

**GOVERNMENT OF NCT OF DELHI  
DELHI DISASTER MANAGEMENT AUTHORITY**

No. F.DDMA/COVID-19/2020/1/292

Dated: 21 .08.2020

**ORDER**

Whereas, the Delhi Disaster Management Authority (DDMA) is satisfied that the NCT of Delhi is threatened with the spread of COVID-19 epidemic, which has already been declared as a pandemic by the World Health Organization, and has considered it necessary to take effective measures to prevent its spread in NCT of Delhi;

And whereas, Delhi Disaster Management Authority has issued various orders/instructions from time to time to all authorities concerned to take all required measures to appropriately deal with the situation;

And whereas, in pursuance of Ministry of Home Affairs, Govt. of India Order as well as DO letter dated 29.07.2020, DDMA has issued Order No. 275 dated 31.07.2020 with regard to extension of lockdown in the containment zones and to maintain status quo (except removal of night curfew) in the territory of NCT of Delhi till the midnight of 31.08.2020;

And whereas, Ministry of Home Affairs, Govt. of India, vide Order No. 40-3/2020-DM-I(A) dated 30.05.2020 annexed with guidelines for Phased Re-opening (Unlock 1) has already permitted to open Hotels & other hospitality services in the area outside the Containment Zones with the observation & compliance of Standard Operating Procedure (SOP) to be prescribed by the Ministry of Health & Family Welfare, Govt. of India. Ministry of Health & Family Welfare, Govt. of India vide OM dated 04.06.2020 has also issued SOP for Hotels & other hospitality services, which is enclosed herewith;

And whereas, the current situation of ongoing pandemic of COVID-19 in Delhi has been reviewed during the meeting of Delhi Disaster Management Authority held, through video conferencing, on August 19, 2020 under the Chairmanship of Hon'ble Lt. Governor, Delhi and it has been decided that the Hotels will be allowed to open in NCT of Delhi in all the areas outside the Containment Zones;

Now, therefore, in exercise of powers conferred under section 22 of the Disaster Management Act, 2005, the undersigned, in his capacity as Chairperson, State Executive Committee, DDMA, Govt. of NCT of Delhi, hereby, in partial modification of DDMA order dated 31.07.2020, directs all authorities concerned that **Hotels shall be permitted to operate throughout the NCT of Delhi in all areas, except in containment zones**, subject to the strict compliance of Standard Operating Procedure (SOP) issued in this regard by Ministry of Health & Family Welfare, Govt. of India dated 04.06.2020, annexed with this order as well as other directions / instructions / guidelines issued by the Government of India and Government of NCT of Delhi from time to time.

All District Magistrates of Delhi, their counterparts District Dy. Commissioners of Police and all authorities concerned shall ensure strict implementation of this order and take strict penal action against the offenders in case any offences are committed such as not wearing mask, not maintaining social distancing norms, spitting in public places etc. as authorised vide notification dated 13.06.2020 issued by Health & Family Welfare Department, GNCTD as well as under other applicable laws.

  
(Vijay Dev) 21/6/20

Chief Secretary, Delhi

**Copy for compliance to:**

1. All Additional Chief Secretaries/Principal Secretaries/Secretaries/HODs of Government of NCT of Delhi / Autonomous Bodies / PSUs / Corporations / Local Bodies.
2. Commissioner of Police, Delhi.
3. Chairman, New Delhi Municipal Council.
4. Pr. Secretary (I&P), GNCTD to ensure wide publicity of this order.
5. Commissioner (South DMC/ East DMC/ North DMC).
6. CEO, Delhi Cantonment Board.
7. All District Magistrates of Delhi.
8. All District DCPs of Delhi.

**Copy for kind information to:-**

1. Pr. Secretary to Hon'ble Lt. Governor, Delhi
2. Addl. Secretary to Hon'ble Chief Minister, GNCTD
3. Secretary to Hon'ble Dy. Chief Minister, GNCTD
4. Secretary to Hon'ble Minister of Health, GNCTD
5. Secretary to Hon'ble Minister of Revenue, GNCTD
6. Secretary to Hon'ble Minister of Labour, GNCTD
7. Secretary to Hon'ble Minister of Social Welfare, GNCTD
8. Secretary to Hon'ble Minister of Food & Supply, GNCTD
9. Pr. Secretary (Home), GNCTD
10. Pr. Secretary (H&FW), GNCTD
11. Pr. Secretary (Revenue-cum-Divisional Commissioner), GNCTD
12. Pr. Secretary (UD), GNCTD
13. All members of State Executive Committee, DDMA, GNCTD
14. System Analyst, O/o Divisional Commissioner, Delhi for uploading of the order on website – [ddma.delhigovt.nic.in](http://ddma.delhigovt.nic.in)
15. Guard file.

Government of India  
Ministry of Health and Family Welfare

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

**1. Background**

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

**2. Scope**

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

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

**3. Generic preventive measures**

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

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

These include:

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

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

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

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

(TO BE PUBLISHED IN PART-IV OF DELHI GAZETTE EXTRA ORDINARY)  
GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI  
HEALTH & FAMILY WELFARE DEPARTMENT  
9<sup>TH</sup> LEVEL, A-WING, DELHI SECRETARIAT, IP ESTATE, NEW DELHI-110002

No. F. 51/DGHS/PH-IV/COVID-19/PH Secy Ntw / 13087-336 Date: 13/6/2020

NOTIFICATION

Whereas, the COVID-19 outbreak has been notified as a "Disaster" for being a critical medical condition and pandemic situation under the "Disaster Management Act, 2005."

And whereas the Delhi Disaster Management Authority has issued detailed guidelines from time to time to contain the spread of COVID-19,

And whereas, instances have come to notice that above guidelines are not being followed in their letter and spirit,

And whereas, rising numbers of COVID-19 cases in NCT of Delhi warrant stricter compliance with the Various directives issued by the Central Government. and the Government. of NCT of Delhi from time to time, pursuant to guidelines of National Disaster Management Authority and the Delhi Disaster Management Authority;

And whereas, to enforce these directives, it has now become imperative to impose penalties by way of fines for a deterrent effect;

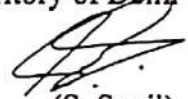
Now, therefore, in exercise of the powers conferred under Section 2 of The Epidemic Disease Act, 1897 and also in view of the guidelines issued by Delhi Disaster Management Authority, Hon'ble Lt. Governor, Delhi is pleased to issue the following regulations:

1. These regulations shall be called The Delhi Epidemic Diseases, (Management of COVID-19) Regulations, 2020.
2. "Epidemic Disease" in these regulations shall mean COVID-19 (Corona Virus Disease 2019)
3. "Authorised Persons" under this Act shall and include
  - a. Secretary (Health & FW), GNCTD;
  - b. Director General Health Services (DGHS), GNCTD;
  - c. District Magistrate,
  - d. Chief District Medical Officer (CDMO),
  - e. Sub Divisional Magistrate (SDM) and District Surveillance Officer (DSO);
  - f. And such officers as may be authorized by Department of Health & Family Welfare, Government. of NCT of Delhi, District Magistrates and Zonal Deputy Commissioners of respective Municipal Corporations of Delhi;
  - g. And the officers of the rank of Sub Inspector and above of Delhi Police.
  - h. The above Authorized Persons shall be empowered to impose a fine of Rs. 500 for the first time and a further fine of Rs. 1000/- for the repeated offence, respectively for violating the directives/guidelines pertaining to the following:-

(Contd... 2/-)

- a. Observation of quarantine rules. : a :  
b. Maintaining of social distancing.  
c. Wearing of **Face mask/cover** in all public places /workplaces.  
d. Prohibition of spitting in public places.  
e. Prohibition on consumption of **paan, gutka, tobacco etc in public places.**
5. In case any person fails to pay the penalty on the spot, action under Section 188 IPC shall be taken against him by the authorised police officer on receipt of a complaint from any Authorised Persons or on his own.
6. **Protection to Authorized Persons under the Act:** No legal suit or proceedings shall lie against the Authorized Persons for anything done or intended to be done in good faith for ensuring the stricter compliance under these regulations unless proved malafide/otherwise.
7. These regulations shall come into force immediately and shall remain valid for a period of one year from the date of publication of this notification.

By order and in the name of  
Lt. Governor of National Capital Territory of Delhi



(S. Sunil)

Deputy Secretary (H&FW)

No. F. 51/DGHS/PH-IV/COVID-19/Pr Secy H&W/13087-336 Date: 13/6/2020

Copy to:

1. Addl. Chief Secretary (Transport), Govt. of Delhi
2. Addl. Chief Secretary (Home), Govt. of Delhi
3. Commissioner of Police
4. Chairman, NDMC
5. Commissioner(SDMC/NDMC/EDMC)
6. Pr. Secretary to Hon'ble LG, Raj Niwas, Delhi
7. Additional Secretary to Hon'ble CM, Govt of Delhi
8. OSD to Hon'ble Minister of Health
9. OSD to Chief Secretary, Govt. of Delhi
10. All Pr. Secretaries/Secretaries/HODs/Heads of all Autonomous Bodies/Institutions/Colleges under Govt. of NCT of Delhi
11. Secretary (GAD), Govt. of NCT of Delhi
12. Director General Health Services, Govt. of NCT of Delhi, Delhi-32
13. All the District Magistrates, Govt. of NCT of Delhi
14. Director, Directorate of Family Welfare, GNCT of Delhi, New Delhi
15. All MSs/Directors of all Hospitals under Govt. of NCT of Delhi
16. All Chief District Medical Officers, Govt. of NCT of Delhi



(S. Sunil)

Deputy Secretary (H&FW)