

02<sup>nd</sup> June, 2020

## **Customer Advisory - COVID-19**

### **Country : INDIA – Update 19**

Dear Valued Customers,

We refer to our earlier Customer Advisory released on 26th 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 5.0 update : 4<sup>th</sup> phase of lockdown got over on 31<sup>st</sup> May, 2020. From 01<sup>st</sup> June, 2020 India has entered the first phase of three-phase unlock plan announced by the Union Ministry of Home Affairs.
- ❖ The lockdown, however, will continue in containment zones for one more month i.e. till 30th June, 2020.
- ❖ While various relaxations have been provided as per the new guidelines under Lockdown 5.0 in a phased manner, red zones or containment zones will still continue to have restrictions and movement in and out of these zones.
- ❖ Night curfew remains in force from 9 p.m. till 5 a.m. Containment zones will have only essential activities.
- ❖ Interstate movement of persons and goods allowed.
- ❖ Hygiene measures, sanitization and social distancing has been mandated.
- ❖ As Maharashtra State is having the highest numbers, new guidelines for a phase wise opening has been issued.

#### **ONE India updates as below:**

1. ONE India offices (All India Locations) remain open with a reduced staff strength. Doc counters are 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 still available for customers.
2. ONE Hyderabad office has started functional with full staff strength from 19<sup>th</sup> May, 2020.
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. Please drop in your feedback and suggestions regarding COVID-19 ONE India advisories to [chitra.venkatraman@one-line.com](mailto:chitra.venkatraman@one-line.com) enable us to deliver the required information to our customers as per their expectation.
8. 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.
9. Location specific updates (as of 01<sup>st</sup> June), as collated from our side through the best possible sources have been shared with you as below for your information.
10. ONE India – Location wise contact details for urgent assistance to our customers is available in the below mentioned link.

Operational Updates for India	1-Jun
Terminal	CY & Quay side operations continue to be normal 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.  Due to low pressure in the Arabian sea & cyclonic conditions in North Maharashtra & South Gujarat on June 3rd, we do expect some delays to the vessels, terminal operations in case situation intensifies.
CFS, MTY depots	CFS/Empty depots at Nhava Sheva are facing shortage of trailer drivers, thus affecting laden/Empty movements considerably
Doc Updates for India	1-Jun
Export Bill of Lading Process	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).  For New shipments, customers are encouraged to take seaway Bill or request for a direct surrender in ONE system.  For in-transit BL, customers are being encouraged to follow our Bank Guarantee process which is already in place.
Import Delivery Order Process	eDO's issued to customers, as per ongoing process.
BL surrender Process	Doc Counters are open in Mumbai, Delhi, Chennai, Ludhiana, Gandhidham, Ahmedabad, Hyderabad, Vizag, Cochin, Nhava sheva, Tuticorin, Veraval, Pune, Bangalore, Kolkata. Specific days and timing are detailed out in the below location wise updates. Drop box facility is also available for customers at few locations. Customers can contact the respective branch locations as per the contact details provided in ONE India Website, for necessary best possible guidance.
Mumbai	1-Jun
CFS/Empty Yard	CFS/Empty yards are operating with minimum staff due to restrictions but with increased working hours.
Rail/Road transportation for movement of containers	Rail operations currently smooth. Road transportation facing driver shortage, hence slightly hampered.

Surveyors	Surveyor (Master Marine Services) is currently working from home for form-13 & form-11 issuance
Any other specific comments	Mumbai continues to be a major Covid affected region. Strict restrictions under RED zone/containment zone continues.
	Mumbai Doc counter is open on Mon, Wed, Fri from 0930 till 1300 hrs with skeletal staff. Customers can also use DROP BOX facility available in Mumbai. Doc counter is open at our Nhava sheva office too from Mon to Fri from 1000 hrs till 1600 hrs with skeletal staff.
	Processing of Export bookings continue as normal.
<b>Delhi</b>	<b>1-Jun</b>
CFS/Empty Yard	All ICDS are working smoothly with almost full strength. Customers are requested to expedite clearance of their import cargo
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 available at all ICD's listed below till 5 PM. Jodhpur, Jaipur, Khatuwas, Patli, Garhi Harsaru, Loni, Patparganj, Sonipat, Kanpur, Moradabad, Tughlakabad, Dadri, ACTL, Piyala
Any other specific comments	Customers are requested to opt for SEAWAY B/l's for their export cargo.  ONE Delhi office is open from Monday to Friday from 10am to 4pm with skeletal staff. Doc counter is also open from 10am to 3pm. Customers are requested to approach us to physically surrender the b/l's for export and import since our office in Delhi is open and also courier service has started from various places like Jaipur and Kanpur to Delhi. Inter-State and Intra-State movement allowed .
<b>Chennai</b>	<b>1-Jun</b>
CFS/Empty Yard	1) Terminal situation is getting normal. No major challenges reported. Empty yards are facing acute space challenge due to the high rate of import destuffing.  2) Many offices have started functioning with skeleton staff, no challenges with goods movement.
Rail/Road transportation for movement of containers	1) Importers are now clearing their undelivered cargo.
Surveyors	1) Surveyors are working from home.
ICD	2) Train services to ICD Bangalore : Slowly getting normal.
Any other specific comments	1) ONE office is working at reduced staff strength, including doc counter. Rest continue to work from home. Please contact our staff members by using the contact list shared in our website in.one-line.com  2) Inside terminal operations are smooth at PSA CITPL (TEI & CCX service) & DP World CCTL (IO3 Service) .  3) Kattupalli terminal operations are now normal. Our TEI and CCX Service calls at Adani Kattupalli terminal.
<b>Ludhiana</b>	<b>1-Jun</b>
CFS/Empty Yard	CFS & Private yards are operating with limited staff
Rail/Road transportation for movement of containers	Rail movement to/from gateway port is normal.
Surveyors	Surveyors' operational activities are normal.
ICD	ICD's are operating with limited staff.
EXIM Movement	In Lockdown 5.0, with more relaxations EXIM movement has improved.
Any other specific comments	Doc Counter is working from 10:00 to 15:00 hrs up to 5th June 2020.
<b>Kolkata</b>	<b>1-Jun</b>
CFS/Empty Yard	CFS movement is still on 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>Rail/Road transportation for movement of containers</p> <p>Surveyors</p> <p>ICD</p> <p>Any other specific comments</p>	<p>Non CFS empty yard is working with skeletal staff Normal .Road movement is picking up.</p> <p>Normal</p> <p>Normal</p> <p>Haldia Port functioning ow .One feeder being called for berthing per day. Port Gate operations normal.</p> <p>Kolkata Port Trust has issued a Trade Circular dated 28th April, which states these details reg 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. ii) The period will end when the competent Authority so orders" Local road movement with EXIM cargo has eased up than before. Movement in the red zones has been further tightened up with intervention of teams from Central Government . This includes areas to and around Kolkata port. Nepal : The Sirsiya Dry Port in Birgunj is facing huge uncleared cargo .</p> <p>ONE Kolkata office is functional with reduced staff strength , including doc counter. For DOC related matters please contact our team members as per the details updated in our website: <a href="https://in.one-line.com/customer-advisory/covid-19-one-india-contact-list">https://in.one-line.com/customer-advisory/covid-19-one-india-contact-list</a></p>
<b>Hyderabad</b>	<b>1-Jun</b>
<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>CONCOR commenced train services between Chennai-Hyderabad Smooth gate in / out movements - EXIM Business</p> <p>Road transport constraints - Shortage of Manpower but CONCOR/ DP world ( ICD Thimmapur) exim train movements on</p> <p>Have kept 1 - 2 field staff @ CONCOR/Continental Multimodal Terminals Ltd. Remaining staff Working from Home.</p> <p>Surveyors accepting soft copies of shipping bills and doing post shipping planning.</p> <p>CONCOR staff working as usual and providing last mile solutions. Clearing agents/forwarders - Offices are opened 100 % ONE Hyderabad office opened from MON-FRI - 1000 HRS - 1600 HRS. Releasing eDO / e BL's and accepting OBL surrender and other documentation activities.</p> <p>People movement restricted and curfew imposed from 9 pm to 5 am daily.</p>
<b>Vizag</b>	<b>1-Jun</b>
<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. Terminal - CFS exim movements as usual. Truckers availability improving.</p> <p>Rail movement as usual. Road transportation working as usual.</p> <p>Dry / Reefer cargo movements as usual. Vizag - ICD Birgunj by rail movement is on. 2 staff working in office, others work from home. CONCOR working as usual. Deliveries @ ICD Birgunj(Nepal) as usual Vizag office open between 10 AM - 1600 HRS / Mon to Fri . Port operations - Visakha Container Terminal Pvt Ltd - Business as usual . Export and import movement as usual.</p>

	<p>People movement restricted and curfew imposed @ nights between 9 pm to 5 am</p> <p>All the CFS operators working as usual.</p> <p>Vessel berthing as usual.</p>
<b>Ahmedabad</b>	<b>1-Jun</b>
<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 at Pipavav and Hazira working in full strength now.</p> <p>Shortage of Drivers for Trailor movement, regular train movement from Khodiyar and sanand</p> <p>surveyors working in full strength at ICD Khodiyar, some shorage at ICD Sanand</p> <p>ICD Khodiayr and ICD Sanand is working normal, import and export clearance taking place as usual</p> <p>ONE office at Ahmedabad is working with 50% team members and remains open from Monday to Friday from 10 AM to 4 PM Rest of the staff working from home and could be contacted over their hand phones.</p>
<b>Gandhidham</b>	<b>1-Jun</b>
<p>CFS/Empty Yard</p> <p>Surveyors</p> <p>ICD</p> <p>Any other specific comments</p>	<p>CFS at Mundra are being operational.</p> <p>Due to the shortage of Labourers customers are advised to plan factory stuffing / destuffing option.</p> <p>Form 13 online, form 6 / seal allotment is done by surveyor.</p> <p>Not Applicable</p> <p>Gandhidham office is functional with full official working hours.</p>
<b>Western ICD</b>	<b>1-Jun</b>
<p>CFS/Empty Yard</p> <p>Rail/Road transportation for movement of containers</p> <p>Surveyors</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>ICD TIHI / ICD Mandideep / ICD Dhannad : Empty yard operations are happening without any issue .</p> <p>ICD Mihan / ICD Bokekhedhi : 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>Road movement of Container is badly hampered due to very less truck drivers at ICD so both long lead transportation &amp; short lead transportation.</p> <p>Rail movement to ICD TIHI / ICD Mandideep / ICD DHannad / ICD Mihan ( Nagpur ) / ICD Borkhedi are now Normal to &amp; fro Nhava sheva .</p> <p>All surveyors are available over Phone and emails and skeleton staff are available @ all ICD location .</p> <p>All 7 ICD's in Western ICD locations are working with skeleton staff of ICD &amp; skeleton staff of custom official .</p> <p>Rail Movement from NSA to respective ICD's are happening without any issue . ICD like TIHI / Mandideep operations are getting back to normal as Consignees are taking import deliveries of the containers. CONCOR is also allowing private movement for faster movements .</p> <p>ONE office remains open on all days from 10 a.m. till 4 p.m with reduced staff strength. Doc counter remains 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 . <a href="https://in.one-line.com/customer-advisory/covid-19-one-india-contact-list">https://in.one-line.com/customer-advisory/covid-19-one-india-contact-list</a></p>
<b>Bangalore</b>	<b>1-Jun</b>
<p>CFS/Empty Yard</p> <p>Surveyors</p>	<p>CONCOR is now working with 100% strength. / Marigold CFS / ICD Hosur all are now functioning with 100% staff strength.</p> <p>Trailer movements is gradually improving.</p> <p>Master Marine office is now OPEN with 4 Staff members.</p>

Rail/Road transportation for movement of containers	M&R office is not functional with 4 Staff for washing & cleaning at ICD Whitefield.
ICD	No disruption of rail services. Movements to Marigold & ICD Hosur is gradually improving. Some development of inbound road movement to Marigold CFS taking place slowly this week. Pick ups from Marigold & Hosur have also improved.
Any other specific comments	Train services to ICD Bangalore gradually improving. Instead of 2 trains sometimes in a day now it is only 1 train. But the number of racks per wagon have increased & it is almost reaching full wagon capacity.
	ONE BLR office is now open with Skeleton Staff as per COVID norms. In case of any BL Surrender or D/O release customers are requested to get in touch with ONE staff as per the contact details provided in our website. EXIM movements are improving.
<b>Cochin</b>	<b>1-Jun</b>
CFS/Empty Yard	CFS/Empty Yards are functioning normal in day time only. ( 09.00 am to 5.00pm
Rail/Road transportation for movement of containers	Working Normal.
Surveyors	Working Normal.
ICD	No ICD Movements to Cochin.
Any other specific comments	There are lot of relaxation given by the state government to support the trade. Hence presently the situation is getting back to normal.
<b>Tuticorin</b>	<b>1-Jun</b>
CFS/Empty Yard	CFSs are working normally. Empty Depots are functioning 24/7
Rail/Road transportation for movement of containers	Trailer transportation is becoming normal. Most of the CHA's/Forwarders/Line offices are open with skeleton staffs. Export is getting increased when compared to previous weeks, feeder utilization has been improved, import is coming down and import delivery from CFS is picking up.
Surveyors	Master Marine Services are functioning normally
ICD	Not applicable
Any other specific comments	(1) No restriction for REEFER cargo, Cargo from outstation has started coming in. (2) Coir / Yarn /Made ups factories have opened with skeleton staffs, production has started. Most of the labours have gone back their native place. (3) Our office is functional with skeleton staff (4) 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: <a href="https://in.one-line.com/customer-advisory/covid-19-one-india-contact-list">https://in.one-line.com/customer-advisory/covid-19-one-india-contact-list</a>
<b>Veraval</b>	<b>1-Jun</b>
CFS/Empty Yard	Normal
Rail/Road transportation for movement of containers	Container Road Movement resumes normalcy.
Surveyors	Working from home
ICD	Not applicable
Any other specific comments	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: <a href="https://in.one-line.com/customer-advisory/covid-19-one-india-contact-list">https://in.one-line.com/customer-advisory/covid-19-one-india-contact-list</a>

ONE India Location wise inputs, as mentioned above, have been collated as of 01<sup>st</sup> June, 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
	chitra.venkatraman@one-line.com	9619880321

Now we have scheduled weekly advisories on the subject line and hence you may please await our next update on 9th June, 2020.

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

Yours truly,

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

**Authorised signatory**