



## **ABSTRACT**

Disaster Management Act, 2005 - **Tourist Places allowed for public purposes** - Standard Operating Procedures (SOP) - Orders - Issued.

**REVENUE AND DISASTER MANAGEMENT [D.M.4(2)] DEPARTMENT**

**G.O.(Ms)No.723**

**Dated: 7.12.2020**

சார்வரி, கார்த்திகை 22,  
திருவள்ளூர் ஆண்டு, 2051

**Read:**

G.O.(Ms).No.673, Revenue and Disaster Management  
(DM.IV) Department, Dated 30.11.2020

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### **ORDER:**

On the recommendations of the expert team of Doctors and Public Health specialists and based on the directives of Government of India, Ministry of Home Affairs, State-wide lockdown was extended from time to time and lastly extended up to 31.12.2020 under the Disaster Management Act, 2005 with certain restrictions and relaxations along with guidelines vide G.O.Ms.No.673, Revenue and Disaster Management (D.M.IV) Department, dated 30.11.2020.

2. In GO.Ms.No.673, Revenue and Disaster Management (DM.IV) Dept., dated 30.11.2020 among other things allowed the Tourist Places for public purposes.

3. The Government hereby issue the Standard Operating Procedures (SOP) for Tourist Places allowed for public purposes in the Annexure.

**(By order of the Governor)**

**K. SHANMUGAM**  
**Chief Secretary to Government.**

To  
The Additional Chief Secretary and Commissioner of  
Revenue Administration, Chennai -5  
The Principal Secretary, Tourism and Culture Department,  
Chennai -600 009

The Commissioner, Greater Chennai Corporation, Chennai  
All the District Collectors,

Copy to:

The Hon'ble Chief Minister Office, Chennai-09.

The Private Secretary to Chief Secretary to Government,  
Chennai-9.

**/Forwarded By Order/**

*20/4/2020*  
*7/12/2020*  
**SECTION OFFICER**

**ANNEXURE****Standard Operating Procedures for Tourist Places in Tamil Nadu**

The ongoing COVID-19 pandemic has brought most of the world to a standstill and has presented tourism sector with unprecedented challenges. The health and safety of the people is the top priority. As the lockdown restrictions are being eased and businesses are resuming activities, it is necessary to have safety and hygiene protocols in place for Tourist destinations with an increased focus on health, safety and social. Rebuilding trust and confidence in tourist will be a key to ensuring tourism recovers from this crisis. The safety protocol into every aspect of hygiene at all tourist destinations, from the moment a tourist enters the destination. These guidelines are applicable to the tourist destinations and are subject to provisions of any law, rules or any other directions issued by the competent regulatory authorities of the respective State or Central Government from time to time, which will override these guidelines. The administrative department of the ticketed tourist destinations shall be responsible for the general preparedness of the destination. These preparedness measures aim to prevent cases, effectively manage cases, and mitigate impact among the tourists visiting the destination.

- COVID-19 Crisis Management team to be responsible for drafting an Action Plan for implementation of various activities with respect to general preparedness of the tourist destination viz Crowd Management, Training of Staff, Compliance to Hygiene & Sanitation/ Disinfection guidelines, Social Distancing norms, Coordination with local Health Department and identification of key member for each activity.
- COVID-19 Crisis Management Team to have a designated COVID Coordinator, responsible for reporting any health related issues among the staff or the visitor in the destination and for coordination with local Government Health Department officials for protocols.
- The COVID-19 crisis management team to proactively communicate guidelines and expectations for health and hygiene procedures and precautions to all its staff before opening.
- Provide safe, sanitized and clean environment to the visitors and staff.
- The furniture and fixtures to be thoroughly cleaned with disinfectants on daily basis.
- Marking on the floor to be done to maintain social distance wherever required.
- Restaurants present at Tourist destinations should ensure to maximize the use of technology to reduce human contact.



## **Crowd Management at Tourist Destination**

Ensuring social distancing at the tourist destination is one of the most crucial preventive and protective measures to ensure the safety of the visitors and staff.

The following actions are imperative to facilitate physical distancing while the destinations resume operations.

- Administrative Department to take measures to reduce number of visitors at tourist destinations based on the carrying capacity to allow for appropriate physical distancing limited to a maximum of 50 per cent of the total carrying capacity. Extra visitors should be seated in a designated waiting area with norms of social distancing.
- The tourist destination carrying capacity at any point of time shall be calculated based on social distancing norms that allows for minimum 2 metres (6 feet) of physical distancing per person.
- Family groups can be considered as one group, 2 metres (6 feet) space away from other individuals or family groups.
- Based on the carrying capacity online ticketing may be issued for defined timeslots.
- Capacities may also be calculated for various sub- tourism attractions within the tourist destination to avoid any grouping.
- Details regarding the operating capacity, permissible number of visitors and preventive measures to be clearly communicated to the tourists through promotional materials and various platforms viz information board, official website, social media.
- The duration of the opening and closing of the destination may be decided in consultation with the District Administration.
- Administrative Department to create unidirectional in and out passage wherever applicable.
- Administrative Department should create online ticketing facility to provide ticket reservations and to control the daily reception of visitors. Tourists will be required to purchase admission tickets prior to their arrival. The details of the online ticketing facility may be widely circulated in the Website and Social Media for the benefit of public. The same may also be displayed in front of the Tourist destination. Queueing to book physical tickets shall be discouraged. If unavoidable the Administrative Department may allow physical ticket booking by following social distancing norms and reducing contact points

## **Safety and Hygiene Protocol**

### **Availability of COVID-19 related amenities**

- Before opening, COVID-19 Crisis Management Team to ensure availability of adequate supplies to support healthy hygiene behaviours for staffs and tourists.
- Ensure availability of hygiene and sanitation equipment at pro-active replenishment.
  - Thermal Gun thermometer for temperature checking of staff and guests.
  - Hand Sanitizers, Hand Gloves and Masks to be available in the Reception Area.
  - Garbage Bags (separate bio-hazard bags for used masks and other PPEs as per CPCB's guidelines available at <https://cpcb.nic.in/uploads/Projects/Bio-Medical-Waste/BMW-GUIDELINES-COVID 1.pdf>)
  - Sufficient disinfectants like sodium hypochlorite (1%).
- Encourage cashless payment transaction made online or via an online platform.
- It is recommended to have Gowns/ Aprons & Personal Protective Gears available.
- Posters/standees should be displayed at various location for information and awareness:
  - Emergency helpline numbers - at the reception.
  - Social distancing (6 feet) - Reception & other strategic places.
  - Hand Washing to be available at reception & vantage points.
  - Dos & Don'ts – At all appropriate places.
- Adequate isolation facilities should be kept ready and made available in case of any requirement for the suspected COVID guest or staff.



- For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasizes 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%.
- Ensure the premises have fully functional CCTV cameras to ease tracking and tracing of Tourists movement.
- All touch points in public areas like door handles, elevator buttons, counter tops, tabletops, railings, etc. are cleaned continuously using a sanitizer/disinfectant. It is advised to use Sodium Hypochlorite 1% solution having atleast 70% alcohol should be used to clean these frequently touched points.(Detailed guidelines are available at: [https:// www.mohfw. gov.in/pdf /Guidelines on disinfection of common public places including offices.pdf](https://www.mohfw.gov.in/pdf/Guidelines%20on%20disinfection%20of%20common%20public%20places%20including%20offices.pdf)).

### **For Staff**

- (i) Ensure all staff wear mask & hand gloves should be changed/ disinfected after handling each customer to avoid cross contamination.
- (ii) Ensure daily temperature check via thermal gun thermometer.
- (iii) All employees must mandatorily download Aarogya Setu mobile application.
- (iv) Ensure all staff maintain respiratory etiquettes i.e covering mouth and nose with bent elbow or tissue when coughing or sneezing. The used tissue should be disposed of immediately in a bin with a lid.
- (v) Ensure social distancing is maintained among staff and tourists. Staff should refraining from hugging & shaking hands with tourists as well as among themselves.
- (vi) Ensure that all staff should wear shoes while operating at the property and shoes should not be opened while cleaning the property. It is advised to wear a disposable shoe cover while cleaning.
- (viii) Establishing Rapid Response Team.
  - A management team should be constituted, to be headed by "Rapid Response Leader", ideally an officer from the higher management or a specially appointed officer and "Rapid Response officers" from each operational department.
  - The team should be responsible to prevent incidents, effectively manage cases and mitigate impact among guests, staff and other involved parties.

- The rapid response team should circulate relevant communications to tourists and staff and all the other stakeholders to make sure the consistency of the alignment.
- The rapid response team should ensure training of employees in hygiene and sanitation practices and troubleshooting risks (log of the training/ video record of session to be kept).
- 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.

### **For Tourists**

Following DO's and DON'Ts should be followed by guests:

- (i) Wear a mask whenever outside the room.
- (ii) Keep the doors closed and avoid any contact with the doorknobs.
- (iii) Always keep a safe distance as per social distancing norms.
- (vi) Wash hands frequently with the soaps/sanitizers.
- (v) Put all disposable plates /cups/ bottles after use in the garbage bag.
- (vi) Tourist should not visit containment zone.

**K.SHANMUGAM**  
**CHIEF SECRETARY TO GOVERNMENT**  
**/True copy/**

*Shanmugam*  
*21/12/2020*  
**SECTION OFFICER**