

**IMMEDIATE/URGENT**

From

Additional Chief Secretary to Government of Haryana,  
Urban Local Bodies Department,  
Chandigarh.

To

1. All the Deputy Commissioners in the State of Haryana.
2. All the Commissioners of Municipal Corporations in the State of Haryana.
3. All the Executive Officers/Secretaries of Municipal Councils/Committees in the State of Haryana.

Memo No. ADULB/Admn./2020/**30179**

Dated: 07.06.2020

**Subject:- Standard Operating Procedures (SOPs) regarding the preventive measures to be followed in religious places/places of worship, Hotels, Restaurants & other Hospitality Services and Shopping Malls within the Municipal limits to contain spread of COVID-19 pandemic.**

In reference to the subject cited above.

2. Government of India has been taking various measures towards management and control of COVID-19 pandemic. State Government is also taking measures on the same lines for containing the spread of this disease. As part of graded response various restrictions were in place for major public activities and guidelines have been issued from time to time as per the evolving situation.

Ministry of Home Affairs (MHA), Government of India has extended the lockdown period in the Containment Zones upto 30.06.2020 and to re-open certain activities in a phased manner outside the Containment Zones vide its order dated 30<sup>th</sup> May, 2020.

3. The said orders provided that the Ministry of Health & Family Welfare (MoHFW), Government of India will issue Standard Operating Procedures (SOPs) for allowing following activities w.e.f. 08.06.2020:-

- (a) Religious places/places of worship for public.
- (b) Hotels, restaurants and other hospitality services.
- (c) Shopping Malls.

Accordingly, the SOPs in respect of above activities have been issued by the Ministry of Health & Family Welfare (MoHFW), Government of India vide No. F. No. Z.28015/19/2020-EMR (Pt.) dated 04.06.2020.

4. Keeping in view the prevailing conditions due to COVID-19 pandemic in the State of Haryana, State Government has decided to regulate and restrict these activities as under besides following the guidelines and instructions as mentioned in Ministry of Home Affairs (MHA) directions dated 30.05.2020 and Ministry of Health & Family Welfare (MoHFW) SOPs dated 04.06.2020:-

**(a) Religious places/places of worship for public**

No such activities shall be allowed in the districts of Gurugram and Faridabad in view of large number of positive cases being found on daily basis during last 10 days. In all remaining districts of the State, such activities are allowed subject to following restrictions:-

- (i) The generic preventive measures including simple public health measures, social distancing (*2 gaz ki doori*), wearing of face covers/masks need to be observed by all (workers and visitors) in these places at all times.
- (ii) No aarti, congregation or mass & collective gathering for prayers shall be allowed. Only individual prayers shall be allowed.
- (iii) Physical offerings like Prasad/langars etc., distribution or sprinkling of holy water etc. inside the religious place should not be allowed. However, Community kitchens already running should continue to operate by following physical distancing norms while preparing and distributing food.
- (iv) Sanitization should be done at regular intervals.
- (v) All workers should wear masks.



All the provisions of the SOP dated 04.06.2020 issued by Ministry of Health and Family Welfare (MoHFW), Government of India on preventive measures to contain spread of COVID-19 in religious places/places of worship (**Annexure-I**) shall be followed in letter & spirit.

**(b) Hotels, restaurants and other hospitality services**

Hotels and Restaurants in all the districts of the State will be opened with the generic preventive measures including simple public health measures, social distancing (*2 gaz ki doori*), wearing of face covers/masks need to be observed by all (workers and visitors) in these places at all times. The following restrictions shall be ensured:-

- (i) Banquet Halls with approx. size of around 2000 sq. ft. and above shall be allowed to operate with maximum of 50 guests at a time by following the formula of social distancing i.e., *2 gaz ki doori*.
- (ii) Restaurants in Hotels shall be allowed to operate with only 50% of the capacity. No Buffet service shall be allowed. Only ala carte (ordering individually on the menu) services are allowed.
- (iii) No Bars in the restaurants shall be allowed.
- (iv) Room service or take aways for dine in rooms shall be allowed.
- (v) Gaming Arcades and Children Play Areas (wherever applicable) shall remain closed.
- (vi) All workers should wear masks.

**Restrictions for operation of Restaurants:-**

- (i) Restaurants shall be allowed to take orders from customers from 09:00 AM to 08:00 PM and operate only with the 50% seating capacity.
- (ii) No Buffet service shall be allowed. Only ala carte (ordering individually on the menu) services are allowed.
- (iii) No Bars in the restaurants shall be allowed.
- (iv) All workers should wear masks and gloves.
- (v) Sanitization should be done at regular intervals.

All the provisions of the SOP dated 04.06.2020 issued by Ministry of Health and Family Welfare (MoHFW), Government of India on preventive measures to contain spread of COVID-19 in Hotels, restaurants and other hospitality services (**Annexure-II & III**) shall be followed in letter & spirit.

**(c) Shopping Malls.**

No such activities shall be allowed in the districts of Gurugram and Faridabad in view of large number of positive cases being found on daily basis during last 10 days. In all remaining districts of the State, such activities are allowed subject to following restrictions:-

- (i) The generic preventive measures including simple public health measures, social distancing (*2 gaz ki doori*), wearing of face covers/masks need to be observed by all (workers and visitors) in these places at all times.
- (ii) Gaming Arcades, Children Play Areas and Cinema Halls inside shopping malls shall remain closed.
- (iii) Sanitization should be done at regular intervals.

All the provisions of the SOP dated 04.06.2020 issued by Ministry of Health and Family Welfare (MoHFW), Government of India on preventive measures to contain spread of COVID-19 in Shopping Malls (**Annexure-IV**) shall be followed in letter & spirit.

5. The timing for all the above activities shall remain between 09:00 AM to 08:00 PM so as to ensure the compliance of Night Curfew between 09:00 PM to 05:00 AM. No persons shall be out on roads beyond 09:00 PM.

6. These directions shall be enforced by the Deputy Commissioners in their respective districts and any violations shall be punishable under the provisions of Disaster Management Act, 2005 as well as under Section 188 of Indian Penal Code, 1860.



7. The joint teams constituted by Deputy Commissioner for enforcing the above instructions/directions should ensure extensive checking and challan the violators as per directions issued vide this office memo No. ADULB/Admn./2020/26642 dated 05.05.2020. Municipalities shall forward daily consolidated reports to this office at e-mail [suda.haryana@yahoo.co.in](mailto:suda.haryana@yahoo.co.in).

8. Needless to mention here that the directions of Ministry of Home Affairs (MHA), Government of India regarding lockdown guidelines dated 30<sup>th</sup> May, 2020 and Ministry of Health & Family Welfare (MoHFW), Government of India dated 04.06.2020 should not be diluted in any manner, whatsoever, while complying with these Standard Operating Procedures (SOPs) mentioned above.

9. These Standard Operating Procedures (SOPs) shall come into effect from 08.06.2020. All Municipalities shall ensure to arrange for wide publicity by MUNADI on its own vehicles being used for door-to-door garbage collection vehicles having Public Address System (PAS) facility or by hiring vehicles for this purpose today itself on priority basis. Wide publicity may also be carried out through press release and social media.

10. Strict compliance of the above directions be ensured by all concerned.

This issues with the approval of Additional Chief Secretary to Government of Haryana, Urban Local Bodies Department.

Additional Director (Admn.)  
for Additional Chief Secretary to Govt. Haryana,  
Urban Local Bodies Department.

Endst. No. ADULB/Admn./2020/30180

Dated 07.06.2020

A copy of the above is forwarded to the following with the request to issue such directions in their respective jurisdictions:-

1. Chief Administrator, Haryana Shahari Vikas Pradhikaran, Panchkula.
2. Director General, Department of Town & Country Planning, Haryana, Chandigarh.
3. Chief Administrator, Housing Board Haryana, Panchkula.

Additional Director (Admn.)  
for Additional Chief Secretary to Govt. Haryana,  
Urban Local Bodies Department.

Endst. No. ADULB/Admn./2020/30181

Dated: 07.06.2020

A copy of the above is forwarded to the following for information and necessary action please:-

1. All the Commissioners of Municipal Corporations-cum-Coordinating Supervisory Officers (COVID-19) in their designated area in the State of Haryana.
2. Deputy Commissioner-cum-Coordinating Supervisory Officer (COVID-19) for Districts of Kurukshetra, Kaithal, Bhiwani, Charkhi Dadri, Rewari, Mahendergarh, Sirsa and Jind.

Additional Director (Admn.)  
for Additional Chief Secretary to Govt. Haryana,  
Urban Local Bodies Department.

Endst. No. ADULB/Admn./2020/30182

Dated: 07.06.2020

A copy of the above is forwarded to the following for information and necessary action please:-

1. Director General of Police, Haryana.
2. All Commissioners of Police in the State of Haryana.
3. All Senior Superintendents/Superintendents of Police in the State of Haryana.

Additional Director (Admn.)  
for Additional Chief Secretary to Govt. Haryana,  
Urban Local Bodies Department.

CC:-

1. PS/ULBM.
2. Secy./CS.
3. SPS/ACSULB.
4. PA/DGULB.
5. AMD, SUDA for compilation.

4<sup>th</sup> June, 2020

**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.

4<sup>th</sup> June,2020

**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 Setuapp 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.

4th June,2020

**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.

4<sup>th</sup> June,2020

**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.

viii.

**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.