

Perception-based questionnaire for LEADS 2025

For Users (Shippers/Traders) of Logistics Services

About LEADS

Department for Promotion of Industry and Internal Trade, Ministry of Commerce & Industry, Government of India has commissioned Deloitte for the seventh edition of LEADS (Logistics Ease across Different States) Survey to assess the logistics efficiency across different States/Union Territories. This survey assesses how stakeholders across the logistics value chain experience the performance of associated functions across various States/UTs. The Department intends to bring focus to opportunities for improving logistics performance for trade across States/UTs.

We invite you to participate in this survey as you are an important stakeholder in the logistics sector and your inputs are critical for the policy makers. We will collate all response, analyze and present the overall findings to policy makers in the Ministry at an aggregate level. Your individual response while be kept confidential.

Survey Guidance/Instructions

General

- In this survey, 'performance of the State/UT' refers to performance of the logistics community operating across the State/UT comprising both government and private sector participants. It is not a reflection of the performance of the state government/UT administration alone but of the overall logistics ecosystem in the state/UT.
- Please select answers/options that best represent your experience of the logistics performance across your chosen State(s)/UT(s) against generally accepted industry standards or practices.
- Unless specifically requested otherwise, please respond to this survey with respect to your recent (last 1 year) experience with logistics performance across State(s)/UT(s)
- Please note that all responses will be kept confidential and will only be used for the purpose of this study.

Responding to questions

- This survey comprises two parts and will take approximately 20-30 minutes.
- Please take the survey in one sitting.

Disclaimer

Deloitte Touche Tohmatsu India LLP ("Deloitte") is conducting this survey on behalf of Department for Promotion of Industry and Internal Trade ("Client") for the purpose of Preparation of Logistics Ease Across Different States (LEADS) Index (Purpose).

By participating in this survey, I agree and undertake the following:

1. That Deloitte shall capture responses and other information (collectively known as "Information") provided by me as part of this Survey.
2. That I am duly authorized to provide Information to Deloitte for a) sharing Information b) completing this Survey on their behalf, c) receiving the Survey results.
3. That the Information shall be used and processed by Deloitte entities or other third parties, in connection with this Survey or such studies, analyses, or services (collectively "Purpose") with and/or without such Information that identifies me or all or any of the Representatives. Deloitte Entities shall mean Deloitte and its network member firms forming part of Deloitte India.

4. That Deloitte shall have right to disclose such Information (including the individual Survey responses) as may be required by law.
5. I am aware that Survey and the Results will be hosted on a third-party server.
6. That no Deloitte entity in the Deloitte network shall be responsible for any loss whatsoever sustained by any person or entity by reason of participation in the survey, access to, use of, or reliance on, this survey or the survey results.

THANK YOU VERY MUCH FOR YOUR TIME AND PARTICIPATION IN THIS SURVEY!

Questionnaire for Logistics Ease Across Different States

For each question, please select the option that best describes your current work. All the questions are mandatory for beginning the survey.

(Disclaimer – Identity of all the respondents will not be published anywhere, and all responses will be kept anonymous)

1. Name of Respondent
.....
.....
2. Name of the Company
.....
.....
3. Location
City:
State:
4. Please indicate size of your firm:
☐ Micro, Small and Medium Enterprises (MSME)
☐ Small and Medium Enterprises (SME)
☐ Large Enterprise
5. Which category do you belong to:
☐ Trader/Manufacturer
☐ Service Provider
6. Nature of your business
☐ Domestic
☐ EXIM
☐ Both
7. For logistics services, do you engage with an LSP or do it in-house:
☐ LSP
☐ In-House
8. Your position in the company
☐ Senior Management
☐ Middle Management
☐ Operations Executive
☐ Others
9. Please select top three (3) States/UTs where you perform logistics operations and / or familiar with ground realities of logistics.
State/UT 1
State/UT 2
State/UT 3

Section 1: Logistics Services

- 1) Compared to previous year, how would you rate the improvement in the adequacy and quality of transport services—across road, rail, air, and waterways?

(Transport services refers to provision of freight haulage and cargo movement by different modes – roadways, railways, air and waterways – for domestic and international haulage)

	Significantly Declined	Slightly Declined	No Change	Slightly Improved	Significantly Improved
State/ UT 1					
State/ UT 2					
State/ UT 3					
Feedback/Suggestions					

For the chosen states/UTs, please identify a minimum of 1 and maximum of 4 modes of transportation that you are aware about:

- ☐ Railways
☐ Roadways

- ☐ Waterways
☐ Airways

Rate the adequacy and quality of the transport services to the above modes of transportation in your chosen States/UTs

Mode of Transportation	State / UT - 1					State / UT - 2					State / UT - 3				
	Significantly Declined	Slightly Declined	No Change	Slightly Improved	Significantly improved	Significantly Declined	Slightly Declined	No Change	Slightly Improved	Significantly improved	Significantly Declined	Slightly Declined	No Change	Slightly Improved	Significantly improved
Railways															
Roadways															
Waterways															
Airways															

- 2) Compared to previous year, how would you rate the improvement in the adequacy and quality of terminal services in your chosen States/UTs?

(Terminal Services refers to handling and storage of cargo & containers, customs examination, etc. at terminals)

(Terminal refers to ICDs, CFSSs, Dry Ports, Land Customs Stations, AFSs, PFTs, MMLPs, Port terminals, Airport terminals, Inland Waterway Terminals, Good Sheds, Truck Terminals)

	Significantly Declined	Slightly Declined	No Change	Slightly Improved	Significantly Improved
State/ UT 1					
State/ UT 2					

State/ UT 3					
Feedback/Suggestions					

For the chosen states/UTs, please identify a minimum of 1 and maximum of 3 terminal infrastructure that you are aware about:

- ☐ Ports
☐ Inland Waterway & Coastal Shipping Terminals
☐ ICD, CFS, Private Freight Terminal
☐ MMLPs
☐ Land Custom Stations

☐ Air freight Terminal
☐ Railway Good Sheds
☐ Truck Terminals

Rate the improvement in the selected States'/UTs' terminal infrastructure's adequacy and quality compared to the previous year.

Logistics Asset	State / UT - 1					State / UT - 2					State / UT - 3				
	Significantly Declined	Slightly Declined	No Change	Slightly Improved	Significantly improved	Significantly Declined	Slightly Declined	No Change	Slightly Improved	Significantly improved	Significantly Declined	Slightly Declined	No Change	Slightly Improved	Significantly improved
Ports															
Inland Waterway & Coastal Shipping Terminals															
ICD, CFS, Private Freight Terminal															
MMLPs															
Air freight Terminal															
Railway Good Sheds															
Truck Terminals															

- 3) Compared to previous year, how would you rate the improvement in the adequacy and quality of warehousing services in your chosen States/UTs?

(Warehousing Services refers to handling and storage of cargo and value-added services such as consolidation, repackaging, labelling, etc.. This does not include customs examination.)

	Significantly Declined	Slightly Declined	No Change	Slightly Improved	Significantly Improved
State/ UT 1					
State/ UT 2					
State/ UT 3					
Feedback/Suggestions					

- 4) Compared to previous year, how would you rate the overall improvement in reasonableness of shipment prices in your selected States/UTs changed?

(Shipment prices refer to the charges levied by for transportation, handling, warehousing and associated logistics services – including commissions and surcharges)

	Un-Reasonable	Slightly Un-Reasonable	No Change	Slightly More Reasonable	Highly Reasonable
State/ UT 1					
State/ UT 2					
State/ UT 3					
Feedback/Suggestions					

For the chosen states/UTs, please identify a minimum of 1 and maximum of 3 logistics services that you are aware about:

- ☐ Ports
 ☐ Road Transport
☐ Airports
 ☐ Terminal & Warehousing Infrastructure
☐ Rail Transport
 ☐ Freight Forwarders & Agents

Based on your experience, please rate the quality of services with respect to the price paid for the chosen services in your chosen States and UTs

Logistics Asset	State / UT - 1					State / UT - 2					State / UT - 3				
	Not Reasonable	Slightly Un-reasonable	No Change	Slightly More Reasonable	Highly Reasonable	Not Reasonable	Slightly Un-reasonable	No Change	Slightly More Reasonable	Highly Reasonable	Not Reasonable	Slightly Un-reasonable	No Change	Slightly More Reasonable	Highly Reasonable
Ports															
Airports															
Rail Transport															
Terminal & Warehousing Infrastructure															
Freight Forwarders & Agents															

- 5) Compared to previous year, how would you rate the improvement in timeliness of cargo delivery, in terms of how often it reaches the consignee within scheduled or expected delivery time?

(Timeliness here refers to delivery within expected time within a State/ UT)

	Significantly Declined	Slightly Declined	No Change	Slightly Improved	Significantly Improved
State/ UT 1					
State/ UT 2					
State/ UT 3					
Feedback/Suggestions					

- 6) Compared to previous year, how would you rate the improvement in availability of track and trace services for cargo movement in your chosen States/UTs?

(This refers to the availability and usage of digital platforms real-time cargo tracking, shipment status updates, e-documentation, and monitoring of cargo condition while in transit)

	Significantly Declined	Slightly Declined	No Change	Slightly Improved	Significantly Improved
State/ UT 1					
State/ UT 2					
State/ UT 3					
Feedback/Suggestions					

- 7) Compared to previous year, how would you rate the improvement in availability of skilled manpower involved in the delivery of logistics services in your chosen States/UTs?

(Manpower here refers to skilled drivers, equipment cargo handlers, and warehouse staff with adequate experience and training for efficient logistics service delivery.)

	Significantly Declined	Slightly Declined	No Change	Slightly Improved	Significantly Improved
State/ UT 1					
State/ UT 2					
State/ UT 3					
Feedback/Suggestions					

- 8) Compared to previous year, how would you rate the improvement in safety and security of cargo within your chosen States/UTs?

(Safety/ Security refers to consistency in delivery without damage/ deterioration/ pilferage/ loss of cargo due to logistics inefficiencies or accidents or thefts during transportation of goods)

	Significantly Declined	Slightly Declined	No Change	Slightly Improved	Significantly Improved
State/ UT 1					
State/ UT 2					
State/ UT 3					
Feedback/Suggestions					

- 9) How do you rate the availability of competent logistics service providers such as freight forwarders, logistics service providers, terminal services, among others in the area?

(A competent logistics service provider refers to operators providing multimodal services, cargo visibility, grievance redressal, certified quality standards, adherence to safety norms, and value-added services. This includes availability of capable, experienced logistics operators including freight forwarders, customs brokers, warehousing providers, and transportation firms)

	Not available	Rarely available	Available often	Available most of the time	Always available
State/ UT 1					

State/ UT 2					
State/ UT 3					
Feedback/Suggestions					

Section 2: Overall Feedback

- A. Considering everything that has been covered thus far, how would you rate the overall logistics improvement in your selected States/UTs compared to the previous year?

	Completely Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Completely Satisfied
State/ UT 1					
State/ UT 2					
State/ UT 3					
Feedback/Suggestions					

- B. Select the top five (5) issues/challenges being faced in the logistics sector in each chosen States/UT's separately.

Sn.	Key Issues	State/UT-1	State/UT-2	State/UT-3	Feedback
1.	Lack of first/last mile connectivity to economic zones/Industrial areas/Terminals				
2.	Congestion and delays at terminals (Terminals include Ports/ CFS/ ICD/ AFS/ Intermodal stations/Good sheds/Warehouses etc.)				
3.	Inadequate warehousing and cold chain infrastructure				
4.	Lack of suitable truck parking, rest areas, and public amenities on freight corridors				
5.	Multiple enforcement checks, discretionary challans and regulatory stoppages				
6.	Absence of single-window system for logistics infra-approvals and grievance redress				
7.	Transport and labor unions monopolizing transportation ecosystems or levying illegal charges				
8.	Shortage of trained professionals and operators such as truck drivers and cargo handlers				
9.	Lack of integrated multimodal logistics hubs				
10.	Absence of reliable, real-time cargo tracking and logistics visibility systems				
11.	Any Other Suggestions (500 Words)				

