



COMMISSIONER, BRUHAT BANGALORE MAHANAGARA PALIKE

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No: COMM/CWR/ADVISORY- SHOPPING MALLS/2020-21

Date: 10-06-2020

**Advisory for Shopping Malls
In the Context of Unlock 1.0**

To All the Concerned

In exercise of powers conferred under Section 24 of the Disaster Management Act, 2005 to Commissioner, Bruhat Bengaluru Mahanagara Palike (BBMP) through Order No: RD158TNR 2020 dated 14.04.2020 of Government of Karnataka and as per National Directives issued by the Ministry of Home Affairs, Government of India, and SOP issued by Ministry of Health and Family Welfare, Government of India, the following advisory is issued for BBMP to contain the spread of COVID-19 pandemic at Shopping Malls in the city.

This advisory is issued for necessary implementation during the Phased Reopening (Unlock 1.0) to contain the spread of COVID-19 pandemic at Shopping malls which are frequented by a large number of people for shopping, entertainment, and food. It is important to maintain Physical Distancing and follow the directions in this advisory for the Safety of our Citizens and the City in this Unlock 1.0 period.

At the outset, the main directions to be followed at Shopping Malls are:

- ✓ Shopping malls in Containment Zones shall remain closed.
- ✓ 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. Shopping mall management to advise accordingly.
- ✓ Large gatherings/congregation continue to remain prohibited.
- ✓ Gaming Arcades / Children Play Areas / Cinema halls inside shopping malls shall remain closed.

Along with these National directives, the following directives shall be read and followed for containment of the spread of the COVID-19 Pandemic:

1. Physical Distancing:

- ✓ Physical Distancing for a minimum of 6 feet, wearing of the mask at the premises is mandatory and respiratory etiquettes to be strictly followed.

- ✓ Staggering of visitors to be done, to the maximum extent possible.
- ✓ Adequate manpower shall be deployed by Mall Management for ensuring Physical Distancing norms.
- ✓ Proper crowd management within the premises, in the parking lots, shops, stalls, cafeteria, etc. and outside the premises shall duly follow Physical Distancing norms at all times. There should be no loitering by the people within the mall premises.
- ✓ Specific markings in the queue and seating arrangement inside the premises should adhere to Physical Distancing norms, separate entry and exits for visitors, workers and goods/supplies shall be organized.
- ✓ Seating arrangements, for a limited number of people inside the establishment, are to be allowed which shall ensure there is adequate Physical Distancing.
- ✓ There shall be restrictions on the number of people inside the lift to ensure Physical Distancing norms. The demarcation of space shall be made inside the lifts.
- ✓ While using the escalators to ensure Physical Distancing norms, one person on alternate steps can be encouraged.

2. Sanitization:

- ✓ Sanitizers for hand hygiene shall be provided and used at the entrances regularly. Frequent handwashing with soap shall be done.
- ✓ All shopping malls should conduct thermal screening at the entrance and only asymptomatic person(s) shall be allowed.
- ✓ Frequent cleaning and disinfection of floors, doorknobs, elevator buttons, handrails, benches, escalators, etc. are mandatory.
- ✓ Effective sanitization within the premises shall be maintained with particular focus on lavatories, drinking, and handwashing stations/areas at all times. Deep cleaning of all washrooms shall be ensured at regular intervals.
- ✓ Proper disposal of face covers/masks/gloves leftover by visitors and/or employees should be ensured.

3. Masks / Face Coverings:

- ✓ All workers/customers/visitors to be allowed entry only if using face covers/masks. The face covers/masks have to be worn at all times inside the shopping mall.
- ✓ Also, it is important to wear a face mask correctly. The FAQs about how to wear a mask are available for access on the link here <http://covid19.bbmpgov.in/pages/faqs>.



COMMISSIONER, BRUHAT BENGALURU MAHANGARA PALIKE
Narasimha Raja Square, Bengaluru – 560002

4. Other Important Directives:

- ✓ Self-monitoring of health and reporting any illness at the earliest to BBMP helpline.
- ✓ Spitting should be strictly prohibited.
- ✓ Prominently displaying of the IEC materials and Audio / Video clips to spread awareness on preventive measures for COVID-19 should be regularly taken up.

5. To Staff and Employees:

- ✓ 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.
- ✓ Valet parking, if available, shall be operational with operating staff wearing face covers/masks and gloves as appropriate. Proper disinfection of steering, door handles, keys, etc. of the vehicles should be taken up during the process.
- ✓ The staff for home deliveries shall be screened thermally by the shopping mall authorities before allowing home deliveries.
- ✓ 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° C - 30° C, relative humidity should be in the range of 40 % - 70 %, in-take of fresh air should be as much as possible and cross ventilation should be adequate.

6. In the food-courts:

- ✓ Adequate crowd and queue management shall be ensured so that the physical distancing norms are followed.
- ✓ Food court staff/waiters should wear masks and hand gloves and take other required precautionary measures.
- ✓ In food courts and restaurants, not more than 50% of the seating capacity to be permitted.
- ✓ The seating arrangement to ensure physical distancing between persons as far as feasible.
- ✓ Contactless mode of ordering and digital mode of payment (using e-wallets) to be encouraged.
- ✓ Tables to be sanitized every time customer leaves compulsorily.
- ✓ In the kitchen, the staff to follow physical distancing norms.

7. In case of a suspect or confirmed case in the premises:


- ✓ Isolate the person from others at the shopping mall.
- ✓ Where there is high footfall (for big Shopping complexes/malls), the management can have one identified Health Assistant to facilitate or help in times of emergency.
- ✓ Immediately inform the nearest medical facility (hospital/clinic) or call the state or BBMP helpline.
- ✓ A risk assessment will be undertaken by the designated public health authority and the need for disinfection.
- ✓ Disinfection of the premises to be taken up if the person is found COVID-19 Positive.

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 and avoid unnecessary movement/travel as much as possible.

For information of Bengaluru Citizens, the FAQs in connection with this advisory and other advisories issued by the undersigned in the context of Unlock 1.0 can be accessed at the link here: <http://covid19.bbmpgov.in/pages/faqs>. This advisory can be accessed on the BBMP COVID-19 Dashboard. The link to access is <http://covid19.bbmpgov.in>.

The National Directives about Face Coverings / Physical Distancing / No spitting / No urination in Public Places shall be followed as a matter of Social Responsibility and for Personal Safety. Your Health and Safety is our prime concern. Let us adapt to the New Norm to Stay Safe and strive sincerely to keep Namma Bengaluru Safe in this fight against the COVID-19 pandemic.

This is issued on 10th June 2020 for information of all citizens in the jurisdiction of Bruhat Bengaluru Mahanagara Palike.


B H Anil Kumar IAS 10/6/2020
Commissioner,

Bruhat Bengaluru Mahanagara Palike.

BBMP Bulletin <http://bbmp.gov.in/covid19bulletins>

FAQs <https://covid19.bbmpgov.in/pages/faqs>

Helplines 080 2266 0000 / 94806 85888



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