



BACK TO BUSINESS SURVEY
AND
RECOMMENDATIONS FOR OPENING
OF ECONOMIC ACTIVITIES POST
LOCKDOWN 3.0 (MAY 17, 2020)



Contents

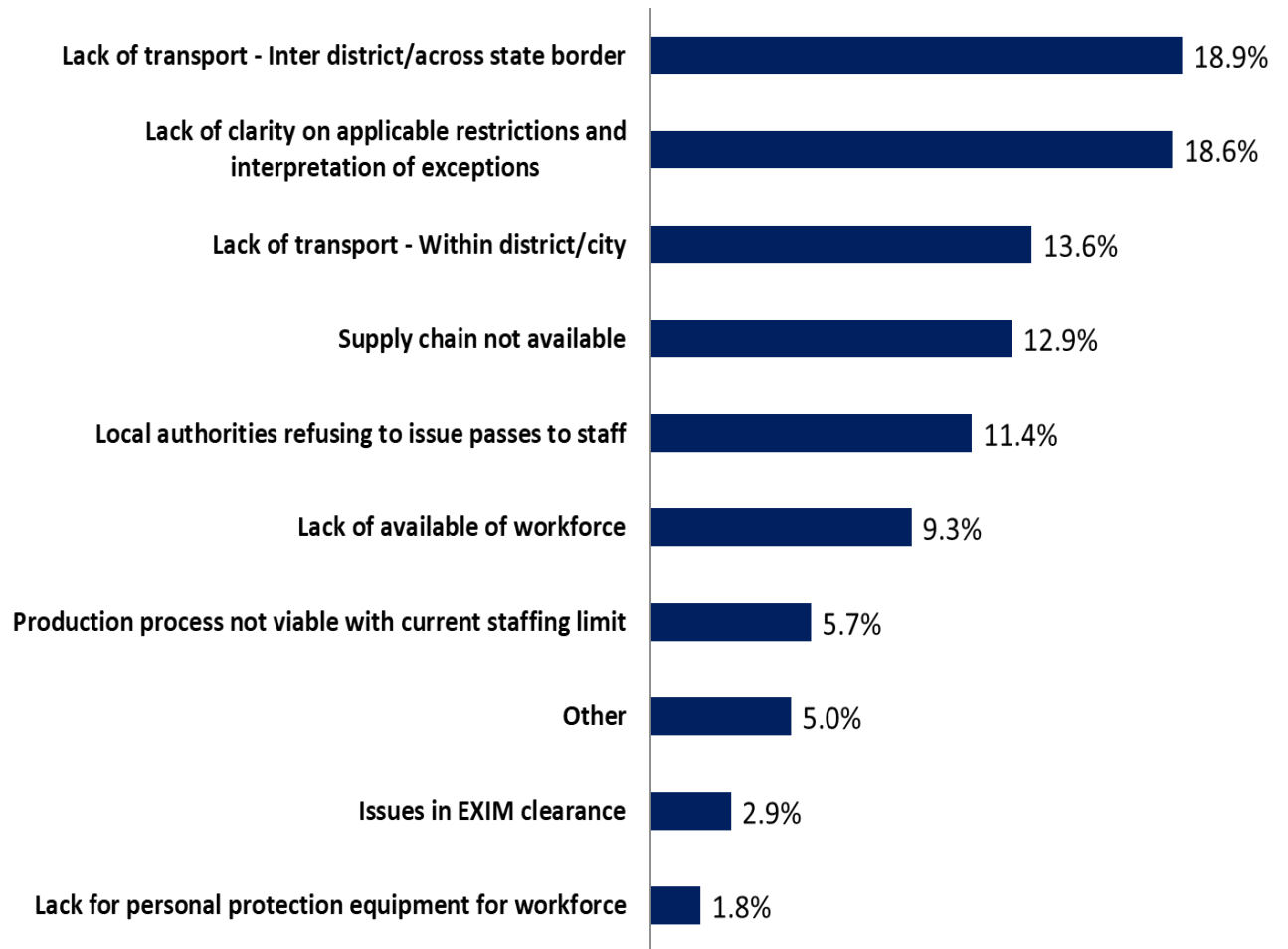
Section 1 – Survey Result	2
Section 2 – General Suggestions	6
Section 3 - Sector Specific Issues, Suggestions and Comments	9
Annexure 1 – SOPs for Domestic Air Travel	19

Section 1 – Survey Result

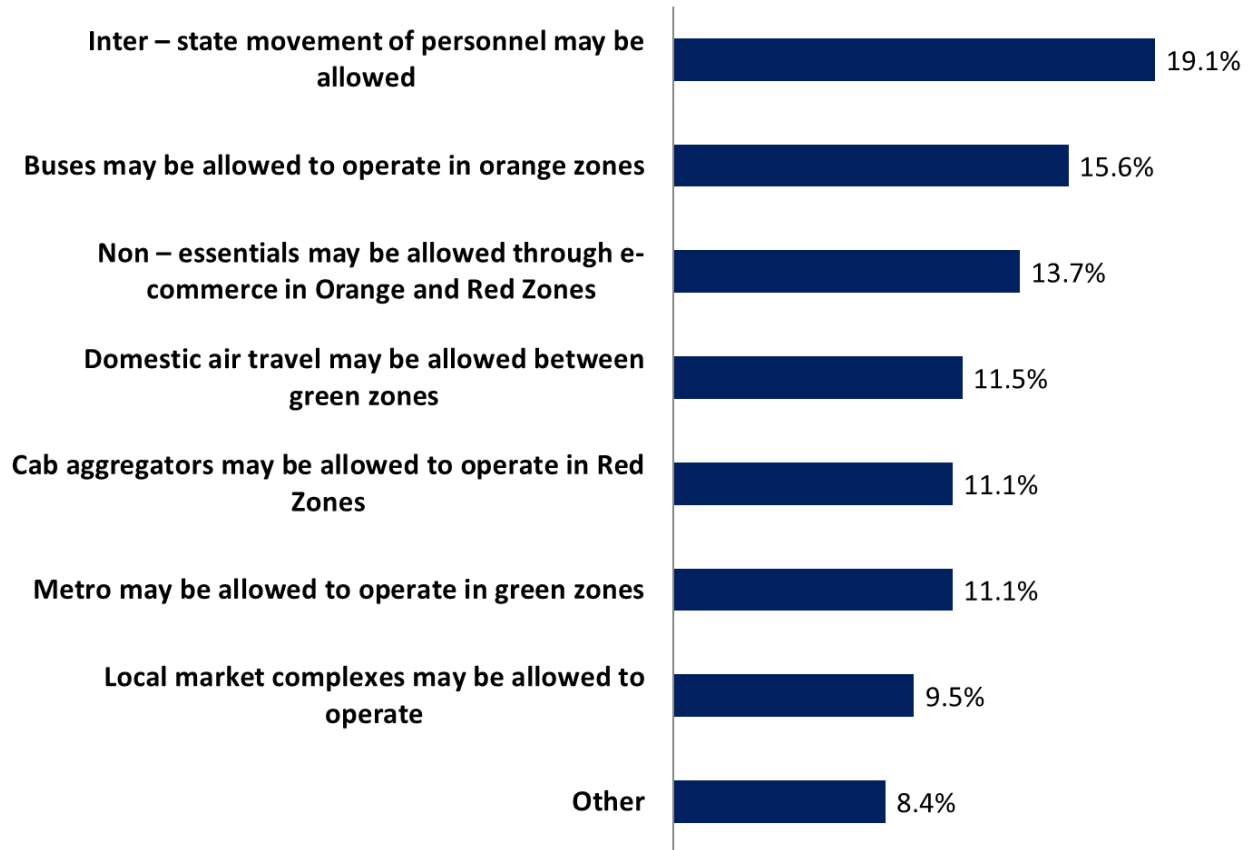
Survey Objective

- The recent MHA Guidelines on Lockdown 3.0 dated May 1, 2020 has extended more relaxations to businesses by lifting many restrictions in green and orange zones
- However, many organizations across sectors are still facing on-ground issues
- FICCI conducted a ‘Back-to-Business Survey’, which assessed the on-ground state of businesses and captured views of various stakeholders on resumption of economic activities

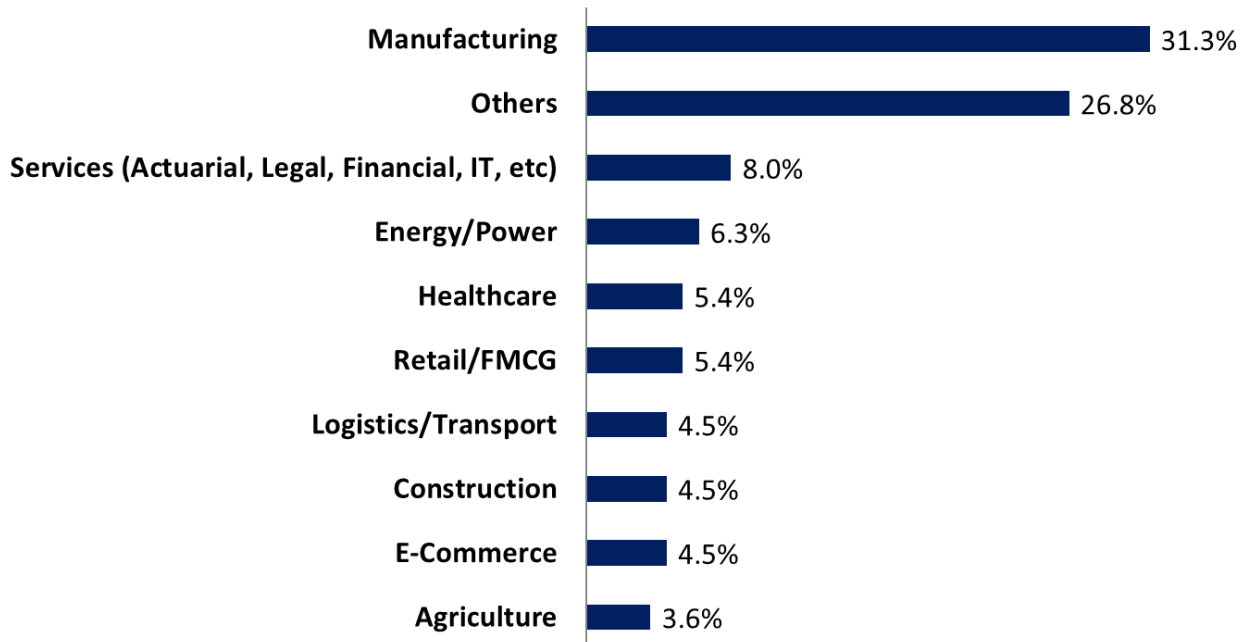
Operational Issues faced by Industry



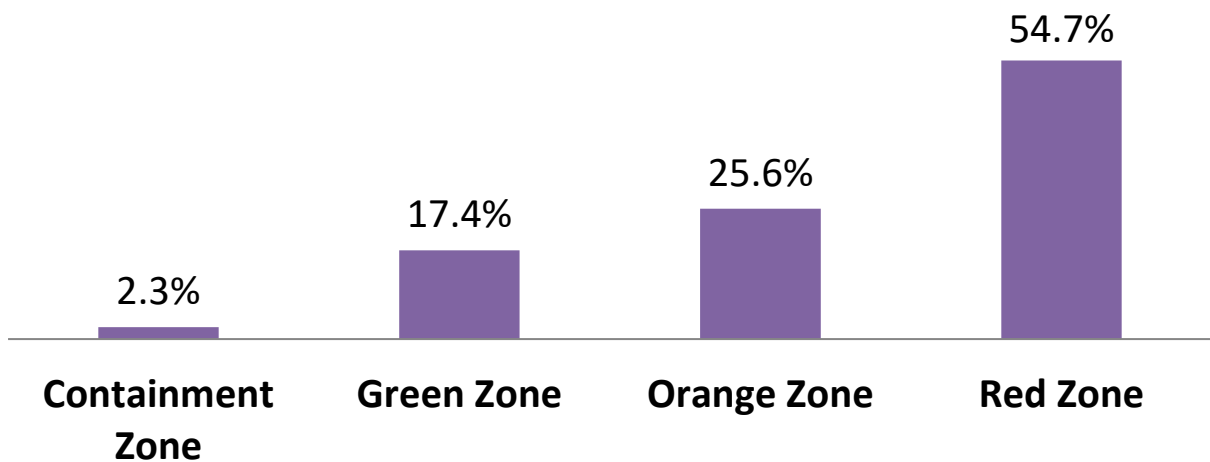
Industry Suggestions to Ease Operations



Profile of Respondents



Zone wise Presence



Section 2 – General Suggestions

1. Relaxation in Curfew timings

Relaxation in the timing restrictions and movement of manpower for operations of commercial establishments may be considered. It may be considered to revise the curfew timings from 9.00 pm to 6.00 am to provide an extra window to factor in commute time between workplace and home.

2. Staggered timings for reporting to work

There should be staggered timings for offices and commercial establishments, including shops so that norms of social distancing could be followed

3. Interstate Movement

- As interstate movement of goods is allowed, the interstate movement of people between different districts between green and orange zone be allowed.
- Adjoining Inter – district movement of manpower should be allowed in public and / or private transport for reporting to workplace. In case employees are stuck in other locations / states during lockdown, they should be allowed to move to their workplace in their private vehicles if public transport is not available.

4. Domestic Air Travel

- Begin calibrated opening of domestic air travel, ensuring the principles of social distancing.
- Note on proposed SOPs for domestic Air Travel is detailed in Annexure 1.

5. Buses for public transport

- a) Bus travel to be opened in Orange Zones
- b) *Buses to operate in Red Zone as well with limited operation for those passengers who are safe under Aarogya Setu app for permitted activities***
- c) Provision of public transport in a controlled manner. This would ensure that employees can reach workplaces.
- d) Ferrying of employees using company's own vehicles is not viable/applicable in all cases.

- e) Private transport operators could be roped in
- f) Passengers to occupy only window seats on alternate rows.
- g) Following safety precautions and hygiene measure to be strictly adhered:
 - Public Transports should be disinfected daily.
 - Social distancing to be maintained at all bus stations
 - Avoid stops at “Containment Zones”
 - All passengers/ staff should wear masks
 - Procedures for safe disposal of used mask to be followed
 - All travellers to be encouraged on washing hands and use of alcohol based sanitizers

6. Metro Rail Services

- a) Metro rail services to be made operational
- b) Services may start with less than 50 % capacity initially and could be gradually increased
- c) Following safety precautions and hygiene measure to be strictly adhered:
 - Contactless ticketing as far as possible
 - Mandatory thermal screening at entry points
 - Social distancing to be maintained at all stations
 - Seating/berths to ensure distance between travellers
 - Suitable disinfection frequently. Hypochlorite solution to wipe / clean metros
 - Avoid stops at “Containment Zone”
 - All passengers/ staff should wear masks
 - Procedures for safe disposal of used mask to be followed

7. Taxis (including auto rickshaws and cycle rickshaws) and cab aggregators

- Cab aggregator services to be allowed in Red Zones - *no acceptance of rides to and from containment zones, no shared rides, driver & passenger to wear masks, no front seating allowed, 2 passengers + driver.*
- To ensure last mile connectivity, auto / cycle rickshaw to be allowed with all hygiene and safety protocols- *sanitizer dispensers at all public places, taxi stands, bus stands, metro stations, etc.*

8. It is suggested to consider **narrowing containment zones** to smaller level eg; to the level of polling booth. Narrowing of red zones should also be considered. The strict perimeter control in containment zones should be continued but entry by e-passes could be allowed for even non-medical staff for specified activities. *Delivery of non- essential items in containment zone to be allowed, with proper monitoring and enforcement.*
9. In red zones manufacturing could be allowed with specific SOPs including entry and exit of workers in particular where it impacts supply chains for manufacturing. All should use Aarogya Setu App.
10. The government may kindly consider allowing non - essential supply chain activities in red zone, with all using Aarogya Setu App
- 11.**Correspondence with banks / government offices could be permitted through digital mode (email of scanned copies) without any requirement of physical documents.

Section 3 - Sector Specific Issues, Suggestions and Comments

I. AGRICULTURE

a. General Issues:

1. The manufacturing and availability of farm machinery is very crucial at present time because if this cropping window is missed, there can be serious shortages in rest of the year. Government has taken proactive decisions to address the issues related to Rabi harvesting. However, considering that the Kharif sowing season is approaching, there will be scarcity of farm labour, especially for rice transplanting. In such a scenario, availability of agricultural machinery is the only way to avoid delay in sowing. In this regard, Farm machinery companies need to restart manufacturing of transplanters/ Direct seeders of Rice/inter-cultivators/power-weeders/water-pump etc. to replenish stock at warehouses.
2. As per Para 6(iv) of consolidated guidelines from MHA dated 15-Apr-2020, "Shops of agriculture machinery, its spare parts (including its supply chain) and repairs to remain open." Unfortunately, the circulars regarding manufacturing do not include agriculture machinery. Therefore, it is requested that guidelines for manufacturing of agriculture machinery should be given high priority.

b. State Specific Issues:

i. Haryana

- Due to return of migrant workers to their native States. This has led to an acute shortage of labours to work for mandi operations.
- Farmers have been unable to sell off their produce due to inefficient mandi operations and lack of alternative marketing means.
- e-Market players should be brought in to enable delivery of farmers' produce to households. This could include Government e-Mandi as well as start-ups that are running in this space.

ii. Himachal Pradesh

- Labour shortage has affected harvesting of many crops and fruits.
- A major chunk of demand for HP's produce come from other states. Due to ground level difficulties in mobility, demand is nil from this segment. Inter-district restrictions on mobility and closure of flower markets and temples has hit domestic demand too.
- e-Markets route may be explored to generate demand of horticulture/floriculture produce.

iii. Kerala

- State Government / Central Govt should actively facilitate direct procurement of highly perishable products from farmers for supply in major urban agglomerations.
- Govt. need to come out with scheme for extensive mechanism in agriculture wherever required.

iv. Odisha

- Open essential related activities like, opening up of Jute Mills for manufacturing of jute bags for storage and transportation of food grains and seeds etc.

v. Punjab

- Punjab depends upon migrant labour from Bihar, UP & nearby States for meeting its labour requirement in agricultural fields. Since this workforce has gone back to native places, harvesting of wheat/mustard and plantation of paddy crop is affected.
- Due to inefficient mandi management and lack of any other source of marketing and sale of produce, farmers are left with no choice than to dump the crop.
- e-Market players should be brought in to enable delivery of farmers' produce to households.

vi. West Bengal

- Allow increased workforce in Jute mills to operate the mills in viable manner. Current cap is set at 15%.

II. AUTO & AUTO ANCILLARY

a. State Specific Issues:

i. Haryana

- Contract labour accounts for more than 50% of auto industry's workforce and is currently unavailable due to health risk and lockdown situation.

III. BLUE ECONOMY

a. State Specific Issues:

i. Kerala

- Boats up to 65 feet only are currently permitted to venture into the sea; which is inadequate to cater the needs of fish processing of Sea Food Industry. It is essential to have the permission relaxed for fishing boats more than 65 Feet & above to venture into the sea for fishing.

IV. CONSTRUCTION

a. State Specific Issues:

i. Telangana & Andhra Pradesh

- Though the Govt. has allowed construction at sites where Labour is accommodated at site, request the Government to permit projects where already cellars are excavated & Labour is not housed at site. As immediate attention is to be given to avoid possible collapse of neighbouring compound wall/building due to the upcoming monsoon season. request the Government to permit such sites to construct Retaining wall immediately.

ii. West Bengal

- Allow inter-district movement of labour for construction activities

V. FMCG

a. General Issues:

- Difficulty In permission of operations and people movement passes for essential goods organizations - Clarify through an addendum that all establishments (factories, warehouses, distributors, shops) engaged in manufacture, processing, packing, warehousing, distribution and transport of essential goods/groceries and their raw materials, should be allowed to operate without restriction of timing and with requisite manpower without need for further permissions/passes for movement including from adjoining districts/states.

b. State Specific Issues:

i. Karnataka

- Request for opening 3 shifts of production
- Increase in weekly hours limit from 60 hours to 72 hours with a quarterly overtime limit of upto 200 hours.

VI. IT / ITES

a. State Specific Issues:

i. Karnataka

- Companies in ITES sector having both Software & Hardware components as products to be given permission for shift operation
- Process of issue of employees movement pass (both interstate & intrastate) needs to be regularized & speeded-up

VII. MANUFACTURING

a. State Specific Issues:

i. Gujarat

- Majority of migrant workers have gone to their native places, resulted into dearth of workers
- Difficulty in transportation of available workers to manufacturing facility: Transportation of workers available locally are also not able to come to the factories due to restrictions on the movement of public transport & people.

- Interrupted supply of raw material: Few units had opened up but have closed because of non-availability of the raw material
 - Movement of workers and raw material to factories to be allowed in green & orange zones.
- ii. Madhya Pradesh
- Smooth movement of raw material & finished goods; ensuring availability of trucks, drivers, loaders etc.
 - Approvals to mobilise workforce from non-containment zones of Red Zone cities like Bhopal, Indore etc. to nearby notified industrial areas
- iii. Rajasthan
- The fixed charge on electricity, electricity duty, UD cess, water cess, etc should be waived off for April to June 2020
 - Electricity Duty on Captive Power should be waived off for April to June 2020
- iv. Tamil Nadu
- Challenges in mobilising 50% of the workers from different districts of Tamil Nadu due to restrictions in movement
 - Face supply chain challenges as their vendors/ component suppliers have run out of raw material (do not have adequate stock of raw materials) and face cash crunch to procure raw material
- v. Telangana & Andhra Pradesh
- It is requested that 12-hour shifts be allowed for manufacturing sector
- vi. Uttar Pradesh
- Provision of shelter areas, and facilities in and near identified industrial areas for local/migrant labours with Govt & Industry contribution

VIII. MEDIA & ENTERTAINMENT

a. General Issues:

The opening up of sector in phased manner, as follows:

- Phase 1: Software based activities like Animation, Visual Effects, Gaming, and Comics (AVGC), post-production activities like dubbing, subtitling etc. could be opened. Social distancing protocol can be easily implemented in these activities.
- Phase 2: Shooting of reality shows and short content format such as daily TV fiction shows with minimum crew and without audience could also be taken up in this phase.
- Phase 3: The activities like long form content production, film production etc. should be allowed with certain protocols.

IX. PHARMACEUTICALS

a. General Issues:

- Enforcement agencies to apply a common and practical approach to deal with COVID positive cases found at various sizes & types of factories as sealing the entire factory / facility and quarantine large number of employees is not a viable solution, especially when a company is taking best care of all SoPs like thermal screening, social distance, hygiene etc.
- Ancillary industries should be allowed for continuous supply of input material
- Ensure adequate availability of raw materials and inputs at pre-COVID rates such as APIs, Intermediate, IPA, packaging materials, excipients etc.
- Transportation arrangements needs to fast tracked by resolving issues related to transport of raw material, transport of goods between states; special arrangements for bringing migrant labours back and for their daily movement to factory. Black mailing by transporters for exhortation rates must be also checked.
- Clearance from Ports like JNPT should expedited and backlog must be cleared by allowing more working hours
- Bottlenecks should be removed from pharma distribution chain by allowing free movement of CFAs and Stockists; transporters, couriers etc.
- Custom House Agents should be advised to come on work and facilitate clearance of the consignment

- In corporate and head offices minimum 60% attendance should be allowed than 33%; enhanced workforce in pharma manufacturing plants should be allowed

b. State Specific Issues:

i. Himachal Pradesh

- Pharma units employ skilled, contractual labour. Due to migration, this labour force is currently out of reach and the pharma units are falling short of hands to run factories even with permissions. It is also causing issue in raw material procurement since there is not enough manpower to employ for transportation and supply supervision.
- Clusters in Baddi-Barotiwala Nalagarh industrial belt are shut due to virus transmission by migrant labourers in unit. In those that remain open, operations are either delayed or closed on account of transmission risk.
- There is a need for rigorous and regular testing and sanitization of BBN belt; Government need to take a call on unaffected units.

X. PORTS AND SHIPPING

a. General Issues:

- As per the government's notification the movement of ship/vessels have been considered under essential services. The government should also consider the ship repair industry as essential services as this will help the vessels to get timely repaired and maintained.

XI. RAILWAYS

a. General Issues:

- Classify manufacturing plants for Rolling Stock including Locomotives and plants involved in supply of parts & equipment for Rolling Stock including Locomotives as essential services.
- Lockdown and suspension of inspection and despatches from factories in last week of FY 2019-20: Being last week of financial year closing a lot of finished high value goods of Rolling stock like Locomotives were ready for inspection and delivery to Indian Railways. There is a need to accelerate the inspection and release of payments. The payment for finished goods will help cash in

system to enable - 1) Avoid smaller sub suppliers to get impacted for any delay in payment; 2) Ensure payment towards custom duty and taxes for imported materials

XII. REAL ESTATE & URBAN INFRASTRUCTURE

a. General Issues:

- Lack of availability of labour has impacted production of raw materials and the limited material available is being cartelized by the manufactures/vendors/suppliers leading to shortage of Raw materials like Cement, bricks, Sand etc
- Limited Public Transportation facilities

XIII. RENEWABLE ENERGY

a. General Issues:

- The manufacturing facilities should be allowed to operate under its full capacity and not under restricted timings, as this effects the cost of production.
- The entire manpower required per shift for the operation including ancillary manpower like Housekeeping, cafeteria etc., should be permitted without any restrictions for smooth operations.
- The manufacturing operations / activities should be allowed across the value chains. For example, in Solar industry it should be Cell manufacturing / Module Manufacturing as well as Project implementation. As non-operation of any activity along the value chain will lead to blockage / stocking of finished goods and hence cash flow.
- The Government should regulate the Tariff rates of cargo movement (Air / Land / Water and Rail) to ensure that the interest of the manufacturers are protected against overcharging by operators in the current prevailing situation.

XIV. RETAIL

a. General Issues:

- States should be advised to issue clear communication on newer relaxations so that stores can address the need of non-essential items of customers.

- States must allow stores to remain open for walk-in customers. State Governments may however advise food and grocery stores to maintain the requisite health and safety standards.
- Stores should remain open for longer hours for customer to avoid over-crowding.
- Non-Essentials may also be allowed to be sold through retail and wholesale stores.

XV. SERVICES

a. State Specific Issues:

i. Kerala

- It is requested to reconsider the limit of 1/3 staff strength
- Govt. needs to effectively utilize the public Transport Vehicles at their disposal during the office opening and closing time with maintenance of social distancing protocols. Private Bus owners may also be given permission to operate buses on the above guidelines.

ii. Telangana & Andhra Pradesh

- Companies should be allowed to operate in at least 2 shifts a day since this reduces the number of people in one location at the same time and greatly enables social distancing. For employees who have to travel back after the curfew time, companies will arrange for bus transport.

XVI. TEXTILES & APPARELS

a. State Specific Issues:

i. Punjab

- Though apparel segment is completely shut, textile sector is supporting Government with production of masks and related products. Due to inadequate labour force, the production line is hindered.

- E-commerce operations have started for non-essentials (including apparel) in orange and green zones. This will help in clearing the produced stock, but for a better recovery, it is requested to permit apparel and textile to operate in these zones.

ii. Tamil Nadu

- Power intensive sectors viz. Textiles (Spinning Mills), Dye / Process houses, Foundries etc) are facing huge Energy consumption charges even during this lock down period.

XVII. TOURISM & HOSPITALITY

a. General Issues:

- Take Away food from restaurant may be encouraged.
- Hotels and restaurants can use their kitchen services and tie up with the Government to aid relief efforts.
- Hotels and restaurants including cloud kitchens can offer delivery services by tying up with food aggregators.

Annexure 1 - Proposed SOP for Domestic Air Travel

(These measures are proposed and illustrated according to the passenger journey)

1.General remark:

- Following preventive measures are suggested to be taken by Airport Operator and Airlines collaboratively to prevent spread of COVID-19 across all the passenger touch points in the Terminal Building & Airside.
- It is important that airlines and airports complement each other's activities to reach the optimum solution and avoid unnecessary duplications.

2.Passenger arriving at the airport (Airport responsibility)

- Thermal temperature check at all entry gates for passengers and staff. (to be provided at several entry and exit doors)
- Passengers & staff showing any symptoms, not to be allowed to enter Terminal Building
- Entry permitted with adequate Mask & Gloves which are mandatory, if passengers arrive without adequate masks and gloves it should be considered to make these available for entry into the terminal.
- Bleach cleaning mats at the entrance or any material which is capable of disinfecting shoes.

3.Check-in process: (Airline/Airports together)

- Entry into airport terminal should be encouraged not to be more than 3 hours before departure in order to facilitate in a better way of social distancing in the terminal.
- Strict adherence to baggage policy: Only one check in bag and one cabin bag.
- Contactless acceptance of checked in baggage, passenger to place his/her bag on the baggage belt.
- Check in Counters Open 3 hrs before STD and Close 60-75 minutes before STD , adequate allocation of counters for baggage drop.
- Goal has to be to enable a 100% web check in and accepting the boarding pass on mobile phones. This will require in many airports adequate adjustment of infrastructure and processes. There are some airports in India, who have implemented such solutions which could be used as a template for other airports to follow. In case a 100% web check in cannot be achieved, boarding printer has to face the customer, who will take the boarding pass by himself/herself.
- In order to pursue a 100% contact less check in procedure the respective process in CISF of stamping boarding passes would have to be changed.

4.Protective Gear (Airlines/ Airports together)

- Frontline staff to wear mandatory mask & gloves & protecting check in counters to ensure safe distance while accepting baggage.
- Sanitization of checked baggage by the airport operator by installing UV light in the inline screening or standalone screening.
- Sanitization of trays at the security check cabin baggage screening area.

- Social Distancing Marking & Continuous Sanitisation of all areas of the airport; Terminal Building & Airside by the Airport Operator & Airline as directed.

5.Boarding Gates (Airlines/ Airports together)

- Secondary temperature check by airline at boarding Gate.
- Social Distancing Marking & Continuous Sanitisation of boarding gate.
- Verification of mask and gloves
- Staggered boarding and Self-Boarding by the passengers, self-scanning of the e - boarding pass on the 2D bar code

6.Aerobridge

- Safe distance marking by the airport operator.
- Staggered boarding in batches of 10 numbers.

7.Arrival Reclaim Area

- Staggered placement of baggage on the arrival carousel.
- Safe distance marking at baggage reclaim area, baggage services and transfer desk.

8.Coaches

- Clear marking in the coaches to ensure 50 percent occupancy.
- Sanitization of frequent touch point after every arrival and departure.

9.Boarding Ramp & Steps

- Safe distance marking on passenger ramp and steps.
- Staggered boarding in batches.
- Sanitization of hand railing after every use.

10.Crew & Staff Vehicles

- Sanitization of all touch point after every trip.
- Limited number of occupants

11.All Ground Support Equipment

- Deep cleaning and sanitization of all ground support equipment every 6hrs
- Sanitization of frequent touch point every 30min.

12. Airport Infrastructure (Airports)

- Isolation zone in the terminal building & Airside to manage any passengers showing symptoms.

13. Miscellaneous

- Airlines and Airports to stock adequate masks and gloves to offer passenger who have lost or damaged their PPE
- Strategic positioning of hand sanitizers in the Terminal Building
- Crew to wear appropriate PPE (masks and gloves)
- Sanitizers to be kept on board in forward and aft galley
- No Food & Beverage Service on board, only water on request served on a tray



Established in 1927, FICCI is the largest and oldest apex business organisation in India. Its history is closely interwoven with India's struggle for independence, its industrialization, and its emergence as one of the most rapidly growing global economies.

A non-government, not-for-profit organisation, FICCI is the voice of India's business and industry. From influencing policy to encouraging debate, engaging with policy makers and civil society, FICCI articulates the views and concerns of industry. It serves its members from the Indian private and public corporate sectors and multinational companies, drawing its strength from diverse regional chambers of commerce and industry across states, reaching out to over 2,50,000 companies.

FICCI provides a platform for networking and consensus building within and across sectors and is the first port of call for Indian industry, policy makers and the international business community.