

Standard Operating Procedures

For FPOs carrying out business activities during and immediately after COVID-19 lockdown period

April 2020





With rising cases of **Coronavirus disease across** India, the Ministry of Home Affairs (MHA) on 15 April 2020 issued revised guidelines **covering** measures for containment of the disease and continuity of safe business operations. It is necessary for businesses to adopt specific standard operating procedures (SOPs) for safeguarding the community at large. The following dos and don'ts are recommended to Farmer Producer Organisations (FPOs) undertaking business activities

Input business



Dos

- Open and operate input shop and carry out retail sales of inputs.
- Mandatory use of face masks for employees as well as customers.
- Allow up to 10 people inside FPO/input shop premises.
- While operating, ensure single entry point/door/gate for customers and one person enters at a time.
- Ensure customers are maintaining social distancing of minimum 6 feet while waiting a queue.
- Sanitise FPO premises daily.
- Sanitise all the vehicles entering the premises by spraying disinfectants.
- Ensure the manpower involved in loading/unloading is wearing face masks and washing hands regularly.
- Ensure availability of hand wash and sanitisers at every point of entry into the premises.
- Ban consumption of Gutka, Pan and tobacco-related products and spitting within the premises.
- Keep a comprehensive list of hospitals authorised to treat COVID-19 patients at FPO premises.



Don'ts

- Allowing individual, employee or customers with symptoms related to COVID-19, like fever, cough or breathing issues, in the premises.
- Taking services of senior citizens of above 65 years age as well as parents of young children below 5 years of age.
- Selling items categorised as non-essentials at the premises.



Sources: MHA Order no. 40-3/DM-I (A) dated 15 April 2020

CHC business



Dos

- Open and operate Custom Hiring Centre (CHC) business.
- Operate and deploy related agricultural implements and equipment.
- Maintain social distancing between employees at the centre and customers.
- Provide hand washing stations and sanitisers at every point of entry.
- Ban consumption of Gutka, Pan and tobacco-related products and spitting within the premises.
- Keep a comprehensive list of hospitals authorised to treat COVID-19 patients at FPO premises.



Don'ts

- Allowing transportation of CHC equipment like tractors by more than two individuals.
- Allowing employees, customers and vendors with symptoms related to COVID-19, like fever, cough or breathing issues, in the premises.



Sources: MHA Order no. 40-3/DM-I (A) dated 15 April 2020

Output business (FCSC)



Dos

- Ensure social distancing is maintained during collection and aggregation of the produce either at farm level or at the Farmers Common Service Centre (FCSC).
- For quality assurance and purchase of commodity, make necessary markings on the floor of procurement centre to ensure social distancing.
- Allot time slots to members for delivery of their produce and ensure gathering of only 10 people at any point of time.
- Inform farmers through SMS/WhatsApp/phone call on their respective delivery/collection slots.
- Allow only one farmer at a time to enter the procurement area for weighing, grading and sorting.
- Mandatory use of face masks in the office and input shop by employees, customers, vendors, and farmers visiting FCSC.
- Mandatory use of hand gloves for all operators handling material in the premises.
- Sanitise all packing materials before use.
- Handle all commodities with minimal human touch.
- Sanitise crates and other handling equipment like weighing scales, grading tables, etc. after each transaction.
- Use online mode of payment for farmers who supply material. Avoid cash transactions.
- Sanitise outlets regularly before closing and opening.
- Regularly sanitise hired or owned vehicles used for door-to-door selling of vegetables.
- Adhere to basic rules of sanitisation for drivers and sales staff.



Don'ts

- Allowing employees, customers and vendors with symptoms related to COVID-19, like fever, cough or breathing issues, in the premises.
- Allowing customers above 65 years of age as well as parents of young children below 5 years of age.
- Selling of items categorised as non-essentials from the premises.
- Allowing more than four people inside FPO retail sale outlets for outputs



General instructions



FPO staff must download **Aarogya Setu App** that helps in identifying Corona positive persons around him/her and also encourage others to download.



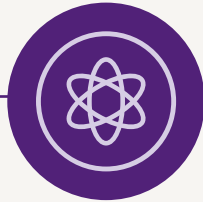
All FPOs must follow the orders of local administration if they fall under red zone category for containment of **COVID-19**.



Ensure medical insurance for the FPO staff under **AYUSHMAN BHARAT** or any other similar schemes.



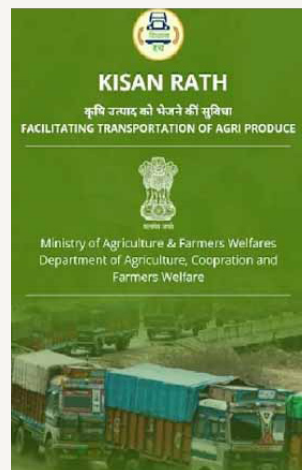
All FPOs can avail transport facility for fruits, vegetables, seeds, pesticide and fertiliser by contacting the call centre number **1800-180-4200**.



Farmers/FPOs can avail transport facility if they are using eNAM by contacting the call centre number **1800-270-0224**.



The Ministry of Agriculture & Farmers' Welfare has set up a **24/7** toll-free call centre number **1800 1804200 | 14488** for coordination related to intra- and inter-state movement of fruits and vegetables and all types of agri inputs.



The government has launched Kisan Rath app that will facilitate farmers and traders to identify suitable transport facilities for the movement of farm produce during the lockdown.

Consolidated government guidelines and notifications



Annexure 1

Relevant sections have been drawn for the convenience of FPOs to operate under COVID-19 pandemic

Consolidated revised guidelines on the measures to be taken by ministries/departments of Government of India, state/UT governments and state/UT authorities for containment of COVID-19 in the country [as per Ministry of Home Affairs (MHA) Order No. 40-3/2020-DM-I (A) dated 15 April, 2020].

Agriculture and related activities that will remain functional



All agricultural and horticultural activities

- Farming operations in field
- Agencies engaged in procurement of agriculture products, including MSP operations
- 'Mandis' operated by the Agriculture Produce Market Committee (APMC) or as notified by the state/UT government (e.g., satellite mandis). Direct marketing operations by the state/UT government or by industry, directly from farmers/group of farmers, FPOs' co-operatives etc. States/UTs may promote decentralised marketing and procurement at village level
- Shops of agriculture machinery, its spare parts (including its supply chain) and repairs to remain open
- CHCs related to farm machinery
- Manufacturing, distribution and retail of fertilisers, pesticides and seeds
- Movement (inter- and intra-state) of harvesting and sowing related machines like combined harvester and other agriculture/horticulture implements



Plantations

- Operations of tea, coffee and rubber plantations, with maximum of 50% workers
- Processing, packaging, sale and marketing of tea, coffee, rubber and cashew, with maximum of 50% workers



Animal husbandry

- Collection, processing, distribution and sale of milk and milk products by milk processing plants, including transport and supply chain
- Operation of animal husbandry farms including poultry farms and hatcheries and livestock farming activity
- Animal feed manufacturing and feed plants, including supply of raw material, such as maize and soya
- Operation of animal shelter homes, including Gaushalas



Fisheries

- Operations of the fishing (marine and inland)/aquaculture industry, including feeding and maintenance, harvesting, processing, packaging, cold chain, sale and marketing.
- Hatcheries, feed plants, commercial aquaria
- Movement of fish/shrimp and fish products, fish seed/feed and workers for all these activities

Sources: MHA Order no. 40-3/DM-I (A) dated 15 April 2020

Consolidated government guidelines and notifications (Contd.)



Annexure 2

SOPs for social distancing for offices, workplace, factories and establishments

- 1 All areas in the premises, including the following, shall be disinfected completely using user-friendly disinfectant mediums:
 - Entrance gate of building, office, etc.
 - Cafeteria and canteens.
 - Meeting room, conference halls/open areas available/verandah/entrance gate of site, bunkers, porta cabins, building etc.
 - Equipment and lifts.
 - Washroom, toilet, sink; water points, etc.
 - Walls/all other surfaces
- 2 For workers coming from outside, special transportation facility will be arranged without any dependency on the public transport system. These vehicles should be allowed to work only with 30-40% passenger capacity.
- 3 All vehicles and machinery entering the premise should be disinfected by spray mandatorily.
- 4 Mandatory thermal scanning of everyone entering and exiting the workplace to be done.
- 5 Medical insurance for the workers to be made mandatory.
- 6 Provision for hand wash and sanitiser preferably with touch-free mechanism will be made at all entry and exit points and common areas. Sufficient quantities of all the items should be available.
- 7 Workplaces shall have a gap of one hour between shifts and will stagger the lunch breaks of staff, to ensure social distancing.
- 8 Large gatherings or meetings of 10 or more people to be discouraged. Seating at least 6 feet away from others on job sites and in gatherings, meetings and training sessions.
- 9 Not more than 2/4 persons (depending on size) will be allowed to travel in lifts or hoists.
- 10 Use of staircase for climbing should be encouraged.
- 11 There should be strict ban on gutka, tobacco, etc. and spitting.
- 12 There should be total ban on non-essential visitors at sites.
- 13 Hospitals/clinics in the nearby areas, which are authorised to treat COVID-19 patients, should be identified and list should be available at work place all the times.

Consolidated government guidelines and notifications (Contd.)



Annexure 3

Details of control rooms suggested by State Mandi Boards

State/UT	Working hour	Contact number	Nodal/Duty officers
Andhra Pradesh		9182361331, 9182361119 1902	Sh. A. Kishor Asstt. Dir. M Suptt., G. Srinivasa Kir Command Control Center
West Bengal		033-24430037	
Andaman & Nikobar		3192233257	
Nagaland		0370-2291122, 2291120, 1070	Renchamo P. Kikon IPS 99
Mizoram		09361-41306,40610	Addl. Secy. 9436200005
Maharashtra	24 X 7	18002330244	
Rajasthan		0141-2227115	Sh. Tara Chand Meena Dir
Uttar Pradesh	10AM to 6.00PM	8765958387	
Telangana		040-23450735 040-23450624 9407330339	Sh. Rahul Bojja IAS Sh. V. Anil Kumar IAS Sh. Rakesh Singhal AO
Madhya Pradesh	24X7	0755-2550495, 4270561	Sh. Kedar Singh Addl. Dir 9425102510
Gujarat		07923251900, 1070	
Puducherry	6AM to 8.00PM	0413-2220130,2226218	Agri. Officer 6383036001
Tamil Nadu		044-22253884	Smt. Laxmi 9790485801
Karnataka		080-22943555 974181100 9480801017	State Control Room Sh. Alok Kumar IPS Ms. Divya Thomas IPS
Haryana	7AM -9PM	9872595614 9813298544	Sh. Vishal Garg EOCS (HO) Sh. Baldeep Sangwan Asstt. Secy.
Uttarakhand	9AM to 5PM	05944-250058, 9639464000 9557444486 9027897054	Nodal Officer Ms. Nidhi Yadav Dir. Mandi Board Sh. P.S. Pangti Jt. Comm.
Odisha		0674-2392115,9438915986, 9439815986 0674-2626200 (Police) for smooth movements of goods	Home Deptt. Sh. Amitabh Thakur IPS 9938310000
Himachal Pradesh		9418003325 9418494141 9418194381 9418057708 9418505844 9418027387	Sh. Naresh Thakur MD HPSAMB Sh. Subhash Sharma HPSAMB Sh. Anil Sharma MO Sh. Sanjay Joshi Law Officer Sh. Ashok Sharma Jr. Asstt. Sh. Bhupender Verma PA Reporting Officer
Punjab	24X7	7986164174, 9877937725 9817091234 9876603411 9646300190 9814015088 9988870414 9814038537 9646016163	fruit.veg.control@punjab.gov.in Sh. Harpreet Singh Brar Nodal Officer Sh. GS Randhawa GM Sh. Mukesh Juneja GM Sh. Sikander Singh CGM Sh. B. S. Dhanoa Chief Engr. Sh. Sukhbir Singh Sodhi DGM Sh. Paramjit Singh DGM

Consolidated government guidelines and notifications (Contd.)



State/UT	Working hour	Contact number	Nodal/Duty officers
Bihar			No control room opened but shared district
Jharkhand			No control room opened but shared district level
Manipur	6AM to 11 AM and 12.00 to 5 PM	9436291768 8413973018 7005453457 7005634215 8794809263 7005098014 7629980557	Sh. Sapam Jotin Singh Ksh. Renu Devi Kh. Jayanta Singh L. Herojit Singh Akoijam Dallilma Devi I Sandoz Singh Nonganba Konjengbam
Chandigarh UT		9872198111 9779580953	Sh..Jarnail Singh Secy, APMC Sh.Gurmukh DSP
Delhi		011-27401001 Central level Inter-State Transport Cordination Control Room (Directorate Marketing & Inspection) 8373929137 9873073757 9549382070 8826175862 9050466202	Shri M Thangaraj, Joint Agril Mktg Shri B.K. Prusty, Deputy Agril. Mktg Sh. Madhur Verma, SMO(DMI) Sh. BK Pandey, Sr Stat Officer(DMI) Sh. Gulaab Chand, Jr. Stat Officer

Remarks: The details of state control room as provided by the concerned state governments.

1800-270-0224 ई नाम के हितधारकों के लिए कॉल सेंटर नंबर है, जिसे किसान / एफ पी ओ/व्यापारी/सेवा प्रदाता ई नाम सम्बंधित जानकारी, लॉजिस्टिक्स एवं ट्रांसपोर्ट सुविधा इत्यादि के लिए उपयोग कर सकते हैं।

SFAC
लघु कृषक
एफ़ी एसएमओ

eNAM
राष्ट्रीय कृषि बाजार
NATIONAL AGRICULTURE MARKET

F. No. 16(2)/2020/KCC/EM
Government of India

Ministry of Agriculture & Farmers Welfare
Department of Agriculture, Cooperation & Farmers Welfare (Extension Division)

Room o. 145-A, Krishi Bhawan,
New Delhi, Dated: 15th April , 2020

The Chief Secretary,
All States/ Union Territories

Subject: Set up of Govt. of India Call Centre at toll free numbers 18001804200 and 14488 for coordination between States for inter State movement of perishables - vegetables, fruits, inputs like seeds, pesticides and fertilizers etc.,-reg

Sir/Madam,

Amidst prevailing situation of COVID-19 pandemic, Government of India has set up an all India Call Centre for coordination between States for inter State movement of perishables - vegetables & fruits. inputs like seeds, pesticides and fertilizers etc which are exempted items as per the Consolidated Guidelines issued by Ministry of Home Affairs.

The Call Centre based at Faridabad Haryana, is operating with a toll free numbers **18001804200 and 14488**. It is manned by Call Centre Executives (CCE) attending inbound and outbound calls on 24x7 basis. Truck drivers/traders/retailers/any other stake holders facing problem in inter-State movement of perishables - vegetables & fruits. inputs like seeds, pesticides and fertilizers can call on this toll free number. The issues will be intimated to the concerned authorities of states for prompt resolution. These issues will be further coordinated & tracked by the CCEs and they will also intimate the status to callers. You will agree that for effective functioning of the Call Center a proactive role is necessitated from the State/UT level.

In this background the following is kindly requested from the States/UTs:

- 1 To disseminate the toll free no 18001804200 and 14488 to various stakeholders;
- 2 To share the contact details of Police Control Room in your State and nominate at-least 2 suitable officers for coordination of these movements 24x7;
- 3 To cooperate in operation of this Call Centre by facilitating inter-State movement of perishables-vegetables & fruits. inputs like seeds, pesticides and fertilizers etc.

The above mentioned information and details may kindly be intimated at jdcxt-agri@gov.in (Sh. Sajith Kumar, Mobile: 9818954982). This may be treated as MOST URGENT please.

Copy to:
Secretary Agriculture.
All States/Union Territories

Yours Sincerely



Atish Chandra
Joint Secretary (Extension)

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