

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

No. F.2/07/2020/S.I/part file-IV/ 304

Dated: 03.09.2020

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, Ministry of Home Affairs, Govt. of India, vide Order No. 40-3/2020-DM-I (A) dated 29.08.2020 annexed with guidelines for Phased Re-opening (Unlock-4) as well as DO letter No. 40-3/2020-DM-I(A) dated 29.08.2020 (copies enclosed), has ordered to extend the lockdown in Containment Zones upto 30.09.2020 and to re-open more activities in areas outside the Containment Zones;

And whereas, in pursuance of aforesaid order of MHA, GoI, Delhi Disaster Management Authority has issued Order No. 303 dated 31.08.2020 with regard to extension of lockdown in the containment zones and to maintain status quo in the territory of NCT of Delhi till 02.09.2020;

And whereas, the situation of COVID-19 in Delhi has been reviewed with experts and it has been decided that status quo may be maintained in NCT of Delhi further till 30.09.2020. However, resumption of metro rail services w.e.f. 07.09.2020; functioning of one weekly market per day per zone till 13.09.2020; and Bars w.e.f 09.09.2020 till 30.09.2020 may be permitted on trial basis.

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, GNCTD hereby directs all the Departments/ Autonomous Bodies/ PSUs/Corporations/ Local Bodies of GNCT of Delhi to maintain **"status quo"** with respect to prohibited/permitted activities in NCT of Delhi till 30.09.2020.

It is further directed that in continuation of order No. 300 dated 30.08.2020, one weekly market per day per zone in all three Municipal Corporations/New Delhi Municipal Council/Delhi Cantonment Board shall be allowed from 03.09.2020 to 13.09.2020 in NCT of Delhi (except in containment zones). District Disaster Management Authorities concerned after a joint inspection by respective District Magistrate, District DCP & Zonal Dy. Commissioner of municipal body and in consultation with RWAs, shall decide locations and timings of the weekly markets, to ensure strict compliance of SOP in this regard as well as National Directives to contain the spread of COVID-19. In case of any violation, swift action shall be taken by District Disaster Management Authority and authorities concerned including closure of such Weekly Market.

Furthermore, Bars shall be permitted in NCT of Delhi (except in containment zones) w.e.f 09.09.2020 till 30.09.2020 on a trial basis subject to strict compliance of

SOP (enclosed). District Disaster Management Authorities concerned and Excise Department shall be responsible for ensuring strict adherence to this SOP. In case of any violation, owner and manager of the premises shall be liable for prosecution under Disaster Management Act, 2005 besides sealing of such premises forthwith and cancellation of the excise license.

In addition to above, Metro Rail services in NCT of Delhi will be allowed to operate w.e.f. 07.09.2020 in a graded manner, subject to strict compliance of Broad Guidelines issued by Ministry of Housing and Urban Affairs, Govt. of India (copy enclosed) and SOP issued by DMRC Ltd. (copy enclosed) in this regard, including other guidelines issued by Govt. of India / GNCT of Delhi as well as National Directives to contain the spread of COVID-19.

All District Magistrates of Delhi & their counterpart District Deputy Commissioners of Police and all authorities concerned shall ensure strict compliance of this order and shall adequately inform and sensitize the field functionaries about these instructions for strict compliance, in letter and spirit.



(Vijay Dev)

Chief Secretary, Delhi

Copy for compliance to:

1. All Additional Chief Secretaries/Principal Secretaries/Secretaries/HODs of Government of NCT of Delhi.
2. Commissioner of Police, Delhi
3. Chairman, New Delhi Municipal Council.
4. Managing Director, DMRC Ltd., New Delhi.
5. Pr. Secretary (I&P) for wide publicity in NCT of Delhi
6. Commissioner (South DMC/East DMC/North DMC).
7. Commissioner (Excise), GNCTD.
8. CEO, Delhi Cantonment Board.
9. All District Magistrates of Delhi
10. All District DCPs of Delhi

Copy for kind information to:-

1. 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. PPS to Union Home Secretary, Ministry of Home Affairs, Gol.
10. PPS to Secretary, Ministry of Housing & Urban Affairs, Gol.
11. Addl. Chief Secretary (UD), GNCTD.
12. Pr. Secretary (Home), GNCTD
13. Pr. Secretary (Health), GNCTD.
14. Pr. Secretary (Revenue)-cum-Divisional Commissioner, GNCTD.
15. All members of State Executive Committee, DDMA GNCTD.
16. System Analyst, O/o Divisional Commissioner, Delhi for uploading of the order on website – ddma.delhigovt.nic.in.
17. Guard file.

Government of NCT of Delhi
Delhi Disaster Management Authority

**Standard Operating Procedure (SOP) for operationalization of Bars in
Hotels/Restaurants/Clubs and on preventive measures to contain spread of COVID- 19**

1. Bars in Containment Zones shall remain closed. Only those outside containment zones will be allowed to open.
2. Entry shall only be allowed to persons with face cover/masks. Only asymptomatic staff /customers/guests shall be allowed.
3. Mandatory provisions for hand hygiene (sanitizer dispenser) and thermal screening at the entrance to be made without fail.
4. Not more than 50% of the approved seating capacity shall be allowed inside the hotel/ restaurant/clubs so that social distancing norms may be maintained.
5. No standing customer shall be served by the hotel/restaurant/club.
6. Adequate manpower shall be deployed by the licensee for ensuring social distancing norms.
7. Only asymptomatic staff shall be allowed for duty in the premises. Staff shall wear gloves, face-masks and maintain complete health hygiene such as frequent washing of hands, use of sanitizer etc.
8. Posters/Standees/AV media on preventive measures about COVID-19 to be displayed prominently.
9. Effective and frequent sanitization within the premises shall be done at regular intervals with particular focus on lavatories, drinking and hand washing station/areas. Rooms, other service areas, seats/tables etc. shall be sanitized each time a customer leaves.
10. Proper disposal of face covers/masks/gloves left over by the customers and staff must be ensured.
11. Spitting shall be strictly prohibited.
12. In addition to above, all measures outlined in SOPs dated 04.06.2020 for Hotels/Restaurants issued by the Ministry of Health & Family Welfare, Govt. of India to be strictly ensured.
13. In case any violation of the above SOP is noticed by the inspection teams of District Disaster Management Authority/Excise Department, the owner of the establishment shall be proceeded against as per the provisions of section 51 to 60 of Disaster Management Act, 2005 besides legal action under section 188 of IPC. Further, prosecution shall also be launched against the General Manager/Manager of the premises, and the premises shall be sealed forthwith. Excise license of the establishment shall also be liable to be cancelled.

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:
- Place the ill person in a room or area where they are isolated from others.
 - Provide a mask/face cover till such time he/she is examined by a doctor.
 - Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
 - 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.
 - 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 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.

Ministry of Housing and Urban Affairs
(Urban Transport Division)

Broad Guidelines for formulation of Standard Operating Procedure (SOP) for resumption of metro rail services in Unlock-4

1. Metro operations to be resumed in graded manner. Delhi Metro has proposed the following in this regard:

STAGE-1: *Revenue services would be from 0700 hrs to 1100 hrs in morning and 1600 hrs to 2000 hrs in evening.*

Phase-I

- From 7th Sept 2020 onwards.
- Line 2 including Rapid metro Gurgaon would be made operational.

Phase-II

- From 9th Sept 2020 onwards.
- Line 3,4 & 7 would also be made operational.

Phase-III

- From 10th Sept 2020 onwards.
- Line 1,5 & 6 would also be made operational.

STAGE-2: *From 11th Sept 2020 onwards.*

- Revenue services would be from 0700 hrs to 1300 hrs in morning and 1600 hrs to 2200 hrs in evening.
- In addition to Stage-1, Line 8 & 9 would also be made operational.

STAGE-3: *From 12th Sept 2020 onwards.*

- In addition to stage 2, Airport Express Line would also be made operational.
- Revenue services would be from 0600 hrs to 2300 i.e. regular revenue hours.

Other Metros having more than one line should also **open different lines starting from 7th September, 2020 onwards in a graded manner so that all corridors become operational by 12th September 2020.** Daily hours of operations may be **staggered initially**, which needs to be increased gradually with resumption of full revenue service by 12th September, 2020. **Frequency of trains to be regulated to avoid passenger crowding at stations and in trains.**

2. **Stations/ entry-exit gates in containment zones to be closed.**
3. In order to ensure social distancing, **suitable markings at stations and inside trains** to be done.
4. **Wearing of face mask to be mandatory** for all passengers and staff. Metro rail corporations may make arrangements for supply of **masks on payment basis to the persons arriving without mask.**
5. **Only asymptomatic persons to be allowed to travel after thermal screening** at entry into the stations. Symptomatic persons should be advised to go to nearby COVID Care Centre/Hospital for testing/medical attention. **Use of Aarogys-Setu App to be encouraged.**
6. Provision of **sanitizers to be made at entry into the stations for use by passengers.** Sanitization of all areas having human interface viz. equipment, train, working area, lift, escalators, handrail, AFC gate, toilets etc. needs to be done at regular intervals.
7. **Use of Smart Card and cashless/online transactions to be encouraged.** Tokens and paper slips/ticket to be used with proper sanitization.
8. **Adequate dwell time at stations to be provided to enable smooth boarding/deboarding** ensuring social distancing. Metro rail corporations may also **resort to skipping of stations to ensure proper social distancing.**
9. Passengers to be advised to travel with **minimum luggage and avoid carrying metallic items** for easy and quick scanning. They are to be encouraged to carry small bottle of sanitizer with them.

10. Operation of **Heating, Ventilation and Air-Conditioning (HVAC) system as per the Central Public Works Department (CPWD) & Indian Society of Heating, Refrigerating and Air Conditioning Engineers (ISHRAE) guidelines.** Intake of fresh air in air-conditioning system to be increased to the extent possible.
11. Information, Education and Communication **(IEC) campaign** to be launched for passenger and staff through **electronic/ print/ social media, poster, banner, hoarding, website** etc. Campaign should also cover the theme **'Safe Travel on Metro'** to build confidence among commuters.
12. Metro rail corporations to keep **close liaison with State police and local administration** for **regulating crowd outside station** and **to deal with contingencies.**



दिल्ली मेट्रो रेल कॉर्पोरेशन लिमिटेड
DELHI METRO RAIL CORPORATION LTD.

Standard Operating Procedure
for (Station, Train, OCC, Crew Control) of DMRC
(Under Post Lockdown COVID19 Scenario)

"मेरा मेट्रो सुरक्षित मेट्रो"

Standard Operating Procedure for (Station, Train, OCC, Crew Control) during Post Covid19 Lockdown

Train Services

- Graded plan of Operations have been prepared and is attached as Annexure-A.
- Train services to start with adequate frequency depending on availability of operation staff and other resources which can gradually increased or decreased depending upon the requirement/ridership and ensuring social distancing.
- Dwell time of trains will be increased so that passengers have sufficient time to board and alight.
- Suitable marking like 'X' will be put on alternate seats so that passengers can sit at alternate seats for social distancing.
- Passengers shall be advised to sit on alternate seats in trains and while standing ensure social distancing.
- Trains shall not stop at stations falling in containment zone and such stations shall not be opened for public.
- Some of the stations may be skipped if sufficient passengers are not likely to use such stations. Decision on this will be communicated by OCC time to time.
- Train doors shall remain open at terminal stations to let fresh air infuse in the train.

Social Distancing, Screening & Hygiene

- Social distancing and Mask are mandatory for commuters & DMRC officials.
- Aarogya Setu app shall be encouraged.
- Compulsory thermal scanning at stations/duty place.
- Hand sanitizing stations shall be made available at the workplace and sanitizers shall be available for use.
- Workplace/stations and toilet/ washrooms must be kept clean and disinfected.
- Biometric attendance to be discontinued till further order.
- Advisory to public through electronic/print/social media to avoid unnecessary travel to manage crowd inside stations & trains to maintain social distancing.
- A pre-decided message for following government directives on COVID-19 & maintaining social distancing shall be played at regular interval through centralized announcement system at stations and inside trains.
- Commuters who are suspected to have COVID 19 symptoms or high temperature shall not be allowed to enter in our system and he/she shall be directed to report to the nearest medical Centre.
- PPE kits is given to deal with any contingency.

Revenue

- Travel allowed only by smart card/QR Code. Its sale and recharge to be done through digital means and no cash transaction is allowed.
- No tokens to be sold till further orders.
- Penalties to be taken through digital means and no cash.
- TVM will not accept cash till further orders.
- AEL: Commuters having Trip Passes (AEL only) who could not use the pass for the full period / trips due to suspension of services w.e.f. 22-March-2020, they will get travel value money equivalent to unused trips.
- Validity of monthly parking passes to be extended.
- Disinfect Unreadable card (URC) before pasting on the URC foil and Unreadable card to be kept in sealed envelope at one designated place in SCR.
- Lost & found to be kept secured after proper sanitization.

- Customer care assistant should use talk back system (where available) for communication and wherever feasible slide POS machine towards passenger for swiping card.

Station Management

- Entry of commuters shall be based on the guidelines of Central/State Government from time to time.
- Initially one or two station entry gates be kept open
- Strip markers at gap of 1 meter to be put at frisking point, Ticket Windows, AFC entry/exit gates for Social Distancing
- Instructions at all lifts shall be displayed for limiting 2-3 persons per lift depending on capacity of lift.
- Passengers will be advised to stand on alternate steps on escalators to maintain social distance.
- Parking to remain operational.
- E-rickshaw services will be operated.
- Feeder Bus Services shall remain suspended.
- Divyang to be handled by trained CFA/HK staff by ensuring proper social distancing & sanitization. Blind passenger may be requested to use wheel chair to avoid physical contact. Wheelchair to be sanitized after every use.
- A list of nearby hospitals authorized to treat COVID-19 shall be displayed on all notice boards in SCR.
- A pre-decided message for following government directives on COVID-19 & maintaining social distancing shall be played at regular interval through centralized announcement system at stations and inside trains.
- Doors of SCRs and other Operational rooms shall be kept in open condition to avoid touching of door knobs/handles etc. Wherever, it is not possible to keep the doors open, the door knobs shall be sanitized at regular interval.
- Alcohol based Sanitizer cans provided at stations should be kept at 2-3 well ventilated locations/rooms equipped with Fire detection & suppression system.
- During COVID-19 pandemic drinking water facility for commuters from SCR to be discouraged.
- Availability of spare masks at the stations.

Crowd Control and enforcing Social Distancing

- Liaison with state police and local administration for regulating crowd outside station and to deal with contingencies.
- Passengers will be advised to travel with minimum baggage and avoid metallic items.
- DMRC officials (AM/Mgr from Project & O&M along-with supervising staff) shall be deputed at every station initially for two weeks. He shall monitor whether strict Social Distancing is being followed by commuters, all are wearing masks and that all things are in orderliness and cleanliness is ensured.
- He/She shall stop entry to the station in consultation of concerned DGM/Operations in case of crowd build up at entry gates, frisking area, ticketing counters, CCC, TVM, AFC gates (Entry/exit), Lift, escalators & platforms and violation of Social Distancing norms.
- After two weeks concerned Station Manager will continue this monitoring.
- During boarding & travel all passenger will have to observe social distancing.
- Social distancing should be monitored through CCTV.
- TOs will monitor crowd inside trains through CCTV for ensuring social distancing.

- In case TO is required to go inside the saloon due to passenger requirements, he/she shall request passenger to maintain distance and after finishing work, he/she shall sanitize hands.
- IEC campaign for passenger and staff through electronic/print/social media, poster, banner, hoarding, website etc.

Grievance Redressal

- Passengers shall be encouraged to give suggestions/complaints through digital means like email, social media or through call on helpline.
- Passenger Complaint book placed at Customer Care Centers shall be discontinued for the time being to contain spread of virus.

Cleanliness and housekeeping

Stations:

- Housekeeping staff should disinfect the stations thoroughly during non-revenue hours in night.
- Regular cleaning of metro stations by disinfectants to be ensured by prioritizing passenger movement areas such as concourse, passages, platforms, stairs, glass work, steel work etc. especially toilets to be cleaned/ disinfectant every 4 hours as per Annexure-B.
- All human contact areas e.g. Lift buttons, Escalator hand rails, AFC gates touch points, customer handling points to be disinfected frequently at stations every 4 hours or earlier as required.
- 16 gm of bleaching powder (Grade I with 30% Chlorine) supplied to stations to be mixed in one litre water for preparing bleaching solution. Bleaching powder to be stored at clean & dry place away from sunlight.
- Staff working in toilets shall take adequate precautions while cleaning a toilet. The toilet surfaces shall be disinfected as per Annexure-B.
- Hand wash to be available in toilets at all times.

Trains:

- Metro trains shall be cleaned/disinfected thoroughly during non-revenue hours at depots before putting them into passenger services.
- Cleaning of Metro trains stabled on main line/terminal station shall be disinfected.

Heating, Ventilation and Air Conditioning (HVAC) System:

- Operation of HVAC system as per the Central Public Works Department (CPWD) & Indian Society of Heating, Refrigerating and Air Conditioning Engineers (ISHRAE) guidelines.
- Intake of fresh air in air-conditioning system to be increased to the extent possible.

Guidelines related to opening of shops/spaces/kiosks/ATMs/other installations

- Wearing of face cover/mask and hand-gloves.
- Ensuring social distancing as per the guidelines issued by the government for which markings shall be done on ground
- Gathering of maximum 5 persons.
- Use of Arogya Setu will be compulsory
- Adequate arrangement of sanitizers and thermal scanning.
- Gap of one hour between shifts and will stagger the lunch breaks of staff/workers to ensure social distancing.
- Sanitize their work places before the start and between the shifts.
- Large meetings to be prohibited.

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- Intensive communication and training on good hygiene practices may be done.

Contingency plan to deal with any adverse situation, which arises due to impact of COVID-19:-

- Backup plan to be in place in case staff in Station/Crew Control/OCC detected for COVID 19.

Above measures should be used in addition to various instructions issued from time to time

Proposed Graded Resumption of Delhi Metro Services:

The resumption of services would be done geographically (i.e. Linewise) and temporally (i.e. revenue opening hours wise) in three stages.

STAGE-1:

Revenue services would be from 0700 hrs to 1100 hrs in morning and 1600 hrs to 2000 hrs in evening.

Phase-I

- From 7th Sept 2020 onwards.
- Line 2 including RMGL would be made operational.

Phase-II

- From 9th Sept 2020 onwards.
- Line 3,4 & 7 would also be made operational.

Phase-III

- From 10th Sept 2020 onwards.
- Line 1, 5 & 6 would also be made operational.

STAGE-2:

- From 11th Sept 2020 onwards.
- Revenue services would be from 0700 hrs to 1300 hrs in morning and 1600 hrs to 2200 hrs in evening.
- In addition to Stage-1, Line -8 & 9 would also be made operational.

STAGE-3:

- From 12th Sept 2020 onwards.
- Revenue services would be from 0600 hrs to 2300 i.e. regular revenue hours.
- In addition to Stage-1 & 2, Airport Express Line would also be made operational.

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- **Every 4 hours or earlier as required:** High contact surfaces such as elevator buttons, handrails / handles, call buttons, escalator handrails should be sanitized by sanitizer. Ticket counters, Intercom systems, equipments like telephone, printers/scanners, and other office machines should be cleaned every 4 hours by mopping with a linen/absorbable cloth soaked in 1% sodium hypochlorite/bleach.
- **Frequently:** Areas like table tops, chair handles, pen, diary, files, keyboards, mouse, mouse pad, tea/coffee dispensing machines etc. should also be cleaned.
- **Metallic Surfaces:** For metallic surfaces like door handles, security locks, keys etc. 70% alcohol or phenolic disinfectants can be used to wipe down surfaces where the use of bleach is not suitable.
- **Floors:** Floors of platform, Concourse, Staircases: During non-revenue hours and once in Morning & Evening shift by mopping with a linen/absorbable cloth soaked in 1% sodium hypochlorite.

Trains:

- **Cleaning of Train Stabled on Main Line:** Train stabled on main line to be disinfected by phenolic disinfectant during non-revenue hour.
- **Cleaning of Train at terminal station:** The frequently touched areas inside the saloon, such as grab rails, grab poles, grab handles etc to be cleaned by phenol disinfectant at terminal where train reverses from siding. Dry cleaning in case train reverses from front crossover.

Toilets:

- To be cleaned every 4 hours or earlier as required. Details of Agents/ Toilet cleaner for toilets

Areas	Agents / Toilet cleaner	Procedure
Toilet pot/commode	Sodium hypochlorite 1% / Soap powder / long handle angular brush	<ul style="list-style-type: none"> • Inside of toilet pot/commode: • Scrub with the recommended agents and the long handle angular brush. • Outside: Clean with recommended agents; use a nylon scrubber.
Lid/cover /seat of commode	Nylon scrubber and soap powder	• Wet scrub with soap powder and nylon scrubber from inside and outside
Toilet floor	Soap powder and scrubbing brush/ nylon broom	<ul style="list-style-type: none"> • Scrub floor with soap powder and the scrubbing brush • Wash with water • Use sodium hypochlorite 1% solution to disinfect.
Tap	Nylon scrubber and soap powder	• Wet scrub with soap powder and nylon scrubber.
Outside sink	Soap powder and nylon scrubber	• Scrub with the nylon scrubber
Shower area / Taps and fittings	Warm water Detergent powder Nylon Scrubber	<ul style="list-style-type: none"> • Thoroughly scrub the floors/tiles with warm water and detergent • Wipe the taps and fittings with a damp cloth and detergent. • Care should be taken to clean the underside of taps and fittings. • Taps should be dried after cleaning.

Soap dispensers	Detergent and water	<ul style="list-style-type: none">• Daily dusting• Should be cleaned weekly with detergent and water.
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