

STANDARD OPERATING PROCEDURES TO BE FOLLOWED AT ZOOS, BIOLOGICAL PARKS AND ELEPHANT VILLAGE FOR OPERATION OF TOURISM

Protocol for Forest Department Employees / Staff:

- i. Thermal screening of the staff to be carried out before entry into the locations.
- ii. Thermal screening of other personnel involved in tourism management to be undertaken.
- iii. Wearing of mask, head cover and hand gloves to be mandatory for all.
- iv. Availability of sanitizer to be ensured at important locations.
- v. Instructions to follow social distancing measures, avoid all person to person contact and compliance of other guidelines issued by Government of India, Government of Rajasthan and their agencies like Central Zoo Authority, National Tiger Conservation Authority, etc from time to time to be enforced strictly.
- vi. Cleaning and disinfection drill to be undertaken at regular intervals in all areas frequented by visitors. Particular care to be taken in washroom and drinking water points.
- vii. Reception area, seating areas and queues to have proper social distancing measures to ensure 1 to 1.5 m gap between two persons by placing / drawing markers.
- viii. Preference to be given to digital payment.
- ix. SOP for the visitors to be displayed outside the entrance and at other prominent locations.
- x. Closure of the operations to be undertaken in case of overcrowding, dispersal and disobedience of distancing and other safety norms.
- xi. Maintenance of a visitor book carrying details of name, address and contact details of all visitors and other people to be ensured.
- xii. Compliance of all guidelines issued previously for safety of wild animals to be strictly enforced.
- xiii. Refusal of entry to any suspect COVID19 patient or person refusing to adhere to directions.
- xiv. The number of hours a facility will remain open will be decided by the DCF In-charge unless specifically indicated by the Government / Chief Wildlife Warden office in a previous order.
- xv. The number of persons permitted inside a facility will be decided by the DCF In-charge unless specifically indicated by the Government / Chief Wildlife Warden office in a previous order.

Protocol for Visitors:

- i. Thermal screening of all tourists / visitors to be undertaken. Sanitizer to be offered.
- ii. Wearing of masks and hand gloves to be mandatory.
- iii. Strict obedience of the regulations made for entry, parking, distancing waiting, payment, etc to be ensured.

- iv. Standing at marked places and moving as per the directions of queue manager to be ensured.
- v. Use of sanitizers before and after touching the doors / surfaces / contact points and as and when specified to be made mandatory.
- vi. Ban on spitting or disturbing waterholes / wildlife to be implemented completely.

Confidence Building Measures for Tourists:

- i. Ticket booking must be online to the maximum extent.
- ii. Adequate arrangements of sanitizer for employees and tourists at the entrance gate should be ensured.
- iii. Sale counters for sanitizer, security kit, masks gloves etc should be established.
- iv. The owners of restaurants and other shops running near these locations should be instructed to follow social distancing and other safety norms as prescribed.
- v. Tourists should be encouraged to download Arogya Setu app.
- vi. Validity period of entry ticket for places like Biological Parks, Zoos etc. will be for a maximum period of 4 hours. (Except places where the time limit is already specified) Appropriate arrangements for recording the time of entry and implementation of this direction should be accordingly made.
- vii. Working staff should be called on rotation. (to be decided by DCF in charge)
- viii. A form may be designed which will be filled by the guides & drivers in order to keep a complete track record of guides, drivers and tourists.
- ix. All other rules and regulations relating to number of vehicles, rosters, entry time, etc will remain unchanged.
- x. Places of worship inside these facilities will remain closed till further orders from the Government.
- xi. Only places where required manpower and resources are available for implementation of these guidelines may be opened by the DCF In-charge.

**STANDARD OPERATING PROCEDURES TO BE FOLLOWED AT
WILDLIFE SAFARIS, TIGER RESERVES AND OTHER PROTECTED
AREAS FOR OPERATION OF TOURISM**

Protocol for Forest Department Employees / Staff:

- i. Thermal screening of the staff to be carried out before entry into these locations.
- ii. Thermal screening of other personnel involved in tourism management to be undertaken.
- iii. Wearing of mask, head cover and hand gloves to be mandatory for all.
- iv. Availability of sanitizer to be ensured at important locations.
- v. Instructions to follow social distancing measures, avoid all person to person contact and compliance of other guidelines issued by Government of India, Government of Rajasthan and their agencies like Central Zoo Authority, National Tiger Conservation Authority, etc from time to time to be enforced strictly.
- vi. Cleaning and disinfection drill to be undertaken at regular intervals in all areas frequented by visitors. Particular care to be taken in washroom and drinking water points.
- vii. Reception area, seating areas and queues to have proper social distancing measures to ensure 1 to 1.5 m gap between two persons by placing / drawing markers.
- viii. Preference to be given to digital payment.
- ix. SOP for the visitors to be displayed outside the entrance and at other prominent locations.
- x. Closure of the operations to be undertaken in case of overcrowding, dispersal and disobedience of distancing and other safety norms.
- xi. Maintenance of a visitor book carrying details of name, address and contact details of all visitors and other people to be ensured.
- xii. Compliance of all guidelines issued previously for safety of wild animals to be strictly enforced.
- xiii. Refusal of entry to any suspect COVID19 patient or person refusing to adhere to directions.
- xiv. The number of hours a facility will remain open will be decided by the DCF In-charge unless specifically indicated by the Government / Chief Wildlife Warden office in a previous order.
- xv. The number of persons permitted inside a facility will be decided by the DCF In-charge unless specifically indicated by the Government / Chief Wildlife Warden office in a previous order.

Protocol for Visitors:

- i. Thermal screening of all tourists / visitors to be undertaken. Sanitizer to be offered.
- ii. Wearing of masks and hand gloves to be mandatory.
- iii. Strict obedience of the regulations made for entry, parking, distancing waiting, payment, etc to be ensured.

- iv. Standing at marked places and moving as per the directions of queue manager to be ensured.
- v. Use of sanitizers before and after touching the doors/ surfaces/contact points and as and when specified to be made mandatory.
- vi. Ban on spitting or disturbing waterholes / wildlife to be implemented completely.

Protocol for Safari Vehicles:

- i. Visitors to be seated as per social distancing norms specified for vehicles.
- ii. Safari vehicles to be sanitized before start of safari under supervision of departmental staff.
- iii. Hand sanitizers to be available in every vehicle.
- iv. Directions for hand wash/sanitizing and other precautions to be implemented by all safari vehicle drivers / owners and guides.
- v. Frequent Cleaning/Change of seat covers, handles, buttons, handrails, switches, doorknobs and all other surfaces to be ensured.

Confidence Building Measure for Tourists:

- i. Ticket booking must be online to the maximum extent.
- ii. Adequate arrangements of sanitizer for employees and tourists at the entrance gate should be ensured.
- iii. Sale counters for sanitizer, security kit, masks gloves etc should be established.
- iv. The owners of restaurants and other shops running near these locations should be instructed to follow social distancing and other safety norms as prescribed.
- v. Tourists should be encouraged to download Arogya Setu app.
- vi. Validity period of entry ticket for places like Keoladeo National Park, Sanctuaries etc. will be for a maximum period of 4 hours. (Except places where the time limit is already specified) Appropriate arrangements for recording the time of entry and implementation of this direction should be accordingly made.
- vii. Working staff should be called on rotation. (to be decided by DCF in charge)
- viii. A form may be designed which will be filled by the guides& drivers in order to keep a complete track record of guides, drivers and tourists.
- ix. All other rules and regulations relating to number of vehicles, rosters, entry time, etc will remain unchanged.
- x. Places of worship inside these facilities will remain closed till further orders from the Government.
- xi. Only places where required manpower and resources are available for implementation of these guidelines may be opened by the DCF In-charge.