

**GOVERNMENT OF MEGHALAYA  
HEALTH&FAMILY WELFARE DEPARTMENT**

**No. Health. /2020/**

**Dated: Shillong, the 1<sup>st</sup> June 2020**

**HEALTH PROTOCOL FOR SHOPKEEPERS**

In view of the phased reopening of the activities in the areas outside the containment Zones as per the guidelines of the Ministry of Home Affairs, Government of India, the following Protocol is issued with immediate effect for the shopkeepers to strictly adhere to, until further notice.

**General protocol for all shopkeepers**

1. All shopkeepers/staff-members will have to compulsorily wear face masks during operation of business / shop. Mask should be worn in a correct manner and not removed while talking.
2. Shopkeepers should compulsorily follow social distancing while conduct of business.
3. Shopkeepers must ensure that customers coming to their shops should wear a face mask and maintain social distancing of 2 mtr.
4. Shopkeepers should keep the signage “NO Mask NO service” and adhere to it.
5. Encourage cashless transactions as far as is possible.
6. Use disinfectant on the swipe machine after each use before another customer touches it.
7. List of items and rates to be pasted at the entrance or a vantage point to reduce shopping time of each customer.
8. The queuing point should be marked for the customers to stand.
9. Customers showing symptoms of cough, cold etc should be politely asked to leave the queue to avoid creating panic amongst the others around. Suggest home delivery for such customers.
10. Amicable environment should be maintained to avoid friction amongst the customers. As far as is possible, assistance depending on the local situation of the shop should be provided to ease out the long waits at each shop.
11. No one is to be allowed to chew pan and spit in public places.
12. The opening timings of the shop may be kept from 9 am-8 pm to phase out the rush hour and thus avoid crowding.

13. The proprietors must ensure that the assistants are checked every day for signs and symptoms of COVID 19. Anyone with symptoms should not be allowed to work and interact with the public. If the space of the shop is small, roster should be maintained for the duties of the assistants to ensure decongestion of the shop.

### **Additional protocol for shopkeepers of medium and large-sized standalone shops**

In addition to the general protocol, following are the guidelines for shopkeepers of medium- and large-sized standalone shops:

1. Shopkeepers must **mandatorily** provide hand sanitizers at the entrance.
2. Shopkeepers must ensure that there is minimum 2 meter distance among customers as well as the staff members inside the shop.
3. Shopkeepers must ensure that not more than 5 persons are inside the shop.
4. For those items that need to be checked before buying, shopkeepers should ensure that customers sanitize their hands before touching them. For example, in case of optical stores, it is advised that frames once tried should be sanitized before they are placed back.
5. Frequent sanitization of the entire shop and especially points that frequently come into contact with humans, for example door handles/knobs, should be ensured.

This protocol however, will not be applicable for any area under Containment Zones.

**Commissioner & Secretary to the Government of Meghalaya,  
Health & Family Welfare Department**

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**Dated: Shillong, the 1<sup>st</sup> June 2020**

Copy to:-

1. The Secretary to the Governor of Meghalaya, Shillong for kind information of Governor.
2. The Private Secretary to Chief Minister, Meghalaya, Shillong for kind information of Chief Minister.

3. The Private Secretary to Deputy Chief Minister, Meghalaya, Shillong for kind information of Deputy Chief Minister.
4. The Private Secretary to Health Minister, Meghalaya, Shillong for kind information of Health Minister.
5. Private Secretaries to all Ministers, Meghalaya, Shillong for kind of Minister.
6. Private Secretary to Chief Secretary for kind information of the Chief Secretary.
7. The Additional Chief Secretaries/Principal Secretaries/Commissioners & Secretaries/ Secretaries of all the Department, Government of Meghalaya.
8. Mission Director, National Health Mission, Meghalaya, Shillong.
9. Director of Health Services (MI)/(MCH &FW)/(Research), Meghalaya, Shillong.
10. Director of Information & Public Relation for wide circulation in the Print/Electronic media of the State.
11. The Director General of Police, Meghalaya, Shillong.
12. Deputy Commissioners, East Khasi Hills, Shillong/West Khasi Hills, Nongstoin/Ri-Bhoi District, Nongpoh/ West Jaintia Hills District, Jowai/ West Garo Hills District, Tura/ East Garo Hills District, Williamnagar/ South Garo Hills District, Baghmara / North Garo Hills District, Resubelpara/ South West Garo Hills District, Ampati/ East Jaintia Hills District, Khliehriat/South West Khasi Hills District, Mawkyrwat.
13. The Joint Director of Health Services (MCH & FW) I/c IDSP, Meghalaya, Shillong.
14. District Medical & Health Officer, East Khasi Hills, Shillong/West Khasi Hills, Nongstoin/Ri-Bhoi District, Nongpoh/ West Jaintia Hills District, Jowai/ West Garo Hills District, Tura/ East Garo Hills District, Williamnagar/ South Garo Hills District, Baghmara / North Garo Hills District, Resubelpara/ South West Garo Hills District, Ampati/ East Jaintia Hills District, Khliehriat/South West Khasi Hills District, Mawkyrwat

By Orders, etc.

**Joint Secretary to the Government of Meghalaya**  
Health & Family Welfare Department.