

प्रेषक,

मुख्य सचिव
उत्तराखण्ड शासन
एवं
मुख्य कार्यकारी अधिकारी,
उत्तराखण्ड राज्य आपदा प्रबन्धन प्राधिकरण।

सेवा में,

1. समस्त अपर मुख्य सचिव, उत्तराखण्ड शासन।
2. समस्त प्रमुख सचिव/सचिव, सचिव (प्रभारी) उत्तराखण्ड शासन।
3. पुलिस महानिदेशक, उत्तराखण्ड।
4. आयुक्त कुमायूँ एवं गढ़वाल मण्डल।
5. समस्त जिलाधिकारी, उत्तराखण्ड।

यू.एस.डी.एम.ए.

देहरादून: दिनांक: 10 जून, 2020

विषय-

कोविड-19 के संक्रमण के नियंत्रण हेतु क्रियान्वित तालाबन्दी की क्रमवार समाप्ति हेतु निर्गत शासनादेश के बिन्दु संख्या-3.6 में संशोधन के सम्बन्ध में।

महोदय/महोदया,

उपरोक्त विषयक कोविड-19 के संक्रमण के नियंत्रण हेतु क्रियान्वित तालाबन्दी की क्रमवार समाप्ति हेतु निर्गत शासनादेश संख्या-285/USDMA/792(2020) दिनांक 08 जून, 2020 के बिन्दु संख्या-3.6 में महाधिवक्ता तथा मुख्य स्थायी अधिवक्ता, उत्तराखण्ड उच्च न्यायालय भी सम्मिलित होंगे।

भवदीय

(उत्पल कुमार सिंह)
मुख्य सचिव/मुख्य कार्यकारी अधिकारी

संख्या एवं दिनांक उपरोक्तानुसार।

प्रतिलिपि - निम्नलिखित को सूचनार्थ एवं आवश्यक कार्यवाही हेतु प्रेषित-

1. सचिव, श्री राज्यपाल, उत्तराखण्ड।
2. सचिव, मा. मुख्यमंत्री जी, उत्तराखण्ड।
3. सचिव, विधान सभा, उत्तराखण्ड।
4. सचिव, गोपन (मंत्रिपरिषद्), विभाग, उत्तराखण्ड शासन।
5. समस्त निजी सचिव, मा. मंत्रिगण को मा. मंत्रिगणों के संज्ञानार्थ प्रेषित।
6. स्टॉफ ऑफिसर, मुख्य सचिव, उत्तराखण्ड शासन।
7. सम्बन्धित पत्रावली।

(उत्पल कुमार सिंह)
मुख्य सचिव/मुख्य कार्यकारी अधिकारी

उत्तराखण्ड राज्य आपदा प्रबन्धन प्राधिकरण

सचिवालय परिसर, देहरादून

संख्या - 281/USDMA-792(2020)

देहरादून: दिनांक 04 जून, 2020

आदेश

भारत सरकार, गृह मंत्रालय के पत्र संख्या- 40-03/2020-DM-I(A), दिनांक 30 May, 2020 तथा स्वास्थ्य एवं परिवार कल्याण मंत्रालय, भारत सरकार के दिशा-निर्देश दिनांक 4 जून, 2020 से प्राप्त दिशा निर्देशों के क्रम में कोरोना वायरस से संक्रमण के दृष्टिगत **Hotels and hospitality services, Restaurants, Shopping Malls, Religious places/ Places of worship**, को खोलने हेतु दिशानिर्देश जारी किये गये हैं।

उक्त के क्रम में राज्य सरकार द्वारा निम्नलिखित आवश्यक दिशा-निर्देश जारी किये जाते हैं।

1. Hotels/ B&B/ Homestay and hospitality services

1.1. All hotels/ B&B/ Homestay & hospitality services shall be allowed to open in the state. However, all such hotels/ B&B/ Homestay & hospitality services in containment zones of the state and municipal area of Dehradun shall remain closed, till further orders.

✓ 1.2. The hotel management/B&B/ Homestay management shall not entertain bookings from high-load Covid-19 infected cities of other states and ensure that bookings of persons from non high-load Covid-19 infected cities of other states shall be for a minimum period of 7 days. In cases of violation of the rules regarding period of stay by any individual, it shall be immediately informed by the concerned hotel management/ B&B/Homestay management to the District administration/police for penal action under relevant sections of IPC, Epidemics Diseases Act and Disaster Management Act.

1.3. The hotel management/ B&B/Homestay management shall take a written undertaking (*Self declaration form enclosed as annexure -1*) from the customers that he or she shall not visit any public premises or tourist attractions in Uttarakhand during his or her stay in the Hotel. The customer violating the undertaking will be liable to be proceeded against as per the provisions of section 51 to 60 of the DM Act, 2005 and under section 188 of the IPC.

1.4. In addition to the above, the hotel management/ B&B/Homestay management shall strictly adhere to the SOP prepared by the Department of Tourism, Government of Uttarakhand on Hotels/ B&B/ Homestay and other Hospitality Units (*Enclosed at Annexure- 2*).

2. Restaurants

- 2.1. All restaurants shall be allowed to open in the state between 7 AM to 7 PM. However, all such restaurants in containment zones of the state and municipal area of Dehradun shall remain closed, till further orders
- 2.2. The restaurant owners/ managers shall make arrangements to ensure that a record of all customers, as also the waiters serving the tables, is maintained at all times, clearly specifying the date and time.
- 2.3. In addition to the above, the restaurant management shall strictly adhere to the SOP prepared by department of Tourism, Government of Uttarakhand on restaurants (*Enclosed at Annexure-2*).

3. Shopping Malls

- 3.1. All shopping malls shall be allowed to open in the state between 7 AM to 7 PM. However, all such shopping malls in containment zones of the state and municipal area of Dehradun shall remain closed, till further orders.
- 3.2. Prior to opening the mall, the Mall management shall give an undertaking/ self-declaration to the District administration regarding various measures taken for preventing the spread of covid-19, as also strict adherence to the guidelines issued by CPWD for air conditioning in such areas with maximum exposure and concentration and those issued by MoHFW and MHA for norms of safety and social distancing.
- 3.3. The Mall management shall also make arrangements for opening 50% of the shops on any given day, till further orders.
- 3.4. However, District administration, in consultation with the Mall Management, may decide to put necessary restrictions on the maximum number of people to be allowed in the interest of public health. Wide publicity in advance regarding the restrictions to be placed shall be made.
- 3.5. In addition to the above, the shopping mall management shall strictly adhere to the SOP issued by MoHFW, Government of India on shopping malls (*Enclosed at Annexure- 3*).

4. Religious places/ Places of worship

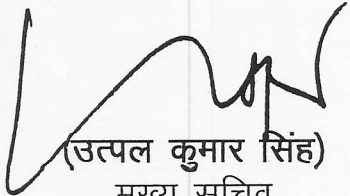
- 4.1. Boards/ Trusts/ management Committees managing the religious places/ places of worship shall be allowed to open between 7 AM to 7 PM in the state. However, all such religious places/ places of worship in containment zones of the state and municipal area of Dehradun shall remain closed, till further orders.
- 4.2. However, the District administration in consultation with Boards/ Trusts/ management Committees, may decide to put necessary restrictions in place, in the interest of public health. Wider publicity in advance, regarding the restrictions to be placed on public *darshan* and worship protocol, shall be made.
- 4.3. *Char-Dham Devasthanam* Board, in consultation with the respective District administration and other stakeholders, may decide to open and put necessary restrictions in place, in the interest of public health. However, wide publicity in advance, regarding the restrictions to be placed on public *darshan* and worship protocol, shall be made.
- 4.4. However, pilgrims from places outside the state shall not be allowed till further orders.
- 4.5. In addition to the above, the management of religious places / places of worship shall strictly adhere to the SOP issued by MoHFW, Government of India on religious places/ places (*Enclosed at Annexure- 4*).

5. UDAN

- 5.1. Travel by helicopters and fixed-wing shall be permitted under UDAN scheme. The passengers after deboarding shall have to follow the guidelines prescribed by the state govt. The operators shall also comply with the guidelines issued by the MoHFW, Civil Aviation department and the State Govt.

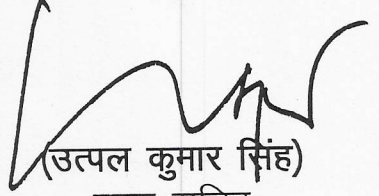
सभी जनपद संलग्न एस.ओ.पी. (मानक प्रचालन विधि) तथा राज्य सरकार द्वारा निर्गत दिशानिर्देशों के अनुसार यथोचित कार्यवाही किया जाना सुनिश्चित करें।

संलग्नक: उपरोक्तानुसार


(उत्पल कुमार सिंह)
मुख्य सचिव

प्रतिलिपि निम्न को सूचनार्थ एवं आवश्यक कार्यवाही हेतु:-

1. सचिव, मा० मुख्यमंत्री को मा० मुख्यमंत्री महोदय के संज्ञानार्थ।
2. समस्त अपर मुख्य सचिव/प्रमुख सचिव/सचिव, उत्तराखण्ड शासन।
3. पुलिस महानिदेशक, उत्तराखण्ड।
4. स्थानीक आयुक्त, उत्तराखण्ड।
5. मण्डल आयुक्त, कुमाँऊ एवं गढ़वाल।
6. समस्त जिलाधिकारी/वरिष्ठ पुलिस अधीक्षक, उत्तराखण्ड।
7. आयुक्त, सूचना एवं लोकसंपर्क विभाग, उत्तराखण्ड।


(उत्पल कुमार सिंह)
मुख्य सचिव

Annexure-1

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Self-declaration Form

From:...../...../2020 To :...../...../2020

- I/ we hereby undertake to stay for a minimum period of 07 days.
- During my/ our stay, I/ we shall not visit any place outside the hotel premises.
- I/ we shall strictly adhere to the health protocols of the government of Uttarakhand and MoHFW, Government of India during my/ our stay.

I/ we understand that in case I/ are found violating the undertaking I/ we shall be prosecuted under appropriate sections of the DM Act, 2005 and the IPC.

Name:....., **Age:**..... **Sex:** M / F

Mobile Number: / / / / / / / / /

Address:

Signature

Annexure-2

COVID-19 Safety and Hygiene Guidelines for Tourism Sector

COVID-19 Safety and Hygiene Guidelines for Tourism Sector

(Hospitality Units)



June 2020

**Uttarakhand Tourism Development Board
Dehradun**

**(Based on Guidelines issued by Ministry of Tourism
and
Ministry of Health and Family Welfare)**

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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.

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

1. **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.**
2. 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.
3. Social distancing includes refraining from hugging & shaking hands with guests as well as among staff. It involves maintaining a distance of at least 2m (6 ft.) and avoiding anyone who is coughing or sneezing. Hand hygiene means regularly and thoroughly cleaning hands with an alcohol-based hand Sanitizer(for at least 20seconds) or washing them with soap and water(for at least 40 to 60 seconds). Also avoid touching eyes, nose, and mouth. Hand disinfection is indicated after exchanging objects (money, credit cards) with guests.
4. Respiratory etiquette means covering mouth and nose with flexed elbow/ tissue/handkerchief when coughing or sneezing. The used tissue should be disposed of immediately in a bin with a lid.

5. Spitting shall be strictly prohibited.

2.2. Establishing a Management Team (Rapid Response Team)

1. 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.
2. 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.
3. 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.

2.3. Communication

1. 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,
2. 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.

2.4. 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.

2.5. 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 (6feet) 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.

2.6. 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

2.7. 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

2.8. Availability of COVID related amenities

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