



### IMPOSITION OF LOCK DOWN 5.0 IN DISTRICT GURDASPUR

Whereas Lockdown 5.0/ Unlock 1 under section 144 of Cr.Pc was imposed by undersigned to prevent and contain spread of corona virus COVID-19 disease vide order no 7702-7762/MA/ dated 31.05.2020.

Whereas Additional Chief Secretary, Home Affairs and Justice, Government of Punjab has issued guidelines vide letter No.SS/ACSH/2020/470 Dated: Chandigarh, the 06<sup>TH</sup> of June, 2020 titled as Lockdown 5.0 / Unlock 1/ Phase 1 in continuation to their previous guidelines to prevent/contain COVID-19 infection.

Whereas now keeping in view the advice issued by Additional Chief Secretary Home, Government of Punjab by aforesaid letter, I Mohammad Ishfaq, IAS, hereby issues the following orders in territorial jurisdiction of District Gurdaspur under section 144 of Cr.PC. and the orders issued vide no 7702-7762/MA/ dated 31.05.2020 are hereby revoked.

- 1) Places of worship and religious places, Hotels, Restaurants , other Hospitality Services and Shopping Malls are allowed to open w.e.f. 08.06.2020 subject to following terms and conditions:-

**1.1 Religious places/places of worship for public:**

- a) Places of Worship/ Religious Places shall remain open only between 5 am to 8 pm
- b) The maximum number of persons at the time of worship shall not exceed 20 with due distancing, and therefore the worship time should staggered in smaller groups
- c) The managements of these places shall make adequate arrangements to ensure hand hygiene, social distancing and wearing of mask
- d) There shall be no distribution of Prasad, food and serving of food/ langar
- e) In addition to above mentioned restrictions / guidelines of Government of Punjab, The management of these institutions must comply the "Standard Operating Procedure (SOP's) on preventive measures to contain spread of COVID-19 in religious places/ places of worship" issued by Government of India, Ministry of Health and Family Welfare (attached as annexure 1).

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**1.2 Hotels and other hospitality units/ services -**

- a) Hotel restaurants shall remain closed and food shall be served only in the rooms for hotel guests
- b) Night curfew shall strictly be enforced and movement of individuals shall only be permissible from 5 am to 9 pm
- c) However, the guest would be allowed to enter and leave the hotel premises between 9 pm to 5 am based on their schedule of travel by flight/ train. The air / train ticket would serve as a curfew pass for one- time movement of these guests to and from the Hotel during the curfew hours (9 pm to 5 am)
- d) The managements of these places shall make adequate arrangements to ensure hand hygiene, social distancing and wearing of masks
- e) In addition to above mentioned restrictions / guidelines of Government of Punjab, The management of these institutions must comply the "Standard Operating Procedure on preventive measures in Hotels and Other Hospitality Units to contain spread of COVID-19" issued by Government of India, Ministry of Health and Family Welfare (attached as annexure 2)

**1.3 Shopping malls -**

- a) Every person entering the mall shall have COVA app on their phone. But in case of a family, one person having COVA app shall be permitted to enter the mall. Loitering in the mall will not be allowed
- b) Entry into the mall shall be based on a token system to adhere to the maximum capacity. Ideally, a maximum time limit for a Person / a group of persons entering the mall, should also be enforced.
- c) The maximum capacity of the persons allowed in each shop in the mall shall be fixed on the basis of maintenance of 6 feet distance (2 gaz ki duri) i.e. an area of approx. 10x10 for each person entering the shop. Further, an additional 25% shall be allowed for common areas to determine the total capacity of the mall
- d) The management shall be responsible for ensuring the maximum capacity of the mall and of each shop displayed and no more than 50 percent of the maximum capacity shall at any point of time enter the mall/ be present in any single shop
- e) Each shop shall have markers to indicate social distancing for those waiting to enter
- f) Lifts shall not be used except in case of disabled persons or in medical emergency. Escalators may only be used, with distancing
- g) Trial of clothing/ accessories shall not be permitted

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- h) The health team of the districts shall regularly check the employees working in the shops of the mall
- i) Restaurants/ Food Courts shall not operate in any of the malls except for takeaway/ home-delivery
- j) The managements of these places shall make adequate arrangements to ensure hand hygiene, social distancing and wearing of mask
- k) In addition to above mentioned restrictions / guidelines of Government of Punjab, The management of these institutions must comply the "Standard Operating Procedure on preventive measures in shopping malls to contain spread of COVID-19" issued by Government of India, Ministry of Health and Family Welfare (attached as annexure 3)

**1.4 Restaurants / Dhabas or any small establishment (like rehri) selling eatables —**

- 1) Restaurants shall only be allowed to open for take away and home delivery as of now. There would be no 'dine-in' facility till further orders. Home delivery may be allowed till 8 pm
- 2) The managements of these places shall make adequate arrangements to ensure hand hygiene, social distancing and wearing of mask
- 3) In addition to above mentioned restrictions / guidelines of Government of Punjab, The management of these institutions must comply the "Standard Operating Procedure on preventive measures in Restaurants to contain spread of COVID-19" issued by Government of India, Ministry of Health and Family Welfare (attached as annexure 4)

**2) Movement of persons- Night curfew (9 pm to 5 am)**

The movement of individuals for all the non-essential activities shall remain prohibited between 9.00 pm to 5.00 am.

**3) Protection of vulnerable persons:**

The persons above 65 years of age, persons with co-morbidity, pregnant women and children below the age of 10 years are advised to stay at home except for essential requirements and purposes.

**4) National Directives:**

The National Directives for Covid-19 Management as specified in Annexure-I to the guidelines of 30.05.2020 of the Ministry of Home, Government of India, shall be followed.

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5) **Prohibited activities:**

The following activities shall continue to be prohibited.

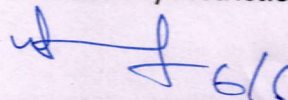
- i. Cinema halls, gymnasiums, swimming pools, entertainment parks, theatres, bars, auditoriums, assembly halls and similar places.
- ii. Social/ political/ sports/ entertainment/ academic) cultural/ religious functions and other large congregations.
- iii. Spitting in public places
- iv. Bars
- v. Consumption of liquor, pan, gutka, tobacco etc. in public places is prohibited. However, there will be no restriction on their sale.

6) **Inter-state movement of persons by domestic flights/trains/ buses/cars**

Inter-State movement of persons by domestic flights/trains/ buses/cars etc is allowed subject to the condition that the inward passengers would follow the SOP of the Health Department. The passengers would be required to either download Cova-app) and get self-generated 'e-pass' or declare their particulars at the airport/railway station/bus stand/inter-state border as the ease may be.

7) **Movement of Buses and Vehicles:**

- i. *Inter - state movement of buses:* will be allowed as per the directions of the Transport Department, Government of Punjab.
  - ii. *Intra - State movement of buses :* will be allowed as per the directions of the Transport Department, Government of Punjab.
2. *Inter-State movement of passenger vehicles:* Inter-state movement of passenger vehicles like taxis, cats, stage carriers, tempo-travellers and cars will be permitted against self-generated e-pass.
- ii. *Intra-State movement of passenger vehicles:* Intra-state movement of passenger vehicles like taxis, cabs, stage carriers, tempo-travellers and cars allowed without any restriction.



- iii. *Bicycles, rickshaws and auto- rickshaws:* will be allowed subject to compliance of the SOP as issued by the Transport Department, Punjab.
- b. *2-wheelers:* will be allowed subject to compliance of the SOP as issued by the Transport Department, Punjab for 1+1 passengers.
- c. *4-wheelers:* will be allowed for 1+ 2 passengers subject to compliance of the SOP as issued by the Transport Department, Punjab. No pass would be required for permitted activities like shopping, going to the office and workplace.
- viii. *Inter-State movement of goods:* There would be no restriction on Inter-State movement of goods.
- ix. *Social visits:* By and large, there is no restriction on movement by persons within city or districts. However, such a movement shall be essential risks and social visits, with no essential task shall be avoided and restricted and it shall be as per the SOP being issued by the Department of Health, Government of Punjab .

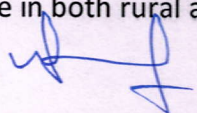
**8) Opening of Shops:**

All shops including shops in both urban and rural areas are allowed to open between 7.00 am to 7.00 pm without any restriction or rotation. The local authorities or market associations are at liberty to fix their opening schedule between 07.00 AM to 07.00 PM as per local needs.

Liquor vends shall however remain open from 8 am to 8 pm.

**9) Sports complexes and stadia:** will be allowed without spectators as per the SOP of the Health Department

**10) Industries and industrial establishments:** All categories of Industries are allowed to operate in both rural and urban areas,

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- 11) **Construction activities:** are allowed without any restriction in both the Urban and rural areas.
- 12) **Agricultural, horticultural, animal husbandry, veterinary services:** are allowed without any restriction.
- 13) **E — Commerce:** are permitted for all goods.
- 14) **Offices:**
- i. Central Government and Private Offices: allowed to open as per required strength without any restrictions except that compliance of social distancing and wearing of masks at all times, shall be ensured. If so required, the timings may be adjusted to work in small teams to ensure strict compliance of these restrictions.
  - ii. Punjab Government Offices: All the Punjab government offices would remain open as per required strength. However, the head of the Office will ensure that there is adequate space for maintaining social-distancing norms. If the space is inadequate, the employees will be required to attend office by rotation.
- 15) **Public Parks** are allowed to open without any gatherings
- 16) **School, Colleges, Educational & Coaching institutions** are allowed to open for Office work, Online teaching and book distribution only
- 17) **Banks and Finance institutions** are permitted to open according to their timings
- 18) **Barber shops, beauty parlours, saloons, spa shops** are allowed to open 07.00 am to 07.00 pm with compliance to guidelines of MoHFW.
- 19) **Social distancing and wearing of masks:**
- Social distancing i.e. minimum 6 feet distance (do gaz ki duri) for all the activities shall always be maintained. Accordingly, if any permitted activity leads to crowding and congestion, then necessary steps in terms of staggering, rotation, timings of offices and establishments etc. be taken and it be ensured that principles of social distancing are not compromised.

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Wearing of masks by all persons in public places, including work places etc. will be mandatory and must be strictly observed and enforced.

**20) Permits and passes:**

- a. No separate permission would be required by the industries and other establishments to resume their operations. All employees, be it government offices, private offices and other work places, would be allowed to move without any requirement of pass during the permitted hours i.e. 5.00 am to 9.00 pm.
- b. There shall be no restriction on inter-state movement of persons and no separate permission or E- permit would be required for such movement. However, use of cova-app and self-generated 'e-pass' would be mandatory.

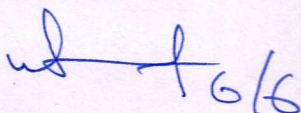
**21) Use of Arogaya Setu :**

Employees are advised to ensure that Arogaya Setu is installed by all the employees having compatible mobile phones. Similarly, individuals are also advised by the district authorities to install *Arogaya Setu* application on their compatible mobile phones and also regularly update their health status on the *app*.

**22) Penal provisions:**

Any violation of these guidelines and lockdown measures shall be punishable under sections 51 to 60 of the Disaster Management Act, 2005 besides legal action under section 188 of Indian Penal Code (IPC).

- 23)** The State Government guidelines and SOP's of MoHFW shall be strictly followed by the institutions.



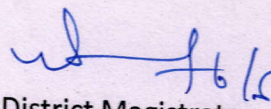
**24) Advisories:**

The Health & Family Welfare Department, Punjab has issued advisories on different subjects. All concerned shall ensure compliance of these advisories as noted below-

- (i) Advisory dated 20.04.2020 for offices
- (ii) Advisory dated 23.04.2020 for banks
- (iii) Advisory dated 24.04.2020 for usage of air-conditioners in residential/commercial establishments.
- (iv) Advisory dated 25.04.2020 for industry
- (v) Advisory dated 26.04.2020 for MGNREGA works
- (vi) Advisory dated 28.04.2020 for shops
- (vii) Advisory dated 29.04.2020 for petrol pumps
- (viii) Advisory dated 30.04.2020 for goods vehicles
- (ix) Advisory dated 02.05.2020 for senior citizens
- (x) Advisory dated 06.05.2020 for transport buses
- (xi) Advisory dated 07.05.2020 for safety of food & other house-hold items
- (xii) Advisory dated 11.05.2020 for inter-state movement c persons
- (xiii) Advisory dated 12.05.2020 for hotels offering quaranti ie facility for overseas Indians

These order shall come into effect from 08.06.2020

Given under my hand this 06<sup>TH</sup> of June, 2020 at Gurdaspur.

  
District Magistrate  
Gurdaspur

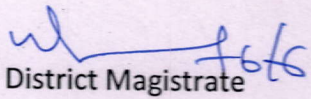


OFFICE OF THE DISTRICT MAGISTRATE, GURDASPUR

No 7832 - 7901 /MA Dated 06/06/2020

A copy is forwarded to:

- 1) Worthy Chief Secretary to the Government of Punjab, Chandigarh
- 2) Home Secretary to the Government of Punjab, Chandigarh
- 3) Commissioner, Jalandhar Division, Jalandhar
- 4) District and Sessions Judge, Gurdaspur
- 5) All the District Magistrates in the State of Punjab
- 6) Senior Superintendent of Police, Gurdaspur and Batala
- 7) Additional Deputy Commissioner (General) (Development), Gurdaspur
- 8) All the SDMs, Tehsildars, Naib Tehsildars-cum-Executive Magistrates, Special Executive Magistrate -cum-Corona Vigilance Officers, District Attorney, Gurdaspur.
- 9) District Development and Panchayat Officer, Gurdaspur
- 10) Assistant Excise and taxation commissioner, Gurdaspur
- 11) District Food and Supply controller, Gurdaspur
- 12) District Education Officer, Gurdaspur and Batala
- 13) DPRO Gurdaspur, Batala
- 14) President of all trades, District Gurdaspur

  
District Magistrate  
Gurdaspur

**Government of India**  
**Ministry of Health and Family Welfare**

**SOP on preventive measures to contain spread of COVID-19 in religious places/places of worship**

**1. Background**

Religious places / places of worship get frequented by large number of people for spiritual solace. To prevent spread of COVID-19 infection, it is important that required social distancing and other preventive measures are followed in such premises.

**2. Scope**

This document outlines various generic precautionary measures to be adopted in addition to specific measures to be taken at particular places to prevent spread of COVID-19.

**Religious places/places of worship for public in containment zones shall remain closed. Only those outside containment zones will be allowed to open up.**

**3. Generic preventive measures**

Person above 65 years of age, persons with comorbidities, pregnant woman and children below the age of 10 years are advised to stay at home. Organisations managing the religious institutions to advise accordingly.

The generic preventive measures include simple public health measures that are to be followed to reduce the risk of COVID-19. These measures need to be observed by all (workers and visitors) in these places at all times.

These include:

- i. Individuals must maintain a minimum distance of 6 feet in public places as far as feasible.
- ii. Use of face covers/masks to be mandatory.
- iii. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
- iv. Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.
- v. Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.
- vi. Spitting should be strictly prohibited.
- vii. Installation & use of Aarogya Setu App shall be advised to all.

**4. All religious places shall also ensure:**

- i. Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- ii. Only asymptomatic persons shall be allowed in the premises.
- iii. All persons to be allowed entry only if using face cover/masks.
- iv. Posters/standees on preventive measures about COVID-19 to be displayed prominently. Audio and Video clips to spread awareness on preventive measures for COVID-19 should be regularly played.
- v. Staggering of visitors to be done, if possible.
- vi. Shoes / footwear to be preferably taken off inside own vehicle. If needed they should be kept in separate slots for each individual / family by the persons themselves.
- vii. Proper crowd management in the parking lots and outside the premises – duly following social distancing norms shall be organized.
- viii. Any shops, stalls, cafeteria etc., outside and within the premises shall follow social distancing norms at all times
- ix. Specific markings may be made with sufficient distant to manage the queue and ensure social distancing in the premises.
- x. Preferably separate entry and exits for visitors shall be organized
- xi. Maintain physical distancing of a minimum of 6 feet at all times when queuing up for entry.
- xii. People should wash their hand and feet with soap and water before entering the premises.
- xiii. Seating arrangement to be made in such a way that adequate social distancing is maintained.
- xiv. For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasises that the temperature setting of all air conditioning devices should be in the range of 24-30oC, relative humidity should be in the range of 40-70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.
- xv. Touching of statues/idols / holy books etc. not to be allowed.
- xvi. Large gatherings/congregation continue to remain prohibited.
- xvii. In view of potential threat of spread of infection, as far as feasible recorded devotional music/songs may be played and choir or singing groups should not be allowed.
- xviii. Avoid physical contact while greeting each other.
- xix. Common prayer mats should be avoided and devotees should bring their own prayer mat or piece of cloth which they may take back with them.
- xx. No physical offerings like Prasad/distribution or sprinkling of holy water, etc.to be allowed inside the religious place.
- xxi. Community kitchens/langars / “Ann-daan”, etc. at religious places should follow physical distancing norms while preparing and distributing food.
- xxii. Effective sanitation within the premises shall be maintained with particular focus on lavatories, hand and foot-washing stations/areas.

- xxiii. Frequent cleaning and disinfection to be maintained by the management of the religious place.
- xxiv. The floors should particularly be cleaned multiple times in the premises.
- xxv. Proper disposal of face covers / masks / gloves left over by visitors and/or employees should be ensured.
- xxvi. In case of a suspect or confirmed case in the premises:
  - a. Place the ill person in a room or area where they are isolated from others.
  - b. Provide a mask/face cover till such time he/she is examined by a doctor.
  - c. Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
  - d. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.
  - e. Disinfection of the premises to be taken up if the person is found positive.

**Government of India  
Ministry of Health and Family Welfare**

**SOP on preventive measures in Hotels and Other Hospitality Units  
to contain spread of COVID-19**

**1. Background**

All hotels and other hospitality units must take suitable measures to restrict any further transmission of COVID-19 while providing accommodation and other tourist services. The SOP aims to minimize all possible physical contacts between Staff and Guests and maintain social distancing and other preventive and safety measures against COVID-19.

**2. Scope**

This document outlines various generic precautionary measures to be adopted in addition to specific measures to be ensured in hotels and other hospitality units(*henceforth, 'hotels'*)to prevent spread of COVID-19.

**Hotels in containment zones shall remain closed. Only those outside containment zones will be allowed to open up.**

**3. Generic preventive measures**

(A) Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to stay at home, except for essential and health purposes. Hotel management to advise accordingly.

(B) The generic measures include simple public health measures that are to be followed to reduce the risk of COVID-19. These measures need to be observed by all (staff and guests) in these places at all times.

These include:

- i. Physical distancing of at least 6 feet to be followed as far as feasible.
- ii. Use of face covers/masks to be made mandatory.
- iii. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
- iv. Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.
- v. Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.
- vi. Spitting shall be strictly prohibited.
- vii. Installation and use of Aarogya Setu app shall be advised to all.

**4. All Hotels shall ensure the following arrangements:**

- i. Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- ii. Only asymptomatic staff and guests shall be allowed.
- iii. All staff and guests to be allowed entry only if using face cover/masks. The face cover/masks has to be worn at all times inside the hotel.
- iv. Adequate manpower shall be deployed by hotel management for ensuring social distancing norms.
- v. Staff should additionally wear gloves and take other required precautionary measures.
- vi. All employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public. Hotel management to facilitate work from home wherever feasible.
- vii. Proper crowd management in the hotel as well as in outside premises like parking lots—duly following social distancing norms shall be ensured. Large gatherings/congregations continue to remain prohibited.
- viii. Valet parking, if available, shall be operational with operating staff wearing face covers/ masks and gloves as appropriate. A proper disinfection of steering, door handles, keys, etc. of the vehicles should be taken up.
- ix. Preferably separate entry and exits for guests, staff and goods/supplies shall be organized. Maintaining physical distancing of a minimum of 6 feet, when queuing up for entry and inside the hotel as far as feasible. Specific markings may be made with sufficient distance to manage the queue and ensure social distancing in the premises.
- x. Number of people in the elevators shall be restricted, duly maintaining social distancing norms. Use of escalators with one person on alternate steps may be encouraged.
- xi. Details of the guest (travel history, medical condition etc.) along with ID and self-declaration form must be provided by the guest at the reception.
- xii. Posters/standees/AV media on preventive measures about COVID-19 to be displayed prominently.
- xiii. Hand sanitizers must be kept at the reception for guests to use. Guests to sanitize hands before and after filling relevant forms including A&D register.
- xiv. Hotels must adopt contactless processes like QR code, online forms, digital payments like e-wallet etc. for both check-in and check-out.
- xv. Luggage should be disinfected before sending the luggage to rooms.
- xvi. Guests who are at higher risk i.e. those who are older, pregnant or those who have underlying medical conditions are advised to take extra precautions.
- xvii. Guests should be advised not to visit areas falling within containment zone
- xviii. Required precautions while handling supplies, inventories and goods in the hotel shall be ensured. Proper queue management and disinfection shall be organized.
- xix. Appropriate personal protection gears like face covers/masks, gloves and hand sanitizers etc. shall be made available by hotel to the staff as well as the guests.
- xx. Detailed guidelines issued for restaurants shall be followed.

- a. Seating arrangement in the restaurant also to be made in such a way that adequate social distancing is maintained.
  - b. Disposable menus are advised to be used.
  - c. Instead of cloth napkins, use of good quality disposable paper napkins to be encouraged.
  - d. Contactless mode of ordering and digital mode of payment (using e-wallets) to be encouraged.
  - e. Buffet service should also follow social distancing norms among guests.
- xxi. Room service or takeaways to be encouraged, instead of dine-in. Food delivery personnel should leave the packet at guest or customer's door and not handed directly to the receiver. The staff for home deliveries shall be screened thermally by the hotel authorities prior to allowing home deliveries.
  - xxii. For room service, communication between guests and in-house staff should be through intercom/ mobile phone and room service (if any) should be provided while maintaining adequate social distance.
  - xxiii. Gaming Arcades/Children play areas (wherever applicable) shall remain closed.
  - xxiv. For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasises that the temperature setting of all air conditioning devices should be in the range of 24-30°C, relative humidity should be in the range of 40-70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.
  - xxv. Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories, drinking and hand washing stations/areas.
  - xxvi. Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (door knobs, elevator buttons, hand rails, benches, washroom fixtures, etc.) to be made mandatory in all guest service area and common areas.
  - xxvii. Proper disposal of face covers / masks / gloves left over by guests and/or staff should be ensured.
  - xxviii. Deep cleaning of all washrooms shall be ensured at regular intervals.
  - xxix. Rooms and other service areas shall be sanitized each time a guest leaves.
  - xxx. In the kitchen, the staff should follow social distancing norms at work place. Kitchens area must be sanitized at regular intervals.
  - xxxi. In case of a suspect or confirmed case in the premises:
    - a. Place the ill person in a room or area where they are isolated from others.
    - b. Provide a mask/face cover till such time he/she is examined by a doctor.
    - c. Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
    - d. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.
    - e. Disinfection of the premises to be taken up if the person is found positive.

**Government of India**  
**Ministry of Health and Family Welfare**

**SOP on preventive measures in shopping malls to contain spread of COVID-19**

**1. Background**

Shopping malls get frequented by large number of people for shopping, entertainment and food. To prevent spread of COVID-19 infection, it is important that required social distancing and other preventive measures are followed.

**2. Scope**

This document outlines various generic precautionary measures to be adopted in addition to specific measures to be ensured at particular places to prevent spread of COVID-19.

**Shopping malls in containment zones shall remain closed. Only those outside containment zones will be allowed to open up.**

**3. Generic preventive measures**

Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to stay at home, except for essential and health purposes. Shopping mall management to advise accordingly.

The generic measures include simple public health measures that are to be followed to reduce the risk of COVID-19. These measures need to be observed by all (workers and visitors) in these places at all times.

These include:

- i. Physical distancing of at least 6 feet to be followed as far as feasible.
- ii. Use of face covers/masks to be made mandatory.
- iii. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
- iv. Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.
- v. Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.
- vi. Spitting shall be strictly prohibited.
- vii. Installation & use of Aarogya Setu App shall be advised to all.



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**4. All shopping malls shall ensure the following arrangements:**

- i. Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- ii. Only asymptomatic customers/visitors shall be allowed.
- iii. All workers/customers/visitors to be allowed entry only if using face cover/masks. The face cover/masks has to be worn at all times inside the shopping mall.
- iv. Posters/standees/AV media on preventive measures about COVID-19 to be displayed prominently.
- v. Staggering of visitors to be done, if possible.
- vi. Adequate manpower shall be deployed by Mall Management for ensuring social distancing norms.
- vii. All employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public. Shopping Mall management to facilitate work from home wherever feasible.
- viii. Proper crowd management in the parking lots and outside the premises – duly following social distancing norms shall be ensured.
- ix. Valet parking, if available, shall be operational with operating staff wearing face covers/ masks and gloves as appropriate. A proper disinfection of steering, door handles, keys, etc. of the vehicles should be taken up.
- x. Any shops, stalls, cafeteria etc., outside and within the premises shall follow social distancing norms at all times.
- xi. Specific markings may be made with sufficient distance to manage the queue and ensure social distancing in the premises.
- xii. Preferably separate entry and exits for visitors, workers and goods/supplies shall be organized.
- xiii. The staff for home deliveries shall be screened thermally by the shopping mall authorities prior to allowing home deliveries.
- xiv. Required precautions while handling supplies, inventories and goods in the shopping mall shall be ensured. Proper queue management and disinfection shall be organized.
- xv. Maintaining physical distancing of a minimum of 6 feet, when queuing up for entry and inside the shopping mall as far as feasible.
- xvi. Number of customers inside the shop to be kept at a minimum, so as to maintain the physical distancing norms.
- xvii. Seating arrangement, if any, to be made in such a way that adequate social distancing is maintained.
- xviii. Number of people in the elevators shall be restricted, duly maintaining social distancing norms.
- xix. Use of escalators with one person on alternate steps may be encouraged.
- xx. For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasises that the temperature setting of all air conditioning devices should be in the range of 24-30°C, relative humidity should be in the range of 40-

70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.

- xxi. Large gatherings/congregations continue to remain prohibited.
- xxii. Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories, drinking and hand washing stations/areas.
- xxiii. Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (door knobs, elevator buttons, hand rails, benches, washroom fixtures, etc.) to be made mandatory in all malls in common areas as well as inside shops, elevators, escalators etc.
- xxiv. Proper disposal of face covers / masks / gloves left over by visitors and/or employees should be ensured.
- xxv. Deep cleaning of all washrooms shall be ensured at regular intervals.
- xxvi. In the food-courts:
  - a. Adequate crowd and queue management to be ensured to ensure social distancing norms.
  - b. In food courts and restaurants, not more than 50% of seating capacity to be permitted.
  - c. Food court staff / waiters should wear mask and hand gloves and take other required precautionary measures.
  - d. The seating arrangement should ensure adequate social distancing between patrons as far as feasible.
  - e. Contactless mode of ordering and digital mode of payment (using e-wallets) to be encouraged.
  - f. Tables to be sanitized each time customer leaves.
  - g. In the kitchen, the staff should follow social distancing norms at work place.
- xxvii. Gaming Arcades shall remain closed.
- xxviii. Children Play Areas shall remain closed.
- xxix. Cinema halls inside shopping malls shall remain closed.
- xxx. In case of a suspect or confirmed case in the premises:
  - a. Place the ill person in a room or area where they are isolated from others.
  - b. Provide a mask/face cover till such time he/she is examined by a doctor.
  - c. Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
  - d. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.
  - e. Disinfection of the premises to be taken up if the person is found positive.

**Government of India**  
**Ministry of Health and Family Welfare**

**SOP on preventive measures in Restaurants to contain spread of COVID-19**

**1. Background**

Given the current COVID-19 outbreak in India, it is important that restaurants and other hospitality units take suitable measures to restrict any further transmission of the virus while providing restaurant services.

**2. Scope**

This document outlines various generic precautionary measures to be adopted in addition to specific measures to be ensured at particular places to prevent spread of COVID-19.

**Restaurants in containment zones shall remain closed. Only those outside containment zones will be allowed to open up.**

**3. Generic preventive measures**

Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to stay at home, except for essential and health purposes. Restaurant management to advise accordingly.

The generic measures include simple public health measures that are to be followed to reduce the risk of COVID-19. These measures need to be observed by all (staff and patrons) in these places at all times.

These include:

- i. Physical distancing of at least 6 feet to be followed as far as feasible.
- ii. Use of face covers/masks to be made mandatory.
- iii. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
- iv. Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.
- v. Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.
- vi. Spitting shall be strictly prohibited.
- vii. Installation & use of Aarogya Setu App shall be advised to all.

viii.

**4. All Restaurants shall ensure the following arrangements:**

- i. Takeaways to be encouraged, instead of Dine-In. Food delivery personnel should leave the packet at customer's door. DO NOT handover the food packet directly to the customer.
- ii. The staff for home deliveries shall be screened thermally by the restaurant authorities prior to allowing home deliveries.
- iii. Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- iv. Only asymptomatic staff and patrons shall be allowed.
- v. All staff and patrons to be allowed entry only if using face cover/masks. The face cover/masks has to be worn at all times inside the restaurant.
- vi. Posters/standees/AV media on preventive measures about COVID-19 to be displayed prominently.
- vii. Staggering of patrons to be done, if possible.
- viii. Adequate manpower shall be deployed by restaurant management for ensuring social distancing norms.
- ix. All employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public. Restaurant management to facilitate work from home wherever feasible.
- x. Proper crowd management in the parking lots and outside the premises – duly following social distancing norms shall be ensured.
- xi. Additional patrons to be seated in a designated waiting area with norms of social distancing.
- xii. Valet parking, if available, shall be operational with operating staff wearing face covers/ masks and gloves as appropriate. A proper disinfection of steering, door handles, keys, etc. of the vehicles should be taken up.
- xiii. Specific markings may be made with sufficient distance to manage the queue and ensure social distancing in the premises.
- xiv. Preferably separate entry and exits for patrons, staff and goods/supplies shall be organized.
- xv. Required precautions while handling supplies, inventories and goods in the restaurant shall be ensured. Proper queue management and disinfection shall be organized.
- xvi. Maintaining physical distancing of a minimum of 6 feet, when queuing up for entry and inside the restaurant as far as feasible.
- xvii. Seating arrangement to be made in such a way that adequate social distancing is maintained. In restaurants, not more than 50% of seating capacity to be permitted.
- xviii. Disposable menus are advised to be used.
- xix. Instead of cloth napkins, use of good quality disposable paper napkins to be encouraged.
- xx. Buffet service should also follow social distancing norms among patrons.
- xxi. Number of people in the elevators shall be restricted, duly maintaining social distancing norms.

- xxii. Use of escalators with one person on alternate steps may be encouraged.
- xxiii. For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasises that the temperature setting of all air conditioning devices should be in the range of 24-30°C, relative humidity should be in the range of 40-70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.
- xxiv. Large gatherings/congregations continue to remain prohibited.
- xxv. Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories, drinking and hand washing stations/areas.
- xxvi. Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (door knobs, elevator buttons, hand rails, benches, washroom fixtures, etc.) to be made mandatory in all guest service area and common areas.
- xxvii. Proper disposal of face covers / masks / gloves left over by patrons and/or staff should be ensured.
- xxviii. Deep cleaning of all washrooms shall be ensured at regular intervals.
- xxix. Adequate crowd and queue management to be ensured to ensure social distancing norms.
- xxx. Staff / waiters should wear mask and hand gloves and take other required precautionary measures.
- xxxi. Contactless mode of ordering and digital mode of payment (using e-wallets) to be encouraged.
- xxxii. Tables to be sanitized each time customer leaves.
- xxxiii. In the kitchen, the staff should follow social distancing norms at work place. Kitchens area must be sanitized at regular intervals.
- xxxiv. Gaming Arcades/Children play areas (wherever applicable) shall remain closed.
- xxxv. In case of a suspect or confirmed case in the premises:
  - a. Place the ill person in a room or area where they are isolated from others.
  - b. Provide a mask/face cover till such time he/she is examined by a doctor.
  - c. Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
  - d. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.
  - e. Disinfection of the premises to be taken up if the person is found positive.