

Facilities provided at SGC Katra



1 Accommodation:

It is submitted that at Spiritual Growth Centre there is two rooms, one suite and 20 beds dormitory to accommodate the yatries during there pilgrimage to Shri Mata Vaishno Devi ji and the booking of accommodation is totally on line mode.

2 Library:

In the library there are more than approximately 5000 different collection of holy/religious books which helps the yatries to know about our religious.

3 Meditation Hall:

The meditation hall is used by the pilgrims to perform the Mata Ki Choki, Art of living camps, Yoga Classes.

4 Auditorium:

Auditorium booked for the yatries to perform the religious programme.

5 Community Kitchen:

The pilgrims are visiting Mata Vaishno Devi in group are booked the Community Kitchen to fulfil their desires.

6 Amphitheatre

To perform the culture programme by the yatries.

7 Souvenir Shop

Pilgrims purchase the souvenir items such as Chunni, Chola, Photo of Mata Ji, Silver Coins, Gold Coins etc. To make their pilgrims memorialize.

lls
25/9/2020

STANDARD OPERATING PROCEDURE

Following procedure shall be adopted for the purchase of pulses by carrying out market survey and collection of samples and prices by the specially constituted purchase committee.

1. Constitution of Purchase Committee:

Purchase committee shall comprise of four to five Senior Officers who may keep changing/rotating and shall be constituted by Addl. Chief Executive Officer. Three of the members in this committee shall be from Accounts, Catering, and Stores department.

In addition to this, one custodian of samples shall be appointed, whose duty shall be to keep one sample each of the purchase with proper identification of supplier/date of purchase/rate etc.

2. Frequency of Purchase:

Purchase of Pulses/Ration items from Delhi shall be made as under:-

- a) During April = For 3 months (May, June and July).
- b) During July = For 2 months (Aug. Sept.) in view of rainy season.
- c) During Sept. = For 3 months (Oct. Nov and Dec.).
- d) During Dec. = For 4 months (Jan. Feb. March and April).

3. Survey of market:

Before the committee proceeds to Delhi, Purchase section shall consolidate the requirements, obtain samples/rates of the concerned items from local market at Jammu and make a comparative statement. These samples shall be compared with the samples of the items already approved during the previous purchase and one sample each of every item shall be left in the custody of custodian of samples. After comparison, the selected samples / rates shall be carried by the committee to Delhi.

At Delhi, the committee shall conduct detailed survey of the market/factories and collect samples and rates from all big suppliers who are able to source the supplies to shrine Board. All the samples/ rates so collected from Delhi shall be once again compared by the committee with the samples/ rates carried by them from Jammu and a final comparative statement containing recommendations of the committee shall be prepared. This comparative statement shall be faxed to Purchase Section at Central Office Katra for obtaining approval of Addl. Chief Executive Officer, and Chief Executive Officer

[Handwritten signature]

4. Placing of supply Order:

After approval of Chief Executive Officer, Purchase section shall immediately place supply orders on the approved suppliers. These supply orders shall be faxed to the suppliers/ as well as to the committee at Delhi to take advantage of the negotiated rates lest they change.

5. Bringing of Samples:

After completion of the process, the purchase committee shall return to Katra with the approved samples, which shall be handed over to NES for further action.

6. Inspection of material:

On receipt at NES, the supplies of Pulses/ration items shall be inspected as per laid down procedure by comparing the received goods with samples brought by the purchase committee and also the master sample available with the custodian of samples. The result of the inspection shall be recorded on GRs.

The GRs so prepared shall be forwarded to Chief Accounts Officer immediately. The time period between receipt of store at NES and forwarding of GR to account section shall not exceed two days.

7. Payment to the suppliers:

On receipt of GRs, C.A.O. shall process the claims on priority to ensure that the payment is made to the suppliers within seven days of receipt of GR at account section.

NO: SM/S&P/44/490-92

Dt: 31/10/06

Puneet Kumar
2.11.06.
Addl CEO

Distribution:

- 1. Chief Account Officer.
- 2. Dy. Manager NES.
- 3. Purchase Officer.
- 4. Master file.
- 5. Office copy.

Handwritten initials/signature

Handwritten initials/signature

For mya

Handwritten initials/signature and date 7/11/06



Office of the Chief Executive Officer
Shri Mata Vaishno Devi Shrine Board, Katra

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✓
Public Information Officer,
Dy. Chief Executive Officer (JC),
SMVDSB, Katra.

Sub: An Application under RTI Act.

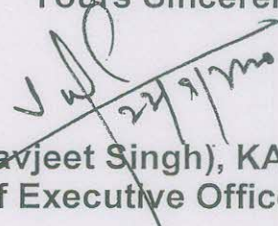
Ref.: Letter No.: CO/PIO/RTI/Misc-20/1726-1738 dated 15.09.2020.

Sir,

Please refer to the letter No. CO/PIO/RTI/Misc-20/1726-1738 dated 15.09.2020 regarding the information sought by your office required for uploaded in the official website of the Shrine Board. In this connection, kindly find enclosed the requisite documents for your kind perusal.

Yours Sincerely,

Encl.: 03 leaves.

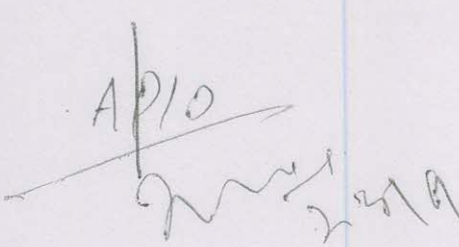

(Vishavjeet Singh), KAS
Dy. Chief Executive Officer

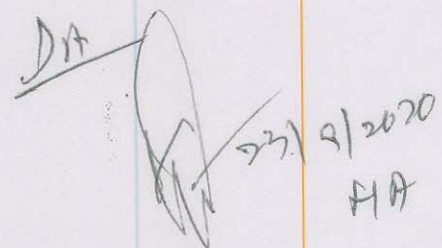
No.: CO/60/3092-3093

Dated: 23.09.2020

Copy to the:

1. 1st Appellate Authority / Addl. Chief Executive Officer, Room No. 116, 1st Floor, Central Office, SMVDSB, Katra.
2. Concerned file / Master file.

AP/IO

23/9/20

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23/9/2020
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Office of the Chief Executive Officer
Shri Mata Vaishno Devi Shrine Board, Katra

**SOP FOR OPERATION OF PASSENGER ROPEWAY
(DURING COVID-19 PANDEMIC)**

1 FOR TICKETING, SECURITY PERSONNEL & O&M STAFF

- Thermal Screening of each staff member (on duty) is mandatory before entering the work area and only asymptomatic staff member is allowed.
- Wearing of face mask, face shield and hand gloves are mandatory for the staff on duty at ticketing system.
- All the staff at ticketing counter, queue area and turnstile gates shall maintain a social distance of 06 feet, while performing their duties.
- All staff members should use hand sanitizers when required as well as every few hours.
- Practice frequent hand washing. Wash hand with soap and water or used alcohol based hand rub. Wash hand even if they are visibly clean.
- Unnecessary movement of staff is not allowed. They will perform their specific assignments and confined themselves at their place.
- Avoid using mobiles. Sanitize regularly before use at workplace. Recommended twice daily.
- Ensure contactless ticketing at Ticketing Counter and scanning at Turnstile Gates.
- Proper time slots in the queuing area shall have to be maintained to avoid crowding or rush.
- No handshake, greet your hands in Namaste.
- If any of the staff members feel unwell (fever, difficult breathing and cough), please immediately consult the doctor at Medical Unit, Bhawan. While visiting doctor, wear a mask / cloth to cover your mouth and nose.
- All the staff should have the Aarogya Setu App downloaded in their mobile as per the guidelines issued by the UT of J&K/Government of India.
- Touching of Railings and Walls shall be avoided.
- All common areas such as gates, ticketing counters, X-ray baggage machine, door handles, railings, floor areas etc. shall be thoroughly sanitized after every two hours. The specific touch prone areas to be sanitized on regular intervals (hourly basis) in a day.
- Proper disposal of face covers / masks / gloves leftover by the passengers and/or employees should be ensured in the dustbin earmarked for the purpose.

- (39)
- All Government advisories/guidelines issued from time to time shall have to be adhered in letter and spirit.

2 ROPEWAY CABINS

- Initially only 10 persons (09 passengers and 01 operator) are allowed in each Cabin and same shall reviewed after 10 days. Each passenger shall have to stand in encircled area marked in the Cabin.
- Cabins shall be sanitized after every trip at passenger's touch prone area and thoroughly sanitized after every 01 hour.
- Before entering the Cabin each at LTP & UTP Stations, the hand sanitization for all passengers is mandatory.
- Wearing of face mask, face shield and hand gloves is mandatory for the operator on duty.
- Wearing of mask / face cover by every passenger inside the cabin is mandatory.

3 FOR PASSENGERS

- Each passenger shall have to undergo a thermal screening and proper hand sanitization before entering the Ropeway premises. Only asymptomatic passengers shall be allowed inside the premises.
- Wearing of face mask / face cover is mandatory.
- Carry minimum luggage and get it sanitized before entering Ropeway premises.
- Each passenger shall have to stand in the encircled area marked on floor at Ticketing & Boarding/De-boarding area and shall follow the social distancing norms strictly. No crowding is allowed under any circumstances within the Ropeway premises and in the queue areas.
- Spitting in the premises is prohibited and is a punishable offence.
- All passengers should have the Aarogya Setu App downloaded in their mobile as per the guidelines issued by the UT of J&K/Government of India.
- Touching of Railings and Walls shall be avoided.
- All passengers to follow the guidelines / instructions issued by Govt. of J&K / Govt. of India from time to time regarding COVID-19 management.

No.: Co/09/2032-2047
Copy to the:

1. Chief Executive Officer, SMVDSB, Katra.
2. Chief Account Officer, SMVDSB, Katra.

(Vishavjeet Singh), KAS
Dy. Chief Executive Officer
Dated: 14.08.2020

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3. Sub. Divisional Magistrate, Bhawan.
4. Dy. Chief Executive Officer : _____ (all).
5. Executive Engineer (Projects), SMVDSB, Katra.
6. Incharge Medical Unit, Bhawan.
7. Asstt. Executive Engineer (Elect. / Mech. / Civil), SMVDSB.
8. Dy. Manager, SMVDSB, Bhairon for n/a.
9. Asstt. Manager, SMVDSB, Manokamna Bhawan. He shall co-ordinate with Incharge NES, Banganga for arrangement of required material for LTP & UTP Stations.
10. Asstt. Manager, SMVDSB, Non-Engineering Store, Banganga.
11. Jr. Engineer (Elect. / Mech), Passenger Ropeway, Bhawan for n/a..
12. Sh. Ranjit Pakrasi, Executive Vice President, M/s DRIL, Kolkata.
13. Sh. Vikas Negi, Site Incharge (O&M), M/s DRIL, Bhawan for n/a.
14. Sh. Ashutosh Shukla, Project Manager, M/s Datamatics for n/a.
15. Concerned File / Master File.



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**Office of the Chief Executive Officer
Shri Mata Vaishno Devi Shrine Board, Katra.**

✓ The Public Information Officer,
Shri Mata Vaishno Devi Shrine Board,
Central Office, Katra.

Sub: An application under RTI Act.

Sir,

This takes reference to your office letter No. CO/PIO/RTI/Misc/1726-1738 dated 15.09.2020, the requisite information is as under:

1. Accommodation:

It is submitted that at Spiritual Growth Centre there is two rooms, one suite and 20 beds dormitory to accommodate the yatries during their pilgrimage to Shri Mata Vaishno Devi ji and the booking of accommodation is totally on online mode.

2. Library

In the Library there are more than approximately 5000 different collections of holy/religious books which helps the yatries to know about our religious.

3. Meditation Hall

The meditation hall is used by the pilgrims to perform the Mata Ki Choki, Art of Living Camps, Yoga Classes

4. Auditorium

Auditorium booked for the yatries to perform the religious programme

5. Community Kitchen

The pilgrims are visiting Mata Vaishno Devi in group are booked the Community Kitchen to fulfill their desires.

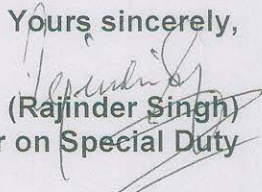
6. Amphitheater

To perform the culture programme by the yatries.

7. Souvenir Shop

Pilgrims purchase the souvenir items such as Chunni, Chola, Photo of Mata ji, Silver Coins, Gold Coin etc. to make their pilgrims memorialize.

Yours sincerely,


(Rajinder Singh)
Officer on Special Duty

No.: Mgr/SGC/K/177778

Dated: 19-09-2020

Copy to the:

1. Addl. Chief Executive officer, 1st Appellate Authority, SMVDSB, Katra.

PIO
22/9
19/9
DA
19/9/2020
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Office of the Chief Executive Officer
Shri Mata Vaishno Devi Shrine Board, Katra

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The Dy. Chief Executive Officer(JC),
Shri Mata Vaishno Devi Shrine Board,
Katra.

Sub:- An application under RTI Act 2005.
Ref. No.:- CO/PIO/RTI/Misc-20/1726-1738, dated:15.09.2020.

Sir,

Please refer the subject and reference cited above. In this context, kindly find enclosed herewith the requisite information in respect the copy of the SOP for the introduction of their products in SMVDSB for further necessary action.

Yours sincerely

(Deepak Dubey) KAS

Dy. Chief Executive Officer

No:- CO/Pur/RTI/538/ 816-17
Dated:- 19 .09.2020

- Copy to the:-
- 1. Addl. Chief Executive Officer, SMVDSB, Katra
 - 2. Master / Concerned file

AP/IO
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19/9/2020

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19/9/2020
HA



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**Office of the Chief Executive Officer
Shri Mata Vaishno Devi Shrine Board, Katra**

STANDARD OPERATING PROCEDURE

(a) All the individuals / dealers / suppliers / manufacturers who intend to introduce their products in Shrine Board and who formally apply for the introduction of their products, shall be informed in writing by the Purchase Section to submit a detailed proposal containing therein the complete profile of the individuals / dealers / suppliers / manufacturers along with complete specifications of their product. The samples of the product and the test reports of the product (s) to be introduced shall also be submitted along with proposal.

(b) On the receipt of a formal proposal, the individuals / dealers / suppliers / manufacturers shall approach the Standing Committee for sample evaluation and testing, the standing committee shall consists of:

- i) Addl. Chief Executive Officer, SMVDSB
- ii) Executive Engineer (Civil), Niharika Bhawan, SB, Katra
- iii) Asst. Ex. Engineer (Civil), Bhawan, SMVDSB, Katra
- iv) Dy. Manager (Projects), Central Office, SMVDSB, Katra
- v) Jr. Manager (Purchase), Central Office, SMVDSB, Katra
- vi) One Accounts Officer (to be nominated by CAO)

(c) The Committee as constituted in "b" shall be at liberty to get sample test checked from the reputed labs at the cost of the intending product introducer. For the hardware items, the committee shall get laid the sample product at high foot fall areas in Shrine to observe the suitability, life, wear, tear and other suitable parameters for a minimum of three months.

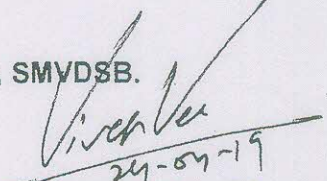
After three months of the testing of the product to be introduced, the committee shall submit its concrete recommendations for / against introduction of the products. If, in the opinion of the committee, it is found that the sample should be put to test for longer duration, the committee will be at liberty to do so, but in no case the testing of a product should be extended beyond six months

(d) The Committee shall submit its report to the CEO who shall be the final authority for introduction of new product after following due process as per Shrine procedures currently in vogue.

This SOP shall come into force with immediate effect.

This issues with the approval of Worthy Chief Executive Officer, SMVDSB.

No: CO/Pur/Civil/238/Misc./527-40
Dt: 25.04.2019


24-04-19
(Vivek Verma), IFS
Addl. Chief Executive Officer

Copy to the:-

1. Chief Executive Officer, SMVDSB, Katra.
2. Dy. Chief Executive Officer (_____ all), SMVDSB, Katra.
3. Chief Accounts Officer, SMVDSB, Katra.
4. Asstt. Chief Executive Officer SMVDSB, Katra.
5. Executive Engineer (Civil), Niharika Bahwan, SMVDSB, Katra for information and necessary action
6. Asstt. Executive Engineer, (Civil) Bhawan, SMVDSB for information and necessary action.
7. Sh. Aseem Chadda, Dy. Manager (Projects), Central Office, SMVDSB, Katra for information and necessary action.
8. Accounts Officer (Concerned) to be nominated by CAO, SMVDSB for information and necessary action
9. Sh. Tarseem Singh, Jr. Manager (Purchase), Central Office, SMVDSB, Katra for information and necessary action.
10. Concerned file / Master file.



Office of the Chief Executive Officer,
Shri Mata Vaishno Devi Shrine Board, Katra

Sub:- Standing Operating Procedure for Battery Operated Vehicles.

Circular

In supersession of all previous orders on the subject matter and to streamline the services of Battery Operated Vehicles, the following guidelines are issued:

1. Battery operated vehicle service shall be available to the following :
 - i) In the first instance only for patients suffering from cardiac ailment, lung diseases, arthritis, low back ache, other diseases of emergency nature with proper medical prescription; aged (55 years and above); infirm or handicapped pilgrims on priority. Further, one family member/ relative of the above mentioned category is allowed to avail the facility as an attendant along-with him/her, if required.
 - ii) Other pilgrims on 'First Come First Serve' basis only if there are no users in the above category.
 - iii) WVIPs/VIPs as a protocol requirement which shall be minimal and decided by the authorities at Central Office, Katra
2. All the accidental cases shall be dealt with on humanitarian grounds purely on complimentary basis and the Sub-Divisional Magistrate, Bhawan shall take decision on the spot. In the absence of Sub-Divisional Magistrate, Bhawan, senior most Officer authorised by him shall exercise his discretion to decide availing complimentary services of Battery Operated Vehicle.
3. For providing battery operated vehicle to the outer agencies on complimentary basis / on-duty shall be the sole discretion of the Chief Executive Officer/ Addl. Chief Executive Officer, SMVDSB.
4. The company shall operate the vehicles from 6 am to 10 pm and operate 5-6 shuttles per vehicle in a day. It is the sole responsibility of the operator to provide full fleet of vehicles as well as drivers on each day in each trip.
5. All the battery operated vehicles shall carry the full prescribed passengers on each trip and the companies shall be held responsible for carrying lesser passengers than the sanctioned strength except when it is for reasons beyond their control or permitted by the Central Office, Katra in special situations. In case of any deviation, the



Office of the Chief Executive Officer,
Shri Mata Vaishno Devi Shrine Board, Katra

Sub:- Standing Operating Procedure for Battery Operated Vehicles.

Addendum

In continuation to Standard Operating Procedure issued vide endorsement No. CO/Adm/686-III/1111-1124 dated 23.07.2016 for Battery Operated Vehicles, the following is added in the para-3 of the ibid SOP:

“SHO, Police Station Bhawan along with his team during transition of accused persons shall be allowed to avail the facility of Battery Operated Vehicle on complimentary basis/ on-duty from Bhawan to Adhkuwari and vice versa, till. For the purpose, SHO, Bhawan shall make a written request to Sub-Divisional Magistrate, Bhawan along-with the detail of the team/persons accompanying him.”

SHO, Bhawan shall avail the facility till the time lockup becomes available at Bhawan. However, other conditions of the SOP remain unchanged.

This issues with the approval of Chief Executive Officer, SMVDSB.

(Dr. Piyush Singla), IAS
Addl. Chief Executive Officer

No. CO/Adm/686-III/1620-1630

Dated 10 -09-2016

Copy to the:-

1. Chief Executive Officer, SMVDSB for kind information.
2. Addl. Chief Executive Officer (K), SMVDSB for kind information.
3. Superintendent of Police, Reasi for information.
4. Addl. Superintendent of Police, Katra for information.
5. Sub- Divisional Magistrate, Bhawan
6. Sub Divisional Police Officer, Bhawan.
7. Sub Divisional Police Officer, Katra.
8. Chief Accounts Officer, SMVDSB, Katra.
9. Dy. Manager, Adhkuwari.
10. Jr. Manager, Manokamna Phase-1st Bhawan
11. Incharge, Refreshment Unit, Himkoti.
12. Concerned / Master file.



(52) 470 2412 99

Office of the Chief Executive Officer
Shri Mata Vaishno Devi Shrine Board, Katra

Sub: SOP for movement/ checklist of Enforcement Wing for maintaining discipline on the track between Banganga and Adhkuwari.

Order No: 2061 /SB of 2016

Dated: 24 - 09 - 2016

In order to check on begging, encroachment, Hawkers and movement of un-registered Pony/Palkies/Pithu owners on the track from Banganga to Adhkuwari area, the Standard Operating Procedure (SOP) for Enforcement Wing (Sahayaks and Enforcement Supervisors) will be as follows:-

Nature of Duties: Enforcement personnel to be divided into three groups @ 3 officials each + 01 Sr. Enforcement Supervisor/Inspector + 4 civil police officials (02 Males & 02 Females) & CRPF Personnel.

Group 1: To start from Banganga at 0800 hrs up to Alok/Bandana view point i.e. RD 04 Kms and conduct patrolling between Banganga & Material Check Post up to 1300 hrs.

Group 2: To start from Banganga at 1230 hrs and perform their duties as mentioned above up to 1700 hrs.

Group 3: To start from Banganga at 1700 hrs. and remain in the track for the same duty up to 2100 hrs.

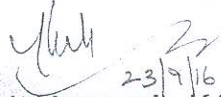
Group 4 (Reserve group): To start from Adhkuwari up to Alok by 2030 hrs and conduct patrolling up to 2200 hrs.

Instructions/Duties:

- i. Group leader will carry walky-talky wireless set with him and will report his and his group's location on hourly basis to Director (Enforcement & Security)/ Unit Head Banganga.
 - ii. The Team will seize un-authorized material from the hawkers and inform the Unit Head accordingly to dispatch it.
 - iii. The team to ensure safe passage of Yatra and in case of any incident, the team leader will inform the concerned Unit Head and ensure to dispatch the injured or the case may be to nearest Medical Unit.
 - iv. In case, the team observe the movement of any miscreant/ beggars, the team leader will bring them to the nearest unit with the help of Police/CRPF personnel accompanying them for handing over to police for further action.
- [Signature]*

- v. The team will interact with yatries travelling via pony to enquire about the charges charged from them and if he finds that the charges are exorbitant, penalty may be imposed.
- vi. The team will also impose fine to un-registered Pony/Pithoo/ Palkiwala moving on the track.
- vii. The team to act very politely and properly guide the yatries as and when asked for any help.

Director Enforcement and Security along with Dy. Manager Adhkuwari/Banganga shall conduct surprise check in the track along with the officials nominated by the Dy. Manager, Adhkuwari / Banganga and already posted Enforcement Inspector along the track.


23/9/16
(Amit Vermani), KAS
Dy. Chief Executive Officer

No.: CO/OPYS/SOP/241/3539-90

Dated: - 24 - 09 - 2016

Copy to the:

1. Chief Executive Officer, SMVDSB, Katra.
2. Addl. Chief Executive Officer (K), SMVDSB, Katra.
3. Dy. Chief Executive Officer (PG), Central Office, Katra
4. Chief Accounts Officer, Central Office, Katra.
5. Dy. Chief Executive Officer (D), Central Office, Katra
6. Dy. Chief Executive Officer (AK), Central Office, Katra
7. Sub-Divisional Magistrate, Bhawan.
8. Director (Enforcement & Security), Adhkuwari.
9. Officer on Special Duty, Central Office, Katra.
10. Area Head/ Unit Head _____
11. Order Book/ Master File/ Concerned File.

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Standard Operating Procedure (SOP) for Movement of Carriage
Vehicles / Load Carriers from Katra to Bhawan via Tarakote Marg

In order to rationalize and to ensure hassle-free movement of the vehicles from Katra to Adhkuwari / Bhawan via Tarakote/Himkoti Marg and to provide the transport facilities for shifting of essential materials, following Standard Operating Procedure (SOP) shall be followed :-


(a) Only Mini Load carrier (**up to 01 Ton**) vehicles belonging to or engaged by the Shrine Board shall be allowed up to Manokamna Bhawan via Tarakote / Himkoti Marg for garbage shifting and carriage of key material to different Shrine Board's establishments as per the schedule devised for the same duly approved by the Additional CEO Incharge Operation Wing in consultation with Officer in Charge Engineering Store, Adhkuwari and Bhawan.

(b) The specific schedule for operation of vehicles on the track should be devised avoiding rush period and except Ambulances, other vehicles should be allowed to operate only during lean period of the day to be notified by Dy. CEO Incharge Operation on monthly basis in consultation with Unit Heads on track.

(c) In General, Mini Load carriers to be allowed between Katra to Adhkuwari/ Bhawan (up to Manokamna Bhawan) and vice-versa for shifting of Garbage/Material/Scrap/Mule dung etc. and for essential / emergency services. Mini Load carrier such as Tata / Mahindra pickup type which are compact and may not hamper the normal movement of pedestrian pilgrims on the track shall only be allowed.

(d) No tractor trolley shall be allowed in any circumstances beyond Adhkuwari and that too only for emergent nature of work on case to case basis subject to the prior approval of the Chief Executive Officer, SMVDSB

(e) In case of private vehicles for carrying material / shifting garbage / scrap, the permission shall be granted by the Chief Executive Officer, SMVDSB. However, these vehicles shall not be allowed to carry passengers under any circumstances except persons on official duty. Penalty @Rs. 1000/- will be imposed by the Authorised Shrine Board Officers (i.e. Director Enforcement /



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Security Officer, Katra) in case of any violations, apart from disengaging the involved vehicle for Minimum Six Months.

(f) No private vehicles carrying passengers be allowed except on official duty (only up to Adhkuwari) with the prior permission of CEO / Addl. CEO.

(g) No vehicles shall be allowed beyond Manokamna Bhawan. Vehicles beyond Manokamna Bhawan, if necessary in the time of any disaster/ emergency / on case to case basis shall be allowed (preferably during lean period) only with the prior approval of the Chief Executive Officer, SMVDSB/ Sub Divisional Magistrate, Bhawan. In such case the vehicle shall be escorted by Sahayaks on both sides with whistle and Red Flag.

(h) Director (Enforcement and Security) and respective Area Heads as well as other officers of the Shrine Board shall ensure that the maximum speed limit of all the vehicles including Battery operated vehicles on Himkoti track between **Adhkuwari to Bhawan and vice versa should not be more than 10 Km / hr.** Maximum speed limit of all the essential vehicles on **Tarakote Marg between Katra and Adhkuwari should not be more than 20 Km/ hr.**

(i) No load carrier Vehicle shall return empty from Bhawan / Adhkuwari to Katra via Himkoti / Tarakote Track without carrying Scrap / Garbage / Mule dung etc. In case, empty vehicle is found operating on the aforesaid track, a penalty of Rs. 1000/- shall be imposed by the Authorized Shrine Board Officers, besides seeking explanation from Incharge Unit Head from where the said Vehicle returning empty. Dy. Manager, ES to ensure such arrangement are made in place before dispatch of vehicle. In case of no availability of garbage the same shall be recorded and communicated to the concerned I/C Unit Head.

(j) Maximum load with volume carried by the vehicle should be as per the carrying capacity of the vehicle taking into consideration the hilly terrain with top most priority to the safety of pedestrian pilgrims on the track. **The maximum permissible load of vehicle with full load would be 06 Qtl i.e. 60% of the normal carrying capacity of 01 Ton,** considering steepness of the track between Katra and Bhawan.

G.H.

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(k) The permission for carrying the essential materials should be granted subject to the condition that Shrine Board property is not damaged in any manner and in case any damage is noticed by the Shrine Board Officers/Officials, the same shall have to be adequately compensated by the concerned. The carriage of items shall be subject to frisking by the security personnel deployed at various Police Check Posts from Katra to Bhawan at the risk & cost of the Owner.

(l) The vehicle shall be allowed on the Track subject to fulfilment of all the codal formalities of the Motor Vehicle Department Act i.e. Valid Driving License Holder, Certificate of Registration, Fitness Certificate, Pollution Certificate, Insurance, Proper dress code of the Driver etc. No music system in the vehicle should be allowed. Light / siren (less than 40 decibel) be used by the vehicle for alerting the pilgrims on the Track, if required only.


(m) Incharge Security Guard at Tarakote Marg shall maintain the proper register/record for all the vehicles passing in/out of security gate with proper checking of written permission and also furnish the daily vehicle movement report to the Dy. Chief Executive Officer Incharge Tarakote Wing, Central Office, Katra.

(n) In case of any mis-happening occurring on the track, the owner of the vehicle shall hold all responsibilities for all the consequence as per the action under rule by Police/ Local Administration / Shrine Board/ Motor Vehicle Department etc. All the expenditure in this regard shall be borne by the party itself. An undertaking in this regard shall be obtained by Unit Incharge NES / ES.

(o) The owner of the vehicle shall have to ply the vehicle under strict supervision and to the best satisfaction of Officer Incharge, SMVDSB, Engg. Store, Banganga, Katra.

(p) The movement of the vehicles should be subject to fair weather conditions. Vehicles should not be allowed to ply in wet condition unless there is an emergency that too under proper escort.

(q) Permission letter should be available with the operator and shall have to be produced on demand by any authorised Shrine Board Officers at any time.



(r) The windshield of the material carrying vehicle should be indicated/ marked with bold Numeric / Alphabet coding issued by the Operation Section, SMVDSB.

(s) Director (Enforcement) Adhkuwari and Security Officer, Katra shall check vehicles plying enroute in their respective area in respect of fulfilment of prescribed conditions. Both these officers shall over all responsible for smooth movement of vehicles on the Track.

(t) Special deployment of men in crowded areas such as Inderprasth Point, Satya, Himkoti, Saket and Battery Point (Bhawan) shall be ensured by the agency carrying key construction materials for regulating movement of Yatris/vehicles.

(u) Use of red flags in case of heavy /voluminous materials shall be ensured by the driver of the vehicle.

(v) In order to consider the engagement of private vehicles, the Officer Incharge Engineering Store after verification of records along with recommendation and justification shall forward the request to the Addl. CEO Incharge Operation Section for grant of permission and it shall be the sole discretion of the Chief Executive Officer / Addl. Chief Executive Officer, SMVDSB to accept or reject the request of the applicant.

This issues with the approval of Chief Executive Officer, SMVDSB.

No. Cc/ep/250/910-24
Dt. 25-05-2017


(Dr. M.K. Kumar)
Addl. Chief Executive Officer



Office of the Chief Executive Officer,
Shri Mata Vaishno Devi Shrine Board, Katra

Circular

Sub: Standard Operating Procedure in respect of booking/ cancellation of accommodation through online mode.

In supersession to all previous orders/SOPs issued in this regard, the following guidelines shall be adhered strictly in letter & spirit w.e.f. 01.08.2018:

1. Booking Policy:

- i. Advance Booking shall be done only by SMVDSB through its Official website www.maavaishnodevi.org. Booking shall be made available 60 (sixty) days prior to the date of stay at particular location and closed before 04 (Four) days. Booking will open at 10 AM.
- ii. The verifications in respect of online bookings shall be made by the staff of the SMVDSB in respect of personal details, as reflected / mentioned in the online booking receipt, before actual allotment on the due date.
- iii. The online bookings which have been secured by a particular pilgrim, in violation of the terms & conditions of online booking (such as registration through more than one user-id & / or booking through multiple user-ids etc) shall be declared as invalid and such Yatris shall not be allowed to avail the facility. Further, no refund shall be allowed on this account to the concerned.
- iv. Shrine Board reserves the right to block user-ids of all such violators and publish their MVDR numbers on Shrine Board's official website.

2. Cancellation policy

- i. Online accommodation booked through Shrine Board's website shall be cancelled through **Online Mode only** from the Shrine Board's website. No request for cancellation of online booking shall be entertained through any mode other than online cancellation. Request for such cancellation by approaching any of counters of SMVDSB through physical production of booking receipt etc. shall not be entertained under any circumstance.
- ii. Yatris who have booked their accommodation through Shrine Board's official website can cancel their booking online by logging on the website with their registered username and password.
- iii. The cancellation can be made upto (and not after) 04 days before the scheduled date of stay at particular location.
- iv. Shrine Board shall reserve the right to make any modification to the above cancellation policy.
- v. In case of *Force Majeure* conditions including curfew, other government restrictions etc. and not covered by the any refund policy the request for

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- v. cancellation shall be considered on case to case basis and the Chief Executive Officer/Addl. Chief Executive Officer, SMVDSB will be the final authority in this case.

3. Refund Policy:

- i. The online section will process the refund on the basis of cancellation report generated through our official website on daily basis in favour of the devotees who have cancelled their booking. 70% of the booking amount excluding GST shall be refunded to the Yatris who have booked their accommodation through Shrine Board's official website, and have subsequently cancelled their booking online for whatever reasons. Remaining 30% of the amount for the booking shall accrue to the Shrine Board as processing charges.
- ii. The refund shall be made by the Accounts Section, SMVDSB within 7 days from the date of cancellation of the booking through online mode into the same account of the Debit/Credit Card through which the transaction was made at the time of booking.

4. Refund against failure of transaction:

- i. 100% of the booking amount along with GST shall be refunded to the Yatris who have booked their accommodation through Shrine Board's official website, and their transaction failed subsequently for whatever reasons subject to the receipt of amount on the basis of daily failure report generated through our official website.
- ii. The online section will process the refund on the basis of failure report generated through our official website on daily basis in favour of the devotees whose transaction failed and Accounts Section, SMVDSB shall accordingly refund amount within 07 days into respective accounts from which payments were made.
- iii. No preference shall be given in the booking against any such failed transaction(s).

5. Miscellaneous Procedure:

- i. No refund shall be processed or made against any online booking, if it is found to be edited or its contents found to be tampered with.
- ii. Change in the pilgrims name shall not be accepted in any case.
- iii. The online accommodation once booked shall not be preponed /postponed.
- iv. The online accommodation booking is Non transferable.
- v. In case a Yatri who has an online booking but is not able to report at the particular location/complex, on the date of stay, he / she will be treated as "NO SHOW". No refund shall be made against the NO SHOW booking.

This issues with the approval of Hon'ble Chairman, SMVDSB.

Amit Vermani
30/7/18
(Amit Vermani), KAS

Dy. Chief Executive Officer

Dated: 30-07-2018

No.: CO/Oprs/Refund/221/Temp/1934-55

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Copy to the

1. Chief Executive Officer, SMVDSB for kind information.
2. Addl. Chief Executive Officer (AG/K), SMVDSB for kind information.
3. Chief Accounts Officer, SMVDSB.
4. Dy. Chief Executive Officer (AK/D), SMVDSB
5. Sub-Divisional Magistrate, Bhawan.
6. Asstt. Chief Executive officer, SMVDSB.
7. Dy. Divisional Manager (E&R), Niharika Katra.
8. System Manager (IT), Central Office, Katra for information and further necessary action.
9. Jr. Engineer (Electronics) Online Section, Niharika, Katra.
10. Concerned Unit Heads _____
11. Concerned /Master file.

AG



Office of the Chief Executive Officer,
Shri Mata Vaishno Devi Shrine Board, Katra

Circular

Standard Operating Procedures in respect of online booking of Battery Operated Vehicles' ticket for Adhkuwari-Bhawan-Adhkuwari Sector.

Consequent upon Allotment of Contract in favour of M/s Prevalence Green Solutions Pvt. Ltd, for providing the services of Battery Operated Vehicles for Shri Mata Vaishno Devi Shrine Board on the Adhkuwari-Bhawan-Adhkuwari Sector vide No. CO/Adm/879/26-32 dated 03.04.2018, the following SOP shall be followed in respect of online booking of Tickets during the Contract period in addition to the already issued SOP vide No.CO/Adm/686-III/1111-1124 dated 23.07.2016 (Copy enclosed).

In this regard, the following guidelines shall be adhered strictly in letter & spirit:

1. Advance online Booking Policy:

- i. Advance online Booking shall be available for elderly pilgrims (> 50 years of age) through the Board's Official website www.maavaishnodevi.org, 30 (thirty) days prior to and upto 04 (Four) days before the date of travel. Booking will open at 10 AM.
- ii. In a single ticket maximum of only three persons shall be allowed.
- iii. Under no circumstances the advance booking shall be done by the Operator through any means whatsoever
- iv. On-line ticketing shall be for following routes:
 - Adhkuwari to Bhawan
 - Bhawan to Adhkuwari
- v. In case of online tickets, the Yatris shall directly report 30 minutes before the travel time as mentioned in the online ticket at ticketing counter of SMVDSB at Adhkuwari/Bhawan as the case may be.
- vi. The verification in respect of online booking shall be made by the staff of SMVDSB in respect of individual's age proof & Photo ID proof, as reflected / mentioned in the online BOV ticket before boarding the BOV
- vii. The tickets duly verified at the Ticketing counter shall be treated as valid and such Yatris shall be allowed to board in the allotted BOV as per the scheduled time.
- viii. The online tickets which have been secured by a particular pilgrims, in violation of the terms & conditions of online booking (such as registration through more than one user-ID & / or booking through multiply user-ids) shall be declared as invalid and such Yatris shall not

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be allowed to avail the facility. Further, no refund shall be allowed on this account to the concerned and the entire ticket amount shall accrue to the Shrine Board.

- ix. The online section shall communicate booking detail 04 (four) days prior to the date of travel to both the BOVs counters at Adhkuwari and Bhawan through official e-mail id.
- x. List of all such tickets declared invalid shall be submitted by Incharge Adhkuwari/Bhawan to M/s Prevalence Green Solution Pvt. Ltd., as well as to the Accounts Wing of SMVDSB on monthly basis.

2. Cancellation policy

- i. Online BOV tickets booked through Shrine Board's website shall be cancelled through **Online Mode only**. No request for cancellation of online booking shall be entertained through any mode other than online cancellation. Request for such cancellation by approaching any of counters of SMVDSB through physical production of tickets etc. shall not be entertained under any circumstances.
- ii. Yatris who have booked their BOV tickets through Shrine Board's official website can cancel their tickets online by logging on the website with their registered username and password.
- iii. The cancellation can be made upto (and not after) 04 days before the scheduled date of travel.
- iv. Shrine Board shall reserve the right to make any modification to the above cancellation policy.
- v. In case of *Force Majeure* conditions including curfew, other government restrictions etc. and not covered by any refund policy, the request for cancellation shall be consideration on case to case basis and Chief Executive officer / Addl. Chief Executive Officer, SMVDSB will be the final authority in this case..

3. Refund Policy:

- i. The online section will process the refund on the basis of cancellation report generated through our official website on daily basis in favour of the devotees who have cancelled their booking. 70% of the ticket amount excluding GST shall be refunded to the Yatri who have booked their ticket through Shrine Board's official website, and have subsequently cancelled their tickets online for whatever reasons. Remaining 30% of the amount of the booking shall accrue to the Shrine Board as processing charges.
- ii. The refund shall be made by the Accounts Section, SMVDSB within 7 days from the date of cancellation of the booking through online mode into the same account of the Debit/Credit Card through which the transaction was made at the time of booking of the tickets.

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iii. Refund against failure transaction:

- a. 100% of the booking amount along with GST shall be refunded to the Yatri who have booked their BOV tickets through Shrine Board's official website, and their transaction failed subsequently for whatever reasons subject to the receipt of amount on the basis of daily failure report generated from our official website.
- b. The online section will process the refund on the basis of failure report generated through our official website on daily basis in favour of the devotees who have failed transaction and Accounts Section, SMVDSB shall accordingly refund amount within 07 days into respective accounts from which payments were made.
- c. No preference shall be given in the booking against any such failed transaction(s).

iv. Refund against cancellation due to unforeseen reasons: Full amount shall be allowed to refund in case of cancellation due to bad weather, technical reasons, accident, landslide, shooting stones etc.


- For full day "No Operation" the respective Incharge of the Booking Counter, SMVDSB shall communicate to Online Section through official e-mail ID next day that "No plying of BOVs due to bad weather/technical reasons/accident/landslide/shooting stones". On receipt of communication, Online section shall process the refund in favour of all the passengers booked for plying on that particular day and Accounts Section, SMVDSB shall accordingly refund the amount into respective accounts from which payments were made within 7 days.
- In case of partial suspension of operations, devotees desirous of refund shall submit their tickets against proper receipt at the respective Booking Counters and refund shall be made on the basis of Daily cancellation report to be submitted as per **Annexure "A"** to the online section through e-mail ID next day by the respective Incharge of the booking counters of SMVDSB for processing of refund.
- On the receipt of communication from the respective Incharge of the booking counters, the online section will enter the details on the official website within 2 days so that devotee can check their refund status from our official website.
- The online section shall forward the detail of all such cases to the Accounts Section through e-mail ID to process the online refund within 4 days in favour of concerned devotee.
- The Incharge of respective counters shall submit the detail of online BOV tickets booked through online mode on monthly basis as per **Annexure "B"** to the Online Section.

4. Miscellaneous Procedure:

- i. Children upto 5 years of age (to be carried in the lap) shall be allowed to travel free of cost and maximum of only two children shall be allowed in a single ticket.
- ii. No refund shall be processed or made against any online booking, if it is found to be edited or its contents found to be tampered with.
- iii. Change in the pilgrims name shall not be accepted in any case.
- iv. The online ticket once booked shall not be preponed /postponed.
- v. The online ticket booking is Non transferable.
- vi. In case a Yatri who has an online ticket but is not able to report at the particular counter on the date of travel, he / she shall be treated as "NO SHOW". No refund shall be made against the NO SHOW booking.
- vii. In case the hard copy of the ticket is not being carried by the passenger(s), the soft copy of the same shall be entertained/accepted.

5. In addition to the above all the terms and conditions of the NIT and agreement to be executed shall be adhered by the Operators in letter and spirit.

This issues with the approval of Addl. chief Executive Officer (AG)


(Amit Vermani) KAS
Dy. Chief Executive Officer

No:CO/Adm/879/1547-59
Dated:- 28-08-2018

Copy to the:

1. Chief Executive Officer, SMVDSB, for kind information.
2. Addl. Chief Executive Officer (K/AG), SMVDSB for kind information.
3. Dy. Chief Executive Officer (AK/D), SMVDSB
4. Chief Accounts Officer, SMVDSB
5. Sub- Divisional Magistrate, Bhawan.
6. Dy. Divisional Manager (E&R), SMVDSB
7. Systems Manager (IT) for information & necessary action.
8. Dy. Manager, Adhkuwari
9. Asstt. Manager, Manokamna, Bhawan
10. Junior Engineer (Electronics), Online Section, Katra
11. M/s prevalence Green Solutions Pvt. Ltd.
12. Concerned/Master file.



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**Office of the Chief Executive Officer,
Shri Mata Vaishno Devi Shrine Board, Katra**

Sub: Standard Operating Procedure for transportation of cardiac / severely ill patients through helicopter from Sanjichhat/ Panchi helipad to Shri Mata Vaishno Devi Narayana Super speciality Hospital, Kakryal.

In order to facilitate the timely treatment to cardiac / severely ill patients, the following shall be the guidelines for evacuation of patients from Bhawan/Sanjichhat/Bhairon ji using helicopter services:

1. In any case of a cardiac/severely ill patient, reporting at a medical unit, the Incharge Medical Officer may recommend for heli evacuation, if so found necessary, under his/her seal and signature ensuring deployment of one para medical staff not below the rank of Medical Asstt. to accompany the patient till SMVDNSSH, Kakryal.
2. The Medical Officer shall also intimate the concerned Nodal Officer for the nearest helipad for activation of Medical Evacuation procedure. Sub-Divisional Magistrate, Bhawan and Dy. Manager, Sanjichhat shall be the Nodal Officers for Panchi and Sanjichhat Helipad respectively for all such cases of emergency medical evacuations.
3. The Medical Officer shall also facilitate signing of the indemnity bond by the patient / next of kin (annexed) while recommending heli evacuation. In case the patient is alone and whereabouts of the accompanying friends/relatives, is not known, the authentication by the Nodal Officer shall be sufficient to transfer the patient to avoid loss of precious time.
4. On intimation from a Medical Officer, the Nodal Officer(s) shall liaise with the heli operators and arrange helicopter on priority for the transportation of the patient to one of helipads at SMVDU and onwards to SMVDNSSH, Kakryal.
5. The concerned Nodal Officer(s) shall also liaise with the Chief Administrator Officer, SMVDNSSH, Kakryal and Director (Medical Services) for making advance arrangements at SMVDU and SMVDNSSH, Kakryal besides intimating CEO/Addl. CEO, SMVDSB in every such case.
6. The Nodal Officer(s) shall authorize a designated Officer on a routine basis for facilitating the patients at helipad, for proper documentation and other codal formalities for hassle free evacuation.
7. The Nodal Officer may authorize one or more family members / relatives / friends of the patient to accompany the latter as an attendant, subject to logistical concerns.
8. The concerned heli operator shall submit the monthwise flying details of sorties conducted for the transportation of the patients at the end of each month and the same shall be settled as per provisions of Clause 5 read alongwith Cause 39 of the agreement executed between the operators and SMVDSB. In case of additional flying for evacuations in excess of the en-cashable time of 30 minutes per month per operator, the same shall be adjusted on pro-rata basis while crediting the monthly proceeds.

The above guidelines shall be adhered in letter and spirit and any deviation in this regard shall be viewed seriously


(Amit Vermani), KAS
Dy. Chief Executive Officer



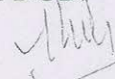
Office of the Chief Executive Officer,
Shri Mata Vaishno Devi Shrine Board, Katra

Sub: Standard Operating Procedure for providing Darshan priority for Ex-employees of Shrine Board including Deputationists.

As an employee welfare measure, a life time ex-employee card shall be issued on the day of superannuation/ leaving the organisation and the same shall remain valid for availing various facilities enlisted below:

- i) **Family:** The term "family" shall mean mother, father, spouse, son, daughter and legally adopted child.
- ii) **Ex-employee:** An employee who has rendered atleast 10 years of the service in the Shrine and/ or superannuated after attaining the age of 60/65 years, as the case may be and deputationists including SDM, Bhawan, who have rendered more than 02 years of services.
- iii) All the ex-employees shall be allowed to avail the privilege of Darshan through gate No. 2 alongwith his/her family members, once in a quarter during calendar year prospectively.
- iv) All the ex-employees alongwith their family members shall be allowed to attend Atka Arti Darshan once in a year on complimentary basis, subject to availability.
- v) Priority shall be given in booking of Battery Car/Heli services/Passenger Ropeway/ accommodation on payment basis, subject to availability.
- vi) The ex-employee shall communicate the Protocol Section well in advance i.e. atleast a week prior to his/her visit through any mode of communication viz. telephone/e-mail/letter/personally, so that availability of the facilities may be communicated timely. The Protocol Section shall maintain the record of facilities to be availed by the Ex-employees.
- vii) The Personnel Section shall ensure distribution of cards to all the ex-employee of the Shrine Board who shall fall under the ambit of Sr. No. (ii) of this SOP and shall also make a provision to handover the card to the employee on day of his/her superannuation / leaving the organization as the case may be.
- viii) Any reported misuse of this card shall render it liable for cancellation.

The issues with the approval of Chief Executive Officer, SMVDSB,


01/1/19
(Amit Vermani), KAS
Dy. Chief Executive Officer

No: CO/Oprs/263/6244-62
Dated: 01-01-2019

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Copy to the:-

1. Chief Executive Officer, SMVDSB for kind information.
2. Addl. Chief Executive Officer, SMVDSB for information.
3. Chief Accounts Officer, SMVDSB for information
4. All Dy. CEOs
5. Sub-Divisional Magistrate, Bhawan
6. Chief Engineer, SMVDSB.
7. Officer on Special Duty, SMVDSB.
8. Asstt. Chief Executive Officer, SMVDSB.
9. Director (MS)/(Sports)/(Security & Enforcement), SMVDSB
10. Executive Engineer (Civil), SMVDSB.
11. Systems Manager (IT), SMVDSB with the request to design the cards in consultation with Personnel Section with due approval of authorities
12. All Area/Units Heads.

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Office of the Chief Executive Officer,
Shri Mata Vaishno Devi Shrine Board, Katra

Standard Operating Procedures in respect of booking, cancellation & refund of Helicopter tickets for Katra-Sanjichhat-Katra Sector

Consequent upon Allotment of Contract for providing Helicopter Service for Shri Mata Vaishno Devi Ji Shrine on Katra-Sanjichhat-Katra Sector vide LoA No CO/Adm./955/4458-68 & CO/Adm./955/4447-4457 dated 05.04.2020 and subsequent to the Contract Agreement executed with M/s Himalayan Heli Services Pvt. Ltd. & M/s Global Vectra Helicorp Ltd. on 21-04-2020 & 20-04-2020 respectively, as per Clause 19 of the agreement (Clause-12 of the e-NIT No CO/Adm./955/1 of 2020 dated: 22-01-2020) a SOP shall be followed by the Heli Operators viz. M/s HHSPL & M/s GVHL in respect of booking / issuance, cancellation and refund of Heli-Tickets during the Contract period (01-04-2020 to 31-03-2023) in letter & spirit

In supersession to all previous orders/SOPs issued in this regard, the following guidelines shall be adhered strictly in letter & spirit:

1. Booking Policy:

A. Advance booking through online mode:

- i. Advance Booking shall be done only by SMVDSB through its Official website www.maavaishnodevi.org. Booking shall be made available 120 (One Hundred Twenty) days prior to the date of travel and closed before 04 (Four) days. Booking will be open sharply at 10 AM.
- ii. Under no circumstances the advance booking shall be done by the Operators through any means whatsoever
- iii. On-line ticketing shall be for following routes
 - Katra-Sanjichhat
 - Katra-Sanjichhat-Katra
 - Sanjichhat-Katra
- iv. In case of online tickets, the Yatris shall directly report 1 (one) hour before the travel time as mentioned in the online ticket at the verification counter of SMVDSB at the respective Helipads. Accordingly, Yatris flying from Katra to Sanjichhat shall approach the on-line ticket Verification Counter at Serli helipad and for flying from Sanjichhat to Katra, Yatri shall report at Sanjichhat helipad along-with with a copy of the ticket in hard or soft form having the standard specified performa of the ticket
- v. The following verifications shall be made by the staff of the SMVDSB:-

No - CO/Adm./748/4493-4500
dt - 8/8/20

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- Whether the pilgrim possesses original Credit / Debit Card through which transaction has been made. In case of lost of credit / debit card or mistakenly left at home by the devotee The Officer Incharge E&R section can relax the above rule after satisfying himself regarding the genuineness of the case.
 - Whether the pilgrim is carrying address proof, as reflected / mentioned in the online heli ticket.
 - Whether Passenger's name is reflected in the ticket as per chart with individual ID proof.
- iv. The tickets duly verified at the Ticket Verification Counter shall be treated as valid and such Yatris possessing them shall be allowed to proceed for securing boarding passes at the respective counter of the Operators at helipad Terminal Katra / Sanjichhat as per the scheduled time.
 - v. The online tickets which have been secured by Yatris, in violation of the terms & conditions of online booking shall be declared/ stamped as invalid and such Yatris shall not be allowed to fly. Further, no refund shall be allowed on this account to the concerned. The amount credited to the account of the Shrine Board shall remain with the Board only.
 - vi. The entire ticket amount declared as invalid shall accrue to the Shrine Board and no separate royalty need to be calculated.
 - vii. List of all such tickets declared invalid shall be submitted by Incharge E&R and Incharge Sanjichhat to the concerned Operator as well as to the Accounts Wing of SMVDSB on monthly basis.
 - viii. The Operators shall be obliged to issue boarding passes to the Yatris as per schedule time only against tickets which have been duly verified by the Shrine Board Staff at verification counter at the helipad terminal and have been found to be valid. The ticket issuing counter at respective helipads shall be jointly manned by Operator's representative and Shrine Board's employee. Incharge Helipad Serli & Sanjichhat shall ensure that the boarding pass shall be issued to the pilgrims strictly in the presence of Shrine Board's staff.
 - ix. The concerned operator shall provide the detail schedule of travel timing for enabling the online booking of each sector for winter / summer seasons for the purpose of uploading the same by the Systems Division, Central Office, Katra in our official website after seeking the approval of the competent authority:
 - Katra-Sanjichhat
 - Katra-Sanjichhat-Katra
 - Sanjichhat-Katra.

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B. Current Helicopter Booking: The operator will issue the current ticket at the approved rate on the basis of prescribed slip having printed serial number on it

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issued from E&R Section Niharika Complex, Katra. The concerned operator will keep the provision of Point of Sale machine (POS) for accepting the payment of the current ticket from the devotee through Debit / Credit card and also through the online payment interfaces like UPI, BHIM, RuPay, Google Pay etc. as per the approved rates of the ticket.

Following instructions for current heli –booking may kindly be noted:-

- i. Yatra Registration Slip is mandatory for availing Helicopter ticket at "Current Heli Ticket Counter"
- ii. ID Proof of all the members of family (who intend to avail Heli ticket) will be required for current booking
- iii. Proof of travel documents by Air / Train / Bus / Taxi is required like Train / Bus Tickets or any other proof
- iv. The following categories of devotees shall be facilitated in obtaining heli tickets along-with one attendant under reserved quota as mentioned below:-
 - a) Handicap (vision Impairment / blind & permanent locomotor disability).
 - b) Infirm (having medical history like surgery, cancer, limb replacement, partial paralysis etc. and shall possess valid medical documents during the travel)
 - c) Old age pilgrims not less 70 years
- v. The Incharge E&R shall hold 10 helicopter seats per day for facilitating the above said pilgrims. Officer Incharge E&R shall issue the priority slip after ascertaining the genuineness of the applicant and the record of the same shall be maintained at E&R Niharika. If the ibid seats on any particular day may left vacant upto 2 PM, the same shall be converted into the current quota. Officer Incharge E&R shall ensure display the ibid information to the concerned pilgrims.
- vi. One attendant will be allowed with the handicap / infirm / old age pilgrims person during the journey, if required / requested by the pilgrim.
- vii. The concerned operator will provide the detail of daily flying report in respect of online & current passengers in the prescribed format (enclosed as Annexure- A) to the E&R Section, Niharika Complex Katra.

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2. Cancellation policy:

A. Online cancellation:

- i. Online Helicopter tickets booked through Shrine Board's website shall be cancelled through **Online Mode only** from the Shrine Board's official website. No request for cancellation of online helicopter tickets shall be entertained through any mode other than online cancellation. Request for such cancellation by approaching any of counters of SMVDSB through physical production of tickets etc. shall not be entertained under any circumstance

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- ii. Yatris who have booked their helicopter tickets through Shrine Board's official website can cancel their helicopter tickets online by logging on the website with their registered username and password.
- iii. The cancellation can be made only upto 04 days (but not after) before the scheduled date of travel.
- iv. Shrine Board shall reserve the right to make any modification to the above cancellation policy.

B. Cancellation by Management:

- i. Online tickets booked in violation of the terms & conditions prescribed for online booking shall be declared as 'invalid' and deemed to have been cancelled. Refund on this account shall neither accrue to Yatri nor to the Operator. However, online Section of SMVDSB shall communicate to the Yatris as well as to the Operator through their registered mail ID or telephone number, if available, in advance of the travel date regarding cancellation/ violation of terms & conditions
- ii. The Operator, in any case, shall not allow Yatris with cancelled tickets to fly. A list of such cancelled tickets shall be communicated to the concerned operator by Incharge online section of the Shrine Board in advance.
- iii. Systems Division of the Shrine Board shall block User IDs of all such violators and publish their MVDH numbers (Mata Vaishno Devi Helicopter booking numbers) on Shrine Board's official website.

C. Cancellation due to Force Majeure condition: In case of *Force Majeure* conditions including curfew, other government restrictions etc. and not covered by the any refund policy the request for cancellation shall be considered on case to case basis and the Addl. Chief Executive Officer, SMVDSB shall be the final authority to decide.

D. Conversion of online cancellation ticket into Current ticket. Tickets booked through online mode and cancelled by the devotee or found invalid, shall be converted into Current Ticket and the same shall be released two days before the journey on the Shrine Board's official web portal for booking.

Handwritten signature and date: 17/08/20

3. Refund Policy:

A) Refund against online cancellation of heli booking: The online section will process the refund on the basis of cancellation report generated through our official website on daily basis in favour of the devotees / passengers who have cancelled their ticket online mode through our official website. 70% of the ticket fare + GST in full shall be refunded to the Yatri who have booked his/her helicopter ticket through Shrine Board's official website, and have subsequently cancelled their tickets online for whatever reasons. Remaining 30% of the amount for the booked ticket shall accrue to the Shrine Board as

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processing charges on account of cancellation of heli ticket through online mode.

The refund shall be made by the Online Section, SMVDSB under intimation to Accounts Section within 7 days from the date of cancellation of the heli tickets through online mode into the same account of the Debit/Credit Card through which the transaction was made at the time of booking of the tickets.

B. Refund against Cancellation of current Heli ticket:

- i. In case of non-operation of heli services due to Partial or full day bad weather and Technical snag, the operator shall communicate to E&R and Online section of Shrine Board, the detail of the passengers who did not avail the heli services on that particular day through official mail ID at the end of the day along with all the relevant information. On receipt of communication, online section shall make full refund in favour of all the passengers booked for flying on that particular day within three (03) working days under intimation to the Accounts Section.
- ii. In case of *Force Majeure* conditions including curfew other Govt. restrictions etc., the request for cancellation shall be considered on case to case basis and the refund shall be made with the approval of the Chief Executive Officer/ Dy. Chief Executive Officer (concerned).
- iii. In case a yatri who has paid ticket amount through current portal but not able to report at the schedule time of reporting, he / she will be treated as "NO Show" passenger and no refund shall be made against the No Show tickets.

C. Refund against failure transaction:

- i. 100% of the ticket amount along with service tax shall be refunded to the Yatri who have booked their helicopter tickets through Shrine Board's official website, and their transaction failed subsequently for whatever reasons subject to the receipt of amount on the basis of daily failure report generated from our official website.
- ii. The online section will process the refund on the basis of failure report generated through our official website on daily basis in favour of the devotees / passengers who have failed transaction and Accounts Section, SMVDSB shall accordingly refund amount within 07 days into respective accounts from which payments were made.
- iii. The refund shall be made by the Shrine Board within 7 days from the date of failure transaction for helicopter ticket
- iv. No preference shall be given against any failed transaction for booking.
- v. In case of failure transactions the claim of the devotee for the transaction charges will be settle by the Accounts Section.

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9/08/22

D. Refund against cancellation due to Bad Weather: In case of no flying due to bad weather, refund policy shall be as under:

- i. For full day bad weather, the Operator shall communicate to Enquiry & Reservation and Online Section of the Shrine Board through official mail ID next day that "No flying due to bad weather". On receipt of communication, Online section under intimation to Accounts Section shall refund in favour of all the passengers booked for flying on that particular day and transfer the amount into respective accounts from which payments were made within 7 days.
- ii. In case of partial bad weather, refund shall be made on the basis of Daily cancellation report due to Bad weather and hard copy of the tickets duly endorsed by the concerned operator. The stamped ticket shall be retained by the concerned operator against issuance of proper receipt to the concerned pilgrim (in printed with a valid telephone no. and email id) and the ticket so collected along with the detail of the same in the prescribed Performa (enclosed as Annexure- B) be forwarded within 2 days to the Online Section for further processing of refund in this regard.
- iii. On the receipt of endorsed ticket from the concerned operator, the online section will enter the details on the official website within 7 days so that devotee can check their refund status from our official website regarding refunds due to bad weather.
- iv. The hard copy of the endorsed ticket along with the statement generated through our website shall be forwarded to the Accounts Section, Central Office, Katra for further necessary action to process the online refund within 7 days in favour of concerned devotee.
- v. In case of devotee failed to get endorsed the online ticket from the concerned operator due to one or any other reason and neither the service was available on his scheduled time (may be due to bad weather) nor he availed the services. The refund shall be given on the basis of Daily Flying Report / Daily Cancellation Report to be submitted by the Operator without further enquiry if the concerned devotee claims for the same.
- vi. The Operator will communicate to the Officer Incharge, Enquiry & Reservation and online section on daily basis with details of passengers who availed and those who did not avail the services (with reason for non - flying in the day).
- vii. In case of bad weather, the concerned Heli Operator shall deploy sufficient manpower at Niharika for the purpose of collection of tickets from the devotees.

E. Refund due to Technical reason: In case of non operation by the Operator due to Technical snag, non availability of pilots etc the Operator shall endorse online tickets and submit the same to Online Section for processing

of 10/01/09

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- 1) The payment shall be processed only after the receipt of the following information from each of the operators:
 - (i) Daily flying report between Katra-Sanjichhat & Sanjichhat-Katra Sector,
 - (ii) Daily cancellation report due to Bad weather,
 - (iii) Details of "No Show" during full time flying

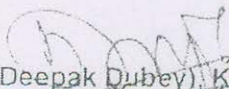
The aforesaid information will be submitted by the concerned operator through email to E&R Section Niharika Katra as well as Online Section on daily / monthly basis thereafter the E&R section shall compile the said information and shall ensure submission of the same to the Accounts Department on monthly basis. While framing the aforesaid information each operator shall have to bear in mind that the information provided by them shall be final and authenticated. Any discrepancy in respect of date, time, name and number or any other information furnished on this account shall be solely responsibility and shall be the risk and cost of the concerned operator. In case any discrepancy is found, the operator shall be held responsible for submission of any wrong / incorrect information and shall be suitably penalized.

5. **Charter Permission:** For conducting any charter flight, the Operators shall submit requisition to the office of CEO/Dy. CEO (concerned) at least three (03) days in advance from the scheduled date of charter flight. The requisition shall be submitted by the concerned Heli Operator either through an application or through email (in case requisition is sent through email, the same should be informed telephonically) for obtaining necessary permission / approval. No, charter flight for any purpose shall be conducted without the approval of the Competent Authority; otherwise penal provisions as mentioned in the e-NIT shall be invoked. The Operator shall ensure that normal yatra flying will not be interrupted in any manner during charter flight operation.

6. **Rotation of staff:** Dy. CEO (HR Section) shall ensure that the staff posted at helipads (Serli & Sanjichhat) for checking / verifications of heli tickets shall be deployed on rotational basis after a period of every four months. Moreover, Dy. CEO handling Operations Wing shall nominate the Officer (Jr Manager or above) who will conduct random inspections at both the helipads (once in a month) to check whether the Heli operations are being carried out as per the agreement executed with the Operators.

7. In addition to the above, all the terms and conditions of the NIT and agreement executed with SMVDSB shall be adhered by the Operators in letter and spirit.

This issues with the approval of Chief Executive Officer, SMVDSB.


(Deepak Dubey), KAS
Dy. CEO, SMVDSB

No.: CO/Adm.1748/4493-4500
Dated: 8.03.2020

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Copy to the:-

1. Chief Executive Officer, SMVDSB, Katra for kind information.
2. Addl. Chief Executive Officer, SMVDSB, Katra for kind information.
3. Chief Accounts Officer, SMVDSB, Katra.
4. Dy. Chief Executive Officer (JM), SMVDSB, Katra.
5. Dy. Chief Executive Officer (S), SMVDSB, Katra.
6. Dy. Chief Executive Officer (V), SMVDSB, Katra.
7. Officer on Special Duty, SMVDSB, Katra.
8. Sub-Divisional Magistrate, Bhawan.
9. Dy. Divisional Manager, E&R, Katra.
10. Manager, Sanjichhat.
11. Manager, IT Section, SMVDSB, Katra.
12. Junior Engineer (Electronics), Online Section, Niharika.
13. Base manager, M/s Himalayan Heli Services Pvt. Ltd., Serli.
14. Base Manager, Global Vectra Helicorp Ltd., Serli.
15. Concerned file / Master file.

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Annexure – 'A'

Name of the Operator: _____

1. Online passengers flying detail:

S. No.	Name of Passenger	MVDH No.	No. Of passengers	Travel date	Sector (K-S, S-K, K-S-K)
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
15.					
16.					
17.					
18.					

2. Current passengers flying detail:

S. No.	Name of Passenger	MVDH No.	No. Of passengers	Travel date	Sector (K-S, S-K, K-S-K)
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
15.					
16.					
17.					
18.					

Date: _____

Seal & Signature of Operator

[Handwritten signature]
[Handwritten signature]

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Annexure - 'B'

Name of the Operator: _____

Detail of cancelled tickets due to bad weather forwarded to SMVDSB for process of refund:

S. No.	Date of Travel	Date of Booking	Name of Passenger	MVDH No.	Sector (K-S, S-K, K-S-K)	Amount	Remarks
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10.							
11.							
12.							
13.							
14.							
15.							
16.							
17.							
18.							
19.							
20.							

Date: _____

Seal & Signature of Operator

Handwritten mark

Handwritten signature



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Office of the Chief Executive Officer
Shri Mata Vaishno Devi Shrine Board, Katra

AMENDMENT ORDER

In partial modification to the Standard Operating Procedures (SOP) in respect of booking, cancellation & refund of Helicopter tickets for Katra-Sanjichhat-Katra Sector for the contract period 04-04-2020 to 31-03-2023 issued vide No. CO/Adm./748/4493-4500 dated: 08-08-2020, the Clause No. 3(B)(i) of the ibid SOP with respect to the refund against cancellation of current Heli tickets has been amended and shall be read as per the following:-

Clause No.	Existing Clause in the SOP	Amended clause
3.B(i)	In case of non-operation of heli services due to Partial or full day bad weather and Technical snag, the operator shall communicate to E&R and Online section of Shrine Board, the detail of the passengers who did not avail the heli services on that particular day through official mail ID at the end of the day along with all the relevant information. On receipt of communication, online section shall make full refund in favour of all the passengers booked for flying on that particular day within three (03) working days under intimation to the Accounts Section.	<p>In case of non-operation of heli services due to Partial or full day bad weather and Technical snag, the operator shall communicate to E&R and Online section of Shrine Board, the detail of the passengers who did not avail the heli services on that particular day through official mail ID at the end of the day along with all the relevant information.</p> <p>The refund (in full) shall be made to the devotees having current heli ticket but not availed the same due to bad weather and / or any technical reason by the followings:-</p> <ol style="list-style-type: none">1. Concerned Operator will refund in cash to the devotees who have paid for current ticket at helipad.2. Online section will refund through online mode to the devotees who have obtained the current ticket through Protocol Section portal and paid through online mode.

This issues with the approval of Chief Executive Officer, SMVDSB.


(Deepak Dubey), KAS
Dy. GEO, SMVDSB

No.: CO/Adm./748/ 4852-65

Dated: 15.09.2020

Copy to the:-

1. Chief Executive Officer, SMVDSB, Katra for kind information.
2. Addl. Chief Executive Officer, SMVDSB, Katra for kind information.
3. Chief Accounts Officer, SMVDSB, Katra.
4. Dy. Chief Executive Officer (JM), SMVDSB, Katra.



Office of the Chief Executive Officer
Shri Mata Vaishno Devi Shrine Board, Katra

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Subject: Standard Operating Procedure for delivery of Pooja Prasad to the Devotees through Speed Post.

To provide the facility of performing Pooja, in absentia, to the desirous devotees, three new categories of Poojas have been introduced. As a ritual, the Prasad, after performing the Pooja, in absentia, shall be delivered through Speed Post. The Standard Operating Procedure for the performance of Pooja and subsequent distribution of Prasad, shall be as under:

Category of Pooja/ Prasad:

The composition of the Prasad for performing Pooja in Rs. 500.00 is as under:

S.No.	Prasad Item	Quantity	Amount
1.	Dry Fruits	200 gms	120.00
2.	Mix Prasad	2 pkts	13.50
3.	Pouch Prasad	10 pkts	13.50
4.	Patkas	2 No.'s	10.00
5.	Raksha Sutra Red	1 pkt	15.00
6.	Raksha Sutra Black	1 pkt	15.00
7.	Packaging and Handling		147.00
8.	Postal Charges		166.00
	Total		500.00

The composition of the Prasad for performing Pooja in Rs. 1100.00 is as under:

S.No.	Prasad Item	Quantity	Amount
1.	Dry Fruits	300 gms	180.00
2.	Mix Prasad	3 pkts	20.00
3.	Pouch Prasad	10 pkts	13.50
4.	Mata Ki Chunni	1 pc.	90.00
5.	Satotra Sangrah	2 booklets	15.00
6.	Patkas	4 No.'s	20.00
7.	Raksha Sutra Red	1 pkt	15.00
8.	Raksha Sutra Black	1 pkt	15.00

- 1 -

Pls. place it in the concerned file for records. 10/04/2020

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9.	Silver Coin 5 gms.	300.00
10.	Packaging and Handling	206.50
11.	Postal Charges	225.00
	Total	1100.00

The composition of the Prasad for performing Pooja in Rs. 2100.00 is as under:

S.No.	Prasad Item	Quantity	Amount
1.	Dry Fruits	500 gms	300.00
2.	Mix-Prasad	4 pkts	27.00
3.	Pouch Prasad	20 pkts	27.00
4.	Mata Ki Chunni, Medium	1 pc.	150.00
5.	Satotra Sangrah	5 booklet	37.50
6.	Patkas	8 No.'s	40.00
7.	Raksha Sutra Red	2 pkts	30.00
8.	Raksha Sutra Black	2 pkts	30.00
9.	Silver Coin 10 gms		600.00
10.	Packaging and Handling		574.50
11	Postal Charges		284.00
	Total		2100.00

There shall be a dedicated link on the official website of SMVDSB for the bookings of Pooja Prasad. Firstly, the devotees have to register themselves on the web-portal for booking the Pooja Prasad online. The bookings on telephone shall be taken, only in the extraordinary circumstances. One dedicated Account Number: 50100375036681, IFSC Code: HDFC0002344 with HDFC Bank, Katra shall be maintained for the payment purpose.

Action by Officer Incharge, Prasad Management Unit (PMU):

The list of all the devotees, who have booked the Pooja in absentia and in whose case the payment has been confirmed, shall be sent to Head Pujari, Pujari Wing, Bhawan for doing Pooja/Archana in the name of these devotees. Incharge, PMU must ensure that the duly compiled list shall be communicated to the SDM, Bhawan/Pujari Wing, Bhawan by 2:00 PM every day.

Action by Pujari Wing, Bhawan:

The Head Pujari shall ensure that, after performing the Pooja in the name of respective devotees on the following day, the Pooja Prasad from Bhawan shall be sent to Non-Engineering Store (Banganga), Katra for the purpose of adding the additional items like Patkas. Silver

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Coins, etc. The Head Pujari, Pujari Wing, Bhawan must ensure the proper record keeping of the detail of devotees in whose names the Pooja will be performed.

Action by Asstt. Manager, NES, Banganga:

Asstt. Manager, NES on receipt of Pooja Prasad from Pujari Wing, Bhawan shall send the Pooja Prasad items to Prasad Management Unit (PMU), as per the list of devotees, packed in bio-degradable envelopes as per the details given against each category of Pooja Prasad.

Action by Prasad Management Unit (PMU):

Packing of Prasad items:

The packed Pooja Prasad & other items, as per the category of Prasad, shall be packed thereafter in a specially designed cardboard box and printed as per the Board Logo. The Purchase Section shall ensure procurement and supply of envelopes & cardboard box with duly printed Logo while PMU shall ensure appropriate and temper proof packing of Pooja Prasad.

Prasad Management Unit shall maintain a register with following columns:

1. Sr. No.
2. Request number and date
3. Name of devotee and his address
4. Details of payment
5. Details of dispatch e.g. Post Office receipt no. and date

Arrangements have been made with Post Office Katra for dispatch of Prasad to the devotees by speed post. For this purpose, a representative of the post office shall visit PMU everyday at 10:00 AM to collect the Pooja Prasad Packets. Pooja Prasad Packets shall be handed over to the postal representative on the following format:

Daily list of Speed Post Articles (SPA) dispatched by SMVDSB through Speed Post Centre Katra.

Sr. No.	Date of booking	Regn. No. of SPA	Name and address of devotee	Weight of SPA	Charges to be paid	Remarks
1	2	3	4	5	6	7

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One copy of the format shall be handed over to the postal representative who shall return it to PMU on the following day having completed column nos. 3, 5 and 6.

Payment to Post Office shall be made on monthly basis after certificate of dispatch and weight / cost thereof is forwarded in a consolidated monthly format by Officer Incharge, PMU to the Chief Accounts Officer by 7th of every month. The Chief Accounts Officer must ensure that the payment shall be made to the Post office by 15th of every month positively.

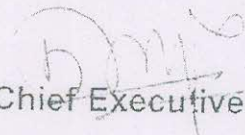
A weekly report on dispatch of Pooja Prasad shall be forwarded by Officer Incharge, PMU to Dy. Chief Executive Officer concerned every Monday containing following details:

S. No	Name of Devotees and address	Category of Pooja Prasad dispatched during the week				Speed Post Details	
		Rs.501/-	Rs.1100/-	Rs.2100/-	Total	Weight	Charges
1	2	3	4	5	6	7	8

The Dy. Chief Executive Officer concerned shall be the Nodal Officer, who shall ensure necessary co-ordination between PMU, Pujari Wing, Stores and Accounts for the smooth functioning of the scheme.

This SOP shall come into force w.e.f. 31.08.2020.

By order of the Chief Executive Officer, SMVDSB, Katra.


Dy. Chief Executive Officer

No: CO/CP/203/6912-6025

Dated: 10.09.2020

Copy to the-

- i) Chief Executive Officer, SMVDSB, Katra
- ii) Addl. Chief Executive Officer, SMVDSB, Katra
- iii) Chief Accounts Officer, SMDVDB, Katra
- iv) Dy. Chief Executive Officer _____ (all), SMVDSB, Katra
- v) Sub Divisional Magistrate Bhawan
- vi) Officer on Special Duty, SMVDSB, Katra

- vii) Dy. Divisional Manager (E&R), SMVDSB, Katra
- viii) Dy. Divisional Manager (Stores), SMVDSB, Katra
- ix) Head Pujari, Pujari Wing, Bhawan
- x) Systems Manager, IT Section, Katra
- xi) Administrative Officer, (NE) Purchase Section, Katra
- xii) Dy. Manager, Prasad Management Unit, SGC, Katra
- xiii) Asstt. Manager, NES, Banganga
- xiv) Concerned File/ Master File

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16/9/2011



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**Office of the Chief Executive Officer
Shri Mata Vaishno Devi Shrine Board, Katra**

Standard Operating Procedure for Sanitization / disinfection of Shrine Area.

- The Purpose of this procedure is to stop cross contamination between visitors and can be carried out by Sanitizing and Disinfecting the exterior surfaces which includes Walkways, Entrances, Driveways, Vehicle parking, Fencing, Railings, Floors, accommodations, Bhojanalyas, Toilet blocks, Frisking points, Battery car point, etc.
- Objective is to keep the place clean, hygienic, presentable and most importantly checking the COVID-19 spread.
- Protective gears to be used by the employees **during cleaning** process: Mask, glove, face-shield and eye protector etc.
- Protective gears to be used by the employee deployed for **spray of disinfectant / sanitization**: Mask, gloves, face-shield, eye protector and rain coat or PPE.

➤ **Procedure to be adopted for disinfection:**

- Steps to be taken for disinfection of **main entrance "DARSHANI DEODI" at Banganga / Tarakote Marg:**
 - i. Deep clean the track area which includes sweeping, cleaning etc as per practice already adopted.
 - ii. Prepare a solution of Sodium hypochlorite 10% (or any other recommended disinfectant).
 - iii. Spray disinfectant on the all possible touch surfaces like railings, metal detector doors, yatra slip verification counters, pony / pithoo prepaid counters etc. after every one hour(with wipes).
 - iv. Installation of thermal temperature detector and automatic hand sanitizer.
 - v. The sanitization shall be carried out by the Sanitation staff under the overall supervision of the respective Incharge Sanitation wing with all protective gears compulsory.
- Steps to be taken for "sweeping, cleaning and disinfection/ sanitization of
 - ii. Prepare a solution of Sodium hypochlorite 10% or any other recommended disinfectant.



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Office of the Chief Executive Officer
Shri Mata Vaishno Devi Shrine Board, Katra

- iii. Spray disinfectant on the all possible touch surfaces like benches, water coolers / water points including taps, railing / iron mesh, Security Barricade, Handles, Frisking Zone etc. after every two hours & clean with wiper and leave the surface for 10 minutes for Air-dry.
 - iv. The sanitization shall be carried out by the Sanitation staff under the overall supervision of the respective Incharge Sanitation wing with all protective gears compulsory.
- Steps to be taken for disinfection of "PRE-PAID PONY/PITHU/PALKI BOOKING COUNTERS":
 - i. Deep clean the booking counter etc as per practice already adopted.
 - ii. Prepare a solution of Sodium hypochlorite 10% (or any other recommended disinfectant).
 - iii. Spray disinfectant on the all possible touch surfaces like booking counters, glasses, benches etc. after every one hour (with wiper).
 - iv. The sanitization shall be carried out by the operating agency under the overall supervision of the respective Incharge Sanitation wing with all protective gears compulsory.
 - v. Operating agency shall ensure installation of device at each counter for communication between yatri & front office booking staff.
 - Steps to be taken for disinfection of "BATTERY CARS":
 - i. Deep clean the battery cars from inside as well as outside which includes dusting, cleaning of seats, handles, glasses etc. after every trip at Bhawan and Adhkuwari respectively (may be done by the operating agency)
 - ii. Prepare a solution of disinfectant in the spray pump and disinfect the battery car.
 - iii. After spraying is completed, leave the battery car and allow to dry for 10 minutes.
 - iv. The sanitization shall be carried out by the operating agency the overall supervision of the committee.
 - Steps to be taken for disinfection of "HELIPAD AREA":
 - i. Deep clean the waiting area, boarding area, and office which includes dusting, cleaning of benches, handles, glasses, chairs, table-tops, etc. after every one hour at Sanjichhat Helipad as well Katra Helipad respectively.

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**Office of the Chief Executive Officer
Shri Mata Vaishno Devi Shrine Board, Katra**

- ii. Disinfect with the help of spray pumps leave the surfaces and allow to dry for 10 minutes.
 - iii. Besides, mopping of surface also be done with disinfectant and leave the surface for 10 minutes for Air-dry..
 - iv. The sanitization shall be carried out by the Sanitation staff under the overall supervision of the respective Incharge Sanitation wing with all protective gears compulsory.
- Steps to be taken for disinfection of "**PASSENGERROPEWAY CABIN**":
 - i. Deep clean the Cabin from inside which includes dusting, cleaning of glasses, handles, etc. after every trip at Bhawan and Bhairon ji respectively.
 - ii. Disinfect with the help of spray pumps leave the surfaces and allow to dry for 10 minutes.
 - iii. Besides, mopping of floor also be done with disinfectant and leave the surface for 10 minutes for Air-dry.
 - iv. The sanitization shall be carried out by the Sanitation staff under the overall supervision of the respective Incharge Sanitation wing with all protective gears compulsory.
 - Steps to be taken for disinfection of "**PASSENGERROPEWAYAREA**":
 - i. Deep clean the waiting area, boarding area, queue management and office which includes dusting, cleaning of benches, handles, glasses, chairs, table-tops, railings etc. after every one hour at Bhawan & Bhairon respectively.
 - ii. Disinfect with the help of spray pumps leave the surfaces and allow to dry for 10 minutes.
 - iii. Besides, mopping of surface also be done with disinfectant and leave the surface for 10 minutes for Air-dry..
 - iv. The sanitization shall be carried out by the Sanitation staff under the overall supervision of the respective Incharge Sanitation wing with all protective gears compulsory.
 - Steps to be taken for disinfection of "**RENTED / FREE DORMITORY HALLS, ROOMS**":
 - i. Deep clean the area which includes dusting, mopping etc. before disinfection as per practice already adopted.
 - ii. Disinfect with the help of spray pump after every use.

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- iii. After spraying is completed, leave the surfaces allow to dry for 10 minutes.
 - iv. The sanitization shall be carried out by the Sanitation staff under the overall supervision of the respective Incharge Sanitation wing with all protective gears compulsory.
- Steps to be taken for disinfection of **“STAFF ACCOMODATION”**:
 - i. Deep clean the area which includes dusting, mopping etc. before disinfection as per practice already adopted.
 - ii. Disinfect with the help of spray pumponce in a day.
 - iii. After spraying is completed, leave the surfaces allow to dry for 10 minutes.
 - iv. The sanitization shall be carried out by the Sanitation staff under the overall supervision of the respective Incharge Sanitation wing with all protective gears compulsory.
 - Steps to be taken for disinfection of **“TOILET BLOCKS ENROUTE BHAWAN”**:
 - i. Deep clean the area which includes dusting, mopping etc. before disinfection as per practice already adopted.
 - ii. Disinfect with the help of spray machine and shall ensure to cover all possible touch surfaces like doorknobs, light switches, handles bolts and taps of toilet after every use.
 - iii. A dedicated disinfectant person to be deployed in every toilet block to clean toilets as and when required with recommended disinfectant.
 - iv. The sanitization shall be carried out by the Sanitation staff under the overall supervision of the respective Incharge Sanitation wing with all protective gears compulsory.
 - Steps to be taken for disinfection of **“OFFICES, ANNOUNCEMENT BOOTHS, DONATION COUNTERS RECEPTIONS”** etc:
 - i. Deep clean the area which includes dusting, mopping etc. before disinfection as per practice already adopted.
 - ii. Disinfect with the help of spray machine and shall ensure to cover all possible touch surfaces like handle/doors/Cabinets/tables doorknobs, light switches after every 02 hours or as an when required in order to minimizing the risk of contamination.
 - iii. The sanitization shall be carried out by the Sanitation staff under the overall supervision of the respective Incharge Sanitation wing, with all protective gears compulsory.

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Office of the Chief Executive Officer
Shri Mata Vaishno Devi Shrine Board, Katra

- Steps to be taken for disinfection of Bhojanalays, Mess, View points:
 - i. Deep clean the area which includes dusting, mopping etc. before disinfection as per practice already adopted.
 - ii. Disinfect with the help of spray machine and shall ensure to cover all possible touch surfaces like chairs, table tops, cash counter, service counter, water cooler etc. after every 01 hour or as an when required in order to minimizing the risk of contamination.
 - iii. The sanitization shall be carried out by the Sanitation staff under the overall supervision of the respective Incharge Sanitation wing, with all protective gears compulsory.

- Steps to be taken for disinfection of Bathing ghats:
 - i. Deep clean the area which includes cleaning, mopping etc. before disinfection as per practice already adopted.
 - ii. Disinfect with the help of spray machine and shall ensure to cover all possible touch surfaces like taps, towel rods, door handles, doors etc. after every 01 hour or as an when required in order to minimizing the risk of contamination.
 - iii. The sanitization shall be carried out by the Sanitation staff under the overall supervision of the respective Incharge Sanitation wing with all protective gears compulsory.

- Steps to be taken for PROPER DISPOSAL OF USED MASKS AND GLOVES:
 - i. To install separate dustbins throughout the track indicating "Disposal of used Masks and Gloves" after an interval of every 250 mtrs, outside Bhojanalayas, reception of rented accommodation, boarding / de-boarding points of Helicopters / Battery cars / Passenger ropeway, Bathing Ghat Bhawan and Banganga, in all toilet blocks, E&R , YRC etc.
 - ii. Spray with disinfectant after One hour.
 - iii. Shall ensure to clean the dustbins after every two hours or as and when required by taking all precautionary measures viz: wearing of all protective gears as indicated above, packaging of used material in plastic bags.
 - iv. These bags be collected, transported to designated storage place through dedicated trolleys/carts only.
 - v. All the bags will be collected through a dedicated vehicle (to be deployed by Transport Wing) and transported to Narayana Hospital, Kakryal for the proper medical disposal.

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Office of the Chief Executive Officer
Shri Mata Vaishno Devi Shrine Board, Katra

vi. The whole process shall be carried out by the Sanitation staff under the overall supervision of the respective Incharge Sanitation wing with all protective gears compulsory.

• Steps to be taken for proper disinfection of "LINEN ITEMS":

- i. Every linen item used in the rented accommodation viz. towel, blankets, bed sheets, bed covers, pillow covers, curtains, quilt covers etc be cleaned / washed after every use.
- ii. All the linen must be stacked in the laundry and disinfect with the help of disinfectant spray (Sodium Hypochlorite or any other recommended disinfectant) before cleaning.
- iii. The whole process shall be carried out by the staff deployed at Laundry plants under the overall supervision of the respective Incharge Sanitation wing with all protective gears compulsory.

Committee to be constituted by Unit head :

Committee for monitoring Sanitation activities in each Sector:

Area Head shall constitute a committee comprises of Unit Head, representative of Enforcement Wing and representative of Medical Wing who shall monitor all the activities related to sanitization. The Area head shall create a Whatsapp group and ensure all the members engaged in the Sanitation Activities must be added in the group. Further, all the members shall share information in the group only. Besides, Area Head shall circulate Helpline number in their respective area of operation for early resolution of any issue related to sanitization. In case of any help, Area Head/unit Head may seek the advice of the core committee.

Note:

- a) Protective gears MEANS:- Eye protector, Face Mask, face Shield, Gloves, Rain coat/PPE.
- b) Disinfectant: Sodium Hypochlorite 10% (needs 1 minute to dry).

If required, the ibid SOP may be modified depending upon the feed back received during the resumption of Yatra..

This issues with the approval of the Addl. Chief Executive Officer.


(Vinay Khajuria)

Asstt. Conservator of Forests

No. CO/SW/131/2363-79
Dated: 15.08.2020



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**Office of the Chief Executive Officer
Shri Mata Vaishno Devi Shrine Board, Katra**

Copy to the:

1. Chief Executive Officer, SMVDSB for kind information
2. Addl. Chief Executive Officer for kind information
3. Dy. Chief Executive Officer (JC/SS/D/V) for information
4. Sub Divisional Magistrate, Bhawan for information
5. DDM(E&R) for information and necessary action
6. Manager, Bhawan/ Sanjichhat for information and necessary action
7. Dy. Manager, Adhkuwari/Bhairon/Tarakote Marg/ Banganga for information and necessary action
8. Asstt. Manager, Niharika / Manokamana for information and necessary action.
9. Concerned file.



Standard Operating Procedure for Sanitization of Trikuta Bhawan, Katra,

Scope:

- The Purpose of this SOP is to stop cross contamination between departmental staff and to carry out by Sanitization and Disinfection of the exterior/interior surfaces of the Trikuta Complex which includes Walkways, Entrances, Driveways, Vehicle parking, Fencing, Railings, Floors, accommodations, Bhojanalyas, Toilet blocks, Frisking points or any other area which is potential to frequent human contact.
- Objective is to keep the place clean, hygienic, presentable and most importantly checking the COVID-19 spread.
- Protective gears to be used by the employees **during cleaning** process: Mask, glove, face-shield and eye protector etc.
- Protective gears to be used by the employee deployed for **spray of disinfectant / sanitization**: Mask, gloves, face-shield, eye protector and rain coat or PPE.
- Social distancing norms should be followed at all times.

➤ **Procedure to be adopted for disinfection:**

- Steps to be taken for disinfection of Trikuta Bhawan Complex
 - i. Deep clean the entire interior area which includes sweeping, cleaning etc as per practice already adopted.
 - ii. Prepare a solution of Sodium hypochlorite 10% (or any other recommended disinfectant) and periodic spray disinfectant on the all possible touch surfaces like railings, doors, windows, counters, etc. after every one hour(with wipes).
 - iii. Installation of thermal temperature detector and automatic hand sanitizer at the access point of Trikuta Complex.
 - iv. The sanitization shall be carried out by the departmental sanitation staff under the overall supervision of the respective Incharge, Trikuta Complex with all protective gears compulsory.



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**Office of the Chief Executive Officer
Shri Mata Vaishno Devi Shrine Board, Katra**

- v. Spray of Disinfectants on the outer periphery of the Complex, Streets etc. with the help of spray pump twice in a day.
- vi. A dedicated person (disinfector) to be deployed in every toilet block to clean toilets as and when required with recommended disinfectant including doorknobs, light switches, handles bolts, towel rods and taps of toilet after a gap of one hour.
- vii. Protocols such as use of masks, gloves, social distancing should be followed while delivering Water, food etc.
- viii. Visitors are not allowed to meet the staff on duty under any circumstances.

Instructions for Staff deployed at Trikuta Bhawan Complex:

- i. **Officer-in-Charge Trikuta Complex:** A brief orientation will be given by the Officer-in-Charge to the staff regarding the rules and regulations to be followed at the Trikuta Complex.
 - a) Instruct all staff to download Arogya Setu App and keep it active.
 - b) The contact details of the Officer-in-Charge, Medical Team, Water/Sanitation Committee and Meal Schedules will be pasted at Notice Board.
 - c) Officer-in-Charge, shall ensure that all amenities and basic facilities are in place as per guidelines of Ministry of Health & Family Welfare, Govt in addition to existing practices under latest guidelines incorporated in BMW Management Rules, 2016.
 - d) To ensure proper log of visitor is prepared at access of the Complex.
- ii. **General Front Office/House Keeping Staff:** Shall allot the rooms and ensure that the amenities such as bedding and other essentials including pillows/bed sheets etc. are made available
- iii. **Medical Staff:** Dedicated Medical staff shall monitor the staff once in a day on basic parameters of temperature, pulse, blood pressure, respiratory rate and pulse oxymetry and keep record of the same.
- iv. **Sanitation Staff:** The sanitization shall be carried out by the Sanitation staff under the overall supervision of the respective Incharge Sanitation wing with all protective gears compulsory.



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**Office of the Chief Executive Officer
Shri Mata Vaishno Devi Shrine Board, Katra**

- Steps to be taken for **PROPER DISPOSAL OF USED MASKS AND GLOVES** under the overall supervision of Officer-in-Charge :
 - i. To install separate dustbins in the prime area of the Complex indicating "**Disposal of used Masks and Gloves**"
 - ii. Spray with disinfectant after One hour.
 - iii. Shall ensure to clean the dustbins as and when required by taking all precautionary measures viz. wearing of all protective gears.
 - iv. These bags must be timely collected, transported to designated disposal site through dedicated trolleys/carts only for the proper medical disposal. The whole process shall be carried out by the Sanitation staff under the overall supervision of the Officer-in-Charge of the Complex.

- Steps to be taken for proper disinfection of "**LINEN ITEMS**":
 - i. Every linen item used in the rented accommodation viz. towel, blankets, bed sheets, bed covers, pillow covers, curtains, quilt covers etc be cleaned / washed after every use.
 - ii. All the linen must be stacked in the laundry and disinfect with the help of disinfectant spray (Sodium Hypochlorite or any other recommended disinfectant) before cleaning.
 - iii. The whole process shall be carried out by the staff deployed at Laundry plants under the overall supervision of the respective Incharge Sanitation wing with all protective gears compulsory.

Committee to be constituted by Officer-in-Charge, Trikuta Complex :

Committee for monitoring Sanitation/disinfection activities:
Officer-in-Charge shall constitute a committee comprises of Complex Supervisor, representative of Enforcement Wing and representative of Medical Wing who shall monitor all the activities related to sanitization. The Area head shall create a **Whatsapp group** and ensure all the members engaged in the Sanitation Activities must be added in the group. Further, all the members shall share information in the group only. Besides, Area Head shall circulate Helpline

2/3/17



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**Office of the Chief Executive Officer
Shri Mata Vaishno Devi Shrine Board, Katra**

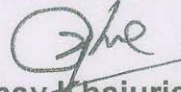
number in their respective area of operation for early resolution of any issue related to sanitization. In case of any help, Area Head/unit Head may seek the advice of the core committee.

Note:

- a) **Protective gears MEANS:-** Eye protector, Face Mask, face Shield, Gloves, Rain coat/PPE.
- b) **Disinfectant:** Sodium Hypochlorite 10% (needs 1 minute to dry).
- c) **Board:** Shri Mata Vaishno Devi Shrine Board

If required, the ibid SOP may be modified depending upon the feed back received from all stakeholders.

This issues with the approval of the Addl. Chief Executive Officer.


(Vinay Khajuria) 17/8/2020
Asstt. Conservator of Forests

No. C0/SW/131/2381-90
Dated: 17.08.20

Copy to the:

1. Chief Executive Officer, SMVDSB for kind information
2. Addl. Chief Executive Officer for kind information
3. Dy. Chief Executive Officer (JC/SS/D/V) for information
4. Sub Divisional Magistrate, Bhawan for information
5. DDM(E&R) for information and necessary action
6. All Concerned.....
7. Concerned file.



(11)

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**Office of the Chief Executive Officer
Shri Mata Vaishno Devi Shrine Board, Katra**

Order No: 2011/SB of 2019

Dated: 2-08-2019

Subject:- SOP with respect to unblocking the blocked Service Providers.

- A. In-reference to the order No. CO/SW/68/118-121 dated: 23-04-2019 issued by Sanitation Wing Central Office SMVDSB regarding the framing of SOP with respect to unblocking the blocked Service Provider, the designated committee counted different types of violations encountered on the track and same are as detail below for their strict implementation at immediate effect from all concerned Heads:-

1. **Categorization of Violation:**

Colour Code	Category	Types of violations
Green	Harassment of pilgrims during plying	1. Misbehaving with pilgrim 2. Demanding extra money 3. Tricking / cheating / fuddling pilgrims 4. Dropping before destination
Yellow	Overcharging	1. Demanding extra money before the commencement of yatra, getting adamant during rush times.
	Other offence	1. Plying in state of insensate (till the final decision of FIR).
Orange	Serious Offence	1. In possession of banned drugs / narcotics (till the decision of FIR). 2. Plying an injured animal (barring till the decision of FIR).
Red	Serious Offence	1. Molestation (till the decision / clearance in the FIR).

2. The system of M/s G-Max IT Services shall provide alert notification to each counter about plying of blocked Service Provider.

3. **Punishments on the basis of colour scheme:**

Colour	Punishment	Basis
Green	05 days barring	4 th time offender of this offence shall be considered in the list of Yellow colour.
Yellow	10 days barring	4 th time offender of this offence shall be considered in the list of Orange colour.
Orange	Barring for two months	4 th time offender of this offence shall be considered in the list of Red colour.
Red	Permanent barring	

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**Office of the Chief Executive Officer
Shri Mata Vaishno Devi Shrine Board, Katra**

Sub: Standing Operating Procedure (SOP) for operationalization of free 'Prasad' sewa at Sanjichatt.

ORDER

Consequent upon opening of Parsad Sewa at Sanjichatt on 21.02.2020 for catering maximum number of pilgrims from existing Bhojanalaya, An SOP in respect of functioning of Parsad Sewa at Sanjichatt is as under:

1. **Funds:** Initially a corpus of Rs. 25.00 Lakh (Rupees Twenty Five Lakh only) was kept aside for purchase of equipments, raw material, pots & pans, sign boards etc. The existing account opened in HDFC Bank vide No.50100283203946 IFSC code: - HDFC0002344 for accounting of donations received for Langar, Tarakote shall also be used for Parsad Sewa at Sanjichatt.
2. **Counting of Cash:** A Committee of following representatives is constituted for opening of donation boxes kept in & around Prasad Sewa at Sanjichatt
 - 1) Representative from Office of SDM, Bhawan.
 - 2) Representative from Accounts Office, Bhawan.
 - 3) Manager/ In-charge, Sanjichatt.

The committee shall open the donation boxes on 9th of every month (in case of Bank holiday, counting shall be done on next working day) after following all norms & procedures at Sanjichatt Complex. The counting of cash shall be done under CCTV surveillance in a separate room. Thereafter, cash shall be handed over to the representative of HDFC Bank, Katra under proper receipt. The cash shall be deposited in the account of Shri Mata Vaishno Devi Shrine Board of HDFC Bank, Katra (No.50100283203946).

3. **Donation for Parsad Sewa:** Donation shall be received separately for Prasad Sewa through online mode and offline mode at Office of Prasad Sewa, Sanjichatt. The information regarding the same shall be uploaded at official website as per Annexure -I.
4. **Menu:** The food items such as Suji Halwa (Desi Ghee), Chana and Tea with and without sugar are being served as Prasad to the yatri's. The recipe for preparation of each item is as under:

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[Handwritten Signature]

SUJI HALWA & CHANA			
S. No.	Item	Qty (in Gms)	Yield 10 portions
CHANA			
1	Bengal Gram (Black chana)	0.400	
2	Mustard Oil	0.075	
3	Zeera	0.005	
4	Salt	0.025	
5	Turmeric	0.010	
6	Red chilli powder	0.010	
7	Chana Masala	0.005	
8	Dhania Powder	0.005	
SUJI HALWA			
1	Semolina	0.160	Yield 10 portions
2	Desi Ghee	0.160	
3	Sugar	0.160	
4	Dry Fruit	0.020	
5	Food Bowl	10 Nos.	
6	Spoon	10 Nos.	
TEA			
1	Milk Powder	0.080	Yield 10 portions
2	Sugar	0.120	
3	Tea leaves	0.015	
4	Green cardamom	0.001	
5	Cinnamon Stick	0.001	
6	Paper Cup	10Nos.	

5. **Break-timings:** The Prasad shall be operational 24 X 7 with break in between the shifts for cleaning and shift handover. The break timings shall be as follows:

- a. 06.30 AM to 07.30 AM
- b. 02.30 PM to 03.30 PM
- c. 10.30 PM to 11.30 PM

6. **Safety Mechanisms to prevent any possible pilferage of materials:**

Considering that the food in the 'Prasad' shall be provided to the pilgrims as per the quantity requirements i.e. without any portion control, the accounting of consumed raw materials has to be kept in the hind-sight. To rule out against pilferage of any material, the following two safeguards shall be put in place:

- a. Installation of a closed circuit network in & around the premises to timely notice any unscrupulous activity in the area.

K. T. o



- b. Maintaining record of raw material consumed on daily basis. The data compiled on monthly basis shall infer consumption of cooked food. In case the consumption on a particular day or month exceeds exorbitantly in relation to the yatra, footage of closed circuit cameras shall be viewed.

7. Operation of Prasad Sewa

- a. Indent for the raw material required for the 'Prasad' as per the menu and for staff deployed in the 'premises (as per the fixed scale) shall be raised by the In-charge Sanjichatt.
- b. The In-charge NES shall dispatch the requisitioned raw material to the *Prasad Sanjichatt* after raising a challan in triplicate two copies of the raised challan shall be sent along with the dispatched material. In case the raw material is not available in the store, the In-charge NES shall take up the matter with purchase section for issuance of supply order / procurement. The In-Charge NES shall stock raw material received in donation in kind (raw material) for 'Prasad' purpose separately.
- c. On receiving of raw material at 'Prasad' sewa Sanjichat, the In-charge Sanjichatt shall check the quality and quantity of material received, acknowledge the receipt of material on one copy of the challan which shall be returned back to the NES. As per the received challan, the In-Charge Sanjichatt shall ensure the material received from NES is recorded in the stock ledger. In case of items received are less in quantity i.e. not matching the quantity mentioned in challan or not as per the standard, the In-charge Sanjichatt shall not accept the material and shall immediately take-up the matter with In-charge NES.
- d. The material received shall be stored /stacked in a proper manner and FIFO method shall be adopted for issuance of material to the kitchen.
- e. The In-Charge shall ensure adequate quantity of stock in the 'Prasad' store and a minimum of 15 days stock is stored in case of semi perishable items and a week's stock in case of perishable items.
- f. For issuance of raw material to the 'Prasad' kitchen, the Head Cook/ Cook shall place a requisition with the 'Prasad' store in duplicate. One copy of the requisition shall be kept in the kitchen whereas the other copy shall be sent to the 'Prasad' store.
- g. On receipt of the requisition from the 'Prasad' kitchen, raw material shall be issued by the 'Prasad' storekeeper and the same is posted in the stock ledger of Store.

K.T.O



- h. The Head Cook / Cook shall ensure that Prasad items are cooked as per recipe by following standards of cooking and also make sure that there are no wastages of raw material / cooked food.
- i. Raw material from the store to the kitchen shall be issued twice in a day and in case of emergent situation, the material shall be issued by the storekeeper after seeking permission from 'In-charge, Sanjichatt.
- j. At the close of third shift i.e. at 2300 hrs., the *Prasad* in-charge shall take a closing balance of material in the kitchen and shall prepare a daily consumption statement on the next day. On the basis of daily consumption statement, monthly / yearly consumption statement shall be prepared.
- k. A copy of monthly consumption statement shall be submitted to the Dy. Manager Catering Wing for record / audit purpose.

This issues with the approval of the Chief executive Officer, SMVDSB, Katra.


(Dr. J.C Mehra) KAS,
Dy. Chief Executive officer

No. CO/Cat/1412-23

Dated: 07-03.2020.

Copy to the:-

- 1) Chief Executive Officer, SMVDSB, Katra.
- 2) Addl. Chief Executive Officer, SMVDSB, Katra.
- 3) Chief Accounts Officer, SMVDSB, Katra.
- 4) Deputy Chief Executive Officer, _____(All), SMVDSB, Katra.
- 5) Sub Divisional Magistrate, Bhawan.
- 6) Deputy Divisional Manager, Stores for necessary action.
- 7) System Manager, IT Section, Central Office, Katra for necessary action.
- 8) Manager Sanjichatt for necessary action.
- 9) Accounts Officer, Bhawan for necessary action.
- 10) Branch Manager, HDFC, Katra for necessary action.
- 11) Junior Engineer (Electric), Sanjichatt for arranging CCTV during counting of cash at Sanjichatt.
- 12) Concerned file.

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'Annexure -I'

Information regarding Prasad Sewa on website:

The Shrine Board has started Prasad sewa 24X7 at Sanjichatt. The location of the site is (roughly) midway between Bhawan and Ardhkuwari and is used by the yatries opting old track for darshan and return from Bhawan via Bhairon ji or via Gouri Bhawan. The facility is run from the donations received from the pilgrims.

Donation for Prasad sewa:

[Click here for Online Donation for Prasad Sewa](#)

{All donations are exempted from Income Tax under Section 80 (G)}

For the convenience of donors, the donation expenses for Prasad Sewa are bifurcated into 4 different types.

S. No	Duration	Donation Amount (in Rs)
1.	Four hours	5,100/- (Rupees Five Thousand One Hundred Only)
2.	Eight hours	11,000/- (Rupees Eleven Thousands Only)
3.	One Day (24Hrs)	31,000/- (Rupees Thirty One Thousand only)
4.	One Month	15,00,000/- (Rupees Fifteen Lakhs only)


(Dr. J.C Mehra) KAS,
Dy. Chief Executive officer





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Office of the Chief Executive Officer
Shri Mata Vaishno Devi Shrine Board, Katra

Sub:- Standing Operating Procedure (SOP) for opening of Catering Outlets.

In reference to the SOP/ guidelines/ instructions on lockdown measures notified by Government of India, Ministry of Health & Family Welfare dated 04-06-2020 with respect to preventive measures to be followed in cafeterias, an SOP in respect of functioning of Catering Outlets of Shrine Board is as follows:

- I. Specific markings shall be made at a minimum distance of 6 feet to manage the queue at Service and Cash counters with the Queue Manager to ensure social distancing in the premises.
- II. Those yatries, who are not wearing the masks, shall not be allowed to enter in the Bhojanalaya premises. There shall be sufficient staff to ensure proper crowd management at Cash and Service Counters after duly following social distancing norms.
- III. Separate entry and exit for yatries and staff shall be ensured wherever possible.
- IV. There shall be provisions for hand hygiene through soap or sanitizer dispenser at the entrance of all Catering Outlets. No yatri shall be allowed inside the Catering outlet without proper hand wash.
- V. Cash & Service Counter staff shall ensure that there should not be direct hand contact with yatries while dealing with cash and delivering the F&B items. The cash & food items should be left off at specific marked place at Cash & Service Counter to be collected by the yatries.
- VI. Sufficient paper napkins shall be made available to the yatries at service counter for hygiene purpose.
- VII. Yatri himself shall dump the used plates/glasses in the dustbin as far as possible and relevant information of the same shall be conspicuously displayed in Bhojanalayas.
- VIII. There shall be regular supply of hand sanitizers, soap and running water in the washrooms.
- IX. There shall be provision for disinfection of entire complex of catering Outlets viz.-a-viz Kitchen, Dinning Area, Cash & Service Counter, Offices etc. using 1% sodium hypochlorite solution/ spray during every shift change. Besides, areas such as door handles, tables, chairs etc. shall be disinfected frequently.

K.T.O.

[Handwritten Signature]

- X. Posters/standees/AV media on preventive measures about COVID-19 to be displayed prominently.
- XI. Required precautions while handling supplies, inventories and goods be ensured.
- XII. The existing seating capacity may be reduced to 50% and the distance should be at least 1 meter between yatries as far as feasible.
- XIII. Use of face covers/masks, head caps and hand gloves to be made mandatory for all staff working in the catering outlets.
- XIV. Staff shall practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
- XV. All catering staff shall self-monitor their health and if any illness found, supervisory officer must be reported at the earliest.

The SOP shall be followed in letter & spirit in addition to the existing procedures. In case of non-compliance of instructions / 'SOP', disciplinary action as admissible under rules shall be taken against the concerned.

This issues with the approval of the Chief Executive Officer, SMVDSB.

(Dr. J. C. Mehra, KAS)
Dy. Chief Executive Officer

No:-CO/Cat/Mis/217-37

Dated:- 14.08.2020

Copy to the:-

1. Chief Executive Officer, SMVDSB, Katra.
2. Addl. Chief Executive Officer, SMVDSB, Katra.
3. Chief Accounts Officer, SMVDSB, Katra.
4. Dy. Chief Executive Officer _____(all), SMVDSB, Katra for kind information.
5. Sub-Divisional Magistrate, Bhawan.
6. Area Head / Unit Head _____
7. Concerned/Master File.

Initiation of 'Langar' activity by the Shrine Board and its Standing Operating Procedure (SOP)

In wake of persistence demand / suggestions of devotees, the idea of starting a '*langar*' by the Shrine Board; like at all other major shrines, was contemplated.

Venue: The venue for the '*langar*' activity is chosen in such a way that there is no congestion on the track and the flow of *yatra* remains smooth. The ideal venue for the '*langar*' activity could be on Tarakote Marg as the said track is meant only for pedestrians and chances of congestion on the track are remote. '*Langar*' at the Tarakote Marg shall be operational in the existing built-up structure of Shrine Board at Tarakote (near artificially created water body) between Ardhkuwari and 'Darshani Deodi' of Tarakote Marg as the location is a congestion free stretch.

Funds:

- Initially a corpus of Rs. 50 Lakh (fifty lakh only) may be kept aside for purchase of equipments, furniture, raw material, pots & pans etc.
- To ensure regular inflow of funds for '*langar*', a donation scheme shall be launched wherein a donor can make his contributions in cash or in kind (i.e. raw material). In case donation is made for raw material to be utilised in '*langar*', the adherence to pre-decided brands of raw materials would need to be ensured for maintaining quality standards. The specified brands of raw material which shall be accepted as donation for '*langar*' are placed as Annexure-I. All the raw material received as donation for '*langar*' shall be received at Non-Engineering Stores (NES) only. The donated material for '*langar*' shall be stored separately in the NES by the In-charge, NES, after ensuring that the material is as per '*langar*' requirement and specified brand. For each raw material received as donation, the In-charge, NES, shall invariably raise a GR (as is being presently done) and shall issue a copy of GR as an acknowledgement along with letter of thanks to the donor. A separate record for the donation received for '*langar*' shall be maintained by the In-charge, NES.

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- For receiving donations in cash/ through RTGS/NEFT/IMPS etc. for '*langar*', a separate bank account exclusively for '*langar*' shall be opened. Since for the donation received, a receipt is to be generated so that the donor is benefitted under section 80-G of the Indian Income Tax Act, Account Section already handling donations shall also maintain a separate Head for donations received under '*langar*' scheme. On receipt of donations under '*langar*' scheme, as per system in vogue, the Account Section shall issue the donation receipt to the donor.
- Besides, adequate numbers of donation boxes shall be kept in & around the '*langar*' premises which shall be opened by the designated Committee on fortnightly / monthly basis. The Committee already constituted to open donation boxes placed at various locations at Katra, shall also open the donation boxes kept in the premises of Langer.
- For the convenience of the pilgrims to donate online in '*langar*' account, QR coded plates shall be installed in the '*langar*' premises as well as in prime locations of the Shrine Board i.e. rented rooms, enquiry & reservation Office, various complexes of the Shrine Board etc.

Manpower:

For '*langar*' to operate on 24X7 model the manpower required shall be arranged by internal adjustments. For some sub-activities like sanitation and security the manpower shall be outsourced.

Safety Mechanisms to prevent any possible pilferage of materials:

Considering that the food in the '*langar*' shall be provided to the pilgrims as per the quantity requirements i.e. without any portion control, the accounting of consumed raw materials has to be kept in the hind-sight. To rule out against pilferage of any material, the following two safeguards shall be put in place:

- i. Installation of a closed circuit network in & around the '*langar*' premises to timely notice any unscrupulous activity in the area.

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- ii. Maintaining record of raw material consumed on daily basis. The data compiled on monthly basis shall infer consumption of cooked food. In case the consumption on a particular day or month exceeds exorbitantly in relation to the yatra, footage of closed circuit cameras shall be viewed.

Sanitation of 'langar' premises:

As 'langar' shall be operational 24 X 7, to ensure sanitation & hygiene is maintained in the 'langar', cleaning in the dining area, dish wash area & in the kitchen shall be done on regular basis. For thorough cleaning of the premises of 'langar', break shall be observed on need basis only and the break in no case shall exceed for more than 20 minutes. During this period, signage indicating cleaning in progress shall be displayed at the main entrance and inside the 'langar' hall for information of the pilgrims.

Operation of 'langar'

- a. Indent for the raw material required for the 'langar' as per the menu and for staff deployed in the 'langar' (as per the fixed scale) shall be raised by the In-charge 'langar'.
 - b. The In-charge NES shall dispatch the requisitioned raw material to the 'langar' at Tarakote after raising a challan in triplicate two copies of the raised challan shall be sent along with the dispatched material. In case the raw material is not available in the store, the In-charge NES shall take up the matter with purchase section for issuance of supply order / procurement. The In-Charge NES shall stock raw material received in kind (raw material) for 'langar' purpose separately.
 - c. The requisitioned raw material, as far as possible, shall be dispatched through vehicles instead of labourers.
 - d. On receiving of raw material at 'langar', the In-charge 'langar' shall check the quality and quantity of material received, acknowledge the receipt of material on one copy of the *challan* which shall be returned back to the NES. As per the received *challan*, the In-Charge 'langar' shall ensure the material received from NES is recorded in the stock
- mme

ledger. In case of items received is less in quantity i.e. not matching the quantity mentioned in *challan* or not as per the standard, the In-charge '*langar*' shall not accept the material and shall immediately take -up the matter with In-charge NES.

- e. The material received shall be stored /stacked in a proper manner and FIFO method shall be adopted for issuance of material to the kitchen.
- f. The in-Charge shall ensure adequate quantity of stock in the '*langar*' store and a minimum of 15 days stock is stored in case of semi perishable items and a week's stock in case of perishable items.
- g. For issuance of raw material to the '*langar*' kitchen, the Head Cook/ Cook shall place a requisition with the '*langar*' store in duplicate. One copy of the requisition shall be kept in the kitchen whereas the other copy shall be sent to the '*langar*' store.
- h. On receipt of the requisition from the '*langar*' kitchen, raw material shall be issued by the '*langar*' storekeeper and the same is posted in the stock ledger of Store.
- i. The Head Cook / Cook shall ensure that food is cooked by following standards of cooking and also make sure there is no wastage of raw material / cooked food.
- j. Raw material from the '*langar*' store to the '*langar*' kitchen shall be issued twice in a day and in case of emergent situation, the material shall be issued by the storekeeper after seeking permission from '*langar*' In-charge.
- k. At the close of third shift i.e. at 2300 hrs., the '*langar*' in-charge shall take a closing balance of material in the kitchen and shall prepare a daily consumption statement on the next day. On the basis of daily consumption statement, monthly / yearly consumption statement shall be prepared.

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- I. A copy of monthly consumption statement shall be submitted to the Senior Manager Catering for record / audit purpose.

Roles & Responsibilities:

Dy. Chief Executive Officer

Dy. Chief Executive officer heading the Catering wing shall be oversee the functioning of 'langar' and coordinate with the authorities for its smooth functioning.

Sr. Manager Catering

- Shall ensure maintenance of ideal inventory of raw material in 'langar'.
- Shall ensure equipments installed in the 'langar' are in working order.
- Shall ensure food prepared in 'langar' is of good quality.
- Shall analysis consumption of raw material in the 'langar' and ensure periodic submission of consumption statement to Dy.CEO.
- Shall extend requisite training (behaviour as well as trade related) to all the staff deployed at 'langar'.
- Shall coordinate with all the sections of the Shrine Board to ensure smooth function of the 'langar' which includes Store, purchase, electrical, civil, transport etc.
- To tackle complaints pertaining to 'langar' and staff deployed at 'langar'.


In-Charge 'langar'

- To look after overall functioning of 'langar'.
- Shall ensure proper & timely indenting of raw material to NES.
- Shall ensure proper storage and accounting of raw material in 'langar' Store.
- Shall ensure preparation of daily/monthly consumption statement of raw material.
- Shall ensure maintenance of daily duty roaster of staff (Shrine Board & outer agency) deployed at 'langar'.
- Shall ensure discipline is maintained by the staff (Shrine Board & outer agency) deployed at 'langar'.

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- Shall ensure proper cleanliness and hygiene in the 'langar' premises.
- Shall ensure 'langar' is functional round-the-clock except during breaks.



Dr. J.C Mehra, KAS
Dy. CEO