

**GOVERNMENT OF ANDHRA PRADESH  
MUNICIPAL ADMINISTRATION & URBAN DEVELOPMENT DEPARTMENT**

**Memo.No. 1140853/MAU-01/2020**

**Dated:20.05.2020**

Sub: - COVID-19 - Urban Local Bodies - Extension of "LOKDOWN" till **31<sup>st</sup> May, 2020** in the State of Andhra Pradesh - ,Opening of shops in the Urban Areas during the LACKDOWN period - Guidelines issued - Reg.

\*\*\*

The GoI have extended the "Lockdown" for containment of COVID-19 epidemic in the country, upto 31.05.2020. Therefore, the following revised instructions are issued for opening of Shops/Establishments in the Urban Areas:

**Standard Operating Protocols for opening of shops in the Urban Areas:**

1. No shops shall be allowed in the Containment Zone i.e. Core area and Buffer Zone as notified by the District Administration till the containment operations are completed and area is duly de-notified.
2. In all other places Shops/Establishments may remain open between 7 AM to 7 PM, wherever they are applicable except Shops like Pharmacies which are specifically permitted for longer duration.
3. In urban areas colony shops and all shops within residential complexes are permitted to open including standalone shops.
4. Cinema halls, shopping malls, gymnasiums, swimming pools, entertainment parks, theaters, bars , auditoria, assembly halls and similar places are not permitted. Sports complexes and stadia will be permitted to open. However, spectators shall not be allowed.
5. Hotels, restaurants and other hospitality services are not permitted, except those meant for housing health/ police/ Government officials/ healthcare workers/ stranded persons including tourists and for quarantine facilities; and running of canteens at bus depots, railway stations and airports. Restaurants shall be permitted to operate kitchens for home delivery of food items and takeaways.
6. Foot wear, Garment shops and Jewellery shops are not allowed to open.
7. Social distancing of 6 feet will be maintained in all the above cases inside the shop and outside the shop. Not more than 5

customers are permitted at the shop. Inside the shop and outside the shops (for queues ) circles should be painted invariably.

8. All shops and establishments shall function with not more than 50% strength of their total workers at a time.

9. As far as feasible there shall be a separate entry and exist for the customers and the shop/ establishment keepers shall ensure sanitization of hands and thermal screening of every customer before entering the premises.

10. Multi billing counters shall be maintained for speedy disposal of customers.

11. It is the personal responsibility of the owner / management of the shops / establishments to see that the customers maintain physical distance.

12. The owner/managements of the shops / establishments shall ensure that the employees invariably get their hands sanitized, wear proper masks/gloves and maintain social distancing etc., which are mandatory. Employees with COVID like symptoms should not be allowed to be on duty.

13. Wearing of masks by the customers also is mandatory. Customers should be asked to sanitise their hands with hand sanitiser before entry.

14. The shops / establishments keepers shall insist cash less transactions to the maximum extent possible.

15. Sanitisation of entry, exit points including elevators and shopping/ working / parking areas should be done every day before opening and after close of the business hours and during lunch break.

16. Common touch point items like door handles, railings, lift buttons etc., shall be painted red and frequently disinfected.

17. Special care should be taken in disinfecting toilets in the shops, tissue papers, sanitizers, running water should be available in the toilets. Toilet should be cleaned and sanitized every hour.

18. Trial Rooms shall not be allowed in the shop.

19. A display board should be arranged in every shop/establishment on precautions to be taken by the employees and customers. Maximum number persons which can be accommodated in the shop at a time should also be mentioned and followed by the owner.

20. Installation of Aarogyasetu App by all the Employers /Employees is mandatory.



21. Elders and children should not be allowed for shopping to the extent possible.

22. **Spas and Spa services are not allowed. However Barber shops are allowed for hair cutting with the following additional protocols:** Separate SOP has been prescribed for professionally run high budget barber shops and for low budget barber shops.

**A. SOP for professionally run high budget barber shops:**

- **Temperature checks** – All the employees/customer must be checked for their temperature using touch less thermometers. Any one with a temperature of more than 99° F must be sent home immediately.
- **Surveillance** – Each customer must be requested to give the data such as phone number, name and symptoms if any must be recorded.
- **Appointment System** – These outlets must consider seeing customer by appointment only. This will limit the number of persons waiting inside and outside the saloon shops.
- **Maintenance of Physical Distancing** – Distance between persons in the saloon must be at least 6 feet except when staff are servicing customers.
- **PPEs** – Saloon shop employees must be required to wear masks all times. Customers shall also wear masks except when required during the time of servicing. The employees must wear face shields, eye goggles, if available, while servicing the customers. However, gloves for the employees were compulsory and they will wear disposable gloves and change with each customers.
- **Clean materials** – Capes, smocks, neck strips, towels etc., provided to the customers should be cleaned, properly disinfected and washed. Disposals should be used as much as possible. All the equipment which comes in contact with customer should be invariably disinfected after every use. Razors should not be reused. Employee clothing should also be cleaned and the used items must also be disinfected and properly disposed in a closed container.
- **Disinfecting of furniture, floor and other spaces** – All the internal space including floor, glass and furniture such as chairs, must be disinfected regularly. The shop



including approach and steps should be disinfected with sodium hypo chloride once before opening in the morning and once after closing the shop every day.

- **Toilets** – Toilets, Bathrooms and Sinks must be kept clean and similarly disinfected with Sodium hypo chloride every day.
- No. of Employees must be optimally planned so that they do not congregate when they are not engaged such as during break hours etc.

**B. SOP for low budget barber shops** the above SOP in para A will be implemented as far as feasible. However, the following SOP is mandatory.

- People with symptoms must not be serviced.
- The owner / employees must wear masks and disposable gloves.
- Customer should be asked to bring his own towel and other clothes required.
- Disinfecting the equipment used for each customer is a mandatory before reuse.
- Razors shall not be reused.
- Furniture, floor and other spaces must be disinfected before opening and after closing of the shop. Chairs and other furniture should be disinfected after every use by the customer.
- Physical distancing must be maintained except when the customer is being serviced.
- Waiting should be avoided and time to be indicated to the customer.
- customer must also wear masks except during the service.
- A register may be maintained to note the details of the customer.

2 Therefore, all the District Collectors, Superintendent of Police and Municipal Commissioners in the State are requested to make necessary arrangements in accordance with the above, for opening of shops in a systematic way without giving any scope for discrimination and causing chaos among the business fraternity and duly following all norms of

physical distance, hand hygiene and respiratory hygiene. Other instructions as issued by MH&FW dept., Excise Dept., Industries Dept., Marketing Dept., Fisheries Dept., Commercial Taxes Dept., and Transport Dept. shall be followed. All concerned to note that deviations from these guidelines are permitted only with the approval of Chief Secretary.

3. Further, the District Collectors are informed that any person found violating these lockdown measures will be liable u/s 51-60 of the DMA 2005 besides penal action u/s 188 of IPC and other legal provisions as applicable.

**J.SYAMALA RAO**  
**SECRETARY TO GOVERNMENT**

To

The Commissioner & Director of Municipal Administration, A.P., Guntur  
(with a request to communicate the same to all the Commissioners of the  
ULBs in the State).

All the Collectors & District Magistrates in the State.

All Superintendents of Police in the State.

All the DMHOs in the State.

All the Commissioners of the ULBs in the State.

Copy to -

The Chief Commissioner of Land Administration, A.P. Secretariat,  
Velagapudi for favour of information.

The Special Chief Secretary to Govt., HM&FW Dept., A.P. Secretariat, Velagapudi  
for favour of information.

The Director General of Police, Managalagiri for favour of information.

The Principal Secretary to Govt., T&RB Dept., A.P. Secretariat,  
Velagapudi for favour of information.

The Principal Secretary to Govt., PR & RD Dept., A.P. Secretariat,  
Velagapudi for favour of information.

SC/SF.

**//FORWARDED : : BY ORDER//**

  
**SECTION OFFICER**