

**GOVERNMENT OF PUNJAB**  
**DEPARTMENT OF HEALTH & FAMILY WELFARE**  
**Parivar Kalyan Bhawan, Sector 34-A, Chandigarh**

---

No. COVID-19/NHM/Pb/20/1579-89

Date 21 July 2020 Chandigarh

To

1. Financial Commissioner, Taxation, Punjab.
2. Principal Secretary, Food & Civil Supplies, Punjab.
3. Excise & Taxation Commissioner, Punjab.
4. All Divisional Commissioners, Punjab.
5. Director, Food and Civil Supplies's, Punjab.
6. Managing Director, Markfed
7. Managing Director, PUNSUP
8. Managing Director, Punjab Agro Industries Corporation Ltd.
9. All Deputy Commissioners, Punjab.
10. All Commissioners of Police/All Senior Superintendents of Police, Punjab.
11. All the Civil Surgeons of Punjab.

**Subject: Updated advisory on maintaining the hygiene and sanitization of shops (excluding malls, shopping complexes and saloons) during the COVID-19 pandemic.**

Corona virus Disease 2019 (COVID -19) is a systemic disease caused by a novel Corona virus (SARS-CoV-2), transmitted in most instances through respiratory droplets, direct contact with cases and also through contaminated surfaces/objects. Timely and correct information and knowledge about the corona virus is the key to control the pandemic. Shops (excluding malls, shopping complexes and saloons) should meticulously follow the preventive measures to control the spread of Corona virus. Advisory regarding shops was issued vide letter No. MD/NHM/2020/3168 (R) - 3177 (R) Dated, Chandigarh the 28th April, 2020 which is now updated as this advisory.

**I. General guidelines:**

1. The Shopkeepers associations are advised to install foot-operated hand-washing stations for the benefit of Shopkeepers/their workers and visiting customers. However, the social distancing norm of maintaining a minimum distance of at least 1 meter shall be followed while washing the hands by drawing marking circles in front of such hand-washing stations.

2. Wash the hands with soap for at least 40 seconds by applying the soap gently on the palm and back of the hand including web spaces between the fingers and space between the finger and the thumb and the wrist.
3. Alcohol-based sanitizer (minimum 70% ethyl alcohol v/v) should be mounted at the entrance wall of the shops for the shopkeeper and his/her workers as well as the customers to sanitize their hands before entering the premises further. The sanitizers are to be refilled / replaced frequently. Use a minimum of 3ml of the sanitizer (approximately 2 pushes of sanitizer dispenser) on DRY HANDS for at least 30 seconds for good hygienic hand disinfection.
4. The Shopkeeper and his workers should wear mask at all times, i.e., immediately from leaving the house till the entry back into the house.
5. The masks shall be worn in a manner that it snugly covers the nose as well as the mouth.
6. The mask, if cloth mask should be washed with soap and water daily after use. If using surgical mask it should be discarded as per procedure. In case an N-95 masks is being worn, it must be used as per maker guidelines/instructions.
7. Face shields, in addition to the face mask, may be used where the workspace is crowded and maintaining a physical distance of 1 meter at all times may not be feasible.
8. The shopkeepers and his workers should not indulge in any handshakes or hugs to greet/see-off each other.
9. All are advised to follow strict social distancing measures and maintain a minimum distance of 1 meter amongst them at all times.
10. The shopkeepers and his workers are advised not to roam unnecessarily in the market places.
11. The shopkeepers and his workers should wash their hands with soap in the manner prescribed or sanitize them in the manner prescribed before taking tea-breaks/lunch breaks. Sharing of food and utensils amongst themselves should not be done.
12. The shopkeeper and his workers should not smoke or chew tobacco-based products such as gutka, pan masala etc. in the shop/market places.
13. In case of a cough/sneeze, the shopkeeper/workers should use the handkerchief to cover the face which shall then be kept in his/her own pocket/purse in a manner that the surface of the handkerchief exposed to the cough/sneeze shall not touch the other parts of the belongings directly.

14. In case a shopkeeper/worker is not carrying the handkerchief he/she should cough/sneeze into the *flexed/bent elbow*.
15. In either case, the shopkeeper/worker should immediately hand wash with soap in the manner prescribed his hands/other exposed surfaces to cough/sneeze.
16. The shopkeeper/worker should refrain from touching face, mouth, nose and eyes with his hands at all times.
17. The shopkeeper/workers should not spit except when absolutely essential and only in the washbasin of the toilet in the shop/public toilet, which shall then be thoroughly cleaned in the manner prescribed.
18. The shopkeepers/workers should avoid all type of gatherings like social, religious, political etc.
19. The shopkeepers/workers should not indulge in gossip/rumours with regard to COVID-19 without verifying the facts. All are encouraged to download "COVA APP" developed by the Government of Punjab for the correct, timely and authentic information.

## **20. Disinfection of the shops**

a) **Indoor Areas:** Indoor areas including the entire shop premises should be cleaned every evening at the time of closure of shops or early in the morning at the time of opening the shop. If the contact surface is visibly dirty, it should be cleaned with soap and water prior to disinfection. Prior to cleaning, the worker should wear disposable rubber boots, gloves (heavy duty), and a cloth mask.

- Start cleaning from cleaner areas and proceed towards dirtier areas.
- All indoor areas such as the shelves, aisles, storage areas, godowns, basements etc. should be mopped with a disinfectant with 1% sodium hypochlorite or equivalent disinfectants available in the market.
- High contact surfaces such as public counters, intercom systems, equipment like telephone, printers/scanners, and other machines, handrails/handles should be cleaned twice daily by mopping with a linen/absorbable cloth soaked in 1% sodium hypochlorite. Frequently touched areas like table tops, chair handles, pens, diary files, keyboards, mouse, mouse pad, tea/coffee dispensing machines etc. should specially be cleaned.
- For metallic surfaces like door handles, security locks, keys etc. 70% alcohol can be used to wipe down surfaces where the use of bleach is not suitable.
- Carefully clean the equipment used in cleaning at the end of the cleaning process.

- Protective gear used during sanitation process should be discarded as per the requirements.

In addition, all workers should consider cleaning the work area in front of them with a disinfecting wipe prior to use and sit one seat further away from others, if possible with 2.

**b) Outdoor areas:** Outdoor Areas have less risk than indoor areas due to air currents and exposure to sunlight. Cleaning and disinfection efforts should be targeted to frequently touched/contaminated surfaces as already detailed above.

**c) Public toilets:** Sanitary workers must use separate set of cleaning equipment for toilets (mops, nylon scrubber) and separate set for sink and commode. They should always wear disposable protective gloves while cleaning a toilet. All the areas of the toilet such as the sinks, commode, taps etc. should be thoroughly cleaned/scrubbed using soap and water and then wiped with 1% sodium hypochlorite solution or equivalent commercial disinfectants available in the market.

## II. Specific Guidelines:

1. The shopkeeper should encourage home delivery, at-least to its long-established customers.
2. The shopkeepers, should ensure a minimum distance of 1 metre amongst its waiting customers by marking the circles at the distance of 1 metre from each other outside the premises.
3. The shopkeeper should ensure that the visiting customer is wearing the mask properly.
4. The customers should be advised to avoid touching any of the items displayed or kept otherwise in the shops which he/she does not intend to buy.
5. The shopkeepers should encourage the customer to spell out the list of the items required at the designated counters whereby the same may be supplied by the shopkeeper or his/her workers.
6. The shopkeeper should encourage the customer to digitally pay for the items purchased.
7. The shopkeeper/his workers as well his customers shall sanitize their hands immediately before or after cash transactions.
8. The shopkeeper should encourage the customers to carry cloth bags from their home only for making the purchases and carrying them. The cloth bags can then be washed with warm water and soap/detergent.

### III. Air-Conditioning/Coolers:

1. Natural ventilation is very important at workplace / spaces. Doors/ windows must be kept open even in Air-conditioned rooms for proper ventilation of air.
2. Exhaust Fans can be installed in the shop premises to increase the ventilation.
3. The detailed guidelines issued in this regard may be meticulously followed.

IV. In case a shopkeeper/worker is diagnosed as COVID-19 with whom one had a contact, there is no need to panic. One should report to the Helpline No. 104/State Control Room No. 01722920074/08872090029, detailing the exact nature of exposure so as to assist the medical facility to undertake further necessary actions.

V. The shopkeeper, in case any worker is diagnosed as COVID-19 positive and such a worker has reported to shop for duty, shall immediately inform the Helpline No. 104 or the State Control Room No. 01722920074/ 08872090029 along with all the facts about the worker and the contacts he/she might have during the work at shop. A complete and proper record of all workers working at the shop on any particular day should be maintained.

All are encouraged to take proper diet, assimilate correct information and keep themselves aware and updated with the information at all times, and indulge in useful and productive activities during the available free time.

  
Director Health and Family Welfare, Punjab

No. COVID-19/NHM/Pb/20/1590-94  
Copy for information:

Date 21 July 2020 Chandigarh

1. OSD to Chief Secretary for kind information of Chief Secretary Govt. of Punjab.
2. PS to Additional Chief Secretary Health and Family Welfare Punjab.
3. PA to Secretary Health and Family Welfare Punjab.
4. PA to MD PHSC.
5. State Control Room for COVID-19.

  
Director Health and Family Welfare, Punjab