



District Administration Gurugram

FAQs for RWAs **Lockdown 3.0**

Issued on 4th May, 2020



QUERY	CLARIFICATION
1. Guidelines on perimeter control	<ul style="list-style-type: none"> • Strict measures to ensure controlled movement of population in and out of the colony, except for medical emergencies. • Security to check for unwanted vehicle/people/labour movement.
2. Guidelines on residents to take walks outdoors.	<ul style="list-style-type: none"> • Residents may take walks if it is necessary i.e. for residents with health conditions, having to walk pets. • In order to take walks, protocols such as a single point of entry/exit for all residents through the ground floor only must be followed, and an SOP must be created for the same. • After walks, residents must wash hands before entering the building premises • Sanitizers must be placed at lift lobbies. • Residents to use only concrete roads/resident paths for walking. No green/sit-out areas to be used. • While outdoors, social distancing to be strictly followed with all measures of compulsory use of face mask, etc. • Walking to be allowed only with family members, maximum up to 2 members of a family at a time.
3. Advisory on pets	<ul style="list-style-type: none"> • Pets to be taken out for walks not for more than 15 minutes. • Residents to ensure sanitary measures be exercised during the time.
4. Mobility of residents	<ul style="list-style-type: none"> • As per MHA guidelines, at the moment, taxi and cab aggregators, private cars may be allowed with 1 driver and 2 passengers only. This is subject to change with further declaration of District Administration Gurugram's status.
5. Guidelines on use of elevators	<p>Passenger Lifts</p> <ul style="list-style-type: none"> • Only 2 persons from the same family to be allowed at a time in a passenger lift • In case of an emergency, 4 may be allowed. <p>Service Lifts</p> <ul style="list-style-type: none"> • Only 4 persons to be allowed at a time in a service lift. • In case of an emergency, only 6 to be allowed at a time. <p><i>Person count to include infant, child, adult, senior citizen</i></p>
6. Guidelines on access of staff	<ul style="list-style-type: none"> • Systematic process for domestic help such as maids, house helps, drivers, dhobis, tailors, car cleaners, etc. who do not stay within the RWA premises may be planned by respective RWAs as per need. • Maids, and other workers to strictly not be allowed if they are from containment zones.
7. Guidelines on use of common facilities	<ul style="list-style-type: none"> • Facilities such as tennis courts, basketball, courts, and other play grounds to be closed until further notice. • Children's play areas to continue to remain closed until further notice.
8. Guidelines on delivery of utilities	<ul style="list-style-type: none"> • Delivery of milk packets, newspapers can be delivered out of the building lobby, residents would need to collect it themselves. • After collection, residents to wash hands at the ground floor basins/use sanitizers before entering the lift.

9. Guidelines on visitor entries	<ul style="list-style-type: none"> • Entry to the complex for all non-essential visitors (Family/non-family visitors/trainers/urban clap, etc.) should be limited until further notice. • Residents are advised to not invite guests during the lockdown period.
10. Maintenance and repair works	<ul style="list-style-type: none"> • For maintenance works such as plumbing, electricity maintenance, RO servicing, etc. the RWA may be contacted to assist. • Only repair works important for home appliances such as AC, fridge, RO, cooking gas stove, etc. allowed between non curfew hours (8 AM to 6 PM) • Home appliances servicing to not be allowed at the moment.
11. Guidelines on groceries and essential utilities procurement	<ul style="list-style-type: none"> • Residents may visit the local Mart located in the vicinity of the RWA to pick up deliveries, with social distancing. • Home delivery shall be facilitated by the RWA if possible. • Residents will be required to wear masks and carry sanitizers while queueing up outside the mart with a strict social distancing norm to be followed while waiting to collect delivery. • Digital payments to be encouraged, over cash transactions/card machines to avoid contacts. • Shopkeepers also to be directed to wear masks and follow strict social distancing measures • Residents to avoid panic-buying/hoarding of essentials. • Residents to carry one's own bag for purchase. • Strict sanitizing to be done prior to entering the lifts at the building premises.
12. E-Commerce guidelines	<ul style="list-style-type: none"> • Non-essential deliveries from courier, Amazon, FlipKart to be delivered at building lobbies from where residents are to collect. However, such orders are to be restricted. • For delivery of essentials such as medicines, etc. same protocols to be followed.
13. Construction/Fit-Out Labour	<ul style="list-style-type: none"> • Renovation works and other construction works may be allowed but with limited contacts with residents.
14. General guidelines on standards of hygiene	<ul style="list-style-type: none"> • Persons above the age of 65 years of age, with co-morbidities, pregnant women, and children below the age of 10 to not venture outside the premises of one's own home unless for medical emergencies and severe critical essential requirements. • Guidelines provided from time to time by WHO and Ministry of Health and Family Welfare, GoI to be followed. • Spitting in public places/any area shall be punishable with a fine. • Consumption of liquor, paan, gutka, tobacco in public places and common areas are not allowed. • Residents to wash hands regularly with soaps/sanitizers and to wear a mask • Social distancing of at least 6 feet to be maintained with one another while talking. • Residents to avoid touching face, mouth, eyes, nose to the best extent possible. • A tissue to be used to cover before coughing, sneezing, and the tissue to be immediately disposed after single use.

	<ul style="list-style-type: none"> For touching lift buttons, tissue papers or cloth covered elbows to be used.
15. Guidelines on health (COVID-19 symptoms)	<ul style="list-style-type: none"> Regular monitoring to be done by residents of their health status. If any COVID-19 symptoms such as fever, cough, sore throat, shortness of breath, etc. are detected, immediately must intimated to the Estate Officer/Authority. If resident has come in contact with any COVID-19 patient, same measures to be followed.
16. Use of Aarogya Setu App	<ul style="list-style-type: none"> As per MHA guidelines, use of the Aarogya Setu App is mandatory for all residents, employees, and all such visitors.
17. Cotton Masks	<ul style="list-style-type: none"> Wearing of masks is compulsory in Gurugram. Masks may be home-made/may be made readily available at the RWA by the Estate Office for residents. A point of contact at the RWA to be made available for the disbursement of such masks.
Activities prohibited across the country irrespective of zone (red/green/orange), given as per MHA guidelines	
<ul style="list-style-type: none"> All domestic and international air travel of passengers, except medical services and air ambulances. All passenger movement by train except security purposes. Inter-State buses for public transport except for medical reasons (as permitted by MHA) Metro-rail transit systems. Inter-State movement of individuals except for medical reasons (as permitted by MHA) Hospitality services other than for housing Police, Health, and Government officials. Cinemas, shopping malls, gymnasiums, sport complexes, pools, parks, bars, and similar places. All religious places. 	
Measures for general well-being and safety of persons across the country.	
<ul style="list-style-type: none"> Movement shall remain prohibited between 7 PM to 7 AM without a permit. In all zones, persons above the age of 65, pregnant women, and children below the age of 10 years shall stay at home. The use of Aarogya Setu app is made mandatory for all 	
Summary	
<ul style="list-style-type: none"> MHA has left certain decisions with respect to the discretion of legitimate RWAs of Societies and Colonies. Several RWAs of Gurugram unanimously agree that in the current situation, the entry of domestic help/cooks/daily cleaners may be deferred till the end of the extended lockdown period. In conclusion, our health remains in our own hands. A little precaution and some sacrifice can bring good health and happiness to our lives and our families. 	

DO's & DONT's FOR CONTAINMENT ZONES		
Allowed		Not Allowed
Movement	Stay at home and stay safe.	Please do not venture out or invite guests.
Physical Activity	Say yes to exercising at home.	Please stay in the vicinity of your homes. If you need to take your pet outside, please do so for not more than 15 minutes.
Medicines	Please procure through designated shops in your area/ RWA.	Please do not panic. We are ensuring the availability of all essential items.
Medical Emergency /Checkup	Please carry relevant documents. Apply for movement passes as per due procedure.	Do not visit hospitals/crowded medical facilities if not urgent, to avoid the spread of COVID-19.
Fruits, Vegetables & Groceries	One member of the family can procure from the designated shops in RWA/area, keeping social distancing in mind	Please don't hoard essential items and do not take several people along, when going to your local designated shop.
Maintenance Work (Plumbing, Electricity)	Request can be put to the office holders of your RWA.	Please do not attempt to fix electrical appliances/broken plumbing on your own.
RWAs are advised to take special care of their Elderly & Persons with special needs Telemedicine Helpline - 18005728283 Support for the Elderly - 1800123445555		To apply for movement passes, Kindly apply on - Within Gurugram - https://ggncurfewpass.in Outside Gurugram - https://www.saralharyana.gov.in
1950 @DistAdminGgm @DC_Gurugram		



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ऐसा ना सोचे



- मैं घर में कैद हूँ
- घर का सामान खत्म हो जायेगा
- सब बंद हो रहा है। कुछ नहीं मिलेगा।
- मैं अकेला हूँ और सुरक्षित नहीं हूँ

सूचित व्यक्ति बने



- मैं घर में सुरक्षित हूँ
- घर में जो सामान है उसका उत्तम इस्तेमाल करूँगा। वेस्ट नहीं करूँगा
- ज़रूरत के सभी सामान उपलब्ध है। सब्जी, दुध, दवाई इत्यादि की दुकानें खुली हैं
- मैं नियमों का पालन करके जैसे की घर पे रहना, हाथ धोना, बाहर न जाने से खुद को और दूसरों को सुरक्षित कर सकता हूँ। सरकार हमारे साथ है।

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