</p> <p>Rail movement as usual. Road transportation working as usual.</p> <p>Dry / Reefer cargo movements as usual.</p> <p>Vizag - ICD Birgunj by rail movement is on.</p> <p>2 staff working in office, others work from home.</p> <p>CONCOR is open</p> <p>Deliveries @ ICD Birgunj is on</p> <p>Vizag office opened between 10 AM - 1600 HRS / Week days with reduced staff strength. All staff can be reached on handphones.</p> <p>Port operations - Visakha Container Terminal Pvt Ltd - Business as usual and berthing delays reduced. Export and import movement as usual.</p> <p>People movement restricted and curfew imposed @ nights.</p> <p>DPD deliveries - Slow movement.</p> <p>Vessel berthing as usual.</p>
Ahmedabad	4-May
<p>CFS/Empty Yard</p> <p>Rail/Road transportation for movement of containers</p> <p>Surveyors</p> <p>ICD</p> <p>Any other specific comments</p>	<p>CFS working as usual but with less number of team members</p> <p>Transportation is relaxed further, rail movement happening regularly. In fact there is no pendency at ICD</p> <p>Surveyors have requested to mention the container while issuing the booking</p> <p>ICD Khodiyar and ICD Sanand working smoothly but with limited number of Staff. The others are working from Home</p> <p>Office remains open on all days from 10 a.m. to 3 p.m with skeletal staff.</p>
Gandhidham	4-May
<p>CFS/Empty Yard</p> <p>Rail/Road transportation for movement of containers</p> <p>Surveyors</p> <p>ICD</p> <p>Any other specific comments</p>	<p>CFS are fully operational.</p> <p>Labour gangs available.</p> <p>No shortage of drivers.</p> <p>Seal/form 6 allotment is done from CFS by surveyor. Form 13 is online. Shipping bill collection is digital.</p> <p>Not Applicable</p> <p>Gandhidham office is open with reduced staff strength. Doc counter is functional. All staff members are reachable over their handphones.</p>
Western ICD	4-May
<p>CFS/Empty Yard</p> <p>Rail/Road transportation for movement of containers</p> <p>Surveyors</p>	<p>ICD TIHI / ICD Mandideep / ICD Dhannad : Empty yard operations are happening without any issue .</p> <p>ICD Mihan / ICD Bokehedi : Empty yard operations are happening with Skeleton staff.</p> <p>ICD Talegaon / ICD Chakan (APMT) : Operation at empty yard are happening without any issue .</p> <p>ICD Talegoan & ICD Chakan movement are happening without much issue as their movement are allowed by road to port without any issue .</p> <p>Rail movement to ICD TIHI / ICD Mandideep / ICD DHannad / ICD Mihan (Nagpur) / ICD Borkhedi are happening without any issue , from Nhava sheva .</p> <p>All surveyors are available over Phone and emails. and at ICD location .</p>

<p>ICD : Maharashtra state : ICD MIHAN / DLI (ICD Borkhedi) , ICD talegoan / ICD Chakan (APMT chakan) . Madhya Pradesh state: ICD TIHI / ICD Dhannad / ICD Mandideep</p> <p>Any other specific comments</p>	<p>All 7 ICD's in Western ICD locations are working with skeleton staff of ICD & skeleton staff of custom official .</p> <p>ICD 's bonded transportation is happening without any issue as Customs are issuing special passes to ICD Bonded trucks for NSA to ICD Movement .</p> <p>Rail Movement from NSA to respective ICD's are happening without any issue . ICD like TIHI / Mandideep are getting back to normal as Consignee are taking delivery of the containers so movement are happening .</p> <p>ONE office remains open on all days from 10 a.m. till 1 p.m with reduced staff strength. Doc counter will remain open only on Monday / Wednesday / Friday 10 am till 1 pm . In case of import D.O and handing over the Documents please get in touch with us or contact us in below provided in the link . https://in.one-line.com/customer-advisory/covid-19-one-india-contact-list</p>
Bangalore	4-May
<p>CFS/Empty Yard</p> <p>Surveyors</p> <p>Rail/Road transportation for movement of containers</p> <p>ICD</p> <p>Any other specific comments</p>	<p>ICD Whitefield / Marigold CFS / ICD Hosur all are now functioning with 33% staff strength as per the COVID norms.</p> <p>Trailer movements are badly impacted since majority of drivers / labourers have returned to their home town. There are still restrictions on the Inter-State movements.</p> <p>Master Marine is still continuing with WFH concept till they hear anything concrete from their management.</p> <p>M&R office resumes with Skeleton Staff only for washing & cleaning at ICD Whitefield.</p> <p>No disruption of rail services. There are few road movements from Chennai to Hosur and vice versa since it lies within the borders of Tamil Nadu. Movements to Marigold is gradually improving. Some development of inbound road movement to Marigold CFS taking place slowly this week.</p> <p>Train services to ICD Bangalore continues with less frequency. Instead of 2 trains sometimes in a day now it is only 1 train with less number of racks than usual moving between Bangalore & Chennai & vice-versa.</p> <p>For Doc related matters, please get in touch with us or contact us in below provided in the link . https://in.one-line.com/customer-advisory/covid-19-one-india-contact-list</p>
Cochin	4-May
<p>CFS/Empty Yard</p> <p>Rail/Road transportation for movement of containers</p> <p>Surveyors</p> <p>ICD</p> <p>Any other specific comments</p>	<p>CFSs/Empty Yards are functioning normal but in the day time only. Still there are space issues in the terminal, CFS's etc due to very low movements.</p> <p>Road movements are normal. Restrictions to move other than essential goods has been lifted.</p> <p>Working as Normal with 50% staff strength.</p> <p>remain unchanged.</p> <p>1) Our office is functioning every day with skeletal staff. Office hours 10.00 am to 5.30 PM. Doc counter is also functional. 2) Still drop boxes arranged separately for Imports and Export and customers using it if we are not in the counter. 3) Since Ernakulam is under Green Zone, 7 am to 7 pm, people can come out from house (if any matters) but no gathering is allowed. Everybody must wear a mask and must keep social distancing. More vehicles on the road now.</p>
Tuticorin	4-May
<p>CFS/Empty Yard</p> <p>Rail/Road transportation for movement of containers</p> <p>Surveyors</p>	<p>CFS is working normally. Empty Depots are opening only in day time 0900 HRS to 1800 HRS</p> <p>Road transportation has been affected badly, market is facing TRUCK and DRIVER shortage. Special passes were provided by Sub Collector for the drivers who carry essential commodities. Total lockdown and Police monitoring is going on. Essential purchase allowed only from 0600-1300 hrs, Export is minimal but import is normal. No work permit passes were given to liners by the customs.</p> <p>Master Marine Services are functioning normally</p>

ICD Any other specific comments	Not applicable (1) No restriction for REEFER cargo, Cargo from outstation has started coming in. (2) Our DOC counter is open from MON to FRI from 1000 HRS to 1600 HRS , Further to above for any other DOC related matters please contact our team members as per the details updated in our website: https://in.one-line.com/customer-advisory/covid-19-one-india-contact-list
Veraval	4-May
CFS/Empty Yard Rail/Road transportation for movement of containers Surveyors ICD Any other specific comments	Working with skeleton staff. Road Movement resume normal with Curfew Passes Working from home Not applicable Seafood plant working with Skeleton staff and Fishing season almost closed ONE office remains open from MON to FRI --10 AM to 04 PM, For DOC related matters please contact our team members as per the details updated in our website: https://in.one-line.com/customer-advisory/covid-19-one-india-contact-list

ONE India Location wise inputs, as mentioned above, have been collated as of 04th May, 2020.

Disclaimer

All the above information related to external parties viz., terminal, CFS, surveyor, rail/road transportation, empty yards, vessels etc have been collated based on the best possible information available at our end and the same will be subject to change daily depending on the local situation. Hence ONE cannot be made responsible for any changes in the above information at any point of time. We will keep on updating the best possible and latest information combined with our non-stop support to our valuable customers.

Please feel free to reach us at below contacts for any emergency :

Location	Email id	Contact No.
ONE INDIA	shilpa.bosco@one-line.com	9619880338
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You may please await our next update on 08th May, 2020.

We would like to thank all our customers for their valuable support to ONE.

Yours truly,

**For Ocean Network Express [India] Private Limited
Authorised signatory**