

**U.T ADMINISTRATION OF  
DADRA AND NAGAR HAVELI AND DAMAN AND DIU  
STATE DISASTER MANAGEMENT AUTHORITY,  
SECRETARIAT, DAMAN**

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No. DMHS/COVID-19/2020/695

Date: 15.10.2020

**Read: Order No. DMHS/COVID-19/2020/611 dated 1<sup>st</sup> October 2020.**

**ORDER**

Whereas, under directions of the National Disaster Management Authority (NDMA), guidelines on lockdown measures to contain the spread of COVID-19 in all parts of the country were issued vide order of even number dated 24.03.2020, under the Disaster Management Act 2005, which was extended from time to time till 31<sup>st</sup> October 2020;

Whereas, in exercise of the powers under section 6(2)(i) of the Disaster Management Act, 2005, NDMA has directed the Chairperson (NEC) to issue an order to reopen more activities in areas outside the Containment zone and to extend the lockdown in Containment zones upto 31.10.2020.

Therefore, in partial modification under Clause III to this Office Order No. DMHS/COVID-19/2020/611 dated 1<sup>st</sup> October 2020, the following activities which were prohibited earlier will be reopened in the Union Territory of Dadra & Nagar Haveli and Daman & Diu from 15<sup>th</sup> October 2020 and are hereby issued as follows:

- (i) Cinemas/Theatres/ Multiplexes with upto 50% of their seating capacity shall be permitted to open, subject to strict adherence of SOPs - Annexed at Annexure A.
- (ii) Entertainment Parks/Public Gardens and similar places will be permitted to open, subject to strict enforcement of SOPs- Annexed at Annexure B.
- (iii) Social / Academic / Sports / Entertainment / Cultural / Religious / Political functions and other congregations including marriage related gatherings and funeral/last rites related gatherings are permitted with a maximum limit of 200 persons outside Containment Zones subject to the following conditions:
  - (a) In closed spaces, a maximum of 50% of the Hall capacity will be allowed, with a ceiling of 200 persons. Wearing of face masks,

*Y. A. Thakur*



maintaining social distancing, provision for thermal scanning and use of hand wash or sanitizer will be mandatory.

- (b) In open spaces, such gatherings are allowed keeping the size of the ground/space in view, however, subject to a maximum of 200 persons only and with strict observance of social distancing, mandatory wearing of face masks, provision for thermal scanning and hand wash or sanitizer.

By order and in the name of the  
Hon'ble Administrator,  
U.T of Dadra and Nagar Haveli and Daman and Diu

*U. K. Kher*  
15/10/2020

**Secretary (Health & Family Welfare)**

Copy for information and necessary action to:

1. PS to Hon'ble Administrator, Secretariat, Daman
2. PS to Advisor to the Administrator, Secretariat, Daman
3. The Secretary (I&P), Secretariat, Daman for wide publicity
4. All the Administrative Secretaries, DNH&DD for information and necessary action please.
5. The Deputy Inspector General of Police, DNH&DD
6. All the Collectors of the U.T of Dadra and Nagar Haveli and Daman and Diu
7. All the Superintendents of Police, DNH&DD.
8. The Director of Medical and Health Services, DNH&DD.
9. The State Informatics Officer, NIC, Secretariat, Daman for uploading the same on official website of this Administration.
10. All the Head of Offices for information and necessary action please.
11. Office file.



**STANDARD OPERATING PROCEDURES (SOPs) ON PREVENTIVE MEASURES  
IN CINEMA HALLS/THEATRES/MULTIPLEXES TO CONTAIN SPREAD OF  
COVID-19**

**1. Background**

Given the current COVID-19 outbreak in India, it is important that various stakeholders involved in the activities of exhibition of films take suitable measures to restrict transmission of the virus while conducting their operations and activities.

**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.

- **Cinema halls/Theatres/Multiplexes in containment zones shall remain closed. Only those outside containment zones will be allowed to open up with upto 50% of their seating capacity.**

**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. The Management shall 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 visitors) in these places at all times.

These include:

- Adequate physical distancing of at least 6 feet to be followed outside the auditoriums, common areas and waiting areas at all times.
- Use of face covers/masks to be made mandatory at all times.



- Availability of hand sanitizers, preferably in the touch-free mode, at entry and exit points as well as common areas within the premises.
- 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.
- Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.
- Spitting shall be strictly prohibited.
- Installation & use of Aarogya Setu App shall be advised to all.
- Entry & Exit Points
  1. Thermal screening of visitors/staff is to be carried out at entry points. Only asymptomatic individuals shall be allowed to enter the premises.
  2. Provisions for hand sanitization should be made available at all entry points and in work areas.
  3. Designated queue markers shall be made available for entry and exit of the audience from the auditorium and the premises.
  4. The Exit should be done in a staggered row-wise manner to avoid crowding.
  5. Sufficient time interval between successive screenings on a single screen as well as on various screens in a multiplex shall be provided to ensure row-wise staggered entry and exit of the audience
- Seating Arrangements:
  1. The occupancy of the cinemas/theatres/multiplexes shall not be more than 50% of their total seating capacity.
  2. Seating arrangement inside the auditorium of the cinemas /theatres / multiplexes to be made in such a way that adequate physical distancing is maintained. A model seating arrangement is attached at Annexure 1.
  3. Seats that are "Not to be occupied" shall be marked as such during booking (for both online booking and at the box office sale of tickets).

*Y. A. Thirumala*



The “Not to be occupied” seats inside cinemas/theatres/multiplexes should either be taped or marked with fluorescent markers to prevent people from occupying these seats so as to ensure adequate physical distancing at all times.

- **Physical Distancing Norms**

1. Proper crowd management in the parking lots and outside the premises—duly following physical distancing norms shall be ensured.
2. Number of people in the elevators shall be restricted, duly maintaining physical distancing norms.
3. Efforts shall be made to avoid overcrowding in the common areas, lobbies and washrooms during the intermission. Audience may be encouraged to avoid movement during the intermission. Longer intermissions may be used to allow audience seated in different rows of the auditorium to move in a staggered manner.

- **Staggered Show Timings at Multiplexes:**

1. Staggered show timings shall be followed for multiple screens to avoid crowding.
2. The show commencement time, intermission period and finish time of a show at any screen shall not overlap with the commencement time, intermission period or finish time of a show at any other screen in a multiplex.

- **Booking and Payments :**

1. Digital no-contact transactions should be the most preferred mode for issue/verification/payments for tickets, food, and beverages, etc. by using online bookings, use of e-wallets, QR code scanners, etc.
2. Contact number shall be taken at the time of booking of tickets to facilitate contact tracing.

*Y. S. Sharma*



3. The purchase of tickets at the box office shall be open throughout the day and advance booking shall be allowed to avoid crowding at the sale counters.
4. Sufficient number of counters at the box office shall be opened with adequate physical distancing norms, to prevent crowding during physical booking of tickets.
5. Floor markers shall be used for physical distancing during queue management at the box office.

• **Sanitization of the Premises :**

1. Frequent sanitization of the entire premises, common facilities, and all points which come into human contact, e.g. handles, railings, etc. shall be ensured.
2. The cinemas/theatres/multiplexes auditorium shall be sanitized after every screening.
3. Regular cleaning and disinfection of the box office, food and beverage areas, employee and staff lockers, toilets, public areas, and back office areas shall be ensured.
4. The arm rest of seating chairs shall be covered with disposable plastic sheets or any other material which can be easily disinfected.
5. Measures for the safety of sanitization staff such as adequate provisions for rational use of gloves, boots, masks, PPE, etc. shall be undertaken.
6. Disinfection of the premises to be taken up if any person is found positive.

*Further more* • **Staff Related Measures :**

1. Wearing of face cover for staff is mandatory at all workplaces and adequate stock of such face covers should be made available.
2. All employees who are at higher risk, i.e., older employees, pregnant employees, 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.

3. With a view to ensure safety at the workplace, employers on best effort basis should ensure that Arogya Setu is installed and updated by all employees their mobile phones.
4. Communication and training of the staff on precautions related to COVID-19, respiratory hygiene, hand hygiene, etc. shall be carried out.
5. Self-monitoring of health by all employees/staff and reporting any illness at the earliest shall be ensured.

- **Public Awareness**

1. Do's and Don'ts shall be communicated at prominent access points: Online sale points, digital tickets, public areas like lobbies, washrooms, etc.
2. Public Service Announcements on wearing mask, observing physical distancing and maintaining hand hygiene as well as specific announcements on the precautions and measures to be followed within and outside the premises shall be made before the screening, during intermission and at the end of the screening.
3. Provisions must be made for display of Posters/standees/AV media on preventive measures about COVID-19 prominently outside and inside of the venues.

- **Air-Conditioning/Cooling :**

For air-conditioning/ventilation, the guidelines of CPWD shall be followed which, inter alia, emphasizes the following:

1. Temperature Setting of all air conditioning devices should be in the range of 24-30°C.
2. Relative humidity should be in the range of 40-70%.
3. Re-circulation of air to be avoided to the extent possible.
4. Intake of fresh air should be as much as possible.

*Y. K. Sharma*



5. Cross ventilation should be adequate.

- **Anti-stigma Behaviour**

COVID-19 related stigmatization or unruly behaviour shall be dealt with strictly by coordination between the auditorium manager(s) and the local authorities.

- **Food and Beverage Area**

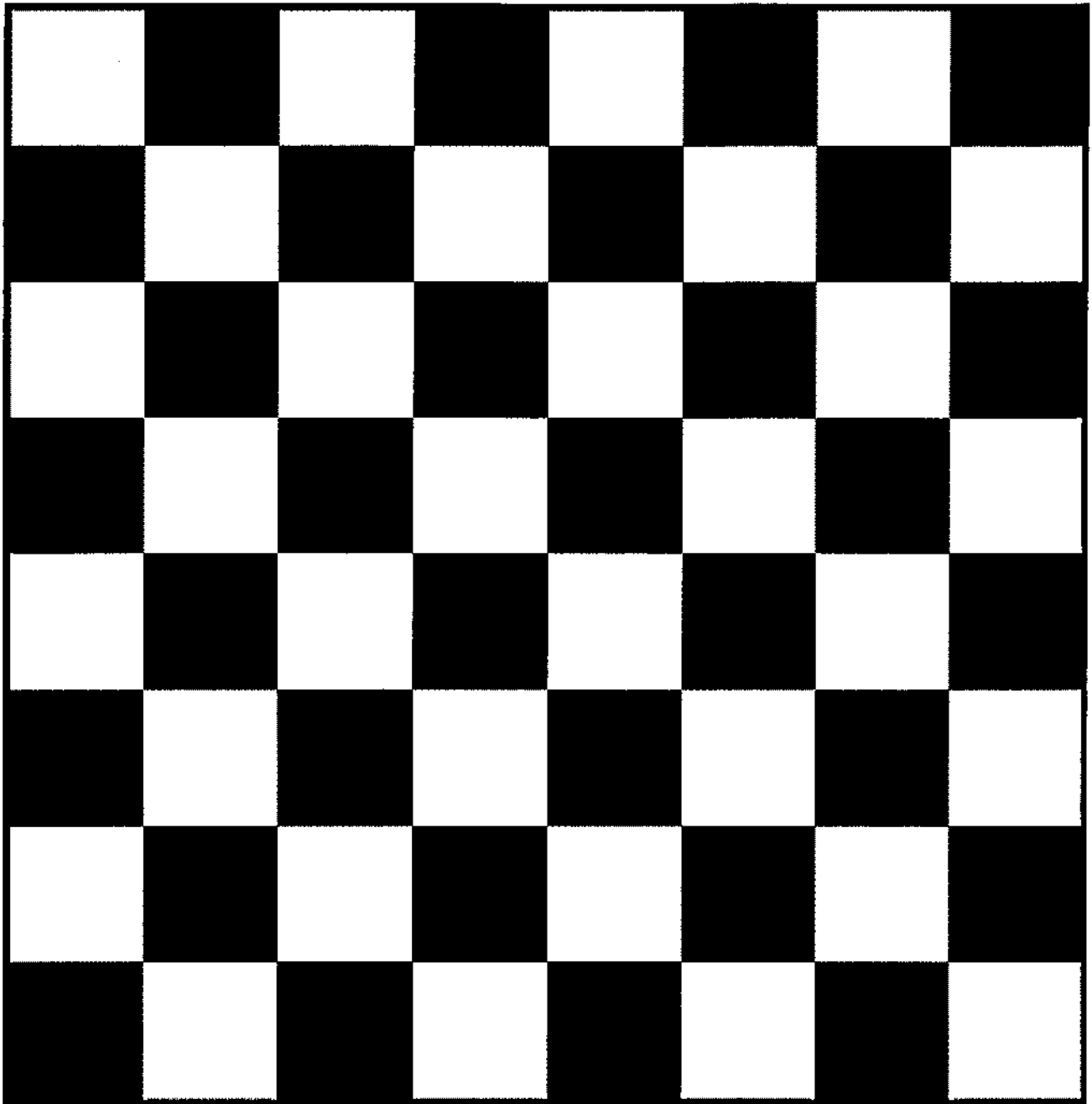
1. Show timings in the cinema halls to be staggered to ensure that intervals of different shows do not occur simultaneously.
2. Customers shall be encouraged to use cinema apps/QR codes, etc. for ordering food as much as possible.
3. Multiple sale counters in food and beverage area be made available wherever possible.
4. One line systems to be followed using floor stickers to maintain physical distancing at every sale counter.
5. Only packaged food and beverages shall be allowed.
6. Delivery of food and beverage inside the hall/auditorium shall be prohibited.
7. Management shall ensure observance of physical distancing and preventing crowds in the food and beverages area.
8. Safe disposal of the food and beverage waste shall be ensured by the management of the premises.

Any violation of the SOPs issued will attract action as per legal provisions against the management of the Cinema halls/Theatres/Multiplexes and individuals/ violating the same.

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**Annexure-1: Model Seating Arrangement for Exhibition of Films**





**STANDARD OPERATING PROCEDURES (SOPs) ON PREVENTIVE MEASURES  
IN ENTERTAINMENT PARKS/PUBLIC GARDENS AND SIMILAR PLACES TO  
CONTAIN SPREAD OF COVID-19**

**1. Background**

Entertainment Parks/Public Gardens and similar places are frequented by a large number of people for leisure and entertainment. To prevent spread of COVID-19 infection, it is important that required physical distancing and other preventive measures are followed in these places

**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.

- **Entertainment Parks/Public Gardens and similar places in Containment Zones shall remain closed. Only those outside Containment Zones will be allowed to reopen.**

**3. Generic preventive measures:**

- 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 or District helpline 104
- VI. Spitting shall be strictly prohibited.
- VII. Installation & use of Aarogya Setu App shall be advised to all.

**4. Protecting the vulnerable population:**

- 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. Entertainment Park/Public Garden Management to advise its clients

*Further more*



accordingly.

- Employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions must take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public.

**5. Providing and maintaining healthy environment at Entertainment Park/Public Gardens and similar places:**

- Prior to resumption of activities, all work areas, public utility areas and open spaces (including but not limited to rides, museums, gardens, food courts, gift shops, theatres, etc.) shall be sanitized with 1% Sodium Hypochlorite solution. Thereafter this shall be done on a regular basis.
- Cleaning and regular disinfection (using 1% Sodium Hypochlorite solution) of frequently touched surfaces (door knobs/handles, elevator buttons, hand rails, slides, chairs, tabletops, benches, washroom fixtures, etc.) and floors, walls etc. to be done before opening of Entertainment Park, at the end of the day and at other appropriate times.
- Provisions to be made for multiple hand washing stations and hand sanitizers for the use of public. Provision of soap in toilets and hand sanitizers in other common areas in sufficient quantity must be ensured.
- Deep cleaning of all drinking and hand washing stations, washrooms, showers and lavatories shall be ensured.
- Visitors and employees should be advised to dispose of used face covers / masks in separate covered bins placed in common areas.
- Swimming Pool (wherever applicable) shall remain closed.
- Water themed Entertainment Parks and water rides shall ensure adequate and regular water filtration and chlorination as per laid down standards.
- The Boats/Equipments used during the water sports shall be sanitized after every trip. All the riders shall wear mask at all time.
- Staggered timing and regulation of physical numbers on these rides be ensured. Theatres will only allow 50% of seating capacity duly ensuring physical distancing norms.

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## 6. Planning for operations, scheduling and monitoring of activities:

- Physical distancing:
  - i. For ensuring physical distancing inside and outside the premises, specific markings on the floor may be made. Similarly, physical distancing shall also be maintained in office areas and common utility areas.
  - ii. There will be queue management inside and outside the premises. Enough personnel will be deployed to monitor the queue and physical distancing.
  - iii. Lockers for staff and visitors will remain in use; physical distancing and regular disinfection to be maintained.
- Crowd management:
  - i. The crowd density does not remain the same throughout and usually peaks on weekends and holidays. Planning should specifically factor-in requirement for these peak days.
  - ii. Provision for online tickets must be encouraged.
  - iii. The tickets sold shall be commensurate with the floor area per person that is required for fulfilling the physical distancing norms. Accordingly, entry to the Entertainment Park shall be regulated.
  - iv. Entry of visitors with tickets to be monitored to ensure that the number of visitors inside the Entertainment Park at any given time doesn't exceed the permissible limit.
  - v. CCTV monitoring shall be ensured to detect crowding at any Rides or Food Court etc.
  - vi. For those who reach the Entertainment Park without online ticket or where facility of on-line ticketing does not exist, adequate number of ticket counters shall be planned duly ensuring physical distancing norms.
  - vii. A simple do's and don'ts Advisory may be distributed at the time of issue of tickets/passes or may be printed on the tickets itself. Do's and Don'ts also to be displayed at vantage points.
  - viii. The park management may make suitable provisions for contact-less payment.

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- Ensuring ventilation:
  - i. As far as feasible, natural ventilation must be ensured and use of small enclosed spaces must be discouraged.
  - ii. Circulation of outdoor air needs to be increased, as much as possible, by opening windows and doors, using fans, or other methods.
  - iii. For air-conditioning/ventilation, of closed enclosures, the guidelines of CPWD shall be followed which emphasizes that the temperature setting of all air conditioning devices should be in the range of 24-30C, 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. Air handling unit needs to be cleaned prior to switching on.
  
- Making available COVID related supplies:
  - i. Appropriate arrangements for personal protection devices like face covers/masks, and other logistics like hand sanitizers, soap, sodium hypochlorite solution (1%) etc. shall be made available by management for their employees as per requirements.
  - ii. Provide an adequate supply of calibrated thermal guns.
  - iii. Ensure availability of covered dustbins and trash cans in sufficient numbers to manage waste as per CPCB guidelines.
  
- Creating awareness:
  - i. The mobile application or web site of the Entertainment Park must display preventive measures for COVID-19.
  - ii. The website/ Mobile application shall inform the visitors on self-monitoring of health and not to visit the park if suffering from symptoms of Covid-19.
  - iii. Provisions must be made for display of Posters/standees/AV media on preventive measures against COVID-19 at prominent places in the Entertainment Park.
  - iv. Recorded messages on precautionary measures and COVID appropriate behaviour may be played.
  - v. Display State helpline numbers and also numbers of local health authorities at prominent places.

*Further*



## 7. Maintaining Healthy operations:

- At the entry point and exit:
  - i. Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
  - ii. Multiple gates/separate gates, if feasible, should be used for entry and exit.
  - iii. Only asymptomatic persons (managerial staff, employees, visitors) to be allowed in the premises.
  - iv. Management staff, employees and visitors living in containment zones shall not be allowed entry in entertainment park/public gardens and other similar places.
  - v. All employees/visitors to be allowed entry only if using face cover/masks. The face cover/mask has to be worn at all times inside the entertainment park.
  - vi. Staggering of visitors to be done for maintaining physical distancing of a minimum of 6 feet, when queuing up at the time of entry and for rides etc.
  - vii. Proper queue management shall be followed at the ticket counters, the parking lots, in corridors and in elevators – duly following physical distancing norms shall be organized.
  - viii. Valet parking, if available, shall be operational with operating staff wearing face covers/ masks as appropriate. A proper disinfection of steering, door handles, keys, etc. of the vehicles should be taken up, before taking over and handing over the vehicle.
- Within the premises of the entertainment park/public garden complex:
  - i. Seating arrangement to ensure a distance of 6 feet between chairs, benches, etc.
  - ii. Staggering of visitors for different rides to be done, to allow for adequate physical distancing.
  - iii. Number of people in the elevators shall be restricted, duly maintaining physical distancing norms.
  - iv. Use of escalators with one person on alternate steps may be encouraged.
- During rides:
  - i. Disinfect the common touched surfaces of the ride equipment, before commencing the ride.

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- ii. Visitors shall sanitize their hands before and after using the rides. For such purpose hand sanitizer should be provided at the entry and exit of ride stations etc.
- iii. Ensure physical distancing in rides.
- Activities in common areas – Souvenir Shops, stalls, cafeteria, food courts, changing rooms, showers, etc:
  - i. Adequate crowd and queue management to be ensured.
  - ii. In food courts and restaurants, not more than 50% of seating capacity to be permitted.
  - iii. The seating arrangement should ensure adequate physical distancing.
  - iv. Food court staff / waiters should wear mask and hand gloves and take other required precautionary measures.
  - v. Contactless mode of ordering and digital mode of payment to be encouraged.
  - vi. Tables to be sanitized each time customer leaves.
  - vii. In the kitchen, the staff should follow physical distancing norms at workplace.
- Reporting of a suspect or confirmed case in the premises:
  - i. Place the ill person in a room or area isolated from others.
  - ii. Provide a mask/face cover till such time he/she is examined by a doctor.
  - iii. Immediately inform the nearest medical facility (hospital/clinic) or call the State or District helpline.
  - iv. 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.
  - v. Disinfection of the premises to be taken up if the person is found positive.

Any violation of the SOPs issued will attract action as per legal provisions against the Management of the Entertainment Parks/Public Gardens and similar places and individuals/ violating the same.

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