



Dine in Restaurants/Bars/Banquet Halls and other eateries (Ref: MoHFW guideline issued on 1st March, 2021)

1. **Protocol for Vulnerable Groups:** Person above 65 years of age, persons with co-morbidities, pregnant woman and children below the age of 10 years are advised to take necessary precautions in terms of maintaining physical distancing, wearing mask properly etc. Restaurant management to advise accordingly.
2. **Wearing Mask:** Compulsory wearing of masks by customers/ staff/ delivery executives
3. **Reduce seating capacity:** Reduce seating capacity to 50% (By removing/ marking tables/ stools/ chairs not to be used)
4. **COVID smart seating place:** Adopt COVID smart seating place and ensure 6 ft. social distancing
5. **Encourage online delivery:** Takeaways and home-delivery of food items should be encouraged at all times. The staff for home deliveries shall be screened thermally by the restaurant authorities prior to allowing home deliveries.
6. **Follow Govt. instructions:** Follow Govt. instructions issued from time to time regarding timings for opening and closing of restaurants, related advisories etc.
7. **Seating Arrangements:** Outdoor seating arrangements should also be encouraged as far as feasible
8. **Cashless payment:** Cashless payment modes may be adopted like online payments etc.
9. **Hand hygiene:** Hand hygiene practice to be adopted to build a culture of safety in the premises. (hand washing with soap or liquid soap for at least 40-60 seconds or use alcohol based hand sanitizers for 20 seconds)
10. **Respiratory etiquettes:** Respiratory etiquettes to be followed strictly. If required signage or notice for maintaining such etiquettes by all staff & customers should be reinforced. 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. Spitting shall be strictly prohibited.

11. **Audio visual, print Advisories:** Promote Government advisories/ safety messages for COVID-19 through display/ TVs, run audio reminders/messages etc. if feasible
12. **Digital / Disposable Menu:** Menu can be displayed in digital forms/ display boards instead of circulating menu cards to promote contactless systems. Disposable menus can also be used.
13. **Thermal Screening:** Thermal screening of all staff and visitors should be ensured at the restaurant entrance. Only Asymptomatic persons should be allowed in the restaurant premises.
14. **Sanitization premises:** Restaurant premises should be sanitized frequently or at regular intervals
15. **Queue management:** Proper queue management at the entrance and at billing counters should be arranged with specific markings for social distancing measures. No. of persons in queue at a time can be specified as per size availability of the restaurant.
16. **Management of Parking Lots:** Proper crowd management inside the premises, parking lots and outside the premises – duly following physical distancing norms shall be ensured by the management/ any out-sourced agencies.
17. **Valet parking:** 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.
18. **Disposable Napkins:** Instead of cloth napkins, use of good quality disposable paper napkins to be encouraged.
19. **Buffet service:** Buffet service should also follow physical distancing norms
20. **Elevator safety:** Number of people in the elevators shall be restricted, duly maintaining physical distancing norms.
21. **Air-conditioning** For air-conditioning/ventilation, the guidelines of CPWD shall be followed which mentions 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.
22. **Gatherings:** Gatherings/congregation related with functions and celebrations should be in accordance with the SOPs issued by the State Government from time to time.

23. **Sanitization of Premises:** Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories, drinking and hand washing stations/areas.
24. **Disinfection:** Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (doorknobs, elevator buttons, handrails, benches, washroom fixtures, etc.) to be made mandatory in all guest service area and common areas.
25. Tables to be sanitized each time customer leaves.
26. **Protective Gears:** The restaurant authorities shall provide the serving staff of restaurants with face shield, hand gloves and face mask to wear while serving food to the customers
27. **Kitchen management:** In the kitchen, the staff should follow physical distancing norms at workplace. Kitchens area must be sanitized at regular intervals. Kitchen should have hand washing facility, soaps and sanitizers for kitchen staff.
28. **Gaming Arcade protocols:** Gaming Arcades/ Children play areas (wherever applicable) shall function in accordance with the SOPs of the State government.
29. In case of a suspect or confirmed case in the premises, the person should be immediately isolated and immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.

For any Feedback / Queries, please contact:

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