रेस्टोरेंट्स, भोजनालय फॉस्ट फूड ज्वाइन्ट्स, ढाबा आदि के संचालन के लिए आवश्यक सुरक्षा दिशा निर्देश :-

स्टॉफ एवं कर्मियों के लिये सुरक्षा निर्देश :-

1. सभी कर्मियों की COVID-19 परीक्षण एवं नियमित मेडिकल चेकअप
2. सभी कर्मियों को आवश्यक प्रशिक्षण
3. सभी कर्मियों एवं डिलीवरी पर्सन के विवरण का नियमित संचारण (बैंक ट्रेसिंग के लिए)
4. रिपोर्टिंग के समय सभी की वर्तमान स्थिति रखना
5. पूरे परिसर की कच्चे माल एवं सप्लाइ की नियमित सफाई एवं डिसिन्फेक्शन
6. सभी को मास्क, दस्ताने एवं कैप लगाना अनिवार्य
7. हाउसकीपिंग स्टॉफ को सफाई के लिए प्रशिक्षण व सामग्री उपलब्ध कराना
8. कैश काउंटर एवं डिलीवरी काउंटर पर स्पेशल डिसिन्फेक्शन
9. प्रत्येक टेबल पर हैंड सेनिटाइजर रखना
10. भीड के नियंत्रण व सोशल डिस्टैंसिंग के लिए क्वॉ-मैनजर का प्रयोग
11. ऑनलाइन एवं डिजिटल भुगतान का प्रयोग
12. फूड पैकेट/बॉक्स बिना सम्बंध के डिलीवर करना
13. पैकिंग मेटेरियल को डिसिन्फेक्ट कर प्रयोग में लेना
14. ग्राहकों के दिशा-निर्देश को प्रभूतत्व से डिस्प्ले करना
15. अधिक भीड़ की स्थिति में प्रतिस्पर्धा को बन्द रखना

किचन एवं स्टोर रूम के लिये सुरक्षा निर्देश :-

1. नियमित अन्तराल पर किचन एवं स्टोर को साफ एवं डिसिन्फेक्ट करना
2. सभी कच्चे माल/सप्लाइ कर्मियों की वर्तमान स्थिति रखना

ग्राहकों के लिये सुरक्षा निर्देश :-

1. डिस्टेंट किये गये सुरक्षा निर्देशों का ठीक से पते एवं पालन करें।
2. प्रवेश निकाय, पैकिंग, डिस्टेंस्मॅंग, प्रतियोगिता भुगतान एवं कलेक्शन सम्बन्धी निर्देशों का पालन करें।
3. निर्दिष्ट स्थान पर खड़े हो एवं मूवमेंट करें।
4. आवश्यक रूप से मास्क पहनें, कोई भी चीज़ फूंकने के पहले एवं बाद में सेनिटाइजर को प्रयोग करें।
5. स्टॉफ एवं सतीश आदि से सम्बंध करें।

सभी राज्य सरकार के द्वारा सभी समय-समय पर जारी दिशा-निर्देश की पूर्ण पालना सुनिश्चित करें।
Safety Guidelines for reopening Restaurants/Bhojnalaya/Dhabas in rural areas/Fast Food Joints (Only for take Away and home delivery services):

To bring back services in Restaurants/Bhojnalaya/Dhabas in rural areas/Fast Food Joints to operate for take away and home delivery services following action is required to be taken.

A. Protocol for Employees/Staff:

I. Testing of all staff for Covid-19 prior to start of operations and thereafter routine medical check-up of all staff at their level
II. Training of staff regarding COVID19 preventive measures
III. Details of all staff including mobile delivery staff to be maintained for back tracing
IV. Thermal screening of the staff at the time of reporting
V. Regular cleaning and disinfection of the premises, of all raw material and supplies
VI. Wearing of mask, head cover and hand gloves mandatory for all
VII. Housekeeping staff to be provided training and material for disinfection
VIII. At cash counter and delivery counter social distancing markers, circles to be made ensuring 1 to 1.5 meter gap between two persons
IX. Hand sanitizers at all places within reach of customers
X. Que- manager to be used to manage crowd and ensure social distancing
XI. Only online payment to be received to avoid man to man contact
XII. Delivery of food box/ package to customers without personal contact
XIII. Packing material to be fully sanitised
XIV. Protocol for the customers shall be displayed prominently at the entrance
XV. In case of overcrowding, dispersal and distancing or if needed closing the operations

Kitchen and Stores Area

I. Cleaning and disinfection drill in kitchen and all premises at regular intervals
II. Thermal screening of vendors/suppliers of raw material and other supplies

B. Protocol for Customers:

I. To read the prescribed protocol carefully and follow the directions
II. To follow the prescribed guidelines made for entry-exit, parking, distancing, waiting, payment and collection of food packet.
III. Stand at marked places and move as per Q manager.
IV. Use sanitizers before and after touching the doors or surfaces
V. Minimise all possible one to one contact with staff and surfaces
विषय :- लॉकडाउन 5.0 (दिनांक 1 से 30 जून, 2020) के क्रियान्वयन आदेश।

गृह मंत्रालय भारत सरकार के आदेश क्रमांक 40–3/2020–डीएम–I(ए) दिनांक 30.5.2020 द्वारा सम्पूर्ण भारत में लागू किया गया लॉकडाउन दिनांक 30 जून, 2020 तक आगे बढ़ा दिया गया है। उपरोक्त आदेश के आधार पर राज्य सरकार द्वारा राज्य में लॉकडाउन के क्रियान्वयन हेतु गाइडलाइंस बनाई गयी हैं।

क्रिमिक रियायतों के साथ एक लम्बी अवधि के लॉकडाउन से कोविड–19 के सामान्य रूप से नियंत्रित प्रसार को रोकने और हजारों लोगों का जीवन बचाने में सफलता मिली है। उपरोक्त दिनांक के अंतर्गत यह गाइडलाइंस कार्यस्थलों, सार्वजनिक स्थानों और सार्वजनिक परिवहन में पर्यावरण ऐक्सियाल और सुसंय सुविधाओं के माध्यम से सामान्य स्थिति की सावधानी पूर्वक बढ़ाने के सिद्धांतों पर आधारित है एवं जनता द्वारा जिम्मेदार स्व–नियमन (Self Regulation) अपेक्षित है।

तदनुसार राजस्थान राज्य में दिनांक 1 से 30 जून, 2020 तक की अवधि के लिये लॉकडाउन 5.0 क्रियान्वयन हेतु निमानुसार गाइडलाइंस जारी की जाती हैः–

A. कंटेनेंस जोन्स / कर्फ्यू क्षेत्र

(Containment Zones / Curfew areas )

ये वह क्षेत्र हैं जहाँ कोविड–19 के हाल के दिनों में ही संक्रमित प्रकरण पाये गये हैं और जहाँ वायरस के प्रसार को सीमित एवं रोकने की आवश्यकता है।

इन्हें क्षेत्र की उपस्थित पहचान की जायेगी एवं कंटेनेंस जोन्स में भारत सरकार के गृह मंत्रालय एवं स्वास्थ्य एवं पारिवार कल्याण मंत्रालय द्वारा जारी की गयी गाइडलाइंस में वर्णित प्रोटोकॉल की सख्ती से अनुपालना सुनिश्चित की जायेगी और केंद्र आर्थिक गतिविधियों को ही अनुमित प्रदान की जायेगी। चिकित्सा आयुष्मान दिनांक में अपनी रोजगार वस्तुओं तथा सेवाओं की आपूर्ति बनाये रखने के अलावा इन जोन्स के अन्तर्गत या जहाँ बाहर आबादी का आवागमन नहीं होने को सुनिश्चित करने हेतु स्थित परिस्थिति नियंत्रण लागू होंगा। विधाय 144 सीआरपीसी के अन्तर्गत जिला प्राधिकारी द्वारा आदेश जारी किये जायेंगे।
इन गाइडलाइंस में वर्णित किसी भी प्रकार की छूट, हॉट-स्पॉट तथा कलस्टर के कंटेनर्स एवं/या कर्फ्यू क्षेत्रों में लागू नहीं होगी। इसी प्रकार लॉकडाउन अवधि में पशुवातवर्ती स्वीकृत की गयी सियासतें, जब तक कि आदेश में विशिष्ट रूप से निर्दिष्ट नहीं किया गया हो, भी लागू नहीं होगी।

जिला प्रशासकीय संबंधित कंटेनर्स जोन के बाहर बफर जोन की पहचान भी करेंगे और ऐसे क्षेत्रों के लिए गतिविधियों पर प्रतिबन्ध, जो आवश्यक हो, का निर्धारण करेंगे।

B. दण्ड प्रक्रिया संहिता की धारा 144 के अन्तर्गत प्रतिबंध
d (Restriction Under Section 144 CrPC):
रात्रि 9 बजे से प्रात: 5 बजे तक सभी गैर आवश्यक गतिविधियों के लिए व्यक्तियों के आवागमन पर सख्त निर्देश रहेगा।

ये निम्न पर लागू नहीं होंगे:

(a) पुलिस/जिला प्रशासन/सरकारी अधिकारी जो उपयुक्त पर है।
(b) चिकित्सक एवं अन्य चिकित्सा/पेय औद्योगिक स्टाफ (राजकीय/निजी) पारी/आपातकालीन दूरूदी पर।
(c) IT और ITeS कंपनियों का स्टाफ (रात्रि यात्रा पास जिला प्रशासन/पुलिस से प्राप्त करना होगा)।
(d) चिकित्सा या अन्य आपातकालीन स्थिति के लिये कोई भी व्यक्ति।
(e) दवा की दुकानों के मालिक और स्टाफ (रात्रि यात्रा पास के साथ)।
(f) ट्रेक/ मात्र बाइक बाइक जो माल, निर्माण या अन्य किसी सामग्री को लेकर परिवहन कर रहे का आवागमन या खाली लौट रहे हों।

सभी कार्य स्थल (दुकानों/कार्यालय/कारखाने आदि) उपयुक्त समय पर बंद कर दिये जायेंगे ताकि इसका स्टाफ एवं अन्य व्यक्ति रात्रि 9 बजे तक अपने घर पहुंच जायें, जब तक कि खुले रहने बाबत् जिला प्रशासन से इस संबंध में विशिष्ट स्वीकृति प्राप्त नहीं कर ली गयी हो।

तथापि यह प्रतिबंध निम्न पर लागू नहीं होगा:

(1) निरस्तर उत्पादन के प्रकृति की फेब्रिकेशन।
(2) रात की पारी बाली फेब्रिकेशन।
(3) निर्माण गतिविधियाँ (भीषण गर्मी की अवधि में)
शर्तें: इनके द्वारा पारी का प्रबंध इस प्रकार किया जाएगा कि रात्रि 9 बजे से प्रातः 5 बजे तक की अवधि में कोई भी श्रमिक सड़क पर नहीं आयेगा

(4) IT और ITeS कंपनी।

(5) दवा की दुकानें।

C. नकारात्मक सूची / निषिद्ध गतिविधियाँ
(Negative List / Prohibited Activities)

सम्पूर्ण राज्य में निम्नांकित गतिविधियाँ अधिम आदेशों तक निषिद्ध रहेंगी:

i. गृह मंत्रालय भारत सरकार द्वारा अनुमत उद्देश्यों के आलावा यात्रियों के लिये सभी अन्यर्षीय हवाई यात्रा।

ii. मैट्रो रेल सेवाएं।

iii. सभी विधालय / महाविद्यालय / शैक्षणिक / प्रशिक्षणिक / कोचिंग संस्थान आदि बन्द रहेंगे। ऑनलाइन / डिस्टेंस लर्निंग को प्रोत्साहित किया जाएगा।

iv. सभी सिनेमा हॉल, शॉपिंग मॉल, व्यापार शालाएं, स्वीमिंग पॉल, मनोरंजन पार्क, बिलियर्ड, बार, ऑडिटोरियम, एसेंबली हॉल और समान प्रकृति के स्थान बन्द रहेंगे।

v. सभी सामाजिक / राजनीतिक / खेल / मनोरंजन / अकादमिक / सांस्कृतिक / धार्मिक कार्यक्रम तथा अन्य सभाएं एवं बड़े सामूहिक आयोजन।

vi. होटल्स, रेस्टॉरेंट्स, क्लब हाउस (स्पोर्ट्स सुविधाओं के अतिरिक्त) तथा अन्य आतिथ्य सेवाएं और खाने की जगहें (होम डिलिवरी और टेक-अप को छोड़कर, जो पहले से ही अनुमत हैं)।

vii. शॉपिंग मॉल्स।

viii. सभी धार्मिक स्थल और पूजा के स्थल जनता के लिये बन्द रहेंगे।

D. सामान्य सुरक्षा साधनाएं (Common Safety Prescriptions)

सभी जिलों एवं सभी क्षेत्रों के लिये निम्नांकित मानक सुरक्षा साधनाएं और प्रतिबंध लागू रहेंगे:

1. सार्वजनिक स्थानों में (In Public Places):

निम्नांकित साधनाएं सार्वजनिक सुरक्षा के लिये आवश्यक होने के कारण आज़ादपक हैं और इनका उल्लंघन जुर्माने के साथ दण्डनीय होगा:

(1) सभी सार्वजनिक व कार्य स्थलों एवं सार्वजनिक परिवहन में चेहरे पर मास्क / कवर पहनना अनिवार्य होगा।

(2) सार्वजनिक और कार्य स्थलों पर धूकना निषिद्ध है।
(3) सभी व्यक्तियों द्वारा सार्वजनिक स्थानों में सामाजिक दूरी (रूपान्तर 6 फीट—"दो गज की दूरी") की पालना की जाएगी।

(4) सार्वजनिक स्थानों पर शराब, पान, गुटका, तमामू आदि का सेवन पूर्णतः निषिद्ध है।

(5) सभी व्यक्तियों को यह स्लाइव दी जाती है कि वे किसी ऐसी सतह जो सार्वजनिक साम्पर्क में हो, जैसे दरवाजे का हैंडल, को धूने के उपरांत साफ़ करने और पानी से हाथ धोने/सेनेटाईजर का उपयोग करने।

2. कार्य स्थलों में (At work places):

कार्य स्थलों (कार्यलय, प्रतिष्ठान, कारखानों, दुकान आदि) के लिये उपरोक्त बिन्दु संख्या 1 के अतिरिक्त निम्नलिखित अतिरिक्त सुरक्षा सावधानियाँ और निर्धारित की जाती हैं:

(1) जहाँ तक समय हो घर से काम करने की विधि की पालना की जाए।

(2) कार्य स्थलों के प्रभावी व्यक्तियों द्वारा श्रमिकों के बीच पर्यंत दूरी, पारियों के बदलने में पर्याप्त अन्तराल तथा लंबे ब्रेक में उपयुक्त अन्तराल आदि के माध्यम से सामाजिक दूरी को सुनिश्चित किया जाये।

(3) कार्यलयों, कार्य स्थलों, दुकानों, बाजारों और जैसे वाणिज्यिक प्रतिष्ठानों में काम / व्यवसाय के घण्टों में अन्तराल रखा जाये (Staggering of Work / business hours).

(4) सभी प्रवेश और निकास बिन्दुओं और कॉमन स्थानों पर थर्मल स्केनिंग, हैंडवेल्स और सेनेटाईजर का प्रबंध किया जाये।

(5) समूह कार्य स्थलों में शिफ्टों के मध्य सहित आम सुविधाओं और मानव सम्पर्क में आने वाले सभी बिन्दुओं जैसे दरवाजे के हैंडल आदि का बार-बार सेनेटाईजेशन करना सुनिश्चित किया जाये।

(6) सभी नियोजनकर्ताओं अपने कर्मचारियों को सार्वजनिक एवं स्वयं की सुरक्षा के लिये उनके मोबाइल फोन पर आरोग्य सेंट्र को इंस्टल करने एवं उपयोग करने के लिये प्रीरित एवं प्रोत्साहित करें।

(7) श्रेष्ठ स्वच्छता विधियों पर सच्चाई संचार और प्रशिक्षण दिया जाये।

उपर वर्णित सामान्य सुरक्षा सावधानियाँ की कियानिंधेत्र आपदा प्रबन्धन अभिनियम, 2005 और राजस्थान महानगरी अध्यादेश, 2020 में वर्णित जरूरतों एवं दंड कार्यवाही के माध्यम से जिला महिस्त्रेट तथा अन्य अधिकृत अधिकारियों द्वारा कराई जायेगी।
3. भेद्य व्यक्तियों के लिये सुरक्षा सलाह
(Safety Advisory for Vulnerable People)

(1) जनसंख्या के निम्नांकित श्रेणी के व्यक्तियों को भाग को कोविड-19 की विद्यमान परिस्थितियों में भेद्य व्यक्ति वर्गीकृत किया जाता है:
   • 65 वर्ष एवं उससे ऊपर की आयु के व्यक्ति।
   • पुराने रोगों एवं सार्वजनिक परिस्थितियों से पीड़ित व्यक्ति।
   • गर्भवती महिलाएं।
   • 10 वर्ष से कम आयु के बच्चे।

(2) ऐसे व्यक्तियों को यथा सममान घर पर रहने की सलाह दी जाती है और केवल आवश्यक एवं स्वास्थ्य उद्देश्यों के लिये ही बाहर जाये।

(3) घर से बाहर जाने पर यह अति-आवश्यक है कि वे निर्देश सुरक्षा सावधानियों की अक्षरश: पालना करें।

E. अनुमत गतिविधियाँ (Permitted Activities):

1. विशिष्ट प्रतिबंध / सुरक्षा सावधानियों के साथ अनुमत गतिविधियाँ

निम्नांकित गतिविधियाँ नीचे वर्णित प्रतिबंधों के साथ अनुमत की जाती हैं:

i सभी दुकानें : निम्नांकित प्रतिबंधों के साथ खोली जा सकती हैं :

(a) दुकानदार द्वारा किसी भी ग्राहक को, जिसने मास्क नहीं पहन रखा है, बिकी नहीं की जायेगी।

(b) दुकानों में यह सुनिश्चित किया जायेगा कि सामाजिक दूरी (6 फीट दूरी) के साथ एक समय पर छोटी दुकानों में 2 से अधिक तथा बड़ी दुकानों में 5 से अधिक ग्राहकों को प्रवेश की अनुमति नहीं हो अन्य व्यक्ति सामाजिक दूरी की अनुपालना करते हुए दुकान के बाहर पंक्ति में अपनी बारी की प्रतीक्षा करेंगे।

उपरोक्त शर्तों में से किसी की भी उल्लंघन करने पर दुकान को सील किया जायेगा तथा जुर्माना या विधिक कार्यवाही की जा सकेगी।

ii प्रत्येक ग्राहक की सेवा के उपरांत पूर्ण सुरक्षा सावधानियों, कीटापुरुषोत्पादन एवं सफाई सहित नाई की दुकानें, सैलून एवं ब्यूटी पाल्टर इत्यादि।

iii दुकान / स्टॉल / ठेला / कियोंस्क के माध्यम से जूस, चाय, चाट आदि सहित खाद्य पदार्थों की बिकी हेतु निम्नलिखित शर्तों की अनुपालना करना आवश्यक होगा :

a- स्वच्छता / साफ सफाई एवं कचरा निपटान के आवश्यक मानकों को संदर्भित किया जायेगा।
b- सामाजिक दूसरी एवं अन्य निर्धारित सुरक्षा सावधानियों का संधारण किया जायेगा। व्यक्तियों का जमाव अनुमति नहीं होगा।

c- विशेष तौर पर नगर निकाय अधिकारीयाओं इन शर्तों की अनुपलना सुनिश्चित करेंगे।
iv पार्क/सामाजिक पार्क निम्नांकित शर्तों के साथ खोले जा सकेंगे:
(a) व्यक्तियों के सम्पर्क रहित प्रवेश के लिये मुख्य द्वार खुले रखें जायें।
(b) सभी छुपे / सम्पर्क संबंधी गतिविधियां बंद रहेंगी। इन्हें ढका जा सकता है, ताकि उनका उपयोग नहीं किया जाये, जैसे खुले जिम/झूले आदि।
(c) यदि पार्क के अन्दर पूजा स्थल है तो उनके बाबत निर्धारित प्रतिबंध इन पर भी जारी रहेगा।
(d) सामाजिक दूसरी की सख्ती से पालना की जायेगी।एक दूसरे से कम से कम 6 फिट की दूरी।
(e) पार्क के इंचार्ज प्रधानकारी उपरोक्त शर्तों की पालना कराने के लिये उत्तरदायी रहेंगे।

v विवाह संबंधी आयोजन के लिये आयोजनकर्ता पर निम्न शर्तें लागू होगी:
(a) उपखंड मजिस्ट्रेट को पूर्व सूचना देनी होगी।
(b) कार्यक्रम के दौरान सामाजिक दूसरी सुनिश्चित की जायेगी।
(c) अधिकतम मेहमानों की संख्या 50 से अधिक नहीं होगी।

उपरोक्त शर्तों में से किसी की भी उल्लंघना अपराध है और भारी जुर्माने के साथ दण्डनीय है।

vi अन्तर्वेषण / अनित्य संस्कार संबंधित कार्यक्रम में सामाजिक दूसरी सुनिश्चित की जायेगी तथा अनुमत व्यक्तियों की संख्या 20 से अधिक नहीं होगी।

2. सभी अन्य अनुमत गतिविधियां (All other Permitted Activities):

(1) ऊपर वर्णित भाग—सी की नकारात्मक सूची / नेगेटिव लिस्ट की गतिविधियों तथा ऊपर (1) के अनुसार विशिष्ट प्रतिबंधों के साथ अनुमत गतिविधियों, के अलावा और सभी खुल / संचालित हो सकती हैं, बशर्ते किसी कानून, आदेश या विनियमन द्वारा निषिद्ध नहीं की गयी हो।

(2) सभी शर्तकारी कार्यालय पूर्ण क्षमता के साथ संचालित होंगें।

(3) निजी कार्यालय भी अपनी पूरी क्षमता के साथ संचालित हो सकेंगे। तथापि निजी कार्यालयों में जहां तक संभव हो "वर्क फ्रॉम होम" का प्रोत्साहित किया जायेगा।

3 ऊपर 1 एवं 2 में अनुमत की गयी गतिविधि के लिये पृथक से अनुमति लेने की आवश्यकता नहीं होगी (जब तक कि विशिष्ट रूप से प्रावधान नहीं किया हो), निम्नांकित शर्तों के अधीनः
(a) ऐसी इकाईयाँ आदि यह सुनिश्चित करेगी कि उनके द्वारा भाग-डी में निर्दिष्ट मूलभूत ऐसी ही उपायों की अनुपालना की जायेगी। भाग-ई.1 की इकाईयाँ भी संबंधित गतिविधि के लिये विनिर्दिष्ट शाख की पालना सुनिश्चित करेगी।

(b) जिला मजिस्ट्रेट, संबंधित विभाग / अभिक्रियाओं के माध्यम से यह सुनिश्चित करेगे कि इन मापामाणों / साक्षात्कारों की सभी इकाईयों द्वारा अनुपालना की जा रही है।

(c) यह पाये जाने पर कि कोई इकाई शाख की पालना नहीं कर रही है, उसे बन्द कर दिया जायेगा और दण्डायन कार्यवाही की जायेगी।

(d) कोई भी इकाई जो निचित्र श्रेणी में होने के बावजूद खुली पायी जाती हैं, के विरुद्ध लोकडाऊन के अन्तर्गत जारी आदेशों की उल्लंघन करने के लिये सख्त कानूनी कार्यवाही की जायेगी।

F. व्यक्तियों के आवागमन / परिवहन / पास:

(i) व्यक्तियों और वस्तुओं के अन्तरराज्यीय एवं राज्य के अन्तर आवागमन पर कोई प्रतिबंध नहीं होगा। ऐसे आवागमन के लिये पुर्ख से स्वीकृत / अनुज्ञा / पास की आवश्यकता नहीं होगी।

(ii) अन्य सभी कार्यालय यात्री परिवहन वाहन — यात्रा से पहले एवं यात्रा के पश्चात सीटों एवं छुट्टे के बिनुआं के परिसर से षेड्यूल एवं अन्य निर्धारित सुरक्षा साक्ष्यों की शाख की अनुपालना के अधीन बस, ट्रेक्सी, कैब संचालक (ओला / उबर आदि) ऑटो रिक्षा, साइकिल रिक्षा आदि का संचालन भी अनुमत होगा।

(iii) किसी भी वाहन (निजी/वाणिज्यिक) से यात्रा कर रही सवारियों की संख्या पंजीकृत वाहन की स्वीकृत बैठक क्षमता से अधिक नहीं होगी।

(iv) अन्तर-राज्यीय एवं राज्य के भीतर बसे अपने स्वीकृत मार्ग पर संचालित हो सकेगी (रोकथाम क्षेत्र के अतिरिक्त)। परन्तु बस संचालक उल्लंघियों को विनिर्दिष्ट सुरक्षात्मक उपाय व अधिकृतों के उत्तराधिकारियों के उद्देश्य से पूर्व व बाद में बस का पूर्ण सेनानियों ने आदेश की पूर्ण पालना हो।

(v) अप्रिम आदेश को सभी बसें नहीं बोलेगी।

(vi) यात्री ट्रेन और श्रमिक स्पेशल ट्रेन, घरेलू हवाई यात्रा आदि द्वारा आवागमन गृह मंत्रालय, भारत सरकार द्वारा जारी गयी आरोपी मानक संचालन प्रक्रिया (SOP) द्वारा नियमित किया जाना निरंतर जारी रहेगा।

G. सामुदायिक जागरूकता / स्वयंसेवक

(Community Awareness / Volunteers):

1- कोरोना-19 से मुक्त रहने तथापि अपने ग्राम रोकथाम उपायों के लिये सभी लोगों को और से निर्धारित सुरक्षा साक्षात्कारों और आत्म नियमन को अपनाकर जिम्मेदार ब्यवहार करना अत्यावश्य है। किसी व्यक्ति द्वारा लापरवाही या उसे नहीं
अपनाना न केवल उस व्यक्ति या उसके परिवार के लिये बल्कि दूसरे के लिये भी भारी हानिकारक हो सकता है। इसलिये संचार के सभी माध्यमों— प्रिंट और इलेक्ट्रॉनिक मीडिया, प्रमुख स्थानों पर होरिडेस, पोस्टर और पत्र के माध्यम से आवश्यक ऐंटिहायाती उपायों पर लोगों को शिक्षित/जागरूक करने के साथ साथ उल्लंघन पर जुर्माना लगाने के लिये राज्य और जिला स्तर पर एक बड़े पैमाने पर सामुदायिक जागरूकता का कार्यक्रम जनहित में प्रारम्भ किया जायें।

2- विद्यालय / महाविद्यालय और शैक्षिक संस्थान जो ऑनलाइन लाइव क्लासेज चला रहें हैं, वे अपने शिक्षण में आवश्यक रूप से विद्यार्थियों को प्रकुप्त व्यविदिगत सुरक्षा उपायों की सलाह को शामिल करें जो कोविड-19 से मुकाबला करने के लिये दैनिक आवश्यक आदेशों के साथ साथ रूप में आवश्यक है। जैसे कि:
(a) घर से बाहर जाने से लेकर घर वापस आने तक चेहरे पर मास्क / काबर पहनना।
(b) एक दूसरे से कम से कम 6 फीट की सामाजिक दूरी का करना का व्यवहार एवं सुनिश्चित करें।
(c) हाथों को साफ़ एवं पानी से बार बार धोना तथा किसी सार्वजनिक सम्पर्क की सतह को जैसे दरवाजा, हैण्डल आदि को होने के पश्चात आवश्यक रूप से हाथ धोना/सेनेटराइज करना।

विद्यार्थियों को इन व्यविदिगत एवं सामाजिक आदेशों को अपने परिवार के सदस्यों तथा दूसरों को भी प्रचारित/प्रसारित करने के लिये प्रोत्साहित किया जायें।

3 गैर सरकारी संगठनों, अन्य स्वस्थिति और समुदाय अथवा अन्य संगठनों और समूहों को पूरे जोश के साथ इस संदेश को प्रसारित करने के लिये प्रोत्साहित किया जाना चाहिए।

4 जिला प्रशासन ऐसे स्वयं सेवकों की सूची तैयार करें जो सूचिबाज़न स्थान पर आमजन को सामाजिक दूरी के साथ साथ फैसले मास्क / काबर पहनने के संबंध में लोगों को समझाई जा सकें।

H. कार्यान्वयन मशीनरी

कार्यान्वयन मशीनरी विभाग द्वारा दिनांक 26 मार्च 2020 को जारी किये गये समस्तांक आदेश के अनुरूप होगी।

(सेटर लेखा स्वयं)
अतिरिक्त मुख्य संचिव, गृह
प्रतिलिपि निम्न को सूचनार्थ एवं आवश्यक कार्यवाही हेतुः।

1. सचिव, राज्यपाल महादेव।
2. प्रमुख सचिव, माननीय मुख्यमंत्री महादेव, राजस्थान।
3. सचिव, राजस्थान विधान सभा।
4. विशिष्ट सहायक, उप मुख्यमंत्री महादेव।
5. विशिष्ट सहायक/निजी सहायक, सभी माननीय मंत्री/राज्य मंत्री।
6. सभी अधिकारिणी मुख्य सचिव/प्रमुख शासन सचिव/शासन सचिव।
7. महानिदेशक पुलिस, राजस्थान।
8. महानिदेशक जेल/हाम्बार्ड।
9. सभी विभागाध्यक्ष।
10. सभी संबंधीय आयुक्त।
11. महानिदेशक/उप महानिदेशक, पुलिस रेंज, राजस्थान।
12. पुलिस आयुक्त, जयपुर/जोधपुर।
13. सभी जिला कलक्टर्स एवं जिला महिजिलर्टट, सभी जिला स्टैटिव, जिला प्रशासन के सभी अधिकारियों को इस आदेश की प्रति उपलब्ध करायें।
14. सभी जिला पुलिस अधीक्षक/पुलिस उपायुक्त, जयपुर / जोधपुर।
15. सभी मुख्य कार्यकारी अधिकारी, जिला परिषद।
16. सभी प्रदेश कर्मिण कार्यकारी/जिला परिषद अधिकारी।
17. उप सचिव, मुख्य सचिव।
18. निदेशक, सूचना एवं जनसम्पर्क विभाग को व्यापक प्रचार प्रसार हेतु।

(पी.सी.बेरवाली)
विशिष्ट शासन सचिव, गृह।
COVID-19 (नोवल कोरोना वायरस) के संक्रमण से बचाव के लिए भारत सरकार, नई दिल्ली द्वारा जारी एड्यावायजरी एवं दिशा-निर्देश एवं राज्य सरकार द्वारा लिये गये निर्णयों के क्रम में राज्य में स्थिर समस्त राष्ट्रीय स्मारकों एवं संग्रहालयों में पर्यटकों के प्रवेश पर दिनांक 18.03.2020 से रोक लगा दी गई थी।

राज्य सरकार द्वारा पर्यटन को बढावा देने तथा पर्यटन व्यवसाय हितोंप्रति को प्रोत्साहित करने के उद्देश्य से दिनांक 01.06.2020 से विमान के समस्त स्मारकों/संग्रहालयों को खोलने एवं संचालित करने का निर्णय लिया गया है। इस हेतु आवश्यक दिशा-निर्देश (SOP) जारी किए गए हैं, जिसकी प्रति संलग्न है।

01 जून, 2020 को सभी अधीक्षकों/संग्रहालयों को पर्यटन विमान के सहयोग से लोक कलाकारों के कार्यक्रम आयोजित करने हेतु निर्देशित किया गया है। स्मारकों के खुलने के प्रकार प्रसार हेतु आवश्यक पोस्टर भी तैयार करवाये जायेंगे।

लत्तेश्वर 01 जून से प्रारंभ होने वाले प्रथम सत्र में चार दिन (मंगलवार, गुरुवार, शनिवार, रविवार) प्रात: 9.00 बजे से दोपहर 2.00 बजे तक, द्वितीय सप्ताह में चार दिन (मंगलवार, गुरुवार, शनिवार, रविवार) प्रात: 9.00 बजे से दोपहर 1.00 बजे एवं 3.00 बजे से सांभ 5.00 बजे तक देशी-विदेशी पर्यटकों हेतु प्रवेश निष्कर्षता सहना। तथा लत्तेश्वर तृतीय सप्ताह से नियमित रूप से प्रतिविनियम प्रात: 9.00 बजे से दोपहर 1.00 बजे एवं 3.00 बजे से सांभ 5.00 बजे तक वर्तमान में नियमित प्रवेश शुल्क का 50 प्रतिशत छट्ट के साथ देशी-विदेशी पर्यटकों को प्रवेश दिया जायेगा। समस्त स्मारकों/संग्रहालयों को खोलने से पूर्व एवं पश्चात् तथा दोपहर के अन्तराल में उचित साफ-सफाई, पर्यटकों एवं स्टॅफ की ध्यान स्पेकिफिक, हुआ को सैनिटाइज करवाना, सभी पर्यटकों/स्टॅफ के लिए मास्क की अनिवार्यता तथा सामान्य स्तर पर दुरी (Social Distancing) बनाये रखने सबकों सभी आवश्यक सामग्रीयों का पालन करने हेतु सभी अधीक्षकों/संग्रहालयों को निर्देशित किया गया है। कपड़े एवं कंटेनरी जोन के लिए स्थानीय प्रशासन तथा राज्य सरकार द्वारा जारी निर्देशों की पालन की जाएगी।

संलग्न:- दिशा-निर्देश (SOP) की प्रति।

प्रतिलिपि निम्न को सुचनावाद एवं आवश्यक कार्यवाही हेतु जयवादः

1. M/s Spark, PR & Communication Consultants, G-4, Rukamani Garden, Shiv Marg, Bani Park, Jaipur-302016 for wide publicity. E-mail – info@sparkpr.in

संलग्न 29.05.20
लॉकडाउन के पश्चात् विभाग के स्मारकों/संग्रहालयों को खोले जाने के संबंध में
दिशा-निर्देश (SOP)

1. लॉकडाउन के पश्चात् स्मारकों/संग्रहालयों को खोले जाने का समय एवं प्रवेश शुल्क
   निम्न प्रकार होगा –

<table>
<thead>
<tr>
<th>अवधि</th>
<th>दिवस</th>
<th>समय</th>
<th>प्रवेश शुल्क (देरी-विदेशी पर्यटक)</th>
</tr>
</thead>
<tbody>
<tr>
<td>प्रथम सप्ताह</td>
<td>मंगलवार, गुरुवार, शनिवार, रविवार</td>
<td>9.00 AM – 2.00 PM</td>
<td>नि-शुल्क</td>
</tr>
</tbody>
</table>
| द्वितीय सप्ताह| मंगलवार, गुरुवार, शनिवार, रविवार | 9.00 AM – 1.00 PM
                                           | 3.00 PM – 5.00 PM             | नि-शुल्क                         |
| तृतीय सप्ताह से| निर्णित रूप से सभी दिवस (पूर्व प्रबन्धन अनुसार) | 9.00 AM – 1.00 PM
                                           | 3.00 PM – 5.00 PM             | वर्तमान प्रवेश शुल्क का 50 प्रतिशत
                                           |                              | (31 अक्टूबर, 2020 तक)      |

2. यथा समय ऑनलाइन टिकट को अधिकाधिक बढावा दिया जायेगा।
3. स्मारकों/संग्रहालयों को खोलने से पूर्व स्मारकों की उद्धत साफ-सफाई (fumigation and sanitization) सुनिश्चित की जायेगी। सुबह व सायंकाल के अलावा दोपहर में भी आवश्यक साफ-सफाई सुनिश्चित की जायेगी जिससे किसी भी तरह का संक्रमण ना हो।
4. स्मारकों/संग्रहालयों में प्रवेश करने से पहले धर्म रवीनिका की जायेगी।
5. स्मारक/संग्रहालय में प्रवेश से पूर्व पर्यटकों के हाथों को सैनिटाइज़ करवाया जायेगा।
6. पर्यटक को बिना मार्ग के प्रवेश नहीं करने दिया जाएगा।
7. स्मारकों/संग्रहालयों में एक समय में केवल 5-6 पर्यटकों को प्रवेश कराया जायेगा और उसके कुछ समय के बाद (लगभग पांच मिनट के अंतराल पर) दूसरे समूह को प्रवेश दिया जायेगा, क्योंकि यह सुनिश्चित करना आवश्यक है कि वे एक स्थान पर एकत्रित ना हों।

 सुखा गार्ड एवं डब्बी स्ट्रोफ यह सुनिश्चित करेंगे कि पर्यटकों के बीच Social distancing बनी रहे तथा पर्यटक किसी भी पुरावस्तु, पुरासामग्री एवं स्मारक/संग्रहालय की दीवारों को छुए नहीं।
8. ड्रूडी पर आने वाले अधिकारियों एवं कर्मचारियों के बीच सामाजिक दूरियाँ Social distancing की पालना सुनिश्चित की जायेगी।
9. कोरोना हावर्स्टाट एवं कक्ष प्रभावित क्षेत्रों के अधिकारियों एवं कर्मचारियों को फिलहाल ड्रूडी पर नहीं बुलाया जायेगा।
10. कर्मचारियों/पर्यटकों के लिए परिसर में पान/दुधका/धुम्रपान निषेध रहेगा। पान/दुधका/धुम्रपान की जाँच सुरक्षा कार्यक्रमों द्वारा की जायेगी।
11. संबंधित अधीक्षकागण आवश्यकतानुसार अधिकारिक स्टाफ एवं होमगार्ड की उपस्थिति सुनिश्चित करें। सभी कार्यक कार्मिक आवश्यक रूप से मास्क, दस्ताने और सैनिटाइजर का उपयोग करेंगे।
12. हाउस कीपिंग स्टाफ को पारियों में बुलाया जाएगा और उन्हें भी मास्क, दस्ताने और सैनिटाइजर का उपयोग कराना होगा।
13. बुकिंग बिंडो पर Social distancing की पालना हेतु सामने गोले बनाये जायेगें और यह सुनिश्चित किया जाएगा कि कर्मचारी भी सावधान रहे।
14. स्मारकों/पर्यटक स्थलों पर संचालित बुकशॉप/कॉफीशॉप्स/रेस्टोरेंट आदि में भी Social distancing पर ध्यान रखा जायेगा तथा वहाँ कार्यरत सभी कार्मिक आवश्यक सावधानी रखेंगे।
15. ट्राइरिस्ट गाइडों को भी समस्त सावधानियाँ बनाने हेतु पाबंद किया जायेगा।
16. हाथी सवारी एवं रात्रिकालीन पर्यटन अधिम आदेशों तक बंद रहेगा। जिसके लिए पृथक से आदेश जारी किये जायेंगे।
17. पर्यटक की आवक एवं प्रतिक्रियाओं पर आकलन के पश्चात ध्यन और प्रकाश शो शुरू किया जा सकता है।

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Safety & Hygiene Protocols and Operational Recommendations for Tourism Service Providers

Ministry of Tourism
Government of India
(Travel Trade Division)

May 2020
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1. Introduction

The global outbreak of COVID-19 has brought the world to a standstill. This is an unprecedented global health emergency with tremendous impact on societies and livelihoods. Travel and Tourism is among the sectors most affected by this crisis but at the same time, Tourism can also be an integral part of the global recovery efforts.

In the COVID 19 aftermath, countries will need to realise a new reality of the tourism and travel industry and make all efforts to shape the sector accordingly. Tourism Businesses will require a re-thinking of how they will operate in terms of hygiene, health and safety to ensure safety of their clients and staff.

The Ministry of Tourism proposes to recommend Protocols covering all service providers and their related activities to tourism and hospitality sectors, to ensure a safe and prepared approach for a post-COVID 19 revival.

The protocols/guidelines are applicable to service providers engaged in management of both international and domestic tourists. These include, the following in the tourism supply chain:

- Travel Agents
- Tour Operators (Inbound, Domestic & Adventure)
- Tourist Transport Operators
- Tourist Facilitators / Guides

They have been prepared with primary focus on identifying and mitigating risks for the service provider and for ensuring necessary safety and hygiene practices in interaction with travelers. Minimizing all possible touch points by use of digital technology has been one of the guiding principles for the guidelines. This would not only help in reducing the risk but also make traceability of the guest easier in case a situation in future warrants so.

The protocols would include the requirements that each sub-sector or tourist activity would need to comply with in terms of health and hygiene. The same could be adapted by States/UTs based on their tourism products and service capacity.
2. All Tourism Service Providers who have a functional workplace with staff/employees under payroll

For Office Premises

(i) Office premises must be sanitized regularly, it is recommended that deep cleaning may be conducted twice a week

- All touch points in public areas like door handles, elevator buttons, counter tops, tabletops, railings, etc. are cleaned continuously using a sanitizer/disinfectant.

(ii) Ensure availability of hygiene and sanitation equipment at pro-active replenishment

- Germicidal disinfectant/hand sanitizers / wipes for surface cleaning
- Tissues
- Face/eye masks (separate or combined, face shield, goggles)
- Gloves (disposable)
- Biohazard disposable waste bag

(iii) Ensure necessary association with medical practitioner/ hospital for effective response to emergencies

(iv) Emergency numbers should be displayed at all office rooms, vehicles and made available with all employees

(v) Separate area to be earmarked to accommodate in case of sudden illness of any employee/visitor

(vi) Ensure that masks, gloves etc. are disposed carefully based on usage guidelines

(vii) Ensure the premises has fully functional CCTV cameras to ease tracking and tracing of infected personnel movement
For Office Staff

(i) Ensure all staff wear masks and practice social distancing and hygiene within the office premises.

(ii) Ensure that all employees have downloaded Aarogya Setu mobile application

(iii) Ensure daily temperature check via thermal gun thermometer

(iv) Ensure that proper attendance logs of entry and exit are maintained

(v) Ensure all employees have undergone medical screening and have active medical insurance

(vi) Ensure training of employees in hygiene and sanitation practices and troubleshooting risks (log of the training/ video record of session to be kept)

(vii) Ensure updates on the health condition of staff and upkeep of vehicle/facilities etc is done on a regular basis
3. **All Tourism Service Providers who undertake bookings for different services**

(i) Booking and travels plans are to be accepted for tourists with no medical history of the virus especially in case of inbound travelers

(ii) Necessary medical proof or declaration may be sought for inbound travelers

(iii) Bookings required to be made online or via an online platform with cashless transactions only

(iv) Proper record and logs are to be maintained for each traveler

(v) Information on age, medical history, allergies etc. are recommended to be captured for each traveler

(vi) Ensure that detailed itinerary is be provided to each tourist with details on vehicle, stay, layovers, activities etc.

(vii) All information to the tourists should be disseminated digitally

(viii) Small group tours recommended with maximum of 10 to 15 people for ease of implementing social distancing
4. Tourism Service Providers who provide transport facilities for different services

(i) All vehicles must be thoroughly disinfected prior to boarding of tourists.

(ii) High touch areas (door handles, seats, seat backs, steering wheel, power window buttons, door locks, windows, screens, small portable TV screens etc.) should be sprayed with disinfectant surface cleaner regularly.

(iii) Hand sanitizer dispenser and masks must be kept available in every vehicle.

(iv) AC buses - cleaning of interiors of air ducts on weekly basis.

(v) Use of disposable seat covers, head rest covers are recommended for all vehicles.

(vi) Use of fiberglass partition between the driver and passenger’s seat in buses and cars is recommended.

(vii) Emergency numbers should be displayed on all vehicles and made available with all employees and tourists.

(viii) Ensure all information provided to tourist is strictly through digital means (this may include tour itinerary; safety precautions for hygiene and disinfection).

(ix) Strictly follow pre-planned itineraries with minimum layover at pre-determined stops only.

(x) Limited use of public transport for large tour groups of more than 10 pax is recommended.

(xi) Health certificate should be mandatory for all drivers.

(xii) Drivers/helpers should always wear masks and gloves and should undergo thermal screening before every new assignment.
5. **Tourism Service providers who receive the tourists at the port of entry**

(i) Greet the tourists saying “Namaste”. No shaking of hands is recommended

(ii) Tourism personnel should carry sanitation equipment and wear mask for protection

(iii) Ensure temperature check and mask usage before boarding of vehicle

(iv) For large groups ensure at least one personnel is available for coordination with every 10 tourists.

(v) Ensure gloves are used while handling of luggage. Spray and wipe luggage handles

(vi) Ensure sanitizers are used before boarding the vehicle by tourist and service provider

(vii) Aarogya Setu mobile application to be downloaded by tourist and survey questionnaire to be completed

(viii) Sick or unwell tourist to be immediately taken for checkup to nearest hospital in separate vehicle
6. **Tourist Facilitators & Guides providing offline guide facilities involving interaction with tourists**

(i) Greet the tourists saying “Namaste”. No shaking of hands is recommended

(ii) Ensure tourists are always accompanied.

(iii) Small group tours recommended with maximum 10 to 15 people for ease of implementing social distancing

(iv) Limitation of passengers and social distancing to be maintained on shuttle rides, boat rides, jeep safaris, ropeways, etc.

(v) Ensure temperature check and face mask before entering a destination

(vi) Ensure that tickets are bought online for destination if available to avoid queuing and long halts

(vii) At Monuments / Museums, ensure gloves are worn by employees and tourists

(viii) Microphones and headsets by guides and tourists is recommended so that physical distancing can be maintained during the tour sightseeing

(ix) Audio guides/ audio system should be provided to tourists wherever available
7. Tourism service providers engaged in providing adventure tourism services

(i) Booking of tours and allocation of slots should be adequately done to avoid large gathering

(ii) Regular temperature checks of employees and tourists/guests

(iii) At the park/site ensure gloves and masks are worn by employees and tourists

(iv) Ensure that guests are taken in small groups

(v) Visitor numbers should be tightly controlled in activities to maintain adequate distancing between guests

(vi) Ensure queue markers with enough distancing at public attractions, such as zip line

(vii) Ensure all equipment and safari vehicles are adequately disinfected before and after every use

***************
Safety Measures at All Rajasthan Government Monuments and Museums and Safety guidelines for Tourists:

1. Ticket booking during pandemic must be online and the program used for online booking to be customized according to the need of the hour i.e. after the booking fixed number of tourists, the program should automatically stop booking for next two hours.

2. Adequate arrangements of sanitizer for employees and tourists at the entrance gate.

3. Manual sale of ticket to be stopped till further order.

4. Sale counters for sanitizer security kit, masks gloves etc.

5. The owner of restaurant running in museum and monument to be instructed to follow social Distance norms and accordingly make sitting arrangement.

6. Encourage tourist to download Arogya setu app.

7. Entry of tourists in museums and monuments to be fixed for a given time to ensure social distancing.

8. Arrangement of thermal screening or tourists.

9. Number of vehicles to be fixed in the parking area and also parking time.

10. Working staff to be called on rotation.

11. Guides to be instructed to follow the social distancing and security norms. Furthermore, a form may be designed which will be filled by the guide in order to keep a complete track record of guides and tourists.

12. Number of guides and tourists to be fixed at monuments and museums per day and tourism department may prepare a rotation list of guides to provide equal opportunity.

13. No Night Tourism till further order.

Note:- These Measures will be applicable on all the commercial activities being run in the premises of monuments and museums.
GOVERNMENT OF RAJASTHAN  
HOME DEPARTMENT  

No.F.33(2)Home/Gr.9/2019  
Dated: 06:06:2020  

ORDER  

Sub: Addendum 1 to Implementation of Lock Down Order of even number dated 31.05.2020.  

In continuation of the Implementation of Lock Down 5.0 Order of even number dated 31.05.2020, the following additional activities are permitted with effect from June 8th, 2020, with the conditions as stated below:-  

1. Hotels and other Hospitality Services  

Condition: They will be required to follow the SOP on preventive measures in Hotels and Other Hospitality Units to contain spread of COVID-19 dated June 4, 2020 issued by Ministry of Health & Family Welfare (MoHFW), Govt. of India.  

2. Restaurants and Clubs  

Conditions:  

(1) They will be required to follow the SOP on preventive measures in Restaurants to contain spread of COVID-19 dated June 4, 2020 issued by MoHFW, Govt. of India.  

(2) Table seating arrangements will ensure a distance of at least 6 feet between them.  

(3) Fast Food restaurants, with standing table arrangement, will ensure a distance of at least 8 feet between tables and not more than 2 guests on a table.  

3. Shopping Malls  

Condition:  

They will be required to follow the SOP on preventive measures in Shopping Malls to contain spread of COVID-19 dated June 4, 2020 issued by MoHFW, Govt. of India.  

(Rajeeva Swarup)  
Additional Chief Secretary
Copy for information and necessary action to the following:-

1. Principal Secretary to Chief Minister
2. Dy. Secretary to Chief Secretary
3. Director General of Police
4. All Divisional Commissioners
5. All Range IG/DIGs
6. Commissioner Police, Jaipur/Jodhpur
7. All Collectors and District Magistrates
8. All Distt. Superintendents of Police/DCPs of Jaipur/Jodhpur
9. DIPR.

(P.C. Berwal)
Special Secretary to Govt.
COVID-19 Safety and Hygiene Guidelines for Tourism Sector

(Hospitality Units)

May 2020

Ministry of Tourism

Government of India
COVID-19 Safety and Hygiene Guidelines for Tourism Sector

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COVID-19 Safety Guidelines for Tourism Sector

(Hospitality Units)

1. Introduction

1.1. Need for suitable measures post COVID-19 Lockdown

Given the current COVID outbreak in India, it is important that all hotels and other hospitality units take suitable measures to restrict any further transmission of the virus while providing accommodation and other tourist services post lockdown. The guidelines aim to minimize all possible touch points between a Staff and Guest and maintain social distancing and other preventive and safety measures against COVID-19. It also endeavors to make the traceability of the guests easier, in case a situation in future warrants so.

1.2. Applicability

It must also be clearly understood that any instructions issued by the respective State Governments or other Competent Authorities from time to time will be binding and will override the provisions in this document, and must be strictly complied with.

2. Hotels

The management must educate all categories of staff of the critical importance of these procedures designed to make operating the hotel safe for both guests and staff alike. Special attention has been made to make it extremely safe for staff to carry out their assigned tasks. The safety of the staff will not be compromised at any time.

2.1. General Information on proposed measures

3. Social distancing measures, together with frequent hand hygiene and respiratory etiquette, are the main measures to prevent transmission of COVID-19. Although it is probable that guests are already familiar with these measures, they should be reminded as a form of hospitality.

4. Social distancing includes refraining from hugging & shaking hands with guests as well as among staff. It involves maintaining a distance of at least 1m (3 ft) and avoiding anyone who is coughing or sneezing. Hand hygiene means regularly and thoroughly cleaning hands with alcohol-based hand rub or washing them with soap and water. Also avoid touching eyes, nose, and mouth. Hand disinfection is indicated after exchanging objects (money, credit cards) with guests.
5. Respiratory etiquette means covering mouth and nose with bent elbow or tissue when coughing or sneezing. The used tissue should be disposed of immediately in a bin with a lid.

5.1. Establishing a Management Team (Rapid Response Team)

6. Appoint a management team headed by “Rapid Response Leader”, ideally an officer from the higher management or a specially appointed officer and “Rapid Response officers” from each and every operational departments. The appointed Management team (Rapid response team) should strictly follow these guidelines in consultation with other directions, which may be issued from various authorities in connection with COVID-19.

7. The team should be responsible to prevent incidents, effectively manage cases and mitigate impact among guests, staff and other involved parties in the operation. And the team should update the entire staff when necessary as a result of issuance of new guidance, procedures, regulations or any change issued by the pertinent authorities.

8. Team should frequently evaluate, identify gaps and adjust in accordance to ensure the practicality and make sure the consistent continuation and be alert on unusual and notable incidents. The team must ensure to record all notable, unusual, important incidents & measures taken in detail. Outcome of the collection of this data to be used for program advancements and the record to be archived for future references.

8.1. Communication

9. Communication to be circulated among staff through the head of departments (Rapid Response team) to make sure the flow of correct and pre-defined information on any incident may arise in the future, precautionary measures or any other related information are communicated effectively to guests and all the other stakeholders to make sure the consistency of the alignment,

10. The team should promote key messages for the staff and guests by using various information tools:

(i). Promoting of hand washing
(ii). Respiratory hygiene
(iii). Basic Hygiene practices
(iv). Contact information of key staff personnel
(v). Emergency Telephone numbers

The units will put up awareness posters at appropriate places, Do's and Don'ts for Guests posters inside the rooms, and other activities for staff and guest awareness.

10.2. Training and information
The Rapid Response team should obtain necessary training and instructions from the Concerned Authorities whenever requested. And brief on the prevailing situation and corrective measures to be taken against COVID-19 among staff, guests and all the other stakeholders to enhance the preparedness.

10.3. **Do’s and Don’ts for the guest**

(i). Do not step out of the room unnecessarily.

(ii). Wear a mask whenever outside the room.

(iii). Clothes should not be washed inside the room.

(iv). In case a balcony is shared with another room, please be on the side of your room.

(v). Do not interact with the other room’s guests

(vi). No visitors should be allowed in the rooms

(vii). Doors should be kept closed and any contact with the door knobs should be avoided

(viii). Kitchen and washing area entry must be prohibited for guests

(ix). Always keep a safe distance of at least 2 m (6 feet) while you are at the property

(x). Wash your hands frequently with the soaps/sanitizers provided

(xi). Put all disposable plates/cups/bottles after use in the garbage bag.

10.4. **Do’s and Don’ts for hotel staff**

(i). Hotel staff should follow restricted movement (only in cases of work) around rooms

(ii). Hotel staff are advised to maintain minimum 2 m (6 ft) distance with the guests and other staff members at all times

(iii). Hotel staff should sanitize/wash their hands regularly

(iv). Hotel staff should adhere to zero touch policy.

(v). All hotel staff should wear masks all the time
10.5. Posters

Posters should be displayed at various location for information and awareness:

(i). Emergency helpline numbers - At the reception

(ii). 2 m (6 feet) - Reception & other strategic places

(iii). General Information - Reception

(iv). Hand Washing - Reception & Inside the room

(v). Respiratory hygiene - Reception & Inside the room

(vi). Dos &Don'ts – At all appropriate places

10.6. Availability of COVID related amenities

Below mentioned amenities must be available at the property apart from regular hotel amenities:

(i). Must Have

   (a). Hand Sanitizers
   (b). Masks
   (c). Garbage Bags
   (d). Chemicals for Deep cleaning
   (e). Thermal Gun

   (f). Hand gloves

(ii). Good to have

   (a). Gowns/Aprons

   (b). Personal protective equipment (PPE)

10.7. Use of ArogyaSetu

The staff should use ArogyaSetu app for survey & same will be followed for guests during check in except in case of Foreign Nationals.

10.8. General Guidelines
Following general guidelines must be observed by all concerned:

(i). All hotel staff including security guards must wear masks and single use gloves mandatorily while performing their duties at the property.

(ii). All hotel staff and guests must always maintain safe distance of at least 2m (6 feet) while at the property.

(iii). To ensure that all hotel personnel use masks, hand gloves and sanitizers while doing daily activities, they need to be properly trained. Ground ops/ team to train the staff on this.

(iv). A well informed and trained security person and a 24x7 security guard to keep check at the main entrance gate of the area should be available (wherever applicable).

(v). Daily Temperature to be checked with a thermal gun thermometer for all staff members; every guest; any visitor including vendors.

(vi). All the staff to wear shoes while operating at the property and shoes should not be opened while cleaning the property. It is advised to wear a disposable shoe cover while cleaning.

(vii). Staff should remove the gloves properly and should not touch their face after removing the gloves. Staff to immediately wash hands after removing gloves.

(viii). Guests to avoid using lifts and use the staircase instead. In case lift is being used, social distancing should be followed.

(ix). Visitors to the hotels should not be allowed

(x). CCTV cameras must be fully functional

(xi). All touch points (like door knobs, switches, door handles, safety latches and taps etc) must be cleaned regularly with surface cleaner i.e. R2, Detergent water, Lizol . It is advised to use Sodium Hypochlorite 1%/solution having at least 70% alcohol should be used to clean these touch points

(xii). Common area cleaning checklist should be displayed at the reception and rooms cleaning checklist should be displayed inside the room on the back of the door.

10.9. Check-in Protocol for guests
(i). Guests must be requested to maintain a queue with 2 m (6 ft) distance between them. Standing space signs will be placed on the floor to maintain social distancing.

(ii). Rooms should be kept ready as soon as possible to avoid any crowd at the reception and maintain minimum contact with the guest.

(iii). 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 (for now)

(iv). ArogyaSetu app survey will be recommended to all guests.

(v). Interaction at reception with guests should be avoided as much as possible.

(vi). Hand Sanitizers must be kept at the reception for guests to use. Guests to sanitize hands before & after filling relevant forms including A&D register.

(vii). Proper records of any symptom such as cough/cold/fever should be maintained

(viii). Self-reporting forms must be filled for International guests and A&D register must be thoroughly maintained.

(ix). Guests should be briefed about the do's & don'ts while at the hotel.

(x). Hotels may adopt contactless process as detailed below:

(a). QR code will be available at the properties, guest will Scan the QR code using his/ her mobile.

(b). Guest will get an online form to fill in the details (required to be filled in A&D register, travel history etc.) & option to upload the required documents through phone only.

(c). Once submitted by the customer, documents & details will be available instantly to the front office manager on the system

(d). Guest authorization will be done by:

(e). Guest will click on “I accept” checkbox before submitting

(f). Guest to get OTP on registered mobile number as soon as manager marks check-in in the system & check in confirmation is done once OTP is verified
(g). After verification, guest will get check in

10.10. Room allocation process and in-room provisions

(i). Toiletries should be kept in the room 1 Kit per day

(ii). In case of consumables replenishment, guests should inform the property manager/GRE.

(iii). Reception no., PM’s mobile no & other important contact details must be available in the room.

10.11. Room service

(i). Communication B/W guests and in-house Ops should be strictly through intercom or mobile phone.

(ii). Any items required (Water bottle/Toiletries/Medicine/Linen) should be given to guests while maintaining 1m distance & trays must be used to avoid hand contact.

(iii). Staff should be trained again for troubleshooting normal issues like TV remote issues, geysers etc so that they can inform guests & solve accordingly on call.

10.12. Room & common area cleaning

(i). Guest recommendations will be taken for cleaning. Daily cleaning with an option for the guest to opt out.

(ii). Linen should be changed as per the request by the existing guest.

(iii). In case deep or normal cleaning, housekeeping staff must wear masks before entering the room and during the cleaning process, guests should stay in the lobby near the room without touching anything.

(iv). In case of room cleaning after checkout, process outlined should be used

(v). Housekeeping Staff must wear masks or PPE (wherever applicable) while clean/deep cleaning the room.

(vi). Each guest bathrooms may be equipped with WC – brush set.

(vii). Staff must sanitize their hands or wash their hands with soap before & after the cleaning process.
<table>
<thead>
<tr>
<th>Area/Item</th>
<th>Item/Equipment</th>
<th>Frequency</th>
<th>Method/procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Cleaning</td>
<td>R2/Detergent &amp; Warm Water, Disinfectant</td>
<td>Twice a day</td>
<td>• Scrub floors with hot water &amp; detergent using minimal water</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Clean with plain water</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Allow to dry &amp; MOP with disinfectant</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lockers, Tables, Cupboard, Wardrobes</td>
<td>Damp Duster with disinfectant</td>
<td>Daily</td>
<td>• Damp dust with regular disinfectants</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Railings</td>
<td>Detergent/ Sanitizer-hot water , Disinfectant</td>
<td>Twice a day</td>
<td>• Damp dust with warm water &amp; detergent followed by disinfection</td>
</tr>
<tr>
<td>Mirrors &amp; Glass</td>
<td>Warm water/Detergent water/Cleaning solution damp cloth wiper</td>
<td>Daily</td>
<td>• Using warm water &amp; a small quantity of detergent &amp; using a damp cloth, wipe over the mirror, then using dry cloth to buff the mirror &amp; glass to a clean dry finish</td>
</tr>
<tr>
<td>Furniture &amp; Fittings</td>
<td>Disinfectant, Duster</td>
<td>Daily</td>
<td>• Using disinfectant damp dust furniture &amp; fittings, including chairs, stools, beds, tables etc.</td>
</tr>
<tr>
<td>Light Switches/Over bed lights</td>
<td>Disinfectant, Duster</td>
<td>Daily</td>
<td>• Light switches to be cleaned of dust, spots &amp; finger marks, clean with a damp cloth</td>
</tr>
</tbody>
</table>

COVID-19 Safety and Hygiene Guidelines for Tourism Sector
<table>
<thead>
<tr>
<th>Area</th>
<th>Cleaning Materials</th>
<th>Frequency</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Over bed lighting</td>
<td>- Damp dusted, clean with damp cloth</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Toilet Pot/Commode</td>
<td>R1/Soap powder, Long handle angular brush</td>
<td>Whenever required</td>
<td>- Inside Of toilet pot/commode</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Scrub with the R1/soap powder &amp; angular brush</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Clean with R1/soap powder &amp; scrubber</td>
</tr>
<tr>
<td>Toilet Floor /Sink</td>
<td>R1/Soap powder, scrubbing brush</td>
<td>Whenever required</td>
<td>- Scrub with soap powder &amp; the scrubbing brush</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Wash with water</td>
</tr>
<tr>
<td>Taps &amp; Fittings/Shower area</td>
<td>Warm water, Detergent powder, Nylon scrubber</td>
<td>Whenever required</td>
<td>- Wipe over taps &amp; fittings with a damp cloth &amp; detergent</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Care should be taken to clean the underside of taps &amp; fittings</td>
</tr>
</tbody>
</table>

10.13. Food Service

(i). Food must continue to be prepared inside the hotel kitchen wherever the hotel has a kitchen.

(ii). In case the kitchen is not present on the property, the hotel operator/owner should continue to get meal supplies from existing vendors.

(iii). It is advised to use disposable cutlery at the hotel for all purposes and used disposable cutlery must be kept in garbage bags. In case of non-disposable cutlery, used plates and cutlery to be kept outside the room.


(i). Guests should inform at the reception an hour before the check out.
(ii). Guests should only check out once he is confirmed by the reception.

(iii). Guests should be informed about the payment to be made in advance and the guests may be requested to make the payment via digital mode as much as possible.

(iv). Management to call the police station if it is a statutory requirement.

(v). Post check Out rooms to be cleaned and clean linen and towel to be provided.

(vi). Linen must be changed after every checkout and for longer stays as per the request by the guest.

10.15. Linen count, allocation & cleaning SOP

(i). Sufficient linen to be mandatorily available at the property

(ii). Housekeeping staff should use masks and hand gloves while handling used linen and should be kept in a separate place.

(iii). Laundry services must continue in an existing manner

10.16. Garbage Disposal

(i). The garbage needs to be disposed as – dry, wet, glass, biodegradable.

(ii). PPE’s like gloves, masks etc. to be segregated or disposed separately.

10.17. Staff & Guest training

(i). All the staff including the security guard should be properly briefed about the processes and a drill regarding the same must be put in place.

(ii). Awareness and emergency posters must to be placed inside the rooms

(iii). Hub trainers/Ground team / Training managers / officials as appropriate to train the hotel staff if needed.

10.18. Protocol for handling suspected & COVID positive guests

Ministry of Health and Family Welfare : [SOP For handling Suspected &Covid positive cases](#)

10.19. During Check-in (if guest is sneezing or coughing)
(i). Do not deny Check-in

(ii). Maintain a safe distance of 6 feet from the guest.

(iii). Encourage guests to sanitize their hands/ wash hands with soap.

(iv). Offer medical assistance to the guest.

(v). Keep a watch over the health condition of the guest (call him on the extension and check his well-being, offer medical assistance)

(vi). Deep clean the reception areas with a disinfectant

10.20. If Illness persists

(i). Room should be locked and the entire floor, reception and all common areas to be deep cleaned and fumigated

(ii). Linen and other items must be washed separately.

(iii). Call the Corona helpline number

(iv). In case suspected guests flee/ not traceable, inform the police immediately.

(v). In case any guest has symptoms pertaining to Covid -19 virus like cough, cold, fever, breathing difficulty etc., following safeguard measures are required to be adopted:

   a. Immediately provide surgical mask to the guest.
   b. Check guest travel history to affected area or contact with affected person
   c. Provide hand sanitizer, and advice the guest to stay in the room (surgical mask should be born by the guest at all times)
   d. Ensure the staff is always wearing masks while interacting with the guests
   e. Ensure the person does not come in contact with others. Ask them to maintain a distance of at least 1m from other people
   f. Maintain empathy with the guest / guests.
   g. Ensure guest is sent back to their room.
   h. Immediately inform the nearest medical facility (hospital/clinic) or call 23978046.
   i. Ensure that the guest is taken to the nearest medical facility.

10.21. Protocol for Repair and Maintenance
(i). Rooms to be audited for Repair & Maintenance after checkout.

(ii). Staff should get on a video call with the guest to better understand the issue or assist the guest. In case it is not possible because of any reason (guest does not have video phone or guest is not well enough) only then staff should go to room and check for the issue.

(iii). Maintenance personnel to wear hand gloves and masks while doing the services inside the room. Guests are advised to stay outside the room.

10.22. Protocol to have additional information about the guests

In some cases, experience has shown that it becomes essential to trace the location of the guests even after their departure. Hence, the accommodation units are advised to devise a new information system/format and keep the same in an easily accessible form to enable concerned authorities to trace the guests, if required in future.

(i). Date
(ii). Name
(iii). Age
(iv). Sex
(v). Mob number
(vi). Email id
(vii). Nationality
(viii). Permanent address
(ix). Coming from (with details of destination and route)
(x). Going to (with details of destination and route)
(xi). Arrival date and time
(xii). Departure date and time
(xiii). Room no./ Floor no.
(xiv). Signature
(xv). Purpose of the visit
(xvi). Check out time
(xvii). Valid ID proof
(xviii). Logs of transaction
(xix). Travel history
(xx). Self-declaration form
11. **Restaurants**

To ensure that visitors feel safe while eating out, restaurants need to take several measures to make them feel comfortable and at ease post lockdown.

- Diners would be greeted by waiters wearing gloves and masks
- Two-meters table distance would be a norm in coming days
- Only families coming in a group will be sharing tables
- Restaurants carrying out sensitivity training across teams

Diners are set to be greeted by waiters wearing gloves and masks, sanitization bottles at the entrance and far fewer tables in restaurants. Only people from same family coming in group would be sharing the tables. Others would sit at a distance of about two metres which is going to be the norm post lockdown. Further, waiters would be directed to bring food but not serve at the tables.

All the tables are to be cleaned with sanitizers and chlorinated water. All crockery & cutlery is washed in dish-washers with effective soap solutions where water temperature is as high as 80 degrees. Random swab tests of surfaces and kitchen. The tests are not to test individuals for coronavirus but to check overall level of hygiene and cleanliness.

11.1. **Protocols obligatory for a Restaurant/Eating Outlet**

(i). Provide safe, sanitized and clinically clean environment to the visitors and staff
(ii). All machine touch points, operating panels, seats, covers. Toolbox etc. requiring human touch should be sanitized at an hourly frequency with effective sanitizers.
(iii). Respiratory hygiene posters to be displayed at prominent places in the premises.
(iv). To reduce the seating capacity minimum by a 2/3rd and change the seating style in order to maintain social distancing.
(v). To acquaint itself with the latest guidelines issued by various Authorities for prevention and precaution.
(vi). To maximize the use of technology to reduce human contact.
(vii). Regular and increased health checkups of staff to monitor the following symptoms:
   a. Fever / Temperature Check
   b. Cough (Dry & Wet)
   c. Shortness of breath / Breathing difficulties
11.2. **Personal Protective Equipment (PPE) for use by staff:**

(i). Good quality disposable Hand Gloves (Fresh gloves to be used for every new guest)
(ii). Three layered masks with synthetic outer layer/ N 95 masks.
(iii). Long gowns, eye goggles or face shield.
(iv). PPEs should be discarded in a plastic bag, sealed and labelled as infectious waste.

11.3. **Social Distancing Norms**

Minimize physical contacts between two persons. Minimum distance to be maintained is 1 meter. To do this, Restaurants to do the following.

(i). Optimize employees in production area at any given point of time by creating physical barriers or use proper face shield if not able to reduce manpower
(ii). Stagger work stations, food preparation area etc
(iii). Review/Reduce/revise the speed of production lines considering social distancing.
(iv). Review shift arrangements depend on the above.
(v). Limit number of people who are not required e.g Drivers, helpers etc
(vi). Use spacing measures like stickers, tapes, markers to maintain the distance at all the places.
(vii). Prohibit sharing of lockers or uniform or any common item such as pens etc
(viii). Food delivery personnel should leave the packet at 1 meter distance at customer’s door. DO NOT handover the food packet directly to the customer.
(ix). Takeaways to be encouraged, instead of Dine-In.
(x). Face – To- Face meetings are restricted as much possible. Management to decide on who can do Work from home and who needs to be in factory.

11.4. **Cleaning and Sanitation Norms for Restaurants**

(i). Following Food establishments shall be cleaned with appropriate cleaning solution such as soap and water (preferably hot water) followed by disinfection (using freshly prepared 1% hypochlorite solution or equivalent).
(ii). food preparation/ production area, stores, packaging area, service area, waste disposal area, office space, transport vehicle, toilets and washrooms
(iii). Clean Equipment, containers, utensils, cutlery, etc. thoroughly with cleaning solution and water. Use of hot water (above 60o C) is recommended. After cleaning, sanitation using Alcohol/Quaternary ammonium compound is recommended.
## COVID-19 Safety and Hygiene Guidelines for Tourism Sector

### High Touch Points

<table>
<thead>
<tr>
<th>High Touch Points</th>
<th>Method and Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elevator buttons, handrails / handles and call buttons, escalator handrails,</td>
<td>Cleaned twice daily by mopping with a linen/absorbable cloth soaked in 1% sodium</td>
</tr>
<tr>
<td>public counters, intercom systems, equipment like telephone, printers/scanners,</td>
<td>hypochlorite</td>
</tr>
<tr>
<td>and other office machines, table tops, chair handles, pens, diary files,</td>
<td></td>
</tr>
<tr>
<td>keyboards, mouse, mouse pad, tea/coffee dispensing machines, etc.</td>
<td></td>
</tr>
<tr>
<td>Metallic surfaces like door handles, security locks, handles of baskets/carts,</td>
<td>70% alcohol</td>
</tr>
<tr>
<td>display racks (where bleach is not suitable)</td>
<td></td>
</tr>
<tr>
<td>Hand sanitizing stations at the entry and near high contact surfaces.</td>
<td>Cleaned at least twice in a shift. Sanitized with 1% sodium hypochlorite</td>
</tr>
<tr>
<td>Toilets and Washrooms</td>
<td>After every shift using water and detergent, followed by 1% sodium hypochlorite.</td>
</tr>
<tr>
<td>Area of two meters around the person who has coughed</td>
<td>Vacated immediately, thoroughly cleaned and disinfected with freshly prepared 1%</td>
</tr>
<tr>
<td></td>
<td>hypochlorite solution</td>
</tr>
<tr>
<td>All cleaning equipment, cloth, mops, reusable protective gear such as boots,</td>
<td>Cleaned thoroughly before use &amp; after use. Sanitize where required.</td>
</tr>
<tr>
<td>gloves</td>
<td></td>
</tr>
</tbody>
</table>

### Step-by-Step Cleaning Procedures

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Instructions</th>
</tr>
</thead>
</table>
| 1    | Preparation | - Remove loose dirt and food particles.  
        - Rinse with warm, potable water.       |
| 2    | Cleaning    | - Wash with hot water (60 °C) and detergent.  
        - Rinse with clean potable water.     |
| 3    | Sanitising  | - Treat with very hot, clean, potable water (75 °C) for at least 2 minutes. |
| 4    | Air Drying  | - Leave benches, counters and equipment to air dry. |
• The most hygienic way to dry equipment is in a draining rack.

11.5. **Categories of Sanitizers**

<table>
<thead>
<tr>
<th>Type</th>
<th>Use</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chlorine</td>
<td>Perishable products</td>
<td>Always (for food to be consumed raw)</td>
</tr>
<tr>
<td></td>
<td>Food contact surfaces</td>
<td>After use</td>
</tr>
<tr>
<td>Quaternary Methyl Butyric Acid (QMBA)</td>
<td>Food contact surfaces</td>
<td>After use</td>
</tr>
<tr>
<td>70% alcohol based</td>
<td>Hand Sanitisation</td>
<td>As and when required</td>
</tr>
<tr>
<td></td>
<td>Common touch points and food contact surface</td>
<td>Frequent or after each use</td>
</tr>
</tbody>
</table>

**Note:** - Cleaning process should be followed by disinfection.
- Use chemicals as per the direction provided by the manufacturers.
- There are more chemical based disinfectants available; this is just a suggestive list.

11.6. **Food Transportation**

(i). Train the drivers, loaders and other staff about the COVID-19 infection symptoms and measures for prevention.
(ii). Clean & Sanitize Delivery/transport vehicles regularly. Use vehicle only for food deliveries/distribution.
(iii). Anyone displaying flu like symptoms to avoid handling / transporting / delivering food.
(iv). Drivers, loaders and other staff to maintain high standards of personal hygiene.
(v). Hand washing material and Sanitizer bottle to be fixed in driver cabin.
(vi). Face covers to be worn at all times.
(vii). Avoid use of public toilets and crowded places during the breaks.
(viii). If a vehicle enters an area marked as a COVID-19 hotspot, then the vehicle shall be thoroughly cleaned and disinfected before use.
(ix). Maintain relevant records.

11.7. **Food Packaging**

(i). The retention time on surface varies from 4 hrs to 5 days.
(ii). Cleaning, Sanitizing, Disinfection measures are to be adopted to ensure that food packaging is kept clean and away from sources of contamination.
<table>
<thead>
<tr>
<th>Corona Virus Average Retention Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Copper</td>
</tr>
<tr>
<td>On Aluminium</td>
</tr>
<tr>
<td>On Cardboard</td>
</tr>
<tr>
<td>On Stainless Steel</td>
</tr>
<tr>
<td>On Plastics</td>
</tr>
<tr>
<td>On Wood</td>
</tr>
<tr>
<td>On Paper, Glass (upto)</td>
</tr>
<tr>
<td>On Ceramics</td>
</tr>
<tr>
<td>On Metal</td>
</tr>
</tbody>
</table>

11.8. Protocols to limit the movements of Guests in Restaurant/Eating outlet

11.9. Guest Service Standards

Guests are encouraged to make prior reservations before going to the restaurant to avoid crowding. Guests to be seated in a designated waiting area with norms of social distancing in case of waiting.

(i). Masks and gloves to be kept in spare for use of the guests at the reservation desk of the restaurant.

(ii). Hand sanitizer (in bottles) to be placed at the entrance and other areas such as washrooms & to remind the guests before entering and while leaving to sanitize their hands.

(iii). To reduce the seating capacity minimum by a 2/3rd and change the seating style in order to maintain social distancing.

11.10. Pre-Arrival

(i). Complete details of number of persons to be taken in advance and seating to be accordingly arranged by maintaining the social distancing norms.

(ii). Guest to request not to exceed in pre informed numbers and any sort of deviation in number of persons be informed well in advance.

(iii). Guests to be requested to carry their own Face Mask, Hand Gloves and Instant Hand Wash etc.

(iv). Guests also to be requested to have ArogyaSetu App installed in their mobile phone.

(v). Guests to be requested not to carry any item directly bought from outside like gifts etc.

(vi). Guests to be requested to use safe and sanitized vehicles for travel.

11.11. Arrival
(i). All guests are screened for any symptoms before entering the premises.
(ii). Guest with body temperature of 98.6° F or more should be politely asked to return or directed to a designated hospital, which would be a precondition at the time of accepting booking.
(iii). The AarogyaSetu App status of every guest is checked for allowing entry.
(iv). No manual frisking of guests at the entry wherever possible. Frisking shall be through DFMD, HHMD, etc.
(v). The gate to be opened by attendant
(vi). Guests are directed to sanitize the hands before proceeding for seating area. To place hand sanitizers at the entrance and other areas such as washrooms.
(vii). To remind the guests before entering and while leaving to sanitize their hands.
(viii). Guests are provided with necessary PPEs like hand gloves and face masks (in case they are not carrying their own) to ensure safety of other guests and staff.
(ix). Markings on the floor to be done to maintain Social Distance, wherever required.
(x). Tables to families or a group to be allocated strategically to ensure non contamination to other guests/areas.
(xi). For Restaurant dining entry inside restaurant to be limited to seating capacity available considering norms of social distancing. Extra guests to be seated in a designated waiting area with norms of social distancing.

11.12. Dining

(i). The entire service of the guests is done by service staff donning PPEs.
(ii). Only bottled water where outer side of the bottle is disinfected to be used for providing water to guests.
(iii). Disposable menus to be used to reduce the chances of transference of virus. Instead of cloth napkins, use of good quality disposable paper napkins to be encouraged.
(iv). Only cooked food to be included in the menu and to avoid inclusion of raw or cold food like salads etc.
(v). Guest service areas shall be thoroughly cleaned and disinfected before and after every shift. The furniture and fixtures of the restaurant like tables, chairs, workstations, buffet tables, linen etc. to be thoroughly cleaned with disinfectants on daily basis.
(vi). Buffet service to be avoided in near future. In case of buffet trained service staff to serve the food from buffet.
(vii). Pre-plated dishes to be encouraged in the menu wherever possible. Silver Service may also be done provided service staff wears the PPEs.
(viii). Only designated staff to serve the food on a particular table.
(ix). Name badges of staff to be printed in larger fonts for identification from a farther distance.

(x). The crockery, cutlery, hollowware and service ware etc. be washed with hot water and food grade/ approved disinfectants.

(xi). The service equipment to be segregated and stored in sanitized cupboards.

(xii). Use different types of warmers to keep the food and crockery on warm temperature.

(xiii). The soiled dishes to be immediately taken to dishwashing area and not left on side boards. The leftover food be discarded in the designated bins with lids. The garbage should be disposed of on daily basis.

(xiv). HACCP/ISO/FSSAI standards to be followed for cleanliness of F&B material and hygiene.

(xv). E-payments to be encouraged to avoid touching the debit/credit cards of guests.

(xvi). Cashiers to disinfect hands after every settlement thru cash or cards.

11.13. Bar Safety Measures

(i). Bar counter and stools to be sanitized properly. Bar equipment like shakers, blenders, mixers and peg measurers to be cleaned.

(ii). Ice container trolley to be washed and sanitized.

(iii). All the bottles of spirits, wines and beers to be sanitized with food grade disinfectant.

(iv). All the glassware to be cleaned with hot water and lemon.

(v). To follow FSSAI guidelines by marking dates on recently opened beverages.

11.14. Kitchen/ Food Preparation Area:

(i). Operational kitchens must be sanitized at regular intervals.


(iii). Work tables to be realigned in such a manner that staff do not face each other and also maintain social distance.

(iv). Staff to wear PPEs like face masks, chef caps/net caps, face shield.

(v). Using 100ppm chlorine for non veg and 50 ppm chlorine for veg items for sanitizing. In case of any other directive from authorities same to be followed.

(vi). Strict adherence to HAACP/ISO/FSSAI norms and guidelines for sanitization and hygiene in receiving, storing, and cooking of food items.

(vii). Limit the number of staff to the minimum required; staff can be organized into teams to reduce interactions between teams.

(viii). All staff should wear disposable masks, gloves, hair nets and all other safety gear
(ix). Run limited menus and ramp-up in a phased manner
(x). The menus may be tweaked to include more options of cooked food rather than raw food
(xi). Ensure proper cleaning of vegetables, meats and all other materials that are required in the kitchens; use approved sanitizing agents to disinfect
(xii). Ensure all tools get sanitized after each use
(xiii). It would be useful to use an Autoclave machine for all cooking equipment, ladles etc.
(xiv). Even with proper hand washing, food workers should use a barrier such as tongs, gloves or utensils to prevent direct hand contact with food. The virus is likely to be inactivated by proper cooking temperature, it is important to use gloves or other barriers to prevent touching food that will not be fully cooked.
(xv). No ready-to-eat food items shall be left open and shall be kept covered.
(xvi). Health Food to be given priority as it would gain more importance with a large part of audience to boost immunity, welcome drinks to be immunity boosters like Hot lemon water with raw honey etc.
(xvii). Immunity boosting spices and herbs can be a promotional aspect.
(xviii). When changing your normal food preparation procedures, service, delivery functions, or making staffing changes, apply procedures that ensure:
(xix). Cooked foods reach the proper internal temperatures prior to service or cooling.
   (a). Hot foods are cooled rapidly for later use – check temperatures of foods being cooled in refrigerators or by rapid cooling techniques such as ice baths and cooling wands.
   (b). The time foods being stored, displayed, or delivered are held in the danger zone (between 41°F and 135°F) is minimized.
(xx). Proper training for food employees with new or altered duties and that they apply the training according to established procedures.
(xxi). Keep hot foods hot and cold foods cold by storing in appropriate transport vessels.
   (a). Keep cold foods cold by keeping enough coolant materials, e.g., gel packs.
   (b). Keep hot foods hot by ensuring insulated cases are properly functioning.
(xxii). Keep foods separated to avoid cross contamination, e.g., keeping raw foods separated from cooked and ready-to-eat foods.
(xxiii). Ensure that any wrapping and packaging used for food transport is done so that contamination of the food is prevented.

11.15. **Back Areas For Staff**

(i). Do not compromise on Social Distancing.
(ii). Do not use face reading or thumb impression machine for attendance.
(iii). Encourage the administration staff to work from home wherever possible to reduce assembling of people.
(iv). Timings of staff canteen, lockers, changing rooms etc. to be strategically designed to reduce assembly of people.
(v). Promote staff to use their own vehicle for transport rather than depending on public/hotel transport.

11.16. Employee Transport

(i). Screen the staff for temperature and other symptoms before boarding the vehicle.
(ii). To provide organization’s transport in the event public transport is not available or is overcrowded violating the social distancing norms.
(iii). Efforts must be made to reduce the presence of staff to minimum required, keeping in mind the number of covers.

11.17. Clock-in

(i). Request all staff to remain at home under medical supervision in case they are sick and have any symptoms of flu.
(ii). Alternate methods to be devised for staff to mark attendance at the hotel; could use QR code method
(iii). Temperature check for all employee on clocking into the premises of the hotel
(iv). Staff having a body temperature more than 98.6° F should be asked to return home

11.18. Employee Uniform

(i). Uniform exchange daily should be the norm
(ii). Uniforms will need to be sanitized properly; steam press or heat iron can be used
(iii). Staff will be given PPE kits as part of the uniform across all departments
(iv). Ensure that staff are maintaining Social Distancing during uniform exchange

11.19. Employee Dining

Staff meals should be planned in such a manner that social distancing norms could be maintained.

11.20. Employee Training
(i). Training Department should conduct sensitization classes for staff on upgraded hygiene standards; they can also have visiting faculty to update staff on standards

(ii). Employees must be well-informed about all COVID related operating SOPs
12. **B&B/Homestay Establishments**

Various B&B and Homestay establishments shall follow the following guidelines.

12.1. **Essential Amenities**

An B&B/Homestay Establishment must have a Thermal Gun, Hand Sanitizers, Hand Gloves and Masks which should be available in the Reception Area itself.

12.2. **Guidelines for Staff**

Wearing Mask & Hand Gloves are mandatory while on duty inside the property. Temperature should be checked by Thermal Gun for all staff members & Guests on daily basis. Visitors to the B&B/Homestay Establishment should not be encouraged. Staff must use tray to avoid hand contact while serving water bottle/toiletries/medicines/food etc. maintaining 1 meter distance.

12.3. **Check-in Process**

Detail of the guest should also contain his/her Travel History & Medical Condition for which a separate Self-Declaration form should be provided. A file should also be maintained apart from the Guest Register to keep those Self-Declarations. 2 m distance markings at the reception area should be done for guests to stand during check in process.

12.4. **Arogya Setu Application**

Entire staff of an IIB&B/Homestay Establishment to have ArogyaSetu App for survey and same will be followed for guests during check in.

12.5. **Cleaning of Guest Rooms**

Cleaning of Guest Room is mandatory on daily basis. Linen must be changed after every Check-out and in the event of longer stay, it should be as per the request of the guest. All touch points must be cleaned with proper disinfectant (Sodium Hypochlorite). Staff must sanitize or wash hands with Soap after every cleaning process.

12.6. **General Cleaning with proper disinfectant (Sodium Hypochlorite):**

Mopping of floor twice a day is mandatory. After every Check-out, tables, cup-boards, wardrobes, lockers, light switches, Mirrors, electronic devices or any other item which a guest may touch during his/her stay, should be cleaned properly.
12.7. **Food Service**

Breakfast should be prepared in Kitchen where Guest should not be allowed at all. It is advisable to use disposable cutlery for all purposes which must be kept inside a garbage bag. In case of non-disposable cutlery, it should be kept outside the room.

12.8. **Posters**

Posters containing awareness about Covid-19, 6 ft distancing, respiratory hygiene and general cleanliness should be displayed at various strategic points inside the property. It should also contain the Do’s & Don'ts for Guests, important phone numbers such as Police, Hospitals, Doctors on Call, Emergency Helpline etc.

12.9. **Do's and Don'ts for the guest:**

(i). Do not step out of the room unnecessarily. Wear a mask whenever outside the room.

(ii). Clothes should not be washed inside the room.

(iii). In case a balcony is shared with another room, please be on the side of your room. Do not interact with the other rooms guests.

(iv). No visitors should be allowed in the rooms

(v). Doors should be kept closed and any contact with the door knobs should be avoided by staff

(vi). Kitchen and washing area entry must be prohibited for guests

(vii). Always keep a safe distance of at least 2 m (6feet) while you are at the property.

(viii). Wash your hands frequently with the soaps/sanitizers provided.

(ix). Put all disposable plates/cups/bottles after use in the garbage bag.

12.10. **During Check-in (if guest is sneezing or coughing)**

(i). Do not deny Check-in

(ii). Maintain a safe distance of 6 feet from the guest.

(iii). Encourage guests to sanitize their hands/ wash hands with soap.

(iv). Offer medical assistance to the guest.

(v). Keep a watch over the health condition of the guest (call him on the extension and check his well-being, offer medical assistance)

(vi). Deep clean the reception areas with a disinfectant.

12.11. **If Illness persists**
(i). Room should be locked and the entire floor, reception and all common areas to be deep cleaned and fumigated.
(ii). Linen and other items must be washed separately.
(iii). Call the Corona helpline number
(iv). In case suspected guests flee/ not traceable, inform the police immediately.

12.12. Check-out Protocol

Guest should inform at reception using intercom or personal mobile, an hour before the check-out. Digital mode of payment should be encouraged for which QR code must be displayed at a prominent place. In case of payment through internet banking the bank details should also be displayed in the reception area.

12.13. Protocol to have additional information about the guests:

In some cases, experience has shown that it becomes essential to trace the location of the guests even after their departure. Hence, the accommodation units are advised to devise a new information system/format and keep the same in an easily accessible form to enable concerned authorities to trace the guests, if required in future.

*****
1. **Background**

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

2. **Scope**

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

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

3. **Generic preventive measures**

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

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

These include:

i. Physical distancing of at least 6 feet to be followed as far as feasible.

ii. Use of face covers/masks to be made mandatory.

iii. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.

iv. Respiratory etiquettes to be strictly followed. This involves strict practice of covering one’s mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.

v. Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.

vi. Spitting shall be strictly prohibited.

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

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 preventive 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 sanitization 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 workplace 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 RRT as 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.
Annexure I

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

- **Case with symptoms suggestive of COVID-19**
  - Inform central/state/local health authority/Helpline 1075
  - Assessed to be COVID-19 suspect case
    - Referral or transfer to a COVID health facility for further management (including testing) as per clinical presentation.
    - Isolation of suspect case at designated COVID Health facility or Home
    - Initiation of listing of contacts
    - Testing for COVID-19
      - **Negative**
        - Referral to a non-COVID Health facility or discharge as per clinical assessment and diagnosis
      - **Positive**
        - Further clinical management as per clinical severity – If patient has only mild/very mild symptoms, home isolation as per laid down criteria otherwise facility based management
        - Contact tracing, Home quarantine of contacts, Testing of contacts as per ICMR guidelines
  - Assessed to be non-COVID case
    - Referral or transfer to a non-COVID health facility for further management as per clinical presentation
    - No line listing of contacts, isolation, and disinfection required.
    - Follow medical advice of the treating doctor and continue following basic preventive measures
Safety and Hygiene Guidelines for Tourism and Hospitality Sector to Contain Spread of COVID-19
Safety and Hygiene Guidelines for Tourism and Hospitality Sector

to Contain Spread of COVID-19

Content

1. SOP on preventive measures in Hotels and other Hospitality Units to contain spread of COVID-19
2. SOP on preventive measures in Restaurants to contain spread of COVID-19
3. SOP on preventive measures in Monuments & Museums to contain spread of COVID-19
1. Background

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

2. Scope

This document outlines various generic precautionary measures to be adopted in addition to specific measures to be ensured in hotels and other hospitality units (henceforth, ‘hotels’) to prevent spread of COVID-19. Hotels in containment zones shall remain closed. Only those outside containment zones will be allowed to open up.

3. Generic preventive measures

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

(B) The generic measures include simple public health measures that are to be followed to reduce the risk of COVID-19. These measures need to be observed by all (staff and guests) in these places at all times. These include:
   i. Physical distancing of at least 6 feet to be followed as far as feasible.
   ii. Use of face covers/masks to be made mandatory.
   iii. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
   iv. Respiratory etiquettes to be strictly followed. This involves strict practice of covering one’s mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.
   v. Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.
   vi. Spitting shall be strictly prohibited.
   vii. Installation and use of Aarogya Setu app shall be advised to all.

4. All Hotels shall ensure the following arrangements:
   i. Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
   ii. Only asymptomatic staff and guests shall be allowed.
   iii. All staff and guests to be allowed entry only if using face cover/masks. The face cover/masks has to be worn at all times inside the hotel.
   iv. Adequate manpower shall be deployed by hotel management for ensuring social distancing norms.
   v. Staff should additionally wear gloves and take other required precautionary measures.
   vi. All employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public. Hotel management to facilitate work from home wherever feasible.
   vii. Proper crowd management in the hotel as well as in outside premises like parking lots–duly following social distancing norms shall be ensured. Large gatherings/congregations continue to remain prohibited.
   viii. Valet parking, if available, shall be operational with operating staff wearing face covers/ masks and gloves as appropriate. A proper disinfection of steering, door handles, keys, etc. of the vehicles should be taken up.
ix. Preferably separate entry and exits for guests, staff and goods/supplies shall be organized. Maintaining physical distancing of a minimum of 6 feet, when queuing up for entry and inside the hotel as far as feasible. Specific markings may be made with sufficient distance to manage the queue and ensure social distancing in the premises.
x. Number of people in the elevators shall be restricted, duly maintaining social distancing norms. Use of escalators with one person on alternate steps may be encouraged.
xi. Details of the guest (travel history, medical condition etc.) along with ID and self declaration form must be provided by the guest at the reception.

xii. Posters/standees/AV media on preventive measures about COVID-19 to be displayed prominently.

xiii. Hand sanitizers must be kept at the reception for guests to use. Guests to sanitize hands before and after filling relevant forms including A&D register.

xiv. Hotels must adopt contactless processes like QR code, online forms, digital payments like e-wallet etc. for both check-in and check-out.

xv. Luggage should be disinfected before sending the luggage to rooms.

xvi. Guests who are at higher risk i.e. those who are older, pregnant or those who have underlying medical conditions are advised to take extra precautions.

xvii. Guests should be advised not to visit areas falling within containment zone

xviii. Required precautions while handling supplies, inventories and goods in the hotel shall be ensured. Proper queue management and disinfection shall be organized.

xix. Appropriate personal protection gears like face covers/masks, gloves and hand sanitizers etc. shall be made available by hotel to the staff as well as the guests.

xx. Detailed guidelines issued for restaurants shall be followed.

a. Seating arrangement in the restaurant also to be made in such a way that adequate social distancing is maintained.

b. Disposable menus are advised to be used.

c. Instead of cloth napkins, use of good quality disposable paper napkins to be encouraged.

d. Contactless mode of ordering and digital mode of payment (using e-wallets) to be encouraged.

e. Buffet service should also follow social distancing norms among guests.

xxi. Room service or takeaways to be encouraged, instead of dine-in. Food delivery personnel should leave the packet at guest or customer’s door and not handed directly to the receiver. The staff for home deliveries shall be screened thermally by the hotel authorities prior to allowing home deliveries.

xxii. For room service, communication between guests and in-house staff should be through intercom/ mobile phone and room service (if any) should be provided while maintaining adequate social distance.

xxiii. Gaming Arcades/Children play areas (wherever applicable) shall remain closed.

xxiv. For air conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasises that the temperature setting of all air conditioning devices should be in the range of 24-30oC, 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.

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.
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.

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. Maintaining physical distancing of a minimum of 6 feet, when queueing up for entry and inside the restaurant as far as feasible.

xvi. 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.

a. Table seating arrangements will ensure a distance of at least 6 feet between them.

b. Fast Food restaurants, with standing table arrangement, will ensure a distance of at least 8 feet between tables and not more than 2 guests on a table.

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.

a. Table seating arrangements will ensure a distance of at least 6 feet between them.

b. Fast Food restaurants, with standing table arrangement, will ensure a distance of at least 8 feet between tables and not more than 2 guests on a table.

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. Gaming Arcades/Children play areas (wherever applicable) shall remain closed.

xxv. 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 RR/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.

Cleaning and regular disinfection of frequently touched surfaces to be made mandatory in all guest service area and common areas.
SOP on preventive measures in Monuments & Museums

SOP issued by Archaeology & Museum Department:
1. Government Monuments and Museums shall be opened as per revised schedule.
2. As far as possible online booking of entry tickets shall be encouraged.
3. Before opening the monuments and museums, sanitization and fumigation will be done in morning. To prevent spread of infection monuments shall be cleaned in noon (during break) and evening also.
4. Thermal screening of tourists shall be done before entry.
5. Hands of tourists shall be sanitised before entry into monuments and museums.
6. Tourists will have to wear mask.
7. At a time only 5-6 tourists will be allowed to enter. After a gap of 5 minute another group will be allowed to avoid crowding at one place. Security Guards and Staff will ensure that social distancing between tourists is maintained and the tourist is not touching any objects, artefacts or walls of the monument or museum.
8. Officers and Staff shall maintain social distancing.
9. Officers and Staff residing in Containment zone and curfew areas shall not be called on duty.
10. Pan/Gutkha/Smoking shall be prohibited for all. Security Staff will screen tourists for the same.
11. Respective superintendents shall ensure attendance of the staff and Home Guards as per requirement. All staff and others shall wear mask and gloves and use sanitizers.
12. Housekeeping staff shall be deputed in phases and they will also wear masks and gloves and use sanitizers.
13. Circles will be marked at booking counters to ensure social distancing and staff at counters shall comply with all safety norms.
14. Shops/Cafeteria/Restaurants located at monuments/tourist places shall also follow social distancing rules along with their Staff.
15. Tourist Guides shall also be instructed to take all precautions.
16. Elephant Ride and Night Tourism shall remain closed till further orders.
17. Based on footfall of tourists and their feedback Sound & Light Shows can be re-started.

Entry of tourists in museums and monuments shall be regulated to prevent overcrowding at one place.
Note: All Tourism & Hospitality units will follow other rules and regulations which are issued by the Union or State Government from time to time. They are also advised to guide the tourists to follow these rules.