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E-grocers approach PMO for clearance to operate

Bigbasket, Grofers Orders Delayed, Cancelled

Digbijay Mishra & Madhav Chanchani | TNN

Bengaluru: Consumers are seeing delays or cancellations in online orders of essential goods amid the lockdown as delivery companies face issues with local authorities and as their delivery staff fear for their safety.

Top executives at these firms, along with the help of industry bodies like Ficci and CII, escalated issues to Prime Minister's Office (PMO) and state governments, with hopes that operations will start stabilising and orders will get fulfilled from Wednesday.

Grofers said it had to reschedule orders to over 2.6 lakh households and its six warehouses were shut down, Bigbasket saw about 45,000 orders getting cancelled on

MOST ORDERS GET CANCELLED

➤ About 79% consumers were not able to find essential goods on online delivery apps over the last two days, according to a survey by LocalCircles

➤ Grofers had to reschedule orders to over 2.6L households as six of its warehouses were shut down



➤ Bigbasket saw about 45,000 orders getting cancelled on Monday, and 65,000-70,000 orders on Tuesday

➤ Bigbasket's operations were shut in Hyderabad, Chandigarh, Patna, Pune, and Kochi on Tuesday, while delivery boys were roughed up in Kolkata and Ahmedabad

Monday, and 65,000-70,000 orders on Tuesday. "A lot of work has happened (in the past 12 hours), we should be done with all the clearances in a day and then it's just clearing the backlog. Mumbai finally got sorted, while Bengaluru - our largest city - is almost clear now. Telangana is work-in-progress but things are moving fast now," said Bigbasket

CEO Hari Menon. Bigbasket was clocking 2.8-3 lakh orders per day owing to the unprecedented rise in demand.

"The centre is issuing notices to states to adhere to the orders and treat online platforms delivering goods as essential service," said a person aware of the matter.

(With inputs from Anam Ajmal in Delhi)