

IMMEDIATE/URGENT

From

Additional Chief Secretary to Government of Haryana,
Urban Local Bodies Department,
Chandigarh.

To

1. All the Deputy Commissioners in the State of Haryana.
2. All the Commissioners of Municipal Corporations in the State of Haryana.
3. All the Executive Officers/Secretaries of Municipal Councils/Committees in the State of Haryana.

Memo No. ADULB/Admn./2020/28396

Dated: 18.05.2020

Subject:- Standard Operating Procedure (SOP) for ensuring social distancing in the market areas within the Municipal limits upto 31st May, 2020.

In reference to the subject cited above.

2. The lockdown period for COVID-19 pandemic has been extended for two more weeks from 18.05.2020 to 31.05.2020. Ministry of Home Affairs, Government of India has now relaxed trading activities in more areas to the limited extent mentioned under the guidelines.

All shopping malls, hotels and restaurants (with exception as mentioned in para No. 2 (iv) of MHA order dated 17th May, 2020) shall continue to remain closed till further directions in this regard. However, restaurants shall be permitted to operate kitchens for home delivery of food items.

The restrictions imposed in containment zones including closure of shops etc. as decided by District Administration shall continue to remain in force till further orders.

3. All standalone (single shops), neighbourhood (colony) shops and shops in residential areas and all shops selling essential goods, industrial goods and hardware items can open on all the days.

4. All Municipalalities (Municipal Corporations/Councils/Committees) shall have to identify all congested/dense market areas, bazars, fruit & vegetable markets, commercial shops on both sides of the road (commercial streets), Municipal markets, vending zones. Deputy Commissioner and Municipal Commissioner shall hold joint meetings with market associations for opening of shops on right side in the market as well as on the road on one day and left side on the next day. However, in case of disagreement between market association and district administration regarding opening of market/shops, the case will be immediately referred to this office.

It shall be ensured that not more than fifty percent shops are allowed to open in any congested markets under any circumstances except all standalone (single shops), neighbourhood (colony) shops and shops in residential areas and all shops selling essential goods, industrial goods and hardware items.

Deputy Commissioner concerned shall issue the order in this regard after finalization of the procedure as above.

Municipalities have to ensure social distancing by shopkeepers as well as visitors/customers during trading activities as per below mentioned revised Standard Operating Procedure (SOP):-

- i. All permitted shops can open from 09:00 AM to 06:00 PM except essential goods on daily basis.
- ii. Social distancing (2 gaz ki doori) should be strictly maintained in all such market areas by all concerned i.e., shopkeepers as well as visitors/customers visiting these market areas.
- iii. Shopkeepers should wear gloves and masks to avoid hand contact. They shall ensure frequent sanitization of all points which come into human contact e.g., door handles etc.
- iv. Shopkeepers shall ensure the deployment of minimum required staff in their shops to avoid overcrowding. Alternatively they can call the staff in shifts.
- v. The guards at the entry point of large size and AC shops should be provided with sanitizers and thermal scanner. Shopkeepers and salesmen shall invariably wear masks while attending the customers. The shop owner shall ensure that no



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customer is allowed to enter the shop without thermal scanning, sanitization and mask. It shall also be ensured that not more than 5 persons including shopkeeper, helpers & customers are present at a time in any shop.

- vi. The customers/visitors should wear masks and be asked to stand in queue at a distance of minimum 6 feet. Proper marking of circles at the required distance should be done on regular basis so that customers/visitors shall wait for their turn.
- vii. Temporary barriers with thermal scanning system should be provided at the entry and exit points of these market places so as to maintain the flow of customers/visitors for ensuring social distancing.
- viii. The customers visiting these market places should not park their vehicles (both two-wheelers and four-wheelers) in front of any shop/rehris but park these vehicles at designated parking places and walk on foot to the market place. Further while coming out of their vehicles they shall maintain social distancing. It shall also be ensured that the parking areas are managed properly.
- ix. Citizens should be motivated to visit in minimum numbers (only one member of the family at a time) to these market areas to avoid over-crowding.
- x. Municipal staff shall ensure proper cleanliness and sanitization of such market places/areas at regular intervals during day as well as night. Challaning should be strictly enforced against spitting in open/market areas.
- xi. Shopkeepers/Street Vendors shall display a Public Notice regarding downloading of "Aarogya Setu Mobile App" for public/customer awareness and motivate them to install the same and regularly update their health status on this app. The shopkeepers shall ensure that all the employees must install Aarogya Setu Mobile App and use the same regularly.

5. Food restaurants and food aggregators like Zomato, Swiggy etc. are permitted to operate kitchens for home delivery of food items. They shall ensure that all standards of hygiene like wearing of masks, gloves, caps etc. are being followed while cooking food in such kitchens. It shall be ensured that kitchen staff or delivery boys are not having any illness or symptoms of cold and cough etc. The thermal scanning of staff on daily basis and regular medical checkup of all such staff be ensured by the owner.

Delivery boys shall wear gloves and masks during home delivery. No signature/thumb impression of the customer shall be taken by them while delivering the items. Preferably online electronic mode of payment shall be ensured to avoid contact and to maintain social distancing.

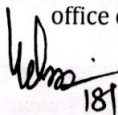
6. Municipalities should also endeavor to publicize these guidelines amongst the shopkeepers/rehriwalas/fruit & vegetable vendors etc. for their awareness about maintaining social distancing.

7. The joint teams constituted by Deputy Commssioner for enforcing the above instructions/directions should ensure extensive checking and challan the violators as per directions issued vide this office memo No. ADULB/Admn./2020/26642 dated 05.05.2020 (copy enclosed). Municipalities shall forward daily consolidated reports to this office at e-mail suda.haryana@yahoo.co.in.

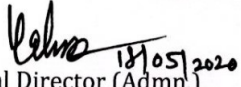
8. Needless to mention here that the directions of Ministry of Home Affairs, Government of India regarding lockdown guidelines dated 17th May, 2020 should not be diluted in any manner, whatsoever, while complying with the SOP mentioned above.

9. This SOP shall come into effect from today i.e., 18.05.2020. All Municipalities shall ensure to arrange for wide publicity by MUNADI on its own vehicles being used for door-to-door garbage collection vehicles having Public Address System (PAS) facility or by hiring vehicles for this purpose today itself on priority basis. Wide publicity may also be carried out through press release and social media.

Further, Market and Trade Associations be also contacted and requested to motivate the shopkeepers/street vendors in their respective areas for adhering to these guidelines from 18.05.2020. The report regarding MUNADI with photos be forwarded to this office on priority.


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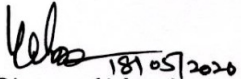
10. Strict compliance of the above directions be ensured by all concerned.
This issues with the approval of Additional Chief Secretary to Government of Haryana.


Additional Director (Admn.)
for Additional Chief Secretary to Govt. Haryana,
Urban Local Bodies Department.
Dated 18.05.2020

Endst. No. ADULB/Admn./2020/28397

A copy of the above is forwarded to the following with the request to issue such directions in their respective jurisdictions:-

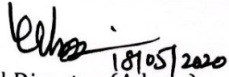
1. Chief Administrator, Haryana Shahari Vikas Pradhikaran, Panchkula.
2. Director General, Department of Town & Country Planning, Haryana, Chandigarh.
3. Chief Administrator, Housing Board Haryana, Panchkula.


Additional Director (Admn.)
for Additional Chief Secretary to Govt. Haryana,
Urban Local Bodies Department.
Dated: 18.05.2020

Endst. No. ADULB/Admn./2020/28398

A copy of the above is forwarded to the following for information and necessary action please:-

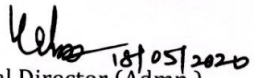
1. All the Commissioners of Municipal Corporations-cum-Coordinating Supervisory Officers (COVID-19) in their designated area in the State of Haryana.
2. Deputy Commissioner-cum-Coordinating Supervisory Officer (COVID-19) for Districts of Kurukshetra, Kaithal, Bhiwani, Charkhi Dadri, Rewari, Mahendergarh, Sirsa and Jind.


Additional Director (Admn.)
for Additional Chief Secretary to Govt. Haryana,
Urban Local Bodies Department.
Dated: 18.05.2020

Endst. No. ADULB/Admn./2020/28399

A copy of the above is forwarded to the following for information and necessary action please:-

1. Director General of Police, Haryana.
2. All Commissioners of Police in the State of Haryana.
3. All Senior Superintendents/Superintendents of Police in the State of Haryana.


Additional Director (Admn.)
for Additional Chief Secretary to Govt. Haryana,
Urban Local Bodies Department.

CC:-

1. PS/ULBM.
2. Secy./CS.
3. SPS/ACSULB.
4. PA/DGULB.
5. AMD, SUDA for compilation.