

**STANDARD OPERATING PROCEDURE (SOP) TO BE FOLLOWED DURING DAY TO DAY  
FUNCTIONING OF OFFICES IN ANGUL DISTRICT**

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In Unlock 4.0 Government has allowed many activities outside the containment zone and also has planned for opening of many restrictive activities in a phased manner. After relaxation on many activities, keeping view of livelihood and other aspects, slowly Government will restore the normal life in phased manner. However, now all public offices are functional w.e.f 01.09.2020. In post lockdown phase, it is expected that there will be rush in public offices by the public in connection with various services of the Government. In recent past it was experienced that many of the officials including senior officers have suffered from Novel Corona Virus infection through they have not been entrusted with any active line COVID-19 duty. Such infection may be attributed to compromise of COVID-19 protocol, which is matter of concern. Since Government is implementing and regulating all public services any infection to any Government Official will definitely hamper in effective deliverance of public services. Since after a long period of Lockdown, government is revamping the normalcy, the role of any Government Official is highly significant. Hence in order to prevent the spread of COVID-19 infection, the following SOP is devised which is to be followed in all offices of Angul District scrupulously.

**ADVISORY TO PUBLIC OFFICES:-**

- Hand wash of all employees/visitors of the office is to be ensured in the office. Hand wash materials i.e. Soap, Liquid Hand Wash materials should be kept in convenient place to facilitate frequent hand wash by all employees and visitors.
- Similarly, hand sanitizer liquid should be frequently used by all employees in the office. The visitors shall be provided with hand sanitizer at the entrance of Offices to sanitize their hands.
- The employees need to ensure frequent hand washing for minimum 20 seconds during the office hours, especially, after use of washrooms.
- Office premises should be sanitized periodically at least once in a week to ensure virus free environment.
- Office toilets should be maintained clean and sanitized.
- All employees inside the office premises as required to wear mask compulsorily, for the entire period of stay in office. Willful deviation from the instructions shall be construed to be an official indiscipline.
- The Principle of social distancing of two meters between two persons is required to be strictly maintained at all time in office, such as discussing, standing, waiting etc. inside the premise.
- Un-necessary gathering/crowding in common passages/corridor is strictly prohibited.
- Thermal screening of all employees and visitors is to be ensured at the entrance of office.
- A contact register of visitors is to be maintained for contact tracing.
- Meeting with large number of members are to be discouraged and if absolutely necessary it may be held with not more than 10 persons including support staff.
- Efforts should be made to restrict the meetings to less than 30 minutes as chances of infection increases with longer duration.



- Proper air circulation should be ensured (open doors and windows) during the meeting and in between two meetings.
- Meeting may be preferably planed in open spaces or in well ventilated room with open windows. If possible closed door AC room long meetings be avoided.
- Meeting or discussions inside an office chamber to be limited to three persons at one time.
- Officers may stagger the attendance during meetings. Instead of calling all members for the entire duration of the meeting, staffs can be allotted slots.
- Serving of tea/coffee during meetings to be totally avoided.
- Sitting of official during meeting should be compliant to social distancing norms two-meter space between two persons.
- Cleaning and regular disinfection of vehicles of frequently touched surfaces (door knobs, elevator buttons, hand rails, benches, wash room fixtures etc.) shall be done in office premises in common areas.
- There shall be provision of disinfection of the interior of the vehicle using 1 % sodium hypochlorite solution/ spray. A proper disinfection of steering, door handle etc. should be taken up.
- Required precautions while handing supplies, inventory and good in the office shall be ensured.
- Drivers of the vehicles/employees engaged with watch & ward and security personnel may be kept alert and it is to be ensured that the standard etiquette of using mask, hand washing and social distancing are followed by them without deviation.
- Splitting inside the office premises is strictly prohibited and violators (official/visitors) should be punished as per rules.
- Official feeling physical discomfort and suffering should be advised to seek proper medical care and if having symptoms of fever/respiratory problem should seek leave on due intimation to respective reporting authority. In case of severity, home quarantine as per the guideline may be ensured.
- Older employees having underlying medical condition and pregnant lady employees may not be exposed to direct public contact. Use of stairs should be encourage and use of lift should be avoided as far as possible.
- Any office and staff residing in containment zone should inform the same to the supervisory officer and not attend the office till containment zone is de-notified. Such staff should be permitted to work from home and it will not be counted as leave period.
- Self-monitoring of health by all and reporting any illness at the earliest to the immediate supervisory officer.
- Respiratory etiquette to be strictly followed.
- As much as possible employees should avoid using other employees phone, desks or other work tools and equipment. Clean and disinfect before and after use.
- Posters / Standees/ AV media on preventive measures about COVID-19 to be displayed prominently.
- All areas of the workplace including the entrance gate of the building, cafeteria, lifts, washroom, walls and other surfaces must be disinfected completely every day.
- All vehicles and machinery entering the building or workplace should be disinfected.
- Mandatory temperature scanning (with a contactless thermal thermometer) of every individual entering and existing the work place.



- Employers must provide an adequate supply of hand wash and sanitizer, preferably with a touch free mechanism at all entry points and common areas in the workplace.
- Workplaces must have a gap of one hour between each shift and stagger the lunch breaks for the staff to ensure social distancing.
- No more than two to four passengers (depending upon the surface area of the elevator) are permitted in a lift at one time and use of the stairs should be encouraged.
- All non-essential visitors should be strictly banned from the premises.
- High touch surfaces such as door handles, lift/elevators and their buttons, vehicle (especially commonly used vehicles), and all other surfaces such as hand railings, office tables, and chairs will also need to be disinfected at regular intervals.

### **SELF MONITORING PERIOD FOLLOWING HOME ISOLATION :-**

#### **When to begin home isolation :-**

- For asymptomatic cases the 10 days isolation period begins from the date on which swab was collected (that tested positive)
- For symptomatic cases, the 10 days isolation period begins from the date of onset of symptoms.

#### **When to discontinue home isolation :-**

- For all home isolation cases, after completion of 10 days of symptoms onset and no fever for 3 days (or 10 days after swab collection, if asymptomatic) the patient stands discharged. The patient will be advised to isolate at home and self monitor their health for further 7 days after which the person can rejoin routine work and activities normally.

#### **What is the period of isolation from asymptomatic cases :-**

- For asymptomatic cases the 10 days isolation period is required (at home or facility) beginning from the date on which swab was collected (that tested positive). This is to be followed by 7 days home quarantine.

### **POST DISCHARGE ISOLATION PERIOD :-**

- Odisha Govt. has decided that the post discharge home isolation will be for 7 days instead of 14 days in consonance with Govt. of India Guidelines.

### **ADVISORY FOR BANKS/OTHER FINANCIAL INSTITUTIONS/INDUSTRIAL CLUSTERS:-**

All the above institutions should adopt the following advisory to contain further spread of Corona Virus (COVID-19).

- Thermal screening of all employees shall be conducted.
- Crowd management has to be ensured with social distancing markings inside and outside the premises, with a minimum distance of six feet between two persons.
- Areas with high footfalls and without a security guard, must outsource such service for effective crowd management, introduce thermal screening and ensure social distancing at all cost.
- Social distancing protocols should be followed to manage the crowd inside the organization. A maximum of five persons are allowed inside at any point in time with minimum distance to be maintained between two persons in six feet.



- Facilities for hand wash and sanitizers should be made available at the entrance of the premises and ATMs. It should be ensured that employees as well as customers sanitize themselves before entering the branch.
- Employees residing in the containment zones where a shutdown is ordered may not be able to venture outside and report to concerned organizations for duty. In such situations, they would have to make necessary arrangements to ensure that such affected organizations are suitably staffed and functioning normally.
- In compelling situations, assistance of the local police may be solicited for security at organizations.
- Any case if it is felt by the Head of organizations, the rapid antigen test should be done to all employees.
- Used Tissue Papers should be thrown to closes dustbin.
- High touch surfaces such as door handles, lifts/elevators and their buttons, vehicles (especially commonly used vehicles) and all other surfaces such as hand railing, office tables, and chairs will also need to be disinfected at regular intervals.
- If any employee develops any symptom, inform the concerned Tahasildar & BDOs to take necessary appropriate action.

#### **ADVISORY FOR SHOPS KEEPERS AND CROWDED PLACES :-**

- Barricading should be done before shops.
- Provision of sanitizers in the shops to customers.
- Social distancing protocols should be followed to manage the crowd outside the shops.
- Masks should be worn by both shop keepers and customers.

#### **GRIEVANCE REDRESSAL SYSTEM FOR PUBLIC/VISITORS TO DIFFERENT PUBLIC OFFICERS**

- Visitors from outside to the office premises may be restricted for scot free entry to the office. One helpdesk counter may be opened at the entrance of the office and the petition may be collected from the people and an acknowledgement may be given to the public.
- Any visitor will be allowed to enter into the office after getting confirmation of the concerned officer and after proper screening at the entry point. The visitor need to sanitized himself before entering into the office.
- For consultation with the staff, their telephone number may be provided so that they can talk to the concerned person and know the status of their work.
- The head of the offices and the concerned staff should take effective step to disposed of the petition within a stipulated timeframe as per the merit of the case.
- People will be encouraged to submit their application through e-mail/WhatsApp etc. instead of visiting public offices.
- Receipt and delivery of Daks should be restricted to the entry point of the office by observing COVID-19 protocol.
- A Grievance register of visitors is to be maintained and the acknowledgement receipt may be provided with details for follow up action.
- The contact number of all employees with details of assigned duty may be hung/ pasted at a conspicuous place of the office for easy reference of the public.



Last but not the least, the COVID Monitor of the office need to ensure the strict observance of the safety measures at the work place to contain Novel Coronal Virus infection such as maintenance of Social Distancing, proper use of face mask, Availability and use of alcohol based Hand Sanitizer. Availability of hand wash and water near water basin, proper disinfection of the offices, maintenance of contact register of visitors etc.

**The guidelines above are explanatory in nature though not exhaustive.  
Further instruction may follow in due course.**

Hence, it is impressed upon all the offices of Angul District to ensure strict observance above noted standard protocol as a precautionary measure for preventing COVID-19 infection in different public offices.

*SL*  
*16/9*  
**Collector & Empowered Officer  
Angul**

Memo No.3595 /Emgy, dt. 16/09/2020

*Subj*

Copy forwarded to all Heads of Offices in Angul District for information and necessary follow up action. They are also requested to instruct their Sub-Ordinate Offices accordingly.

*SL*  
*16/9*  
**Collector & Empowered Officer  
Angul**

Memo No. 3596 /Emgy, dt. 16/09/2020

Copy forwarded to the DIO, NIC, Angul for information and necessary action. He is requested to host the office order in the District Website for wider publicity and information of all offices.

*SL*  
*16/9*  
**Collector & Empowered Officer  
Angul**

*Subj*

Memo No. 3597/Emgy, dt. 16/09/2020

Copy submitted SRC & Additional Chief Secretary to Government, Disaster Management, Odisha, Bhubaneswar/ Addl. Chief Secretary to Government, Health & Family Welfare Department, Odisha, Bhubaneswar / Revenue Divisional Commissioner (Northern Division), Sambalpur for favour of kind information.

*SL*  
*16/9*  
**Collector & Empowered Officer  
Angul**

*Subj*