

**GOVERNMENT OF NAGALAND
OFFICE OF THE DEPUTY COMMISSIONER
MON: NAGALAND**

NO.GA/COVID-19/MONITORING/2020/

Dated, Mon the ___ April 2020.

**STANDARD OPERATING PROCEDURE FOR HOME DELIVERY
SERVICES / VOLUNTEERS**

Designated Home Delivery Persons/Volunteers are risking their safety to be at work. Therefore, it is necessary to issue health and safety measures to be followed by all persons involved in home delivery services

1. Imparting of basic training on health, safety and norms to prevent spread of COVID-19 to all the delivery persons/ volunteers must be conducted by all the Organizations/ Agencies involved in home delivery services. The Office of the Deputy Commissioner, Mon may be approached for help in this regard.
2. Persons suspected of suffering from Influenza like Illness (ILI) and Severe Acute Respiratory Illness (SARI) should not be deployed for delivery of essential commodities
3. Regular hand washing is important. Masks and hand gloves should be used at all times
4. In order to maintain social distancing, delivery persons/volunteers should not come in close contact with any clients and at least 1 metre distance should be maintained. Items should be delivered at the doorstep.
5. Delivery persons/ volunteers should not go inside the customers' house under any circumstances
6. Service which requires exchange of cash must involve use of money carry bags to avoid touching the money. Always insist on exact amount of cash to avoid exchange of change. The money is to be taken out of the carry bag after 5 days.
7. Regular health check up/ monitoring of persons involved in home delivery should be conducted with the help of the Office of the Chief Medical Officer. The health check up should happen every week. Please call **9862014033** for the same.
8. In case of need for professional help, kindly call District Helpline- **9862078993/9862014033/7005687775**


(THAVASEELAN K) IAS
Deputy Commissioner
Mon: Nagaland