



No.SO(Jud-I)HD/8-1(04)/2020-Corona/SOPs  
**GOVERNMENT OF SINDH**  
**HOME DEPARTMENT**  
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Karachi, dated 24<sup>th</sup> April, 2020

## ORDER – SOPs FOR ON-LINE BUSINESS/ E-COMMERCE

**No. SO(Jud-I)HD/8-1(04)/2020-Corona.** 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 due undertaking is 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 online / E-commerce operations and deliveries of purchase orders are made in a manner that prevents spread of Covid-19. That the businesses/ shops/ vendors is run through trained / sensitized staff to mitigate the risks of spread of Covid-19 by (i) avoiding social interaction during business activities (ii) contact less buying / selling (iii) utilizing internet and mobile order placement and payment services.

### Applicability:

These SOPs for E-commerce business are applicable to all such Owners/Proprietors and such individuals running the business and managing workplaces **that undertake to conduct business fully on-line / on phone and give such undertaking before opening their business** and shall be applicable to all persons engaged in such business including **Owners, Proprietor, as well as their staff/workers, delivery persons etc.** who are all required to follow the directions / instructions and there shall be no exception. **The General SOPs for conduct of any permissible business issued earlier vide order number SO(Jud-I)HD/8-1(04)/2020-Corona/SOPs dated 14<sup>th</sup> April 2020 shall also apply**, to the extent as is applicable, to the online/E-commerce businesses also.

### Timings for business:

Monday to Thursday from 9:00 am to 3:00 pm

### 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) **Owner/ Proprietor and such person shall provide the following before the start of such online/ e-Commerce business:-**
- a. An **undertaking** regarding adherence to the SOPs (that they shall be responsible to adhere 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 working at their workplace(s) giving required particulars (name & fathers name, CNIC, residential address and Contact/cell number) for purpose of tracing/tracking in case anyone tests positive.
  - c. Such undertaking and list of persons is to be provided to the district administration **online / through email** as shall be notified by the Commissioners / Deputy Commissioners concerned. Return email should be sent as an acknowledgement of receipt. The email for Commissioner Karachi [commissionerkarachi@gmail.com](mailto:commissionerkarachi@gmail.com) . The other Commissioners may similarly publicise their /their respective DCs emails.
  - d. **Commissioners may further devise mechanism and issue further directions** so that the spirit of the SOPs is maintained and no such online business is running in violation of SOPs for Covid-19 prevention. {Commissioner office (Or Deputy Commissioner office if Commissioner so directs) should keep log of all such emails received. A register should ideally be maintained with indexing to refer to any such mail. If the commissioners so direct hard copy may also be maintained at any office designated by him/her. Such hard copies may, in such cases be properly indexed as per serial in register so as to address any issue cropping up later}
  - e. **No separate permission/order** is required for start of business after the above documents are submitted to Commissioner's office on email or as Notified by the Commissioner / DC concerned.
  - f. Such **copy of email sent / the receipt of hard copy** of undertaking and list (of persons at the designated office/workplace for online/ecommerce) **shall be sufficient** to start such business by owner/proprietor etc with responsibility.
  - g. The owner / proprietor etc shall **affix at entrance** inside the work premises (i) copy of such **email, receipt** of copy by designated office; (ii) copy of **undertaking** and (iii) **list of persons** (engaged in such business) so as to be checked/verified by the inspecting/implementing team.
  - h. **Submission of 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.**
  - i. **Commissioner may further issue directions to resolve any issue confronted in the field.** He may also report to home department in case there is issue with compliance of SOPs.
- iii) Further necessary **instructions / protocols may be prepared for the staff** in the light of these SOPs for ensuring compliance by all concerned.
- 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) **Provide face masks, disposable gloves** to the staff.
- vii) Sufficient availability of **hand-sanitizers or ideally hand washing facility** to be ensured at the workplace for all the staff/workers to use.
- viii) That the practice of **handshake and greetings by physical contact** in any manner is actively discouraged among worker / staff. 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.
- ix) **Thermal guns** are to be used at the shop / warehouse entrance to screen the staff.
- x) **Persons with flu like symptoms**, high temperature, dry cough etc. should not be allowed.
- xi) **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.
- xii) **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.
- xiii) **Owner, / CEO shall be responsible for treatment / welfare of worker / laboures / persons** contracting the disease and any further action required for control of such spread.
- xiv) **Random tests for Covid-19** may be conducted by health authorities from time to time.
- xv) 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.
- xvi) Shop owner to **maintain a daily log of medical history** and other symptoms of each staff and delivery rider.
- xvii) 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.
- xviii) 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.
- xix) The log of each delivery person's **delivery point /houses with address** must be maintained and provided whenever asked for tracking / tracing contacts in case any delivery staff tests positive.

**B. Receiving Orders:**

- i) All such businesses will operate with doors closed/ shutter down.
- ii) No shops will be opened for public at any cost.
- iii) All purchase orders will be received on phone / online or through field staff.
- iv) **No customer will be allowed** at any place viz shop, godown, ,delivery point, store etc. Order will be taken online/ on phone and delivery made at home / destination address by the concerned business.

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

**SOPs issued vide Order of even number dated 14<sup>th</sup> April, 2020 shall be applicable.**

**D. Delivery:**

- i) **Only registered / employed staff visibly carrying shop/ business card / identity** along with CNIC will be permitted to deliver the orders / items. The Commissioner or DC if so designated by the Commissioner may ensure a uniform card pattern. Such card pattern may be issued the

- office/officer designated by Commissioner or may be so issued registered representative association of such businesses. (Card must display Name, father's name, Identification mark, CNIC number, Name of Shop/ business with address and the photograph of such delivery person affixed on it and duly signed and stamped by such registered association)
- ii) **All delivery staff must always wear** protective helmets (with mark of business/ representative association on it), masks and gloves. They must also carry a hand sanitizer and use it frequently.
  - iii) Delivery staff must **maintain a safe distance** of over 01 meter / 3 feet during all interactions.
  - iv) **Deliver the parcels by placing** it at the customer doorstep, wipe the parcel with a **disinfectant** swab and then step back.
  - v) Delivery staff must avoid exchange of any items other than the package and cash to be collected.
  - vi) **Minimize cash handling** by (i) ensuring customers are ready with exact change and in case of any change that must be handed over in envelope. Businesses must encourage online and digital payments via discounts or removal of payment charges of customers.
  - vii) **Receipts should be sent electronically** without any need for signatures from the customers.

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 Control 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 and including action under Section 188 of Pakistan Penal Code 1860. Further legal action can also be taken under relevant Labour, Industrial and other applicable laws.

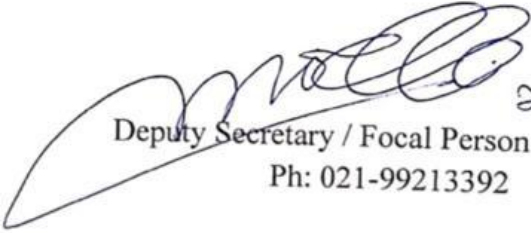
**This order shall come in force with effect from 27<sup>th</sup> April, 2020 and shall remain in force till further orders.**

  
25-4-2020  
**(DR. MUHAMMAD USMAN CHACHAR)**  
Additional Chief Secretary (Home)



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.

 25/04/2020  
Deputy Secretary / Focal Person (COVID-19)

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