



GOVERNMENT OF KERALA

Abstract

Tourism Department – COVID-19 pandemic - Reopening of Tourism Destinations in the State by observing COVID management protocols - Approved - Orders issued.

TOURISM (C) DEPARTMENT

G.O.(Rt) No. 320/2020/TSM

Dated, Thiruvananthapuram 10.10.2020.

- Read :
- 1) SOPs dated 4.6.2020 of Ministry of Health and Family Welfare, Government of India on preventive measures in Restaurants and Hotels & Other Hospitality units to contain spread of COVID-19.
 - 2) Order No. 40-3/2020-DM-I(A) dated 29.8.2020 of Ministry of Home Affairs, Government of India.
 - 3) Letter No. P4-8065/2020 dated 04.09.2020 from the Director, Department of Tourism.
 - 4) Order No. 40-3/2020-DM-I(A) dated 30.9.2020 of Ministry of Home Affairs, Government of India.

ORDER

As the travel restrictions due to COVID-19 pandemic is into the 7th month, the tourism industry is passing through an unprecedented crisis with no business and income for the last six months. The people dependent on tourism for their livelihood are finding it difficult to make ends meet. Moreover, the order read as 2nd and 4th papers above does not list tourism under the prohibited category. Also, as per the letter read as 3rd paper above, Director of Tourism has proposed to Government to open the tourism destinations in Kerala in a phased manner.

2) Government have examined the matter in detail and are pleased to reopen the tourism destinations in two phases as follows subject to the Guidelines of Ministry of Home Affairs (MHA) , SOPs by Ministry of Health & Family Welfare (MoHFW), Operational Recommendations by Ministry of Tourism and as per the guidelines issued by Health and Family Welfare Department, Government of Kerala:

Phase-I :- The destinations having controlled access, House Boats (including other personalised boating) and Adventure Tourism activities can be opened with effect from the date of this order as Break the Chain SMS norms (Social distancing - Mask - Soap/Sanitizer) can be implemented easily in these destinations. Also, Hill Stations / Tourism Destinations (without controlled access) can be opened with effect from the date of this order with strict SOPs wherein these destinations are not crowded comparatively.

Phase-II :- Destinations which have no controlled access such as Beach Destinations can be opened with effect from 1st November 2020 onwards with strict SOPs.

Specific protocols, check measures and access control measures

i) Standard Operating Procedures for Tourism Stakeholders:

- Standard Operating Procedures (SOPs) issued by Ministry of Health & Family Welfare, Operational Recommendations issued by Ministry of Tourism and Guidelines and SOPs issued by the State Government for hotels/resorts, houseboats, ayurveda centres, homestays, serviced villas, other accommodation units, adventure activity centres and other tourism service providers to be followed scrupulously.
- Health and safety parameters like temperature check, wearing mask, frequent sanitisation, social distancing, disinfection, contact less screening for guests, only online booking, health declaration forms, minimum gap of 24 hours between check-out/check-in, avoidance of high risk activities like pool etc. to be followed.

ii) Tourist Transport Services :

- All tourist transport services are to comply with the SOPs by Ministry of Health & Family Welfare, Operational Recommendations by Ministry of Tourism and the Guidelines and SOPs issued by the State Government.

iii) Accommodation Units:

- All accommodation units are to comply with the SOPs by Ministry of Health & Family Welfare, Operational Recommendations by Ministry of Tourism and the Guidelines and SOPs issued by the State Government.
- Ayurveda centres are also to follow the SOPs issued by the State Government.

iv) Tour Operators and Service Providers Who Undertake Bookings for Different Services:

- All tour operators and service providers are to comply with the SOPs by Ministry of Health & Family Welfare, Operational Recommendations by Ministry of Tourism and the Guidelines and SOPs issued by the State Government.
- Houseboats and Adventure activity centres are also to follow the SOPs issued by the State Government.

v) Tourist Facilitators & Guides:

- All tourist facilitators and guides are to comply with the SOPs by Ministry of Health & Family Welfare, Operational Recommendations by Ministry of Tourism and the Guidelines and SOPs issued by the State Government.

3) General Guidelines for the precautionary steps prior to the opening of tourist destinations is appended to this order as Annexure-I. The list of destinations that can be reopened (Phase-I) from the date of this order onwards is attached as Annexure-II. The list of destinations that can be reopened (Phase-II) from 1st November 2020 onwards is

attached as Annexure-III. The number of pax which could be allowed at a time at the destination is indicated in the lists.

(By Order of the Governor)
DR. VISHWAS MEHTA
CHIEF SECRETARY

To

The Director, Department of Tourism, Park View, Thiruvananthapuram.

The Principal Accountant General (A&E) Kerala, Thiruvananthapuram.

The Accountant General (Audit-I & Audit-II) Kerala, Thiruvananthapuram.

Health & Family Welfare Department.

Home Department.

Information & Public Relations (Web & New Media) Department

(For publishing in the Government Website).

Stock File / Office Copy.

Copy to :-

Private Secretary to Chief Minister

Private Secretary to Minister (Tourism)

Special Secretary to Chief Secretary

Personal Assistant to Secretary (Tourism)

Confidential Assistant to Additional Secretary (Tourism)

Forwarded /By order,



Section Officer.

ANNEXURE

Department of Tourism, Government of Kerala

General Guidelines for the precautionary steps prior to the opening of tourist destinations are as follows:

A. Destinations which don't have controlled access **(Beaches, Walkways, Open areas etc)**

1. Officials to be deployed at the designated entry points and they must be equipped with thermal check, sanitizers, hand wash facility etc.
2. Should have display boards with do's and don'ts for COVID-19 protocol.
3. Provision for sanitation spray facilities at regular intervals on the walkways, hand rails, seating, shelters ecto be done.
4. Floor marking circles- showing social distancing indication, minimum 2 meters, at walkways, seating area, shops, etc may be done to the extent possible.
5. Tourism police service shall be used if necessary to help the Kudumbashree /life guards on duty at destinations.
6. Special cleaning drive shall be ensured for toilets and restrooms at regular intervals.
7. A register to be maintained at all entry points for collection of visitor name, native place, and contact number, specifying visiting time and date.

B. Destinations which are having controlled access - by DTPCs/DoT/Others
(Parks/Museums)

1. Online ticket entry/SMS booking to the extent possible may be explored at all gated entry.
2. Should have display boards with do's and don'ts for COVID-19 protocol.
3. Parking facility at destination parking areas shall be limited to maximum 1 hr only.
4. The Deputy Director/Secretary, DTPC to be entrusted with the overall supervision of the destination so as to ensure strict, compliance of the COVID-19 visitor protocol.
5. Cleaning and fumigation to be done in all destinations at regular intervals.
6. Strict instructions should be given to street vendors in the destination to follow COVID-19 protocols.
7. A register to be maintained at all entry points for collection of visitor name, native place, and contact number, specifying visiting time and date.