



GOVERNMENT OF MEGHALAYA
INFORMATION TECHNOLOGY & COMMUNICATIONS DEPARTMENT
No.ITC(R) 11/2020/Pt/42 Dated Shillong the 23rd April 2020

Guidelines to be followed for operations of Common Services Centres (CSCs) in Meghalaya to handle Coronavirus (Covid-19) situation

Whereas, the Ministry of Home Affairs (MHA), Government of India, has issued an Order vide no. 40-3/2020-DM-I(A) dated 15th April, 2020, stating that the lockdown measures stipulated in the Consolidated Guidelines of MHA for containment of COVID-19 epidemic in the country will continue to remain in force upto 3rd May, 2020 to contain the spread of COVID-19 in the country;

Whereas, the Government of Meghalaya has notified the Meghalaya Epidemic Diseases, COVID-19 (Third Amendment) Regulations, 2020, vide notification no. Health.68/2020/43 dated 13th April, 2020;

Whereas, to mitigate hardship to the public, the Government of Meghalaya vide Political Department Orders No.POL.72/2020/82 dtd 22/04/2020 & No.POL.72/2020/Pt.I /19 dtd 23/04/2020 in which select additional activities have been allowed as per MHA's order dated 15th April, 2020, which, *inter alia*, includes "Government approved Common Services Centres (CSCs)" (As per para 14 (iv) of MHA's Order);

Therefore, the Government of Meghalaya issues these **Guidelines for operation of the Common Service Centres (CSCs) in Meghalaya** to handle Coronavirus (Covid-19) situation.

1. All the Common Services Centres (CSCs) registered with the Common Services Centre - Special Purpose Vehicle (CSC-SPV) under Ministry of Electronics & IT, Government of India, are recommended to operate on working days in Meghalaya during the lockdown period, of which the schedule & timing for opening of the CSC outlet shall be regulated by the Deputy Commissioner of concerned District.
2. The Village Level Entrepreneur (VLEs) at the CSCs shall keep informed the respective Rangbah Shnong(s), Doloi(s) and the Nokma(s) at the village level regarding the opening of the CSCs and the respective timings.
3. The Village Level Entrepreneur (VLEs) at the CSCs shall ensure that the provisions outlined in this SOP are adhered to, failing which the approval for the specific CSC may be revoked immediately.
4. The citizens visiting the CSC shall mandatorily maintain the social distancing of at least 1 metre. There should be no crowding inside the CSC. Based on the space inside the CSC, the respective VLE shall limit the number of persons entering the CSC at a time.



5. No citizen should be allowed in the queue or inside the CSC without wearing mask, which should properly cover the nose and mouth.
6. The CSC premises, including the items viz. desktop, keyboard & mouse, table, chair, door, windows, curtains, etc. should be sanitized at least twice a day.
7. A hand-sanitizer should be placed at the entrance of the CSC, so that any person who enters the CSC, sanitizes his / her hand.
8. The cash transactions, if any, at the CSC, should not be done with bare hands. Gloves should be used for transacting cash.
9. Provision for hand-washing with soap at the CSC premises should be available.
10. The VLE and his / her engaged staff, if any, shall use , clean and sanitized masks and gloves.
11. All VLEs must strictly adhere to all the safety protocols and guidelines as issued by the Health Department & the District Administration of concerned District during the curfew / lockdown period due to CoVID-19 Pandemic.

(M. R. Synrem, IAS,)
Commissioner & Secretary to the Govt. of Meghalaya
Information Technology & Communications Department

No.ITC(R) 11/2020/Pt/42-A

Dated Shillong the 23rd April 2020

Copy to

1. The Secretary to the Governor of Meghalaya for kind information of the Hon'ble Governor
2. The Private Secretary to the Chief Minister, Meghalaya for kind information of the Hon'ble Chief Minister
3. The Private Secretary to the Deputy Chief Minister, Meghalaya for kind information of the Hon'ble Deputy Chief Minister
4. P.S. to the Hon'ble Minister IT&C Department for information.
5. P.S. to Chief Secretary, Government of Meghalaya for information.
6. The Addl Chief Secretaries/ Principal Secretaries /Commissioners & Secretaries /Secretaries of all Department, Government of Meghalaya
7. P.A. to Secretary, Political Department, Government of Meghalaya for information with reference to your department Orders vide No.POL.72/2020/82-A dtd 22/04/2020 & No.POL.72/2020/Pt.I /19 dtd 23/04/2020 .
8. The Director General of Police, Meghalaya Shillong for kind information



9. The DDG & SIO NIC, Meghalaya State unit with a request to post it in the State Portal & <http://meghalayaonline.gov.in/covid> websites.
10. The Director, Information & Public Relations for kind information and necessary action.
11. The Director of Health Services (MI/ MCH & FW) / Research), Meghalaya
12. The Secretary Autonomous District Councils
13. The Deputy Commissioner East/West/South West Khasi Hills, Ri Bhoi, East/ West Jaintia Hills, North/ East/ West/South West/ South Garo Hills Districts with a request to kindly permit resuming of Operation of businesses of VLEs/CSCs in your district.
14. The Asst. Inspector General of Police (A), Meghalaya Shillong with a request to kindly inform concerned officials at State/ District level.
15. The Superintendent of Police East/West/South West Khasi Hills, Ri Bhoi, East/ West Jaintia Hills, North/ East/ West/South West/ South Garo Hills Districts a request to kindly permit resuming of Operation of businesses of VLEs/CSCs in your district.
16. Shri Joshua. H Lyngdoh, State Head CSC-SPV to ensure that all VLEs/ CSCs strictly follow and adhere to the guidelines as above.
17. Shri. Banteilang Khongjoh, State Manager (CSC Operation) CSC-SPV to ensure that all VLEs/ CSCs strictly follow and adhere to the guidelines as above.
18. All District Managers (CSC Operation) CSC-SPV to ensure that all VLEs/ CSCs strictly follow and adhere to the guidelines as above.
19. All VLE/CSC & must strictly follow to the guidelines as above.



By Order, etc

(K.L. Nongbri, MCS)

Joint Secretary to the Govt. of Meghalaya
Information Technology & Communications Department