

# ગુજરાત સરકાર

ગૃહ વિભાગ,  
ક્રમાંક : વિ-૧/કઅવ/૧૦૨૦૨૦/૪૮૨  
સચિવાલય, ગાંધીનગર  
તા.૦૬.૦૬.૨૦૨૦.

## હુકમ:

કેન્દ્રીય ગૃહ મંત્રાલયના તા.૩૦.૦૫.૨૦૨૦ના હુકમ ક્રમાંક : 40-3/2020-DM-I(A) અન્વયે ગૃહ વિભાગના તા.૩૦.૦૫.૨૦૨૦ના જાહેરનામા ક્રમાંક: ૭૭/૨૮/૨૦૨૦/વિ-૧/કઅવ/ ૧૦૨૦૨૦/૪૮૨થી સમગ્ર રાજ્યમાં Containment સિવાયના વિસ્તારોમાં નિયત પ્રવૃત્તિઓ ચાલુ રાખવા હુકમ કરવામાં આવેલ છે. તા.૩૦.૦૫.૨૦૨૦ના ગૃહ મંત્રાલયના હુકમ સાથેની માર્ગદર્શક સૂચનાઓ અનુસાર Phase-1માં તા.૦૮.૦૬.૨૦૨૦થી કેટલીક પ્રવૃત્તિઓ ચાલુ કરવા મંજૂરી આપવામાં આવેલી છે. જે અંગેની Standard Operating Procedure કેન્દ્રીય આરોગ્ય અને પરિવાર કલ્યાણ વિભાગ દ્વારા બહાર પાડવામાં આવનાર હતી.

૨. કેન્દ્રીય આરોગ્ય અને પરિવાર કલ્યાણ મંત્રાલયના તા.૦૪.૦૬.૨૦૨૦ના હુકમ ક્રમાંક : Z.28015/19/2020-EMR(PT)થી ધાર્મિક સ્થળો, મોલ્સ, રેસ્ટોરેન્ટ, હોટેલ / આતિથ્ય એકમો, ઓફીસ ચાલુ કરતા અગાઉ COVID-19 સામે નિવારક પગલા અંગેની Standard Operating Procedure બહાર પાડવામાં આવેલ છે.

૩. કેન્દ્રીય ગૃહ મંત્રાલયનો તા.૩૦.૦૫.૨૦૨૦નો હુકમ તથા કેન્દ્રીય આરોગ્ય અને પરિવાર કલ્યાણ વિભાગનો તા.૦૪.૦૬.૨૦૨૦નો હુકમ ધ્યાને લેતાં રાજ્ય સરકારે મોલ્સ, રેસ્ટોરેન્ટ, હોટેલ / આતિથ્ય એકમોમાં આ SOP નો તા.૦૮.૦૬.૨૦૨૦થી સમગ્ર રાજ્યમાં કન્ટેનમેન્ટ સિવાયના વિસ્તારમાં અમલ કરવા નક્કી કરેલ છે. તમામ મોલ્સ, રેસ્ટોરેન્ટસ, હોટેલ્સ/ આતિથ્ય એકમોએ આ SOP નો ચુસ્તપણે અમલ કરવાનો રહેશે.

૪. આ SOPના અમલીકરણ માટે સંબંધિત મ્યુનિસિપલ કોર્પોરેશન વિસ્તારમાં મ્યુનિસિપલ કમિશ્નરશ્રી અન્ય વિસ્તારમાં સંબંધિત જિલ્લા મેજિસ્ટ્રેટશ્રી તથા સંબંધિત નગરપાલિકા/સ્થાનિક સ્વરાજ્યની સંસ્થાની જવાબદારી નક્કી કરવામાં આવે છે.

ગુજરાતના રાજ્યપાલશ્રીના હુકમથી અને તેમના નામે,

  
(વકીલ આર. દવે)  
૦૬/૦૬/૨૦૨૦  
ઉપ સચિવ(કા.વ્ય.-૧)  
ગૃહ વિભાગ

## પ્રતિ,

- પ.સ. રાજ્યપાલશ્રીના અગ્ર સચિવશ્રી, રાજભવન, ગાંધીનગર. (પત્ર દ્વારા)
- રજીસ્ટ્રારશ્રી ગુજરાત હાઈકોર્ટ, સોલા, અમદાવાદ. (પત્ર દ્વારા)
- માન. મુખ્ય મંત્રીશ્રીના મુખ્ય અગ્ર સચિવશ્રી, સચિવાલય, ગાંધીનગર.
- માન. નાયબ મુખ્ય મંત્રીશ્રીના અંગત સચિવશ્રી, સચિવાલય, ગાંધીનગર.
- તમામ મંત્રીશ્રીઓના અંગત સચિવશ્રી, સચિવાલય, ગાંધીનગર.
- મુખ્ય સચિવશ્રીના અંગત સચિવશ્રી, સચિવાલય, ગાંધીનગર.
- સચિવાલયના સર્વે વિભાગો.

- પોલીસ મહાનિદેશક અને મુખ્ય પોલીસ અધિકારીશ્રી, ગુજરાત રાજ્ય, પોલીસ ભવન, ગાંધીનગર.
- ગૃહ વિભાગ હેઠળના સર્વે ખાતાના વડાઓ.
- તમામ પોલીસ કમિશ્નરશ્રીઓ
- તમામ રેન્જના વડાશ્રીઓ
- તમામ જિલ્લા મેજિસ્ટ્રેટશ્રીઓ
- તમામ મ્યુનિસિપલ કમિશ્નરશ્રીઓ
- તમામ પોલીસ અધિક્ષકશ્રીઓ
- માહિતી નિયામકશ્રી – ગુજરાત રાજ્ય, બ્લોક નં.૧૯, ડૉ. જીવરાજ મહેતા ભવન, ગાંધીનગર.  
૨/ – આ બાબતને બહોળી પ્રસિદ્ધિ મળે તે મુજબની જરૂરી કાર્યવાહી કરવાની વિનંતી સહ.

Nirman Bhawan, New Delhi  
Dated 4th June, 2020

**OFFICE MEMORANDUM**

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

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

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

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

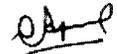
Accordingly, the SOPs as mentioned in annexure have been formulated in consultation with Central Ministries/ Departments concerned and other stakeholders and are hereby issued to be made applicable with effect from 08.06.2020.

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

This is issued with the approval of Competent Authority.

**Encl:**

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



(Lav Agarwal)  
Joint Secretary  
01123061195

**To**

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

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

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

**1. Background**

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

**2. Scope**

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

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

**3. Generic preventive measures**

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

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

These include:

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

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

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

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

4th June,2020

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

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

**1. Background**

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

**2. Scope**

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

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

**3. Generic preventive measures**

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

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

These include:

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

viii.

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

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

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

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

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

**1. Background**

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

**2. Scope**

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

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

**3. Generic preventive measures**

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

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

These include:

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

viii.

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

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

- 70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.
- xxi. Large gatherings/congregations continue to remain prohibited.
  - xxii. Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories, drinking and hand washing stations/areas.
  - xxiii. Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (door knobs, elevator buttons, hand rails, benches, washroom fixtures, etc.) to be made mandatory in all malls in common areas as well as inside shops, elevators, escalators etc.
  - xxiv. Proper disposal of face covers / masks / gloves left over by visitors and/or employees should be ensured.
  - xxv. Deep cleaning of all washrooms shall be ensured at regular intervals.
  - xxvi. In the food-courts:
    - a. Adequate crowd and queue management to be ensured to ensure social distancing norms.
    - b. In food courts and restaurants, not more than 50% of seating capacity to be permitted.
    - c. Food court staff / waiters should wear mask and hand gloves and take other required precautionary measures.
    - d. The seating arrangement should ensure adequate social distancing between patrons as far as feasible.
    - e. Contactless mode of ordering and digital mode of payment (using e-wallets) to be encouraged.
    - f. Tables to be sanitized each time customer leaves.
    - g. In the kitchen, the staff should follow social distancing norms at work place.
  - xxvii. Gaming Arcades shall remain closed.
  - xxviii. Children Play Areas shall remain closed.
  - xxix. Cinema halls inside shopping malls shall remain closed.
  - xxx. In case of a suspect or confirmed case in the premises:
    - a. Place the ill person in a room or area where they are isolated from others.
    - b. Provide a mask/face cover till such time he/she is examined by a doctor.
    - c. Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
    - d. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.
    - e. Disinfection of the premises to be taken up if the person is found positive.