

07th July, 2020

Customer Advisory - COVID-19

Country : INDIA – Update 24

Dear Valued Customers,

We refer to our earlier Customer Advisory released on 30th June, 2020 and the emerging situation in India due to COVID-19 regulations and would like to keep our customers updated of the latest situation.

- ❖ As coronavirus cases continued to surge, some States have extended the shutdown to control the further spread. While few States opted for 30 days shutdown, some States, especially in the north-eastern region chose 15-days lockdown.
- ❖ Maharashtra Govt has extended the lockdown for the State to 31st July 2020. The Government has issued fresh guidelines under *Mission Begin Again*, stating that the movement of non-essential activities will be restricted.
- ❖ Tamil Nadu Govt has also extended lockdown in the State till 31st July 2020 to contain the further spread of coronavirus. But the total lockdown at Chennai has been withdrawn, effective 06th Jul, 2020.
- ❖ West Bengal Govt has also extended the lockdown in the State till 31st July 2020.

ONE India updates as below:

1. ONE India offices, including doc counter remain open with reduced staff strength, on all days. Rest of the staff working from home.
2. 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.
3. 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. Requesting our customers to use all our eCommerce products.
4. ONE India – Location wise contact details for urgent assistance to our customers is available in the link. <https://in.one-line.com/customer-advisory/covid-19-one-india-contact-list>
5. All our import customers are requested to expedite the delivery process and return the empty containers at the earliest in order to avoid long stay, accumulated detention etc.
6. Now we have scheduled fortnightly advisories on the subject line and hence you may please await our next update on 21st July, 2020. Any interim information will be shared with our customers as and when available.

ONE India Location wise updates as below.

Operational Updates for India	7-Jul
Terminal	CY & Quay side operations continue to be normal except NSIGT, GTI.
CFS, MTY depots	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. CFS/empty depots at Nhava Sheva are facing shortage of trailer drivers, thus affecting laden/empty movements considerably
Doc Updates for India	7-Jul
Doc counter	Doc Counters are open at All India Locations. Specific days and timing are detailed out in the below location wise updates. Nhava Sheva office will be used as the option for doc related matters from 1000 hrs till 1530 hrs from Mon to Fri. Import BL surrender/eDO process continues as per current practice. For export OBL release please send the relevant documents to in.dpd@one-line.com in advance and take confirmation prior approaching our office.
Mumbai	7-Jul
CFS/Empty Yard	CFS/Mty depots at Nhava Sheva are facing shortage of trailer drivers, thus affecting laden/mtv movements considerably
Rail/Road transportation for movement of containers	Rail ops 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 remains under lock down restrictions till 31st July 2020. A slow down reported at GTI affecting in yard traffic. EXIM traffic continues. Private firms continue to operate under 10% staff restrictions. Restrictions in containment zones continues. Industrial labour slowly coming back, however still shortage of labour continues to affect Industrial production. Monsoons have set in Mumbai. Doc counter staff for carrying out essential services with effect from 22nd June'20 (Monday) onwards between 1000-1600 Hrs (Mon-Fri).
Delhi	7-Jul
Any other specific comments	ONE Delhi office is open Monday to Friday from 10am to 4pm with skeletal staff, including Doc counter. 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.
Chennai	6-Jul
CFS/Empty Yard	1) The complete lockdown at Chennai has been withdrawn effective 06th July . The offices can resume now while following social distancing guidelines. 2) Terminals continues to operate in normal manner, CFS and Empty yards continue working with skeleton staff.
Rail/Road transportation for movement of containers	1) Imports and Exports transactions are normal.
Surveyors	1) Surveyors are working from home.
ICD	2) Train services to ICD Bangalore : Normal .

Any other specific comments	<p>1) Chennai office is operational with skeleton staff, counter activities are on while following all social distancing norms. Rest of the staff are working from home and also all our e-commerce facilities would continue as usual. Please contact our staff members by using the contact list shared in our website in.one-line.com</p> <p>2) Terminal operations are smooth at PSA CITPL (TEI & CCX service) & DP World CCTL (IO3 Service) .</p> <p>3) Kattupalli terminal operations are also normal. Our TEI and CCX Service calls at Adani Kattupalli terminal.</p>
Ludhiana	7-Jul
<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>CFS & Private yards activities are normal</p> <p>Rail movement to/from gateway port is normal.</p> <p>Surveyors operational activities are normal.</p> <p>ICD's are operating with required staff.</p> <p>In unlock-2 with more relaxations EXIM movement is improved.</p> <p>Doc Counter is working from 10:00 to 15:00 hrs up to 31st July 2020.</p>
Kolkata	7-Jul
Any other specific comments	<p>General lock down in state extended till 31/07/20</p> <p>Present office hours is between 1000 hrs to 1800 hrs Monday to Friday . ONE office has been functioning with reduced staff strength , including doc counter.</p> <p>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	7-Jul
<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>All CFS / Empty yards working as usual</p> <p>Rail and road transportation moving as usual</p> <p>Surveyors attending office.</p> <p>ICD THIMMAPUR / ICD SANATHNAGAR working with full strength</p> <p>ONE Hyderabad office opened from MON-FRI - 1000 HRS - 1600 HRS.</p> <p>People movement restricted between 10 pm to 5 am</p>
Vizag	7-Jul
<p>CFS/Empty Yard</p> <p>Surveyors</p> <p>ICD</p> <p>Any other specific comments</p>	<p>All CFS / Empty yards working as usual</p> <p>IB and OB movements between CFS - Terminal/DPD is smooth</p> <p>Rail and road transportation moving as usual</p> <p>Surveyors attending to office.</p> <p>Train movement Ex- Visakhapatnam to ICD Birgunj moving smoothly.</p> <p>ONE Vizag office remains open from MON-FRI - 1000 HRS - 1600 HRS.</p> <p>People movement restricted between 10 pm to 5 am</p> <p>Port / Vessel operations as usual.</p>
Ahmedabad	7-Jul
Any other specific comments	<p>ONE office at Ahmedabad is working with reduced staff strength 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>
Gandhidham	7-Jul
<p>CFS/Empty Yard</p> <p>Rail/Road transportation for movement of containers</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>Road Transportation : Shortage of the drivers for long route. While transportation for the near by locations is still manageable.</p>

Surveyors ICD Any other specific comments	Form 13 online, form 6 / seal allotment is done by surveyor. Not Applicable Gandhidham office is on between with full official time, acceptance of documents through drop box only. Office working between 10 AM to 4 PM. Counter timings from 10.30 AM to 03.30PM
Western ICD	7-Jul
Any other specific comments	ONE office remains open on all days from 10 a.m. till 4 p.m with reduced staff strength. Doc counter will remain open on all days . 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
Bangalore	7-Jul
Any other specific comments	ONE Bangalore office is now open with skeleton staff. Doc counter is functional from Mon to Fri (1000 hrs to 1600 hrs). Remaining staff are working from home.
Cochin	7-Jul
Any other specific comments	Situation normal. ONE Cochin office is open from Mon to Fri (1000 hrs to 1730 hrs), including doc counter.
Tuticorin	7-Jul
Any other specific comments	Yard, CFS are working normally, no driver shortage in the market. TUT is still in RED ZONE. Tamil Nadu Govt has extended lock down with some relaxation till end JUL 2020 and total lockdown has been implemented on all sundays in JUL 2020. Most of the offices are working with skeleton staff. Our office is also functioning with skeleon staff, 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	7-Jul
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: https://in.one-line.com/customer-advisory/covid-19-one-india-contact-list

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

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

Authorised signatory