



**GOVERNMENT OF SINDH
HOME DEPARTMENT**

Karachi, dated the 14th April, 2020

ORDER

Keeping in view this fact that organized delivery of essentials by trained courier staff can play a very important role in (1) reducing social interaction while still maintaining critical household inventory levels (2) contact less drop-off (3) use of online & mobile payments the following are the detailed directions with reference to order No. F.P/Corona-2019/Misc/2020 dated 2nd April, 2020 allowing postal / courier services.

The listed courier / delivery companies are allowed restricted services (**delivery of grocery, medicine and relief goods only and no cooked food or transport of passenger is allowed**) with the conditions following this list for which their respective Heads / CEO would be responsible.

01) TCS	17) Foodpanda (only uncooked)	33) GrocerApp
02) Bykea (deliveries only)	18) SkyNet	34) Fowrry
03) Daraz/DEX	19) Rnnr	35) DVAGO
04) Cheetay	20) Pakistan Post	36) Dawaai.pk
05) M&P	21) DropShip Couriers	37) Hum Mart
06) Call Courier	22) Byte	38) Deliverit.pk
07) BlueEx	23) Swyft Logistics	39) 24seven.pk
08) Trax	24) eQNE	40) Mybazzar.com
09) Rider (TPL)	25) Hiring & Fleet Management Services	41) iShopping.pk
10) Leopards	26) Janab	42) MyCart.pk
11) DHL	27) PostEx	43) SabziMandi.online
12) Fedex	28) Foodnerd	44) DelEx
13) Forrun	29) Howmuch	45) AlFatah
14) Xoop	30) Mandi Express	46) Metro Cash & Carry
15) Careem Now (deliveries only)	31) FreshStore	47) Carrefour
16) Eat Mubarak (only uncooked)	32) Tezz	48) Uber (deliveries only)
		49) BlickEx

Conditions:

- Essential goods & items allowed include: pharmaceuticals & medical equipment, uncooked grocery items (vegetables, toiletries, hygienic, etc.), pre-packaged food items, pet food, delivery of relief goods on behalf of charity organization, letters & bank documents and pre-paid mobile and other top-up cards.
- Only registered riders of listed / registered courier companies will deliver such items.
- Riders must wear a branded helmet, uniform, jacket or a cap to differentiate themselves from the public.
- Riders of courier companies listed must possess a valid company ID \ show live Driver App on their mobile phones with their unique ID for verification by LEAs.
- In addition to riders, minimum essential operations, warehouse & sorting staff of these courier companies would be allowed to go to work with minimum staff and limited public interaction while ensuring all safety protocols as notified by relevant authorities from time to time.
- In addition to supplying gloves, masks and hand sanitizers for riders, courier companies must set up a dedicated support number manned by competent staff to answer any queries or questions riders have.
- All courier staff, including riders, must always wear protective helmets, masks and gloves. They must also carry a hand sanitizer and use it frequently.



8. Courier riders must maintain a distance of over 01 meter / 3 feet during all interactions.
9. Courier riders would place parcels at the customer doorstep, wipe the parcel with a disinfectant swab and then step back.
10. Courier riders must avoid exchange of any items other than the package and cash to be collected.
11. Minimize cash handling by (i) ensuring customers are ready with exact change and hand it over in envelopes or drop in bags carried by courier and (ii) encouraging online and digital payments via discounts or removal of payment charges of customers.
12. Receipts should be sent electronically without any need for signatures from the customers.
13. Courier Company to maintain a daily log of temperature check and other symptoms of each rider or company shall ask the driver to submit his temperature via a text message before logging in online.
14. Courier companies must have documented plans in place to respond, should a rider be diagnosed with the virus and inform local medical authority/District Control room/Deputy Commissioner.
15. Courier companies shall maintain complete itemized daily data for rider's originating and terminating addresses. Courier companies must share this data with Commissioner Office, Additional Inspector General of Police, concerned Rangers authorities through Commissioner or health authorities as and when required.
16. Cancellation of permission with other legal action under the law would be taken in case of violations which disregard social distancing and ignoring precautions against the spread of virus.



(DR. MUHAMMAD USMAN CHACHAR)
ADDITIONAL CHIEF SECRETARY (HOME)

No. SO(J-I)/HD/8-1(04)/2020-Corona

Karachi, dated the 14th April, 2020

A copy is forwarded for information & 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, Anti-Corruption Establishment Sindh, Karachi.
6. The Chairman, Planning & Development Board, Karachi.
7. The Administrative Secretaries of Government of Sindh.
8. The Inspector General of Police Sindh, Karachi.
9. The Commissioner (all) in Sindh.
10. The Additional Inspector General of Police, Karachi/Hyderabad/Sukkur.
11. The Deputy Inspector General of Police (all) in Sindh.
12. The Deputy Commissioner (all) in Sindh.
13. The Senior Superintendent of Police (all) in Sindh.
14. The Director, Press Information Department, Government of Sindh, Karachi.
15. The Deputy Secretary (Staff) to Chief Secretary, Sindh, Karachi.
16. The Superintendent, Sindh Government Printing Press, Karachi for publication in the next issue of Government Gazette and provide copies thereof.

Deputy Secretary/HD Focal Person
For COVID-19
Ph: 021-99213392