**Survey Guidance / Instructions**

**General**

1. Please select answers / options that best represents your experience of the Export/ Import logistics performance across your chosen Sector(s) against generally accepted industry standards or practices
2. Unless specifically requested otherwise in any question, please respond to thissurvey with respect to your recent (last 2 years) experiences with Export / Import shipment logistics performance in your chosen sector

**Responding to questions:**

Please take the survey in one sitting.

If you don’t know the answer to a question for a particular sector/ State/UT or it is notapplicable to you / your nature of operations, please leave it blank.

This survey comprises three parts viz.

––Part A: Detailed Assessment: [Approx. 20 mins]

––Part B: Overall Assessment: [Approx. 20 mins]

––Part C: Quantitative assessment: [Approx. 10 mins]

Questions will ask respondents to choose one of five performance categories. In Part A and Part B question 3, for example, they can describe **Logistics Facilities at Competitive Cost** in their sector as “very high,” “high,” “average,” “low,” or “very low.” Part C questions will be used to ask respondents for quantitative information on their sector’s export/import supply chains.

|  |  |  |
| --- | --- | --- |
| Part A: Detailed Assessment | Part B: Overall Assessment | Part C Quantitative assessment |
| It comprises 9 questions will be used for detailed assessment of the sector(s) logistics performance.On the basis these 9 questions, one for each indicator will be used for the computation of sector specific logistics performance index. | The Part B questions are for the assessment of sector`s logistics performance across the states.  | It comprises four questions for quantitative assessment of the sector(s). It is basically related to time and cost incurred in a value chain. |

The indicators considered for the sector specific logistics performance are as follows:

|  |
| --- |
| 1. *Efficient Transportation and Logistics Related Infrastructure*
 |
| 1. *Quality of Logistics Services*
 |
| 1. *Logistics Facilities at Competitive Cost*
 |
| 1. *Favourability of Operating Environment*
 |
| 1. *Efficiency of Regulatory Processes*
 |
| 1. *Safety and Security of Consignment*
 |
| 1. *Information System Capability (Tracking and Tracing)*
 |
| 1. *Completeness Efficiency (Timeliness/scheduling):*
 |
| 1. *Sustainability in logistics*
 |

**Assessment of Logistics Performance of (Agriculture/Gems& Jewellery/Textile/Chemical/Pharmaceutical/Leather/Marine/Engineering/Electronics) Sector**

Please mark (√) for the option that best describes your choice.

|  |  |
| --- | --- |
| 1.**Name of respondent (Optional):** …………………… | 2.**Location**…………………………… |
| 3. **Turnover (in crore) of your organization comes under**  |
|  O 0-5 | O 5-10 | O 10-15 | O More than 15 |
| 4. **Your position in your company / firm:** |
| O Owner/proprietor/MD/ | OED/VP/EVP/Top mgmt. | O Senior/ MiddleMgmt. | O Other (Specify)…. |
| 5. **Nature of market you primarily deal with: \*** |
| O Export | O Import  | O More than one | O Traders  | O Others (Specify)……… |
| 6. **Types of agriculture products you deal with \*** |
| O Raw Material | O Finished Agriculture products | O …….. | O ………. | O Others (Specify)……… |
|  | O Interim manufacturer and supplies to another exporter |
| 7. **HS code your organization majorly deal with** \* |
|  O ……. | O …… | O …….. | O Others (Specify)……… |
| 8.**Countries majorly your organization is importing from…….** |  |
| O ……….. | O …………. | O …………. | O ……… | O ….. | O Others (Specify)……… |
| 9.**Countries majorly your organization exporting to**…….  O …… O ………. O …… O ……. O ………. O Others (Specify)……… |
| **10. You export your goods or products as \***  |
|  O Bulk/ break material | O Container cargo | O Project/ Special Cargo | O Express Air Cargo |
|  O Most of the above | O Others……… |  |  |
| **11. PORT NAME from where you prefer to export your goods/consignments……………………………..** |
| **11. What terms of trade you use** |
|  O Ex Works  | O FOB | O CIF | O FCA | O CIP |
|  O CPT | O CFR  | O DAT | O DAP | O DDP |
| **12. What is the percentage of transportation (including sea / air freight) cost of the total price of your product / goods?** |
| O Less than 2% | O 2 – 5 %  | O 6 – 10%  | O 11-15%  | O 15- 20 %  |
|  O Greater than 20% |  |  |  |  |
| **13. What is the percentage of packaging cost of the total price of your product / goods?** |
|  O Less than 2% | O 2 – 5 %  | O 6 – 10%  | O 11-15%  | O 15- 20 %  |
|  O Greater than 20% |  |  |  |  |
| **14. What type of containers do you use:** |
| O General containers with passive vents | O General containers with vents | O Reefer Containers | O Not Known | O Do not use containers |
| 15. **Freight transport mode you deal with: \*** |
|  O Road | O Rail | O Air transport | O Shipping line |  O Others (Specify)……… |
| 16**. Which, according to you is/are the following areas dealing with major problems for improvement** |
|  O Exporting  | O Importing  | O Documentation | O Custom clearance |  O Port clearance | O Partner govt. agencies  |
| 17. **If air transport is used which is the most time-consuming activity** |
|  O Delivery till airport | O Documentations after reaching airport | O Cargo clearance | O Air transport |
| 18. **If SEA transport is used which is the most time-consuming activity** |
|  O Delivery till SEAport | O Documentations after reaching SEAport | O Cargo clearance | O Others (Specify)……… |
| 19**. Principle reason for cost variation and time variation**  |
|  | O Availability of transportation | O Expertise of material handling | O Packaging  | O Arranging warehouses | O Others (Specify)……… |
| 20**.On overall average basis, what is the total time taken for completion of a shipment (in days) \*.** |
|  O 0-15 days | O 16-30 days | O 31-45 | O 46-60 |  O 60-75 |
| 21. **On overall average basis, what is the total delay experienced in completing a shipment (in days)** \*.  |
|  O No delay  | O 1-3 | O 4-6 | O mare than 1 week |
| 22. **What is the most important factors to compete with another firm globally, pls rank on a scale of 1 to 5**  |
|  O Own technology | O Cost of operation | O Time to produce  | O Quality of product  | O Others (Specify)……… |

**Part A: Detailed Assessment:**

1. **Efficient Transportation and Logistics Related Infrastructure:**The logistics infrastructure mainly includes or judged by the infrastructure needs for transportation of goods, warehousing and packaging.

(a) Efficient transportation is a quality of long-term mobility of goods, which possesses efficient movement of goods via different mode of transportation (Road network, Rail network, Sea-Ports, Air cargo).

**Based on Your organization’s interactions/experience, please rate the quality of transport infrastructure:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Very Low** | **Low** | **Average** | **High** | **Very High** |
| 1. Road network
 |  |  |  |  |  |
| 1. Rail network
 |  |  |  |  |  |
| 1. Sea-ports
 |  |  |  |  |  |
| 1. Air cargo
 |  |  |  |  |  |
| **Additional (If any)** |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

Please give the name of a specific area, where the improvement can be done and how (suggestions - if any)?………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

(b) The logistics infrastructure refers to the adequate capacity and operating condition of CFS/ICDs, logistics parks / freight terminals, warehouses, ICT, Communication system, vehicle size etc.

**Based on Your organization’s interactions/experience, please rate the quality of logistics infrastructure:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Very Low** | **Low** | **Average** | **High** | **Very High** |
| 1. Intermodal terminals (ICD/CFS, Logistics parks / freight terminals, etc.)
 |  |  |  |  |  |
| 1. Carriers (CONCOR, Indian Railway – Truck providers- Shipping Lines- Air Cargo lines)
 |  |  |  |  |  |
| 1. Packaging services (Technology, material etc.)
 |  |  |  |  |  |
| 1. Storage infrastructure (Warehouses, Cold storage, yard stowage planning etc.)
 |  |  |  |  |  |
| 1. Integration with freight forwarders, transporters etc.
 |  |  |  |  |  |
| 1. Information and communication system
 |  |  |  |  |  |
| 1. Facilities at inter-state borders
 |  |  |  |  |  |
| 1. Appropriate vehicle size
 |  |  |  |  |  |
| 1. Availability of cargo space
 |  |  |  |  |  |
| 1. Vehicle loading capacity
 |  |  |  |  |  |
| **Additional (If any)** |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

Please give the name of a specific area, where the improvement can be done and how (suggestions - if any)? ………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

1. **Quality of Logistics Services:**It includes quality and ease of access to services offered by LSPs during handling, transporting, storage of cargo & containers, freight forwarding, customs broking and value adding logistics activities, online payment etc.

**Based on Your organization’s interactions/experience, please rate the following quality of logistics related services involves in trades of(Agriculture/ Gems & Jewellery/ Textile/ Chemical/ Pharmaceutical/ Leather/ Marine/ Engineering/ Electronics)productsby:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Very Low** | **Low** | **Average** | **High** | **Very High** |
| 1. Customs related services
 |  |  |  |  |  |
| 1. Freight forwarders
 |  |  |  |  |  |
| 1. 3PL warehouses services,
 |  |  |  |  |  |
| 1. Shipping agents
 |  |  |  |  |  |
| 1. Port operators
 |  |  |  |  |  |
| 1. Air cargo terminal/Airport operators
 |  |  |  |  |  |
| 1. Road transporter (trucking company)
 |  |  |  |  |  |
| 1. Indian Railways /Container Train Operators
 |  |  |  |  |  |
| 1. Financial services offered by banks (Forex, LC, UCP-552 etc.)
 |  |  |  |  |  |
| 1. Directorate General of Foreign Trade(DGFT)
 |  |  |  |  |  |
| 1. Export credit guarantee Corporation Ltd (ECGC )
 |  |  |  |  |  |
| 1. Directorate General of Commercial Intelligence and Statistics (DGCIS)
 |  |  |  |  |  |
| 1. Services offered by insurance companies
 |  |  |  |  |  |
| 1. Terminal service providers - ICD /CFS/PFT/Multimodal hubs/ Integrated Check-Posts etc
 |  |  |  |  |  |
| 1. Services of industrial warehouses
 |  |  |  |  |  |
| 1. Cold storages service providers
 |  |  |  |  |  |
| 1. Services of freight forwarders
 |  |  |  |  |  |
| 1. 3rd Party Logistics service
 |  |  |  |  |  |
| 1. Express carriers
 |  |  |  |  |  |
| 1. Multimodal Transport operator `s services
 |  |  |  |  |  |
| 1. Services offered by air cargo agents
 |  |  |  |  |  |
| 1. Logistics services offered by LSPs
 |  |  |  |  |  |
| 1. Quality standard of inspection agencies (including Health / Sanitary & phytosanitary agencies and other regulatory agencies)
 |  |  |  |  |  |
| **Additional (If any)** |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

Please give the name of a specific area, where the improvement can be done and how (suggestions - if any)?

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1. **Logistics Facilities at Competitive Cost:**Competitive cost includes those for transportation, handling, storage, value added services, and transparency in other informal charges.

**Based on Your organization’s interactions/experience, of moving export/importshipments in trades of(Agriculture/ Gems & Jewellery/ Textile/ Chemical/ Pharmaceutical/ Leather/ Marine/ Engineering/ Electronics)products, how would you rate the following vis-à-vis your price expectations:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Very Low** | **Low** | **Average** | **High** | **Very High** |
| 1. Transportation cost (road, rail, cargo etc.)
 |  |  |  |  |  |
| 1. Value added services (labelling and packaging, etc.)
 |  |  |  |  |  |
| 1. Storage charges for (for 3PL / Industrial warehouses, cold, controlled atmosphere storages)
 |  |  |  |  |  |
| 1. Warehouses services and charges
 |  |  |  |  |  |
| 1. Services of industrial warehouses services and charges
 |  |  |  |  |  |
| 1. Cold storages service providers services and charges
 |  |  |  |  |  |
| 1. Airport / Air cargo/port terminal services and charges
 |  |  |  |  |  |
| 1. Terminal service providers - ICD /CFS/PFT/Multimodal hubs/ Integrated Check-Posts etc
 |  |  |  |  |  |
| 1. Services of freight forwarders 3PL services and charge
 |  |  |  |  |  |
| 1. Customs related services and charges
 |  |  |  |  |  |
| 1. Express carriers’services and charges
 |  |  |  |  |  |
| 1. Financial services offered by banks
 |  |  |  |  |  |
| 1. Insurance cost and informal payments
 |  |  |  |  |  |
| 1. Charges for inter-state border crossing clearances (excluding toll charges)
 |  |  |  |  |  |
| 1. Solicitation of informal payments in connection with logistics
 |  |  |  |  |  |
| 1. Documentation fee
 |  |  |  |  |  |
| 1. Security charges
 |  |  |  |  |  |
| 1. Empty reposition of trucks / tailors/containers etc.
 |  |  |  |  |  |
| **Additional (If any)** |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

Please give the name of a specific area, where the improvement can be done and how (suggestions - if any)?………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

1. **Favourability of Operating Environment:**It includes low incidents of law and order issues including restriction in movement of cargo vehicles during day-time, frequent check points, strikes, impact of trade/transport unions etc.

**Based on Your organization’s interactions/experience, please rate the operating conditions and activities involved in trades of (Agriculture/ Gems & Jewellery/ Textile/ Chemical/ Pharmaceutical/ Leather/ Marine/ Engineering/ Electronics)productson aspects of favourability of operating environment:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Very Low** | **Low** | **Average** | **High** | **Very High** |
| 1. Uniformity in Process & Procedures
 |  |  |  |  |  |
| 1. Ease of movement / degree of harassment
 |  |  |  |  |  |
| 1. Intervention of Registrar & Share Transfer Agents (RTA)
 |  |  |  |  |  |
| 1. Intervention of Police
 |  |  |  |  |  |
| 1. Intervention of State excise
 |  |  |  |  |  |
| 1. Efficiency of Law and Order services
 |  |  |  |  |  |
| 1. Impact due to Trade/Transporter unions
 |  |  |  |  |  |
| 1. Effectiveness of State labour policies
 |  |  |  |  |  |
| 1. Influence of state logistics policy on logistics operations
 |  |  |  |  |  |
| 1. Efficiency in enforcing contracts
 |  |  |  |  |  |
| 1. Availability of skilled labour (for activities such as terminal operations, truck driving, logistics services etc.)
 |  |  |  |  |  |
| 1. Better investment climate
 |  |  |  |  |  |
| 1. Use of electronic trading platforms by shippers
 |  |  |  |  |  |
| 1. Communication behaviour
 |  |  |  |  |  |
| 1. Healthy business environment
 |  |  |  |  |  |
| **Additional (If any)** |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

Please give the name of a specific area, where the improvement can be done and how (suggestions - if any)?………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

1. **Efficiency of Regulatory Processes:**Speed, simplicity, transparency and ease of documentation in regulatory processes. It includes formalities of agencies related to customs, tax, health, sanitary & phytosanitary, quarantine, drug controller, FSSAI, inter-state border crossing agencies and all other such agencies; online documentation services.

**Based on Your organization’s interactions/experience, please rate the following statements with respect to (Agriculture/ Gems & Jewellery/ Textile/ Chemical/ Pharmaceutical/ Leather/ Marine/ Engineering/ Electronics)Sector for the assessment of efficiency ofregulatory process involved in trades of agriculture products.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Very Low** | **Low** | **Average** | **High** | **Very High** |
| 1. State clearance (number of documents; complexity of documents; time; uncertainty)
 |  |  |  |  |  |
| 1. Custom clearance (number of documents; complexity of documents; time; uncertainty)
 |  |  |  |  |  |
| 1. Participative Government Agencies clearance (number of documents; complexity of documents; time; uncertainty)
 |  |  |  |  |  |
| 1. Availability of export/import promotion scheme
 |  |  |  |  |  |
| 1. The export promotion scheme impacts your operations in the sector
 |  |  |  |  |  |
| 1. Availability of logistics policy
 |  |  |  |  |  |
| 1. Provided up-to-date information regarding regulatory changes linked to EXIM cargo processing
 |  |  |  |  |  |
| 1. The integrated single window processing facility for documents pertaining to export/import shipments
 |  |  |  |  |  |
| 1. Online documentation facilities
 |  |  |  |  |  |
| 1. Speed (efficiency to complete all official procedure)
 |  |  |  |  |  |
| 1. Regulatory transparency
 |  |  |  |  |  |
| 1. Foreign market entry
 |  |  |  |  |  |
| 1. Transparency in custom clearance processes
 |  |  |  |  |  |
| 1. Pre-shipment inspection
 |  |  |  |  |  |
| 1. Increased public-private communication on legislative changes and processes
 |  |  |  |  |  |
| 1. Documentary compliance
 |  |  |  |  |  |
| 1. Times taken to process exports and imports
 |  |  |  |  |  |
| 1. Firm level administrative an operational procedure
 |  |  |  |  |  |
| Additional (If any) |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

Please give the name of a specific area, where the improvement can be done and how (suggestions - if any)?

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1. **Safety and Security of Consignment:**It refers to timely delivery without damage/ deterioration /pilferage of cargo due to logistics inefficiencies and incapability, accidents or theft.

**Based on Your organization’s interactions/experience, please rate the extent of loss/damage/security related experienced in cargo delivery during export/import of (Agriculture/ Gems & Jewellery/ Textile/ Chemical/ Pharmaceutical/ Leather/ Marine/ Engineering/ Electronics)products.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Very Low** | **Low** | **Average** | **High** | **Very High** |
| 1. Extent of loss loss/ theft/ pilferage
 |  |  |  |  |  |
| 1. Insurance facilities
 |  |  |  |  |  |
| 1. Method of logging complaints
 |  |  |  |  |  |
| 1. Grievance redressal
 |  |  |  |  |  |
| 1. Safety during movement
 |  |  |  |  |  |
| 1. Safety during handling and storage
 |  |  |  |  |  |
| 1. Frequency of loss/ theft/ pilferage
 |  |  |  |  |  |
| 1. Frequency of accidents
 |  |  |  |  |  |
| 1. Damaged orders
 |  |  |  |  |  |
| **Additional (If any)** |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

Please give the name of a specific area, where the improvement can be done and how (suggestions - if any)? ………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

1. **Information System Capability (Tracking and Tracing):**It refers to the capability of obtaining frequent, consistent & accurate information regarding movement and condition of consignments.

**Based on Your organization’s interactions/experience, please rate the availability of tracking and tracinginformation provided by the following for the smooth trades in (Agriculture/ Gems & Jewellery/ Textile/ Chemical/ Pharmaceutical/ Leather/ Marine/ Engineering/ Electronics)Sector.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Very Low** | **Low** | **Average** | **High** | **Very High** |
| 1. Electronic Data Interchange (EDI)GSPN, ICEGATE, PCS, SWIFT etc.
 |  |  |  |  |  |
| 1. Integration of EDI
 |  |  |  |  |  |
| 1. Online portal services
 |  |  |  |  |  |
| 1. Availability of tracking and tracing information for all export/import cargo consignments
 |  |  |  |  |  |
| 1. Extent of availability of all track information from single (integrated) service provider
 |  |  |  |  |  |
| 1. Accuracy of information regarding the shipment
 |  |  |  |  |  |
| 1. Cybersecurity threats
 |  |  |  |  |  |
| **Additional (If any)** |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

Please give the name of a specific area, where the improvement can be done and how (suggestions - if any)? ………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

1. **Completeness Efficiency (Timeliness/scheduling):**Refers to high frequency of delivery within scheduled or expected delivery time.

**Based on Your organization’s interactions/experience, please rate the activities involved in (Agriculture/ Gems & Jewellery/ Textile/ Chemical/ Pharmaceutical/ Leather/ Marine/ Engineering/ Electronics)products exports/imports on following aspect of completeness efficiency for efficient trades:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Very Low** | **Low** | **Average** | **High** | **Very High** |
| 1. The shipment stopped within your state due documentary compliance check
 |  |  |  |  |  |
| 1. Unscheduled stoppages within your state
 |  |  |  |  |  |
| 1. Schedule adherence
 |  |  |  |  |  |
| 1. Error-free delivery (delivery correctness)
 |  |  |  |  |  |
| 1. Frequency of your consignments/cargo shipments are stopped at interstate border crossing points
 |  |  |  |  |  |
| 1. The average frequency of detention for your shipment at the main State border check post
 |  |  |  |  |  |
| 1. Scheduled time delivery
 |  |  |  |  |  |
| 1. Scheduled shipping
 |  |  |  |  |  |
| 1. Early warning
 |  |  |  |  |  |
| 1. Lead time
 |  |  |  |  |  |
| 1. Delivery of urgent orders
 |  |  |  |  |  |
| 1. Deliveries in periods of high demand
 |  |  |  |  |  |
| 1. Short transit time
 |  |  |  |  |  |
| **Additional (If any)** |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

Please give the name of a specific area, where the improvement can be done and how (suggestions - if any)? ………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

1. **Sustainability in logistics:**It refers to the logistics processes of resource managements which includes, packaging, storage and flow of desired goods till delivery to the end users, for the economic growth, which comprises social responsibilities and ecological interests simultaneously**.**

**Based on Your organization’s interactions/experience, please rate the following measures on aspects of sustainability in logistics with respect to (Agriculture/ Gems & Jewellery/ Textile/ Chemical/ Pharmaceutical/ Leather/ Marine/ Engineering/ Electronics)Sector**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Very Low** | **Low** | **Average** | **High** | **Very High** |
| 1. Environmental compliance
 |  |  |  |  |  |
| 1. Economic performance
 |  |  |  |  |  |
| 1. Social compliance
 |  |  |  |  |  |
| 1. Business ethics
 |  |  |  |  |  |
| 1. Human rights assessment
 |  |  |  |  |  |
| 1. Indirect economic impact
 |  |  |  |  |  |
| 1. Labour practices & working conditions
 |  |  |  |  |  |
| 1. Emissions
 |  |  |  |  |  |
| 1. Resource usage
 |  |  |  |  |  |
| 1. Use of (agriculture/ gems & jewellery/ textile/ chemical/ pharmaceutical/ leather/ marine/ engineering/ electronics)products waste disposal method
 |  |  |  |  |  |
| 1. Awareness about recent technology for supplies (production) of raw (agriculture/ gems & jewellery/ textile/ chemical/ pharmaceutical/ leather/ marine/ engineering/ electronics)products
 |  |  |  |  |  |
| **Additional (If any)** |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

Please give the name of a specific area, where the improvement can be done and how (suggestions - if any)? ………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

**Part B: Overall Assessment:**

**Please select up to 5 (FIVE) States / UTs where / across which you have operations / experience pertaining to international trade / Export-Import shipment logistics: \***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very Low | Low | Average | High | Very High |
| State 1 |  |  |  |  |  |
| State 2 |  |  |  |  |  |
| State 3 |  |  |  |  |  |
| State 4 |  |  |  |  |  |
| State 5 |  |  |  |  |  |

In this part of the survey, based on your experience with international trade logistics, please select options based on your, perspective of the entire international trade / logistics chain across the State(s) / UT(s) and not with reference to just a part of the chain.

1. **Efficient Transportation and Logistics Related Infrastructure:**

**Based on Your organization’s interactions/experience, please rate the quality of transport infrastructure:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very Low | Low | Average | High | Very High |
| State 1 |  |  |  |  |  |
| State 2 |  |  |  |  |  |
| State 3 |  |  |  |  |  |
| State 4 |  |  |  |  |  |
| State 5 |  |  |  |  |  |

Please give the name of a specific area, where the improvement can be done and how (suggestions - if any)?

………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

**Based on Your organization’s interactions/experience, please rate the quality of logistics infrastructure:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very Low | Low | Average | High | Very High |
| State 1 |  |  |  |  |  |
| State 2 |  |  |  |  |  |
| State 3 |  |  |  |  |  |
| State 4 |  |  |  |  |  |
| State 5 |  |  |  |  |  |

Please give the name of a specific area, where the improvement can be done and how (suggestions - if any)?

……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

1. **Quality of Logistics Services:**

**Based on Your organization’s interactions/experience, please rate the following quality of logistics related services involves in trades of (Agriculture/ Gems & Jewellery/ Textile/ Chemical/ Pharmaceutical/ Leather/ Marine/ Engineering/ Electronics)products by:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very Low | Low | Average | High | Very High |
| State 1 |  |  |  |  |  |
| State 2 |  |  |  |  |  |
| State 3 |  |  |  |  |  |
| State 4 |  |  |  |  |  |
| State 5 |  |  |  |  |  |

Please give the name of a specific area, where the improvement can be done and how (suggestions - if any)?

………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

1. **Logistics Facilities at Competitive Cost:**

**Based on Your organization’s interactions/experience, of moving export/import shipments in trades of (Agriculture/ Gems & Jewellery/ Textile/ Chemical/ Pharmaceutical/ Leather/ Marine/ Engineering/ Electronics)products, how would you rate the following vis-à-vis your price expectations:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very Low | Low | Average | High | Very High |
| State 1 |  |  |  |  |  |
| State 2 |  |  |  |  |  |
| State 3 |  |  |  |  |  |
| State 4 |  |  |  |  |  |
| State 5 |  |  |  |  |  |

Please give the name of a specific area, where the improvement can be done and how (suggestions - if any)?

……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

1. **Favourability of Operating Environment:**

**Based on Your organization’s interactions/experience, please rate the operating conditions and activities involved in trades of (Agriculture/Gems& Jewellery/Textile/ Chemical/Pharmaceutical/ Leather/Marine/ Engineering/Electronics)products on aspects of favourability of operating environment:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very Low | Low | Average | High | Very High |
| State 1 |  |  |  |  |  |
| State 2 |  |  |  |  |  |
| State 3 |  |  |  |  |  |
| State 4 |  |  |  |  |  |
| State 5 |  |  |  |  |  |

Please give the name of a specific area, where the improvement can be done and how (suggestionsif any)?

………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

1. **Efficiency of Regulatory Processes:**

**Based on Your organization’s interactions/experience, please rate the following statements with respect to Agriculture Sectorfor the assessment of efficiency of regulatory process involved in trades of (Agriculture/ Gems & Jewellery/ Textile/ Chemical/ Pharmaceutical/ Leather/ Marine/ Engineering/ Electronics)products.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very Low | Low | Average | High | Very High |
| State 1 |  |  |  |  |  |
| State 2 |  |  |  |  |  |
| State 3 |  |  |  |  |  |
| State 4 |  |  |  |  |  |
| State 5 |  |  |  |  |  |

Please give the name of a specific area, where the improvement can be done and how (suggestions - if any)?

………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

1. **Safety and Security of Consignment:**

**Based on Your organization’s interactions/experience, please rate the extent of loss/damage/security related experienced in cargo delivery during export/import of (Agriculture/ Gems & Jewellery/ Textile/ Chemical/ Pharmaceutical/ Leather/ Marine/ Engineering/ Electronics)products.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very Low | Low | Average | High | Very High |
| State 1 |  |  |  |  |  |
| State 2 |  |  |  |  |  |
| State 3 |  |  |  |  |  |
| State 4 |  |  |  |  |  |
| State 5 |  |  |  |  |  |

Please give the name of a specific area, where the improvement can be done and how (suggestions - if any)?

………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

1. **Information System Capability (Tracking and Tracing):**

**Based on Your organization’s interactions/experience, please rate the availability of tracking and tracinginformation provided by the following for the smooth trades in (Agriculture/ Gems & Jewellery/ Textile/ Chemical/ Pharmaceutical/ Leather/ Marine/ Engineering/ Electronics)Sector.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very Low | Low | Average | High | Very High |
| State 1 |  |  |  |  |  |
| State 2 |  |  |  |  |  |
| State 3 |  |  |  |  |  |
| State 4 |  |  |  |  |  |
| State 5 |  |  |  |  |  |

Please give the name of a specific area, where the improvement can be done and how (suggestions - if any)?

……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

1. **Completeness Efficiency (Timeliness/scheduling):**

**Based on Your organization’s interactions/experience, please rate the activities involved in (Agriculture/ Gems & Jewellery/ Textile/ Chemical/ Pharmaceutical/ Leather/ Marine/ Engineering/ Electronics)products exports/imports on following aspect of completeness efficiency for efficient trades.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very Low | Low | Average | High | Very High |
| State 1 |  |  |  |  |  |
| State 2 |  |  |  |  |  |
| State 3 |  |  |  |  |  |
| State 4 |  |  |  |  |  |
| State 5 |  |  |  |  |  |

Please give the name of a specific area, where the improvement can be done and how (suggestions - if any)?

……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

1. **Sustainability in logistics:**

**Based on Your organization’s interactions/experience, please rate the following measures on aspects of sustainability in logistics with respect to (Agriculture/ Gems & Jewellery/ Textile/ Chemical/ Pharmaceutical/ Leather/ Marine/ Engineering/ Electronics) Sector**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very Low | Low | Average | High | Very High |
| State 1 |  |  |  |  |  |
| State 2 |  |  |  |  |  |
| State 3 |  |  |  |  |  |
| State 4 |  |  |  |  |  |
| State 5 |  |  |  |  |  |

**Part C: Quantitative assessment:**

**Please fill the importance in percentage of the following indicators\*:**

***Note: The sum of the weight percentage should not exceed 100. A***llocate 100 points among the nine indicators

presented below:

|  |  |
| --- | --- |
|  | **Weight percentage** |
| **Efficient Transportation and Logistics Related Infrastructure** |  |
| **Quality of Logistics Services** |  |
| **Logistics Facilities at Competitive Cost** |  |
| **Favourability of Operating Environment** |  |
| **Efficiency of Regulatory Processes** |  |
| **Safety and Security of Consignment** |  |
| **Information System Capability (Tracking and Tracing)** |  |
| **Completeness Efficiency (Timeliness/scheduling):** |  |
| **Sustainability in logistics** |  |

Please select one or more of the following streams of cargo/container logistics chain which best describe the type of operations that you are familiar with

1. Break bulk cargo moving to Port CFS for Containerization

**Please mention time and cost parameters for the procedures listed below**

|  |  |  |
| --- | --- | --- |
| i. Loading of truck at factory | **Time (Days)** | **Cost (INR)** |
| ii. Road Transportation to Port CFS |  |  |
| iii. Unloading, storage, stuffing, handling at CFS |  |  |
| iv. Customs Processing |  |  |
| v. Road Transport to Port |  |  |
| vi. Storage, handling and loading onto vessel |  |  |
| i. Loading of truck at factory |  |  |

|  |  |
| --- | --- |
| On overall average basis, what is the total cost for completion of a shipment ((in INR) |  |

**Please identify the procedures (upto 2) where there is maximum potential for reduction in time and cost from the following**

|  |  |  |
| --- | --- | --- |
| i. Loading of truck at factory | **Time (Days) reduction** | **Cost (INR) reduction** |
| ii. Road Transportation to Port CFS |  |  |
| iii. Unloading, storage, stuffing, handling at CFS |  |  |
| iv. Customs Processing |  |  |
| v. Road Transport to Port |  |  |
| vi. Storage, handling and loading onto vessel |  |  |
| i. Loading of truck at factory |  |  |

1. Rail / road movement – containerized cargo – with containerization at ICD (Containerized Cargo moving from factory to port with containerization occurring at ICD)

**Please mention time and cost parameters for the procedures listed below**

|  |  |  |
| --- | --- | --- |
|  | **Time (Days)** | **Cost (INR)** |
| i. Loading at factory and road transportation to ICD |  |  |
| ii. Unloading, storage, stuffing, handling at ICD |  |  |
| iii. Customs Processing |  |  |
| iv. Rail transport to Port |  |  |
| v. Storage, handling and loading onto vessel |  |  |

|  |  |
| --- | --- |
| On overall average basis, what is the total cost for completion of a shipment ((in INR) |  |

**Please identify the elements (upto 2) where there is maximum potential for reduction in time and cost from the following.**

|  |  |  |
| --- | --- | --- |
|  | **Time (Days)reduction** | **Cost (INR)reduction** |
| i. Loading at factory and road transportation to ICD |  |  |
| ii. Unloading, storage, stuffing, handling at ICD |  |  |
| iii. Customs Processing |  |  |
| iv. Rail transport to Port |  |  |
| v. Storage, handling and loading onto vessel |  |  |

1. 03. Rail / road movement – containerized cargo – with containerization at Factory

**Please mention time and cost parameters for the procedures listed below**

|  |  |  |
| --- | --- | --- |
|  | **Time (Days)** | **Cost (INR)** |
| i. Empty container to factory, stuffing at factory and road transport to ICD |  |  |
| ii. Customs sealing at ICD |  |  |
| iii. Handling and loading at ICD |  |  |
| iv. Rail transport to Port |  |  |
| v. Storage, handling and loading onto vessel |  |  |

|  |  |
| --- | --- |
| On overall average basis, what is the total cost for completion of a shipment ((in INR) |  |

**Please identify the elements (upto 2) where there is maximum potential for reduction in time and cost from the following.**

|  |  |  |
| --- | --- | --- |
|  | **Time (Days)reduction** | **Cost (INR)reduction** |
| i. Empty container to factory, stuffing at factory and road transport to ICD |  |  |
| ii. Customs sealing at ICD |  |  |
| iii. Handling and loading at ICD |  |  |
| iv. Rail transport to Port |  |  |
| v. Storage, handling and loading onto vessel |  |  |

1. Air Cargo logistics Chain – by road to airport

**Please mention time and cost parameters for the procedures listed below**

|  |  |  |
| --- | --- | --- |
|  | **Time (Days)** | **Cost (INR)** |
| i. Packing and Loading onto truck |  |  |
| ii. Road transport to air cargo terminal |  |  |
| iii. Customs examination and processing |  |  |
| iv. Storage, handling and transportation at air cargo terminal |  |  |
| v. Loading onto carrier |  |  |

|  |  |
| --- | --- |
| On overall average basis, what is the total cost for completion of a shipment ((in INR) |  |

**Please identify the elements (upto 2) where there is maximum potential for reduction in time and cost from the following.**

|  |  |  |
| --- | --- | --- |
|  | **Time (Days)reduction** | **Cost (INR)reduction** |
| i. Packing and Loading onto truck |  |  |
| ii. Road transport to air cargo terminal |  |  |
| iii. Customs examination and processing |  |  |
| iv. Storage, handling and transportation at air cargo terminal |  |  |
| v. Loading onto carrier |  |  |

**PROJECT: CONSTRUCTION OF A SERVICES TRADE RESTRICTIVENESS INDEX**

**DESCRIPTION:**IIFT, in association with the Ministry of Commerce and Industry, is conducting a study to develop a sector-specific Services Trade Restrictiveness Index (STRI) by quantifying information on regulations that act as impediments to trade in services. To contribute to this project, IIFT invites you to complete this short online survey, the objective of which is to find out - **Which policy areas, when restricted, represent the greatest obstacles to international trade in services?** The following table lists all the five policy areas and their sub-components (or the policies/regulations).

|  |  |  |
| --- | --- | --- |
| **S. No.** | **Policy Area** | **Measures (Regulations) included** |
| 1 | Foreign Entry Restrictions | * Limitations on foreign ownership
* Screening requirements in the foreign country
* Quotas regarding the number of firms permitted to practice
* Conditions regarding subsequent transfer of capital
* Restrictions on the type of shares or bonds held by foreign investors
* Restrictions on cross-border mergers and acquisitions
* Restrictions on cross border data flows
* Nationality/Residency requirement for Board of Directors/ Managers
* Localisation Requirements
 |
| 2 | Restrictions on Movement of People | * Labour market tests: intra-corporate transferees, contractual/ independent service suppliers
* Quotas: intra-corporate transferees, contractual/independent service suppliers
* Duration of stay of different categories of service providers viz. intra-corporate transferees, contractual suppliers
* Licence or authorisation required for practice
* Domicile required for Licence to practice
* Laws/regulations recognizing qualifications gained abroad
 |
| 3 | Other Discriminatory Measures & International Standards | * National Treatment
* Discriminatory taxes/subsidies/government procurement
* Restrictions on the use of foreign firm names
* Laws, regulations imposing standards that deviate from international standards
 |
| 4 | Barriers to Competition | * Limited rights accorded to foreign suppliers vis-à-vis that of local firms
* Regulation of dominant firms with the objective to ensure market access on reasonable terms for new entrants
* Whether the government can overrule the decision of the regulator
* Restrictions on advertising
* Minimum capital requirement
* Fee-setting: mandatory minimum and/or maximum fees
 |
| 5 | Regulatory Transparency & other administrative requirements | * Regulatory efficiency
* Availability of single contact points
* Timely publication of regulations
* Time required to obtain a visa, number of documents required for/cost of obtaining a visa
* Multiple entry visa for business visitors
* Number of mandatory procedures to register a company, cost to complete official procedures to register a company
 |

**RESPONDENT\* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DESIGNATION / ORGANISATION\* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Q1. Please choose one sector in which you have traded before:**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Legal** | **Accounting** | **Engineering** | **Architecture** | **Distribution** | **Air Transport** | **Maritime Transport** | **Road Freight** | **Rail Freight** | **Computer** | **Telecom** |
| **О** | **О** | **О** | **О** | **О** | **О** | **О** | **О** | **О** | **О** | **О** |
|  |
| **Motion Picture** | **Broadcasting** | **Sound****Recording** | **Construction** | **Commercial****Banking** | **Insurance** | **Logistics****Cargo-Handling** | **Logistics****Storage-Warehouse** | **Logistics Freight- Forwarding** | **Logistics Customs Brokerage** | **Courier** |
| **О** | **О** | **О** | **О** | **О** | **О** | **О** | **О** | **О** | **О** | **О** |

**# Part A** **\*** Required

**Q2. For the chosen service, please allocate a total of 100 points between the 5 policy areas such that[[1]](#footnote-2)**

1. the allocation reflects the relative importance of impediments(policy area) in terms of trade restrictiveness,
2. the total of all the points should be exactly 100.

**Fill the points in column III\***

|  |  |  |
| --- | --- | --- |
| **S. No.** | **Policy Area** | **Points** |
| **1** | Foreign Entry Restrictions  |  |
| **2** | Restrictions on Movement of People |  |
| **3** | Other Discriminatory Measures & International Standards |  |
| **4** | Barriers to Competition |  |
| **5** | Regulatory Transparency & Other Admin. Requirements |  |
| **Total** | **100** |

*# Higher the points, higher is the importance of the policy area*

# # **Part B**

**Q3. Please do pairwise comparison of the 5 policy areas such that** the ranking reflects the relative importance of each policy area on a scale of 1-9. Use (✔)to indicate your choices. Both columns I & II should be filled for each of the 10 entries. **\***

 **Scale: 1**: Equal Importance, **3**: Moderate Importance, **5**: Strong Importance, **7**: Very Strong Importance, **9**: Extreme Importance (2, 4, 6, 8 values in-between)

|  |  |
| --- | --- |
| **I** | **II** |
| **Which Policy Area is more important?** | **Equal** | **How much more?** |
| 1 | **О**Foreign Entry Restrictions | **orО**Restrictions on Movement of People | **О**1 | **О**2 **О**3 **О**4 **О**5 **О**6 **О**7 **О**8 **О**9 |
| 2 | **О**Foreign Entry Restrictions | **or О**Other Discriminatory Measures & Intl Std | **О**1 | **О**2 **О**3 **О**4 **О**5 **О**6 **О**7 **О**8 **О**9 |
| 3 | **О**Foreign Entry Restrictions | **or О**Barriers to Competition | **О**1 | **О**2 **О**3 **О**4 **О**5 **О**6 **О**7 **О**8 **О**9 |
| 4 | **О**Foreign Entry Restrictions | **or О**Regulatory Transparency & Other Admin. Req | **О**1 | **О**2 **О**3 **О**4 **О**5 **О**6 **О**7 **О**8 **О**9 |
| 5 | **О**Restrictions on Movement of People | **or О**Other Discriminatory Measures & Intl Std | **О**1 | **О**2 **О**3 **О**4 **О**5 **О**6 **О**7 **О**8 **О**9 |
| 6 | **О**Restrictions on Movement of People | **or О**Barriers to Competition | **О**1 | **О**2 **О**3 **О**4 **О**5 **О**6 **О**7 **О**8 **О**9 |
| 7 | **О**Restrictions on Movement of People | **or О**Regulatory Transparency & Other Admin. Req | **О**1 | **О**2 **О**3 **О**4 **О**5 **О**6 **О**7 **О**8 **О**9 |
| 8 | **О**Other Discriminatory Measures & Intl Std | **or О**Barriers to Competition | **О**1 | **О**2 **О**3 **О**4 **О**5 **О**6 **О**7 **О**8 **О**9 |
| 9 | **О**Other Discriminatory Measures & Intl Std | **or О**Regulatory Transparency & Other Admin. Req | **О**1 | **О**2 **О**3 **О**4 **О**5 **О**6 **О**7 **О**8 **О**9 |
| 10 | **О**Barriers to Competition | **or О**Regulatory Transparency & Other Admin. Req | **О**1 | **О**2 **О**3 **О**4 **О**5 **О**6 **О**7 **О**8 **О**9 |

*# In case of equal importance, please indicate any one of the two policy areas in column I and put a (*✔*) against option ‘1’ (Equal) in column II.*

*## In case of any change in response, please use (*X*) to unmark your initial choice and use ( ) to indicate your new choice.*

1. Details about the types of policies/regulations covered in each of the five policy areas are given in the Table in the introductory section. [↑](#footnote-ref-2)