



## COVID-19: Situation in India

### (Update #14)

Dear Valued Customer,

The current COVID-19 Outbreak spread is affecting the whole supply chain worldwide, raising potential major challenges.

The CMA CGM Group's priority is to ensure the health and safety of our staff members and partners, while ensuring a smooth business continuity despite the current extraordinary disruptions. We remain determined to ensure the delivery of a seamless customer experience, as much as the current conditions allows it.

Further to various guidelines issued by the Ministry of Home Affairs, Shipping & Director General of Shipping - Government of India and extension of the nation-wide lockdown until 17<sup>th</sup> May 2020, CMA CGM India reaffirms its commitment in ensuring all required facilitations to the trade for unhindered services and declogging of our logistics infrastructure.

**In line with situational demand for requisite concessions to facilitate cargo clearance, CMA CGM India will extend detention free time for export & import shipments (Pan India) from 22<sup>nd</sup> March 2020 to 3<sup>rd</sup> May 2020 (both days inclusive). This is in addition to any free time arrangement that is currently agreed and availed as part of negotiated contractual terms.**

As per revised guidelines issued by Ministry of Home Affairs, Government of India, there has been various relaxations announced for movement of loading/unloading of goods /cargo as well as operations for industries and industrial establishments and resumption of postal / courier services.

Accordingly, we request you to please come forward for cargo clearance at the earliest, to support easing our logistics infrastructure.

Please contact our dedicated PICs for faster response for such requests:



Zone	PIC	Telephone	E-Mail
Western & Central India	Ms. Anita Saraf Mr. Rajan Singh	Ph: +91 8879738879 Ph: +91 7045354287	<a href="mailto:mby.impcsu@cma-cgm.com">mby.impcsu@cma-cgm.com</a>
Gujarat	Mr. Prushat Joshi Ms. Salaka Leuva	Ph: +91 9879540331 Ph: +91 8980025458	<a href="mailto:knd.impcc@cma-cgm.com">knd.impcc@cma-cgm.com</a>
North India	Mr. Rajeev Dhawan Mr. Mahesh Thakur	Ph: +91 9582392089 Ph: +91 9968118169	<a href="mailto:dhi.impcc@cma-cgm.com">dhi.impcc@cma-cgm.com</a>
South & East India	Mr. Steny Raj Ms. Roby Raghavan Mr. Mohammed Habibulla (Kolkata)	Ph: +91 9176988783 Ph: +91 9840955848 Ph: +91 7003103550	<a href="mailto:mdr.impcc@cma-cgm.com">mdr.impcc@cma-cgm.com</a> <a href="mailto:CTA.MOHABIBULLA@cma-cgm.com">CTA.MOHABIBULLA@cma-cgm.com</a>
Above 30 days from discharge	Mr. Sanjeev Belagali	Ph: +91 9969944689	<a href="mailto:MBY.SBELAGALI@cma-cgm.com">MBY.SBELAGALI@cma-cgm.com</a>

Our business continuity plan is updated [here](#).

Best Regards,  
CMA CGM Agencies (India) Pvt. Ltd.  
5<sup>th</sup> May 2020

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While governments worldwide are encouraging people to stay at home to limit the spread of the Covid-19, you can continue managing your shipments remotely thanks to our ebusiness platform [My CMA CGM](#).

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- [E-Transactions](#) – place your bookings and manage your documentation on the platform
- [Remote printing of Bill of Lading \(BL\)](#) – no need to visit our counter, print your Original BL by yourself
- [Paperless Bill of Lading](#) – a fully digital Original BL, same value as paper but easier, faster, more secure and 100% digital
- [E-Signature](#) – sign documents online where applicable (Telex release and print at destination)
- [E-Invoice & E-Payment](#) - retrieve your invoices online and organize payment where applicable
- [Other tools available on My CMA CGM](#) – discover more tools to help you organize, follow and manage your shipments and shipping transactions end-to-end from anywhere around the world
- [Mobile app](#) – track, trace and plan your shipments directly via your mobile phone

Similar tools to the above are also available through [APL](#), [ANL](#) and [CNC](#).

If you need support from our team to set up your account or navigate on the website, feel free to contact our eBusiness expert:

[Mei.Ecustomers@cma-cgm.com](mailto:Mei.Ecustomers@cma-cgm.com)