

**Government of Punjab  
Department of Home Affairs & Justice**

To

1. All the Divisional Commissioners and the Deputy Commissioners in the State
2. All the Zonal IGPs, Commissioners of Police, DIGs and SSPs in the State

No.SS/ACSH/2020/506

Dated: Chandigarh, the 30th day of June, 2020.

**Sub: Guidelines for Phased Reopening (Unlock 2) to be implemented from 01.07.2020 to 30.07.2020**

1. This is in continuation to this office letters No. SS/ACSH/2020/456 dated 31.05.2020, No. SS/ACSH/2020/470 dated 06.06.2020, No. SS/ACSH/2020/478 dated 12.06.2020 and No. SS/ACSH/2020/497 dated 23.06.2020 vide which guidelines for lockdown 5.0/Unlock1.0 to be implemented from 01.06.2020 to 30.06.2020 were circulated for compliance.

The Ministry of Home Affairs (MHA), Government of India has, vide order No. 40-3/2020-DM-I(A) dated 29.06.2020, decided to extend the Lockdown in Containment Zones upto 31.07.2020 and reopen more activities in a calibrated manner in areas outside the Containment Zones. A copy of this order is attached herewith.

As per para 9 of the MHA order, the guidelines are to be strictly enforced and shall not be diluted by the district authorities.

Your attention is also drawn to para 5 of the MHA order vide which district authorities have been allowed to impose such restrictions as deemed necessary in areas outside the Containment Zones. However, there shall be no restriction on inter-state and intra-state movement of persons and goods including those for cross land-border trade under treaties with neighbouring countries. No separate permission/approval/e-permit will be required for such movements.

Based on the MHA order, the State Government issues the guidelines as under for the period 01.07.2020 to 31.07.2020:-

**2. Activities prohibited in areas outside Containment Zones**

The following activities shall not be permitted:-

- (i) Schools, colleges, educational and coaching institutions will remain closed till 31<sup>st</sup> July 2020. On-line/distance learning shall continue to be permitted and shall be encouraged.

Training institutions of the Central and State governments will be allowed to function from 15<sup>th</sup> July 2020 for which Standard Operating Procedure (SOP) will be issued by the Department of Personnel & Training (DoPT), Government of India.

*Dhanyendra*

- (ii) International air travel of passengers, except as permitted by MHA.
- (iii) Metro Rail.
- (iv) Cinema halls, gymnasiums, swimming pools, entertainment parks, theatres, bars, auditoriums, assembly halls and similar places.
- (v) Social/political/sports/entertainment/academic/cultural/religious functions and other large congregations.

All other activities shall be permitted in areas outside Containment Zones

### 3. Lockdown limited to Containment Zones

- (i) As per para 4 of MHA Order, lockdown shall continue to remain in force in Containment Zones till 31st July 2020.
- (ii) Containment Zones are to be demarcated by the District authorities as per the guidelines of the Ministry of Health & Family Welfare (MoHFW), Government of India (GoI). Only essential activities shall be permitted in the Containment Zones.
- (iii) The District authorities may accordingly take requisite action in Containment and Buffer Zones as per guidelines of MoHFW, GoI and the Department of Health & Family Welfare, Government of Punjab.

### 4. Guidelines for areas outside containment zones

In supersession of all the previous guidelines, the guidelines as under, would be applicable in the State during the period 01.07.2020 to 31.07.2020 outside the containment zones.

*The list of activities permitted in Punjab in areas outside containment zones is enclosed herewith for ready reference as **Ann. -'1'**.*

#### (1) **Night curfew (10 pm to 5 am):**

Movement of individuals for all the non-essential activities shall remain prohibited between 10.00 pm to 5.00 am throughout the State.

However, essential activities including operation of multiple shifts, movement of persons and goods on National and State Highways and unloading of cargo and travel of persons to their destinations after disembarking from buses, trains and aeroplanes will be permitted.

The district authorities are accordingly directed to issue prohibitory orders u/s 144 of Cr.PC and ensure strict compliance.

#### (2) **National Directives:**

The National Directives for Covid-19 Management as specified in Annexure-I to MHA Order dated 29.06.2020 shall be followed throughout the State.

*Papam Chand*

(3) **Movement of persons with SOPs:**

Movement by passenger trains and *Shramik* special trains, domestic air travel, movement of Indian Nationals stranded outside the country and of specified persons to travel abroad, evacuation of foreign nationals and sign-on and sign-off of Indian seafarers will continue to be regulated as per SOPs issued.

(4) **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 for health purposes.

(5) **Restricted activities:**

- (i) *Marriage related gatherings* – Number of guests not to exceed 50.
- (ii) *Funeral/last rites* – Number of persons not to exceed 20
- (iii) *Spitting in public places*: is completely prohibited and punishable with fine.
- (iv) *Consumption of liquor, pan, gutka, tobacco etc.* in public places is prohibited. However, there will be no restriction on their sale

(6) **Religious places/places of worship for public:**

- (i) Places of worship/religious places shall remain open only between 5 am to 8 pm.
- (ii) The maximum number of persons at the time of worship shall not exceed 20 with due distancing and therefore, the worship time should be staggered accordingly.
- (iii) The managements of these places shall make adequate arrangements to ensure hand hygiene, social distancing and wearing of masks.
- (iv) Langar and Prasad are allowed. SOP for religious places be followed.

(7) **Restaurants:**

Restaurants are allowed to open **till 9 pm** with 50% occupancy or 50 guests, whichever is less. Liquor can be served provided the restaurant has a valid permission from the Excise Department. However, bars shall remain closed. The management will comply with the SoP attached herewith.

(8) **Hotels and other Hospitality Units:**

- (i) Restaurants in Hotels are allowed to serve food including buffet meals upto 50% of their seating capacity or 50 guests, whichever is less. These restaurants would also be open to persons other than hotel guests but the timings, for both the hotel guests as well as persons from outside would be **till 9 pm**. The bars shall remain closed. However, liquor can be

*RAJ'S CHANGE*

served in the Rooms and Restaurants, as permitted under the Excise policy of the State. SoP attached herewith will be followed.

- (ii) Night curfew shall strictly be enforced and movement of individuals shall only be permissible from 5 am to 10 pm.
- (iii) The guests will be allowed to enter and leave the hotel premises between 10 pm to 5 am based on their schedule of travel by flight/train. The air/train ticket and hotel booking would serve as a curfew pass for one-time movement of these guests to and from the Hotel during the curfew hours (10 pm to 5 am). SOP attached herewith will be followed.

(9) **Marriages, other Social Functions and 'Open-Air' Parties:**

- (i) Marriages, other Social Functions and 'Open-Air' Parties in Banquet Halls, Marriage Palaces, Hotels and open venues can be organised upto 50 persons. The number of guests exclusive of catering staff would not exceed 50 persons.
- (ii) The size of Banquet Hall and venue for 50 persons shall at least be 5,000 sq. feet based on requirement of 10' x10' area for a person for the purpose of maintenance of adequate social distancing.
- (iii) The Bars shall, continue to remain closed. However liquor can be served in the function as per the Excise Policy of the State.

SOP for hotels and other hospitality units will be followed.

(10) **Opening of Shops and shopping Malls:**

All the Shopping Malls and shops including shops in main bazars in both urban and rural areas allowed to open between 7.00 am to 8.00 pm. Liquor vends shall however remain open from 8 am to 9 pm.

However, for shops situated in main bazars, market complexes and rehri markets and other crowded places, district authorities can exercise their discretion and in order to avoid crowding shall stagger the opening of shops.

**Barber shops, hair-cut saloons, beauty parlours and Spas:** will be **allowed from 7 am to 8 pm** subject to compliance of the SOP as issued by the Health Department, Punjab.

**Week- end restrictions:**

- (i) **Shops:** shops dealing with essential commodities will be allowed to remain open till 8 pm on all days.
- (ii) **Restaurants and Liquor Vends:** will continue to remain open till 9 pm on all days.

*Opinion conveyed*

- (iii) On Sundays, shops (other than those dealing in essential commodities) and shopping malls shall remain closed.
- (11) **Sports complexes, stadia and public parks:** will be allowed to open between 7 am to 8 pm without spectators as per the SOP of the Health Department.
- (12) **Industries & industrial establishments, Construction Activities etc. allowed.**
- (13) **Movement of Buses and Vehicles:** Inter-state and intra-state movement of buses would be allowed without any restriction. Transport vehicles can utilise the entire seating capacity.
- (14) **Permits and passes:**
- (i) No separate permission would be required by the industries and other establishments for their operations. All employees would be allowed without any requirement of pass during the permitted hours as mentioned in the above paragraphs for various establishments.
  - (ii) There shall be no restriction on inter-state and intra-state movement of persons and goods and no separate permission/approval/permit will be required for such movement.
  - (iii) Use of Cova-app and self-generated pass would be mandatory for inter-state passengers
- (15) **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.
- Wearing of masks by all persons in public places including work places etc. will be mandatory and must be strictly observed and enforced.
- (16) **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 to be 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*.

*Darius Wanda*

(17) **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).

5. Please acknowledge and ensure strict compliance.

*Dalish Chandya*

**Additional Chief Secretary (Home)**

30.06.2020

CC:

1. CPS/CM
2. CS
3. PSCM
4. All administrative Secretaries
5. DGP Punjab
6. ADGP-Law & Order

Attachments

1. List of activities permitted outside containment zones.(Ann.-1)
2. MHA Guidelines dated: 29/06/2020.

**Guidelines for Phased Re-opening : Unlock-2 from ( 1/7/2020 - 31/7/2020)**

S.No	Activity	Punjab Government
1	International Air Travel	No
2	Cinema Halls, gymnasiums, swimming pools, entertainment parks, theatres, bars, auditoriums, assembly halls and similar places.	No
3	Social/ political/ sports/ entertainment/ academic/cultural/ religious functions and other large Congregations	NO
4	Schools, colleges, educational & coaching Institutes	No
5	Bars	No
6	Movement of individuals (10 pm to 5 am) : Night curfew	No
7	Spitting in public	No
8	Consumption of liquor, paan, gutka, tobacco in public places	No
9	Religious places/ places of worship for public	Yes, with SOP from 5am to 8 pm with 20 devotees at a time.
10	Hotels and other hospitality Services	Yes, with SOP
11	Shopping Malls	Yes, till 9 pm with 50% maximum capacity
12	Examination - Board, Universities etc.	Yes
13	Restaurants	Yes, till 9 pm with 50% capacity or 50 guest which ever is less
14	Domestic Air Travel	Yes as per SOP
15	Trains	Yes as Per SOP
16	Movement of persons above 65 year, pregnant women & children below 10 year except for essential and health purposes.	Not Advised
17	Marriages	Yes upto 50 Guests
18	Funeral/ last rites	Yes upto 20 Persons
19	OPD (Government/ Private )	Yes
20	Sports complex and stadiums	Yes, without spectators as per SOP till 8 pm
21	Public Parks	Yes, till 8 pm but no gatherings
22	Shops in Rural & Urban Areas ( 7 am- 8 pm)	Yes
23	Barber shops, beauty parlour, saloons , spa shops (7 am - 8 pm)	Yes, as per SOP
24	Liquor shops ( 8 am - 9 pm)	Yes, as per SOP
25	Movement of Individuals (5 am to 10 pm) within the State-Inter- district	Yes without any pass
26	Inter-State movement of persons	Yes, against a self generated e-pass from COVA app and as per SOP
27	Socializing- People are advised against social visits to other people's homes.	Advised agaisnt socializing. Movement only for essential tasks.
28	Inter-State Buses	Yes, with full capacity
29	Intra-state Buses	Yes, with full capacity
30	Taxis and Cab aggregators	Yes, with full capacity
31	Rickshaw and Auto Rickshaw	Yes, with full capacity
32	4 wheeler	Yes, with full capacity
33	2 wheeler (1+1)	Yes, as per SOP
34	Inter-State Movement of Goods traffic	Yes
35	Construction in Rural & Urban areas	Yes
36	Agriculture, Horticulture, Animal Husbandry, Veterinary (essential services)	Yes
37	Bank & Finance	Yes
38	Courier, Postal service	Yes
39	Industry in Rural & Urban areas	Yes
40	E-Commerce	Yes
41	Educational Institutions for office work, online teaching & book distribution.	Yes
42	Private offices	Yes
43	Central Government offices	Yes
44	Punjab Government offices	Yes, with Full strength
45	All other activities not specifically prohibited in MHA Guidelines	Yes
46	District Authorities to impose additional restrictions	Yes, as per requirement
47	Weekend restrictions (Saturday, Sunday & other gazetted holidays)	
	1. Shops dealing with essential commodities (All days) 2. Shops other than dealing with essential commodities & Shopping Malls (Sunday)	Yes, upto 8 pm No. remain closed on Sunday
Passes for workers & employees		Yes, without pass
Passes for vehicles of workers & employees		Yes, without pass
Offices	District Magistrate is competent to stagger the timings of offices (without curtailing the office hours) The request from banks for opening early in the morning may be accepted so that people are not required to stand in the sun.	Yes

AJAY BHALLA, IAS



गृह सचिव  
Home Secretary  
भारत सरकार  
Government of India  
North Block,  
New Delhi

D.O. No. 40-3/2020-DM-I(A)

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

Dear *Chief Secretary,*

Kindly refer to Ministry of Home Affairs (MHA)'s Order of even number issued today whereby new guidelines for phased re-opening, Unlock 2, for opening up of more activities in areas outside the Containment Zones have been issued.

2. As stipulated in the Unlock 1 Order and guidelines issued on 30.05.2020, certain activities, i.e., religious places and places of worship for public; hotels, restaurants and other hospitality services; and shopping malls; have been permitted outside the containment zones from Jun 8, 2020, and the detailed standard operating procedures (SOPs) have also been issued. In Unlock 2, which will come into effect from July 1, 2020, the process of phased re-opening of activities has been extended further. Lockdown, however, shall continue to be implemented strictly in the containment zones till 31 July, 2020 with strict perimeter control and strict enforcement of containment measures as per guidelines of the Ministry of Health & Family Welfare (MOHFW).

3. As per the practice, the guidelines on Unlock 2 are based on feedback received from States and UTs, and consultations held with the related Central Ministries and Departments. After extensive consultations, it has been decided that schools, colleges and coaching institutions will remain closed till July 31, 2020. Government training institutions will be opened from July 15, 2020; night curfew will continue with relaxation in timings and with more permitted activities; and shops, depending upon space available, can have more than 5 persons at a time, while maintaining adequate physical distance among customers. Domestic flights and passenger trains have already been allowed in a limited manner. Their operations will be further expanded in a calibrated manner. Further dates for opening up of the remaining prohibited activities will be decided separately, based on the assessment of the situation.

4. As emphasized in my earlier D.O. letters, I would like to reiterate again that States/Union Territories cannot dilute restrictions imposed vide the aforesaid guidelines issued by MHA. States/UTs, based on their assessment of the situation, may prohibit certain activities in areas outside containment zones, or impose such restrictions as deemed necessary. However, there shall be no restriction on inter-State and intra-State movement of persons and goods including those for cross land-border trade under Treaties with neighbouring countries. No separate permission/ approval/ e-permit will be required for such movements.

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5. I would urge you to ensure compliance of the Unlock 2 guidelines and direct all authorities concerned for their strict implementation. Further, guidelines issued by MHA, and consequent Orders issued by the respective State Governments / UT Administrations should be widely disseminated to the field functionaries for implementation and to the public for awareness and compliance.

*With regards,*

Yours sincerely,

  
29/06/2020  
(Ajay Bhalla)

**Chief Secretaries of All States**  
(As per Standard List attached)

AJAY BHALLA, IAS



गृह सचिव  
Home Secretary  
भारत सरकार  
Government of India  
North Block,  
New Delhi

D.O. No. 40-3/2020-DM-I(A)

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

Dear *Administrators,*

Kindly refer to Ministry of Home Affairs (MHA)'s Order of even number issued today whereby new guidelines for phased re-opening, Unlock 2, for opening up of more activities in areas outside the Containment Zones have been issued.

2. As stipulated in the Unlock 1 Order and guidelines issued on 30.05.2020, certain activities, i.e., religious places and places of worship for public; hotels, restaurants and other hospitality services; and shopping malls; have been permitted outside the containment zones from Jun 8, 2020, and the detailed standard operating procedures (SOPs) have also been issued. In Unlock 2, which will come into effect from July 1, 2020, the process of phased re-opening of activities has been extended further. Lockdown, however, shall continue to be implemented strictly in the containment zones till 31 July, 2020 with strict perimeter control and strict enforcement of containment measures as per guidelines of the Ministry of Health & Family Welfare (MOHFW).

3. As per the practice, the guidelines on Unlock 2 are based on feedback received from States and UTs, and consultations held with the related Central Ministries and Departments. After extensive consultations, it has been decided that schools, colleges and coaching institutions will remain closed till July 31, 2020. Government training institutions will be opened from July 15, 2020; night curfew will continue with relaxation in timings and with more permitted activities; and shops, depending upon space available, can have more than 5 persons at a time, while maintaining adequate physical distance among customers. Domestic flights and passenger trains have already been allowed in a limited manner. Their operations will be further expanded in a calibrated manner. Further dates for opening up of the remaining prohibited activities will be decided separately, based on the assessment of the situation.

4. As emphasized in my earlier D.O. letters, I would like to reiterate again that States/Union Territories cannot dilute restrictions imposed vide the aforesaid guidelines issued by MHA. States/UTs, based on their assessment of the situation, may prohibit certain activities in areas outside containment zones, or impose such restrictions as deemed necessary. However, there shall be no restriction on inter-State and intra-State movement of persons and goods including those for cross land-border trade under Treaties with neighbouring countries. No separate permission/ approval/ e-permit will be required for such movements.

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5. I would urge you to ensure compliance of the Unlock 2 guidelines and direct all authorities concerned for their strict implementation. Further, guidelines issued by MHA, and consequent Orders issued by the respective State Governments / UT Administrations should be widely disseminated to the field functionaries for implementation and to the public for awareness and compliance.

*with regards,*

Yours sincerely,

  
29/06/2020  
(Ajay Bhalla)

**Administrators of All UTs**  
(As per Standard List attached)

**No. 40-3/2020-DM-I(A)**  
**Government of India**  
**Ministry of Home Affairs**

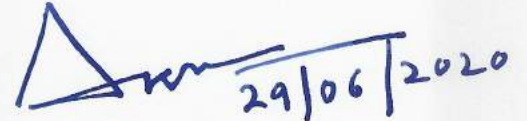
North Block, New Delhi-110001  
Dated 29 June , 2020

**ORDER**

Whereas, an Order of even number dated 30.05.2020 was issued for containment of COVID-19 in the country, for a period upto 30.06.2020;

Whereas, in exercise of the powers under section 6(2)(i) of the Disaster Management Act, 2005, National Disaster Management Authority (NDMA) has directed the undersigned to issue an order to re-open more activities in a calibrated manner, in areas outside the Containment Zones and to extend the lockdown in Containment Zones upto 31.07.2020;

Now therefore, in exercise of the powers, conferred under Section 10(2)(1) of the Disaster Management Act 2005, the undersigned hereby directs that guidelines on **Unlock 2**, as **annexed**, will be in force upto 31.07.2020.



**Union Home Secretary**

**and, Chairman, National Executive Committee (NEC)**

**To:**

1. The Secretaries of Ministries/ Departments of Government of India
2. The Chief Secretaries/Administrators of States/Union Territories  
(As per list attached)

**Copy to:**

- i. All Members of the National Executive Committee
- ii. Member Secretary, National Disaster Management Authority



## Guidelines for Phased Re-opening (Unlock 2)

[As per Ministry of Home Affairs Order No. 40-3/2020-DM-I (A) dated 29 June, 2020]

### 1. Activities permitted during Unlock 2 period outside Containment Zones

In areas outside Containment Zones, all activities will be permitted, except the following:

- (i) Schools, colleges, educational and coaching institutions will remain closed till 31 July, 2020. Online/ distance learning shall continue to be permitted and shall be encouraged.

Training institutions of the Central and State Governments will be allowed to function from 15 July, 2020, for which Standard Operating Procedure (SOP) will be issued by the Department of Personnel & Training (DoPT).

- (ii) International air travel of passengers, except as permitted by MHA.
- (iii) Metro Rail.
- (iv) Cinema halls, gymnasiums, swimming pools, entertainment parks, theatres, bars, auditoriums, assembly halls and similar places.
- (v) Social/ political/ sports/ entertainment/ academic/ cultural/ religious functions and other large congregations.

Dates for re-starting the above activities may be decided separately and necessary SOPs shall be issued for ensuring social distancing and to contain the spread of COVID-19.

**Domestic flights and passenger trains have already been allowed in a limited manner. Their operations will be further expanded in a calibrated manner.**

### 2. Night curfew

Movement of individuals shall remain strictly prohibited between 10.00 pm to 5.00 am throughout the country, except for essential activities, including operation of industrial units in multiple shifts, movement of persons and goods on National and State Highways, loading and unloading of cargo and travel of persons to their destinations after disembarking from buses, trains and airplanes. Local authorities shall issue orders, in the entire area of their jurisdiction, under appropriate provisions of law, such as under Section 144 of CrPC, and ensure strict compliance.

### 3. National Directives for COVID-19 Management

National Directives for COVID-19 Management, as specified in **Annexure I**, shall continue to be followed throughout the country.

### 4. Lockdown limited to Containment Zones

- (i) Lockdown shall continue to remain in force in the Containment Zones till 31 July, 2020.

  
29/06/2020

- (ii) Containment Zones will be demarcated by the District authorities after taking into consideration the guidelines of Ministry of Health & Family Welfare (MoHFW) with the objective of effectively breaking the chain of transmission. These Containment Zones will be notified on the websites by the respective District Collectors and by the States/ UTs and information will be shared with MOHFW.
- (iii) In the Containment Zones, only essential activities will be allowed. There shall be strict perimeter control to ensure that there is no movement of people in or out of these zones, except for medical emergencies and for maintaining supply of essential goods and services. In the Containment Zones, there shall be intensive contact tracing, house-to-house surveillance, and other clinical interventions, as required. Guidelines of MoHFW shall be effectively implemented for the above purpose.
- (iv) Activities in the Containment Zones shall be monitored strictly by the State/ UT authorities, and the guidelines relating to containment measures in these zones shall be strictly implemented.
- (v) States/ UTs may also identify Buffer Zones outside the Containment Zones, where new cases are more likely to occur. Within the buffer zones, restrictions as considered necessary may be put in place by the District authorities.

**5. States/ UTs, based on their assessment of the situation, may prohibit certain activities outside the Containment zones, or impose such restrictions as deemed necessary.**

However, there shall be no restriction on inter-State and intra-State movement of persons and goods including those for cross land-border trade under Treaties with neighbouring countries. No separate permission/ approval/ e-permit will be required for such movements.

**6. Movement of persons with SOPs**


Movement by passenger trains and *Shramik* special trains; domestic passenger air travel; movement of Indian Nationals stranded outside the country and of specified persons to travel abroad; evacuation of foreign nationals; and sign-on and sign-off of Indian seafarers will continue to be regulated as per SOPs issued.

**7. Protection of vulnerable persons**

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

**8. Use of *Aarogya Setu***

- (i) *Aarogya Setu* enables early identification of potential risk of infection, and thus acts as a shield for individuals and the community.
- (ii) With a view to ensuring safety in offices and work places, employers on best effort basis should ensure that *Aarogya Setu* is installed by all employees having compatible mobile phones.

  
29/06/2020



(iii) District authorities may advise individuals to install the *Aarogya Setu* application on compatible mobile phones and regularly update their health status on the app. This will facilitate timely provision of medical attention to those individuals who are at risk.

**9. Strict enforcement of the guidelines**

- (i) State/ UT Governments shall not dilute these guidelines issued under the Disaster Management Act, 2005, in any manner.
- (ii) All the District Magistrates shall strictly enforce the above measures.

**10. Penal provisions**

Any person violating these measures will be liable to be proceeded against as per the provisions of Section 51 to 60 of the Disaster Management Act, 2005, besides legal action under Section 188 of the IPC, and other legal provisions as applicable. Extracts of these penal provisions are at **Annexure II**.

  
Union Home Secretary

**and, Chairman, National Executive Committee**

## National Directives for COVID-19 Management

1. **Face coverings:** Wearing of face cover is compulsory in public places; in workplaces; and during transport.
2. **Social distancing:** Individuals must maintain a minimum distance of 6 feet (2 gaz ki doori) in public places.  
Shops will ensure physical distancing among customers.
3. **Gatherings:** Large public gatherings/ congregations continue to remain prohibited.  
Marriage related gatherings : Number of guests not to exceed 50.  
Funeral/ last rites related gatherings : Number of persons not to exceed 20.
4. **Spitting in public places** will be punishable with fine, as may be prescribed by the State/ UT local authority in accordance with its laws, rules or regulations.
5. **Consumption of liquor, paan, gutka, tobacco etc.** in public places is prohibited.

***Additional directives for Work Places***

6. **Work from home (WfH):** As far as possible the practice of WfH should be followed.
7. **Staggering of work/ business hours** will be followed in offices, work places, shops, markets and industrial & commercial establishments.
8. **Screening & hygiene:** Provision for thermal scanning, hand wash and sanitizer will be made at all entry and exit points and common areas.
9. **Frequent sanitization** of entire workplace, common facilities and all points which come into human contact e.g. door handles etc., will be ensured, including between shifts.
10. **Social distancing:** All persons in charge of work places will ensure adequate distance between workers, adequate gaps between shifts, staggering the lunch breaks of staff, etc.

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29/6/2020



## Offences and Penalties for Violation of Lockdown Measures

### A. Section 51 to 60 of the Disaster Management Act, 2005

**51. Punishment for obstruction, etc.**—Whoever, without reasonable cause —

- (a) obstructs any officer or employee of the Central Government or the State Government, or a person authorised by the National Authority or State Authority or District Authority in the discharge of his functions under this Act; or
- (b) refuses to comply with any direction given by or on behalf of the Central Government or the State Government or the National Executive Committee or the State Executive Committee or the District Authority under this Act,

shall on conviction be punishable with imprisonment for a term which may extend to one year or with fine, or with both, and if such obstruction or refusal to comply with directions results in loss of lives or imminent danger thereof, shall on conviction be punishable with imprisonment for a term which may extend to two years.

**52. Punishment for false claim.**—Whoever knowingly makes a claim which he knows or has reason to believe to be false for obtaining any relief, assistance, repair, reconstruction or other benefits consequent to disaster from any officer of the Central Government, the State Government, the National Authority, the State Authority or the District Authority, shall, on conviction be punishable with imprisonment for a term which may extend to two years, and also with fine.

**53. Punishment for misappropriation of money or materials, etc.**—Whoever, being entrusted with any money or materials, or otherwise being, in custody of, or dominion over, any money or goods, meant for providing relief in any threatening disaster situation or disaster, misappropriates or appropriates for his own use or disposes of such money or materials or any part thereof or wilfully compels any other person so to do, shall on conviction be punishable with imprisonment for a term which may extend to two years, and also with fine.

**54. Punishment for false warning.**—Whoever makes or circulates a false alarm or warning as to disaster or its severity or magnitude, leading to panic, shall on conviction, be punishable with imprisonment which may extend to one year or with fine.

**55. Offences by Departments of the Government.**—(1) Where an offence under this Act has been committed by any Department of the Government, the head of the Department shall be deemed to be guilty of the offence and shall be liable to be proceeded against and punished accordingly unless he proves that the offence was committed without his knowledge or that he exercised all due diligence to prevent the commission of such offence.

(2) Notwithstanding anything contained in sub-section (1), where an offence under this Act has been committed by a Department of the Government and it is proved that the offence has been committed with the consent or connivance of, or is attributable to any neglect on the part of, any officer, other than the head of the Department, such officer shall be deemed to be guilty of that offence and shall be liable to be proceeded against and punished accordingly.

**56. Failure of officer in duty or his connivance at the contravention of the provisions of this Act.**—Any officer, on whom any duty has been imposed by or under this Act and who ceases or refuses to perform or withdraws himself from the duties of

his office shall, unless he has obtained the express written permission of his official superior or has other lawful excuse for so doing, be punishable with imprisonment for a term which may extend to one year or with fine.

**57. Penalty for contravention of any order regarding requisitioning.**—If any person contravenes any order made under section 65, he shall be punishable with imprisonment for a term which may extend to one year or with fine or with both.

**58. Offence by companies.**—(1) Where an offence under this Act has been committed by a company or body corporate, every person who at the time the offence was committed, was in charge of, and was responsible to, the company, for the conduct of the business of the company, as well as the company, shall be deemed to be guilty of the contravention and shall be liable to be proceeded against and punished accordingly:

Provided that nothing in this sub-section shall render any such person liable to any punishment provided in this Act, if he proves that the offence was committed without his knowledge or that he exercised due diligence to prevent the commission of such offence.

(2) Notwithstanding anything contained in sub-section (1), where an offence under this Act has been committed by a company, and it is proved that the offence was committed with the consent or connivance of or is attributable to any neglect on the part of any director, manager, secretary or other officer of the company, such director, manager, secretary or other officer shall also, be deemed to be guilty of that offence and shall be liable to be proceeded against and punished accordingly.

*Explanation.*—For the purpose of this section—

- (a) “company” means anybody corporate and includes a firm or other association of individuals; and
- (b) “director”, in relation to a firm, means a partner in the firm.

**59. Previous sanction for prosecution.**—No prosecution for offences punishable under sections 55 and 56 shall be instituted except with the previous sanction of the Central Government or the State Government, as the case may be, or of any officer authorised in this behalf, by general or special order, by such Government.

**60. Cognizance of offences.**—No court shall take cognizance of an offence under this Act except on a complaint made by—

- (a) the National Authority, the State Authority, the Central Government, the State Government, the District Authority or any other authority or officer authorised in this behalf by that Authority or Government, as the case may be; or
- (b) any person who has given notice of not less than thirty days in the manner prescribed, of the alleged offence and his intention to make a complaint to the National Authority, the State Authority, the Central Government, the State Government, the District Authority or any other authority or officer authorised as aforesaid.

## **B. Section 188 in the Indian Penal Code, 1860**

**188. Disobedience to order duly promulgated by public servant.**—Whoever, knowing that, by an order promulgated by a public servant lawfully empowered to promulgate such order, he is directed to abstain from a certain act, or to take certain



order with certain property in his possession or under his management, disobeys such direction, shall, if such disobedience causes or tends to cause obstruction, annoyance or injury, or risk of obstruction, annoyance or injury, to any person lawfully employed, be punished with simple imprisonment for a term which may extend to one month or with fine which may extend to two hundred rupees, or with both; and if such disobedience causes or trends to cause danger to human life, health or safety, or causes or tends to cause a riot or affray, shall be punished with imprisonment of either description for a term which may extend to six months, or with fine which may extend to one thousand rupees, or with both.

*Explanation.*—It is not necessary that the offender should intend to produce harm, or contemplate his disobedience as likely to produce harm. It is sufficient that he knows of the order which he disobeys, and that his disobedience produces, or is likely to produce, harm.

*Illustration*

An order is promulgated by a public servant lawfully empowered to promulgate such order, directing that a religious procession shall not pass down a certain street. A knowingly disobeys the order, and thereby causes danger of riot. A has committed the offence defined in this section.

\*\*\*

Nirman Bhawan, New Delhi  
Dated 4th June, 2020

**OFFICE MEMORANDUM**

Government of India has been taking various measures towards management of COVID-19. As part of graded response various restrictions were in place for various public activities and guidelines have been issued from time to time as per the evolving situation.

Ministry of Home Affairs has issued orders under the Disaster Management Act, 2005 dated 30.05.2020 extending the lockdown in Containment Zones up to 30.06.2020 and to reopen certain activities in a phased manner in areas outside the Containment Zones.

The said orders provided that MoHFW will issue SOPs for allowing following activities with effect from 08.06.2020:

1. Religious places/ places of worship for public.
2. Hotels, restaurants and other hospitality services.
3. Shopping Malls


Accordingly, the SOPs as mentioned in annexure have been formulated in consultation with Central Ministries/ Departments concerned and other stakeholders and are hereby issued to be made applicable with effect from 08.06.2020.

States/UTs are requested to implement the aforesaid SOPs. However, they may develop and implement their own protocol which may be stricter as per their assessment of the situation with a view to effectively contain COVID-19.

This is issued with the approval of Competent Authority.

**Encl:**

1. SOP on preventive measures to contain spread of COVID-19 in offices
2. SOP on preventive measures to contain spread of COVID-19 in religious places
3. SOP on preventive measures to contain spread of COVID-19 in hotels and other hospitality services
4. SOP on preventive measures to contain spread of COVID-19 in restaurants
5. SOP on preventive measures to contain spread of COVID-19 in shopping malls

  
(Lav Agarwal)  
Joint Secretary  
01123061195

**To**

- Chief Secretaries of all States and UTs
- Secretary (Ministry of Home Affairs, Tourism, Urban Development, Department of Personnel Training, DPIIT)

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

**1. Background**

Offices and other workplaces are relatively close settings, with shared spaces like work stations, corridors, elevators & stairs, parking places, cafeteria, meeting rooms and conference halls etc. and COVID-19 infection can spread relatively fast among officials, staffs and visitors.

There is a need to prevent spread of infection and to respond in a timely and effective manner in case suspect case of COVID-19 is detected in these settings, so as to limit the spread of infection.

**2. Scope**

This document outlines the preventive and response measures to be observed to contain the spread of COVID-19 in office settings. The document is divided into the following sub-sections

- (i) Generic preventive measures to be followed at all times
- (ii) Measures specific to offices
- (iii) Measures to be taken on occurrence of case(s)
- (iv) Disinfection procedures to be implemented in case of occurrence of suspect/confirmed case.

Offices in containment zones shall remain closed except for medical & essential services. 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 are advised to stay at home, except for essential and health purposes. Office management to facilitate the process.

The generic preventive measures include simple public health measures that are to be followed to reduce the risk of infection with COVID-19. These measures need to be observed by all (employees and visitors) 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 the Immediate supervisory officer.
- vi. Spitting shall be strictly prohibited.
- vii. Installation & use of Aarogya Setu App by employees.

**4. Specific preventative measures for offices:**

- i. Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- ii. Only asymptomatic staff/visitors shall be allowed.
- iii. Any officer and staff residing in containment zone should inform the same to supervisory officer and not attend the office till containment zone is denotified. Such staff should be permitted to work from home and it will not be counted as leave period.
- iv. Drivers shall maintain social distancing and shall follow required dos and don'ts related to COVID-19. It shall be ensured by the service providers/ officers/ staff that drivers residing in containment zones shall not be allowed to drive vehicles.
- v. There shall be provision for disinfection of the interior of the vehicle using 1% sodium hypochlorite solution/ spray. A proper disinfection of steering, door handles, keys, etc. should be taken up.
- vi. Advise 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. Office management to facilitate work from home wherever feasible.
- vii. All officers and staff /visitors to be allowed entry only if using face cover/masks. The face cover/mask has to be worn at all times inside the office premises.
- viii. Routine issue of visitors/temporary passes should be suspended and visitors with proper permission of the officer who they want to meet, should be allowed after being properly screened.
- ix. Meetings, as far as feasible, should be done through video conferencing.
- x. Posters/standees/AV media on preventive measures about COVID-19 to be displayed prominently.

- xi. Staggering of office hours, lunch hours/coffee breaks to be done, as far as feasible.
- xii. Proper crowd management in the parking lots and outside the premises – duly following social distancing norms be ensured.
- xiii. 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 vehicles should be taken up.
- xiv. Any shops, stalls, cafeteria etc., outside and within the office premises shall follow social distancing norms at all times.
- xv. Specific markings may be made with sufficient distance to manage the queue and ensure social distancing in the premises.
- xvi. Preferably separate entry and exit for officers, staff and visitors shall be organised.
- xvii. Proper cleaning and frequent sanitization of the workplace, particularly of the frequently touched surfaces must be ensured.
- xviii. Ensure regular supply of hand sanitisers, soap and running water in the washrooms.
- xix. Required precautions while handling supplies, inventories and goods in the office shall be ensured.
- xx. Seating arrangement to be made in such a way that adequate social distancing is maintained.
- xxi. Number of people in the elevators shall be restricted, duly maintaining social distancing norms.
- xxii. 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.
- xxiii. Large gatherings continue to remain prohibited.
- xxiv. Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories, drinking and hand washing stations/areas.
- xxv. Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (door knobs, elevator buttons, hand rails, benches, washroom fixtures, etc.) shall be done in office premises and in common areas
- xxvi. Proper disposal of face covers / masks / gloves left over by visitors and/or employees shall be ensured.
- xxvii. In the cafeteria/canteen/dining halls:
  - a. Adequate crowd and queue management to be ensured to ensure social distancing norms.
  - b. Staff / waiters to wear mask and hand gloves and take other required precautionary measures.
  - c. The seating arrangement to ensure a distance of at least 1 meter between patrons as far as feasible.
  - d. In the kitchen, the staff to follow social distancing norms.

**5. Measures to be taken on occurrence of case(s):**

Despite taking the above measures, the occurrence of cases among the employees working in the office cannot be ruled out. The following measures will be taken in such circumstances:

**i. When one or few person(s) who share a room/close office space is/are found to be suffering from symptoms suggestive of COVID-19:**

- a. Place the ill person in a room or area where they are isolated from others at the workplace. Provide a mask/face cover till such time he/she is examined by a doctor.
- b. Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
- c. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further advice shall be made regarding management of case, his/her contacts and need for disinfection.
- d. The suspect case if reporting very mild/mild symptoms on assessment by the health authorities would be placed under home isolation.
- e. Suspect case, if assessed by health authorities as moderate to severe, will be treated as per health protocol in appropriate health facility.
- f. The rapid response team of the concerned district shall be requisitioned and will undertake the listing of contacts.
- g. The necessary actions for contact tracing and disinfection of work place will start once the report of the patient is received as positive. The report will be expedited for this purpose.

ii. If there are large numbers of contacts from a pre-symptomatic/asymptomatic case, there could be a possibility of a cluster emerging in workplace setting. Due to the close environment in workplace settings this could even be a large cluster (>15 cases). The essential principles of risk assessment, isolation, and quarantine of contacts, case referral and management will remain the same. However, the scale of arrangements will be higher.

**iii. Management of contacts:**

- a. The contacts will be categorised into high and low risk contacts by the District RRTs detailed in the Annexure I.
- b. The high-risk exposure contacts shall be quarantined for 14 days.



- c. These persons shall undergo testing as per ICMR protocol.
- d. The low risk exposure contacts shall continue to work and closely monitor their health for next 14 days.
- e. The flowchart for management of contact/ cases is placed at Annexure - II.

**6. Closure of workplace**

- i. If there are one or two cases reported, the disinfection procedure will be limited to places/areas visited by the patient in past 48 hrs. There is no need to close the entire office building/halt work in other areas of the office and work can be resumed after disinfection as per laid down protocol.
- ii. However, if there is a larger outbreak, the building/block will have to be closed for 48 hours after thorough disinfection. All the staff will work from home, till the building/block is adequately disinfected and is declared fit for re-occupation.

**7. Disinfection Procedures in Offices**

Detailed guidelines on the disinfection as already issued by Ministry of Health & Family Welfare as available on their website shall be followed.

**Risk profiling of contacts**

Contacts are persons who have been exposed to a confirmed case anytime between 2 days prior to onset of symptoms (in the positive case) and the date of isolation (or maximum 14 days after the symptom onset in the case).

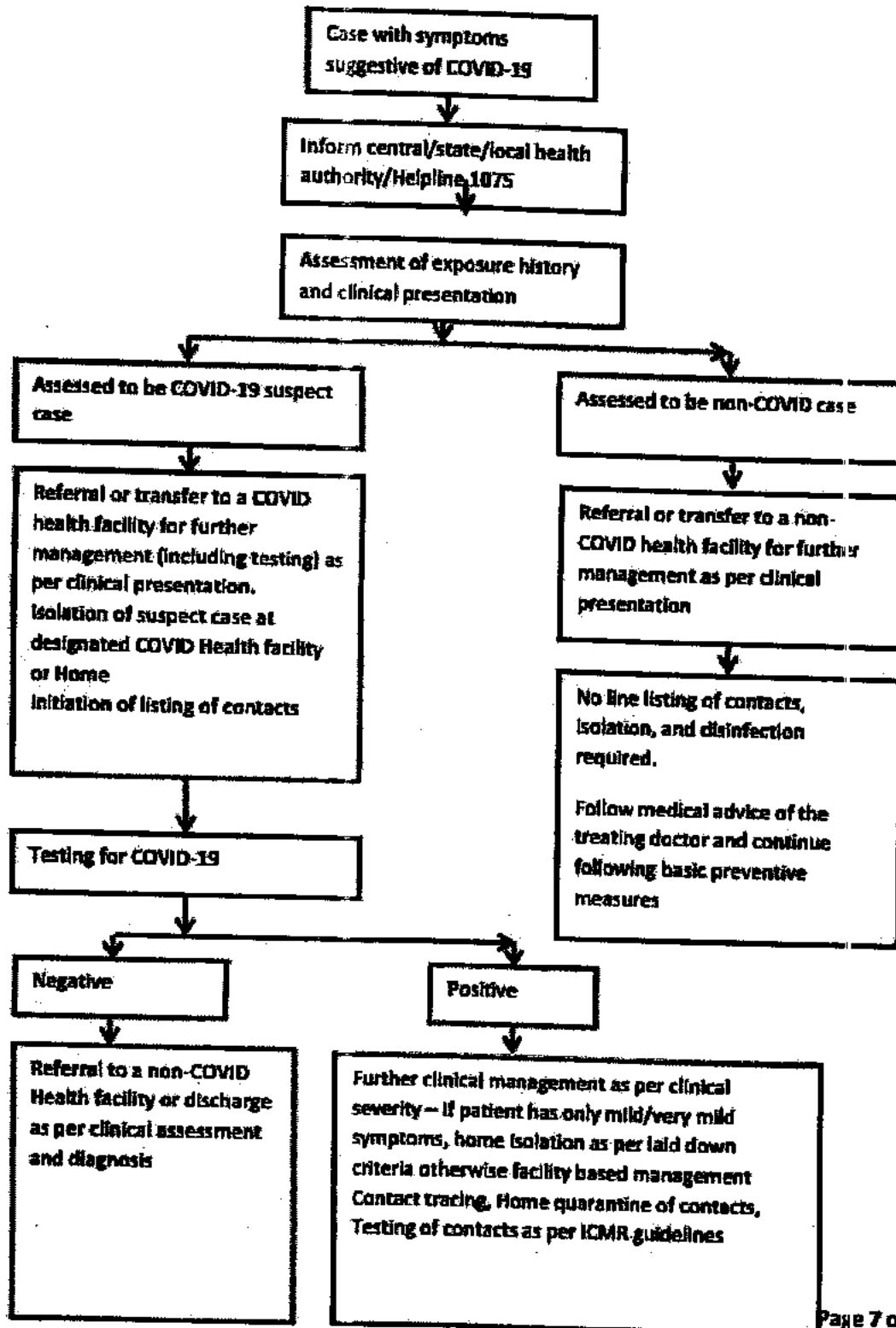
High-risk contact

- Touched body fluids of the patient (respiratory tract secretions, blood, vomit, saliva, urine, faeces; e.g. being coughed on, touching used paper tissues with a bare hand)
- Had direct physical contact with the body of the patient including physical examination without PPE
- Touched or cleaned the linens, clothes, or dishes of the patient.
- Lives in the same household as the patient.
- Anyone in close proximity (within 1 meter) of the confirmed case without precautions.
- Passengers in close proximity (within 1 meter) in a conveyance with a symptomatic person who later tested positive for COVID-19 for more than 6 hours.

Low-risk contact

- Shared the same space (worked in same room/similar) but not having a high-risk exposure to confirmed case of COVID-19.
- Travelled in same environment (bus/train/flight/any mode of transit) but not having a high-risk exposure.

Management of the case(s) and contacts



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) ever 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.

**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.

- vii.
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 BRT/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.

**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.
- xxd. 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.