



No.SO(Jud-I)HD/8-1(04)/2020-Corona/SOPs-Shops

**GOVERNMENT OF SINDH  
HOME DEPARTMENT**

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*Karachi, dated 10<sup>th</sup> May, 2020*

**ORDER – SOPs FOR RETAIL SHOPS /SMALL TRADERS**

**No. SO(Jud-I)HD/8-1(04)/2020-Corona/SOPs-Shops.** In view of the spread of corona virus and resulting disease (Covid-19) and deaths worldwide and also due to increasing number of cases in Pakistan as well as in Sindh the Government of Sindh passed orders from time to time under the Sindh Epidemic Diseases Act 2014 (The Sindh Act VIII of 2015). In this regard, the Home Department, Government of Sindh imposed restrictions on all activities save essential services / office / industry. Whereas, the threat of Corona virus spread has still not vanished and the restrictions on social distancing and precautionary measures are still required to be in place. Whereas, there is also a need to balance such restrictions viz-a-viz economic effects of such ban and restriction on the movement and gathering of people and to facilitate economic activities within these restrictions.

Now, therefore in exercise of powers Under Section 3(1) of the Sindh Epidemic Diseases Act 2014 (The Sindh Act VIII of 2015) the Government of Sindh issues following **SOPs (Standard Operating Procedures) to be adopted by the persons and businesses-concerns that are specifically permitted to operate during the Covid-19 pandemic** (after signing and displaying due undertaking given for adherence to the SOPs) so that the spread of corona virus and resulting disease and deaths are prevented.

**Objective:**

The objective of these SOPs is to ensure that the small businesses/ retailers/ shops, that are specifically permitted to operate during Covid-19 situation, conduct themselves in a manner that prevents spread of Covid-19. That the businesses/ shops are run through trained / sensitized staff in a manner that helps contain the virus spread.

**Applicability:**

These SOPs for retailers / small shops / traders and also applicable to showrooms, customer service centres are responsibility of all such Owners/Proprietors / CEOs / Manager-in-charge and such individuals running the business and managing such sale points **that undertake to conduct their business according to these SOPs** and shall be applicable to all persons engaged in such business including **Owners, Proprietor, as well as their staff/workers etc.** who are all required to follow the directions / instructions and there shall be no exception. These are also applicable to Customers who are visiting such places and who, in case of any violation/default on their part, can be proceeded against under relevant laws.

**The General SOPs for conduct of any permissible business at any workplace / workspace issued earlier vide order number SO(Jud-I)HD/8-1(04)/2020-Corona/SOPs dated 14<sup>th</sup> April 2020 shall apply for staff travelling, staff awareness/conduct, workplace management/ cleanliness/ distancing, goods handling and transportation etc. to the fullest as applicable to these businesses/shops.**

**Timings for business:**

Monday to Thursday from 8:00 am to 4:00 pm



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### **A. Responsibility of Proprietor / Owner**

Any person who is proprietor, owner, manager, in-charge or person responsible for any shop, outlet, showroom, business center, has to ensure following:

- i) It shall be the responsibility of Proprietor / Owner to ensure **compliance of SOPs/ directions**, as well as other applicable directions issued by the Government from time to time.
- ii) Further necessary **instructions / protocols may be prepared for the staff** in the light of these SOPs for ensuring compliance by all concerned.
- iii) Following documents should be signed and prominently displayed at the entrance of shop.
  - a. An **undertaking** regarding adherence to the SOPs (that they have ensured compliance as per SOPs and made such arrangements, that they shall be responsible for adherence to the SOPs issued vide this order and earlier SOPs dated 14<sup>th</sup> April 2020, that along with the undertaking list of all persons including themselves with full particulars are given, that they shall be responsible for all their subordinate staff/workers to adhere to all the SOPs for workplace, that they shall provide necessary distancing space, masks, gloves, sanitizers and frequent hand washing facilities at the workplace/ during the duty hours.)
  - b. **list of persons** including themselves as well as their staff/workers/ delivery persons/ others who may be present during any time for working at their workplace(s) giving their required particulars (name & fathers name, CNIC, residential address and Contact/cell number) for purpose of tracing/tracking in case anyone tests positive.
  - c. **Absence of such undertaking/list or an improper undertaking or incomplete list of persons engaged in such business shall be construed as violation of the SOPs and shall be liable for action.**
- iv) **All the staff / persons at the premises shall be properly briefed** on the Covid-19 spread, preventive steps / precautions against the spread of the virus, sign / symptoms etc. and that all the precautionary measures are followed by all present within such premise / site / workplace.
- v) **Display at prominent places the instructions and awareness posters** in Urdu, Sindhi and English (as per language commonly read/understood) for workers and staff. Where necessary pictorial version of instructions and awareness posters may be used for labour class.
- vi) **Must Provide face masks, disposable gloves** to the staff.
- vii) **Should not allow any customer / visitor without a mask**
- viii) Sufficient availability of **hand-sanitizers or ideally hand washing facility** to be ensured at the workplace for all the staff/workers to use.
- ix) That the practice of **handshake and greetings by physical contact** in any manner is actively discouraged among worker / staff or greeting the customer. Instead, greetings by way of waving hands or bowing or paying respect by folding both hands as per social and cultural norm should be advised.
- x) **Persons with flu like symptoms, high temperature, dry cough etc.** should not be allowed.
- xi) **Persons of old age, high risk / co-morbid (diseases) should be encouraged to use on-line / on phone order / delivery method.**
- xii) **As far as is possible online/ on phone mechanism of taking orders and delivery must be employed** and ensured following SOPs as issued for online/ecommerce vide order of same number dated 25<sup>th</sup> April, 2020.
- xiii) **In case any staff /worker shows signs of flu like illness** the owner/management shall ensure to immediately notify district health authorities and get that labour/employee screened/tested and follow relevant SOPs for suspected cases.
- xiv) **If the virus spread amongst the worker/staff or community** due to such business activity the owner / management shall accordingly take all necessary measures including suspension of activities till clearance given by Health Authorities.



- xv) **Owner, / Proprietor / CEO shall be responsible for treatment / welfare of worker / laboures / persons contracting the disease and any further action required for control of such spread.**
- xvi) **Random tests for Covid-19** may be conducted by health authorities from time to time.
- xvii) In case, of **any positive case** and required further testing for other contacts of any positive case the expenses will be borne by the owner/CEO/Management.
- xviii) Shop owner to **maintain a daily log of medical history** and other symptoms of each staff and delivery rider.
- xix) In case of flu, temperature & cough, the **employee must be quarantined** forthwith and should not be allowed to enter into work place. He must be tested on expenses of employer.
- xx) Owner must have ready **information in place to respond**, should a rider be diagnosed with the virus and inform local medical authority/District Control room/Deputy Commissioner.
- xxi) **No person/customer/staff shall be allowed** inside the premises who is not wearing a mask or **not adhering to distancing measures or not cooperating to implement SOPs**. In case of any issue such incident/matter be immediately reported to district administration control room / police station / security/ LEAs on duty.
- xxii) Such directions for the customer shall be **prominently displayed by posters/ short videos** displaying precautionary measures.
- xxiii) Such sale premises with smaller shops shall ensure that **entry and exit points** are prominently displayed in a manner that people coming for shopping may not collide with each other. That there is enough space that people while walking are able to keep over three feet distance and such **markings may be placed on the floor/wall inside shop and also outside for waiting customers**, if any.
- xxiv) Such premises / shop should have the **number of persons pre-calculated according to space** available (calculated as per space available for public and the condition of having persons with over three feet distance between them). Such maximum capacity of persons inside the premises/ shop **should be displayed on the poster at prominent place at the entrance**.
- xxv) **Dedicated staff may be deployed, where necessary, for ensuring distancing and limited** number inside premises. Such staff at the entrance points may guide /hold the other persons/customers entering the premises / shop if the space is already full.
- xxvi) Such floor **markings/ distancing queues** (like holding shopping trolley to keep distance) should be employed where necessary.
- xxvii) In case of shops in narrow alley, or where necessary for social distancing, a **one way flow of customers/staff** should be maintained and **separate entry and exit points clearly marked** with arrows indications/markings/posters to guide the direction of such flow of customers/ visitors.
- xxviii) **Frequent cleaning with disinfectant** (0.5% chlorine solution or other standard disinfectant) of all **frequently touched surfaces**, handles, trolleys etc. shall be ensured. In case of more customer flow / big shop / premises a dedicated staff may be deployed to ensure frequent cleaning with disinfectant.
- xxix) Owner / Manager himself or in case of big establishment a **dedicated staff** providing hand sanitizing for incoming customers / visitors is strongly recommended.
- xxx) It is also suggested the shops in a building/ in vicinity may **collectively take steps** or respective association of that area to ensure compliance with SOPs. It will be easier to share burden for jointly arranging Thermal gun, dedicated staff for customer guidance / queuing, floor markings for waiting customers/visitors outside shops or posters, videos etc. for awareness among customers.

**B. Cleanliness and other SOPs related to work premises / work place**

**As per SOPs issued earlier vide Order No.SO(Jud-I)HD/8-1(04)/2020-Corona/SOPs dated 14<sup>th</sup> April, 2020 which shall be ensured as far as applicable to shops/ sale points.**



It is reiterated that the premises should be properly ventilated. Air-conditioning should be avoided, however if necessary due to location / nature of work then must operate with 100% fresh air intake instead of recirculated air.

Any person / owner / manager engaged in any permissible activity/ operation found violating any of the instructions contained in these SOPs shall be liable for action in accordance with law as per section 4 of Sindh Epidemic Disease Act 2014 as well as any other applicable law including Labour and Industrial laws, etc. Any business unit / shop / store / found / reported violating the above instructions / Standard Operating Procedures, shall have the permission given to them during Covid-19 emergency suspended immediately and such work places may be closed.

Secretaries of respective departments viz. Industries, Labour, etc. who are entrusted with regulation / control of respective activities / functions related to above as well as respective Divisional Commissioners are empowered under Section 3(1) of said Act to issue further orders, directions, notices to put this order into effect in letter and spirit and to clarify further for implementation purpose (but not allow what is not permitted or disallow what is permitted). Any action required to be taken under this order may be taken if deemed necessary by taking representative of concerned Industrial Association (to be nominated by the concerned President).

A team of officers / inspectors of administration, Industries and Labour Department duly authorized by Deputy Commissioners or Secretaries concerned may check the place any time for compliance of directions issued by the Government.

Deputy Commissioner, Assistant Commissioner, Labour Officer concerned as well as personnel of Law Enforcement Agencies (LEAs) not below the rank of Inspector Police (or of equivalent rank for other Law Enforcement Agencies are empowered under Section 3(1) of the said Act to take any legal action on any Act in contravention of this order or directions / notices issued there under. Further legal action can also be taken under relevant Labour, Industrial and other applicable laws.

**This order shall come in force with immediate effect and shall remain in force till further orders.**



**(DR. MUHAMMAD USMAN CHACHAR)**  
Additional Chief Secretary (Home)

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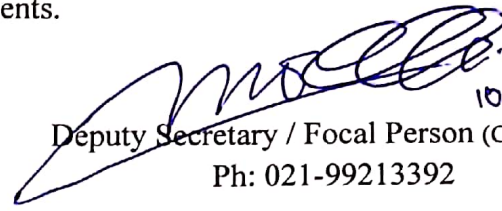
Karachi, dated the 10<sup>th</sup> May, 2020

A copy is forwarded for information and necessary action to:

1. The Principal Secretary to Governor Sindh, Karachi.
2. The Principal Secretary to Chief Minister Sindh, Karachi.
3. The Director General, Pakistan Rangers, Sindh, Karachi.
4. The Senior Member, Board of Revenue, Sindh, Karachi.
5. The Chairman, Planning & Development Board, Karachi.
6. The Chairman, Anti-Corruption Establishment, Sindh, Karachi.
7. All the Administrative Secretaries of Government of Sindh.
8. The Inspector General of Police Sindh, Karachi.
9. The Additional Inspector General of Police (Karachi, Hyderabad, Sukkur).
10. The Commissioner (all) in Sindh.
11. The Secretary to Govt. of Sindh, Labour/Industries Department, Karachi.
12. The Deputy Inspector General of Police (all) in Sindh.

13. The Deputy Commissioner (all) in Sindh.
14. The Senior Superintendent of Police (all) in Sindh.
15. The Director, Press Information Department, Government of Sindh, Karachi.
16. The Deputy Secretary (Staff) to Chief Secretary, Sindh, Karachi.
17. The Superintendent, Sindh Government Printing Press, Karachi for publication in the next issue of Government Gazette and provide copies thereof.
18. All concerned through respective departments.
19. Office Copy.



  
Deputy Secretary / Focal Person (COVID-19)  
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10/05/2020

