No. HFW/DD-SSU/Covid-19/17/19-20                                      Date: 04/05/2020

Dear DCs,

Subject: Standard Operating Procedure for handling International Traveller landing in Karnataka – reg

Please find attached the Standard Operating Procedure (Version 1.0) for guidance & necessary action to take care of International travellers entering Karnataka at various airports & seaports.

You are instructed to make all necessary arrangements for their health screening, quarantine & tests.

Yours faithfully,

[Signature with date]
Commissioner,
Health & Family Welfare Services.
SOPs for International Returnees to Karnataka

Version 1.0
Dated: 4th May 2020

1.0: Government of India has taken a decision to allow Indian citizens to come back to India from abroad.

1.1: The details of Karnataka residents stranded abroad as on 30.04.2020 are as follows:
(Shared by Government of India)

<table>
<thead>
<tr>
<th>SI No</th>
<th>Category</th>
<th>Number of Passengers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Tourists and Visitors</td>
<td>4,408</td>
</tr>
<tr>
<td>2</td>
<td>Students</td>
<td>3,074</td>
</tr>
<tr>
<td>3</td>
<td>Migrants and Professionals</td>
<td>2,784</td>
</tr>
<tr>
<td>4</td>
<td>Ship crew</td>
<td>557</td>
</tr>
<tr>
<td></td>
<td>Total Expected</td>
<td>10,823</td>
</tr>
</tbody>
</table>

1.2: Out of above, Ministry of External Affairs-GOI has assessed that the following numbers would be returning early.

<table>
<thead>
<tr>
<th>SI No</th>
<th>Category</th>
<th>Number of Passengers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Tourists and Visitors</td>
<td>2,380</td>
</tr>
<tr>
<td>2</td>
<td>Students</td>
<td>1,660</td>
</tr>
<tr>
<td>3</td>
<td>Migrants and Professionals</td>
<td>1,503</td>
</tr>
<tr>
<td>4</td>
<td>Ship crew</td>
<td>557</td>
</tr>
<tr>
<td></td>
<td>Total Expected</td>
<td>6,100</td>
</tr>
</tbody>
</table>
The State has planned to quarantine all 10,823 passengers coming back to Karnataka. The quarantine guidelines framed as below would be applicable: (Approximate break-up as provided by GCI: Canada-328 passengers; USA-927 passengers; UAE- 2575 passengers; Qatar- 414 passengers; Saudi Arabia- 927 passengers)

2.0: **Screening and categorisation of passengers at Health Counters:**

All the passengers arriving at points of entry (airport & seaport) will be compulsorily screened for symptoms of COVID-19 and self-declaration form will be obtained from each passenger in duplicate *(Annexure-1)*

- Screening and categorisation of all passengers at the port of entry itself (Airport/Seaport).

2.1: **Screening at point of Entry**

- Self-reporting form verification.
- Thermal scanning.
- Pulse oximeter reading.
- Briefing with instructions.
- Categorization.
- COVID Stamping for Category C (over back of palm- for 14-day home quarantine).
- Downloading of “Arogya Setu App”, “Quarantine Watch App” and “Apthamitra App”.

Arogya Setu:  

Quarantine Watch:  

Apthamitra:  

2.2: **Screening Counters:** Airport/ seaport authority to provide sufficient space and materials for counters to health authorities for screening of all passengers.

KIAL Bengaluru: To provide adequate number of counters for screening. Medical teams will be posted from Health and Family Welfare department as
per flight schedule.

Requirement at Mangalore airport and seaport to be assessed by DC-Dakshina Kannada and at Karwar Seaport by DC-Utta Kannada.

2.3: **At the health Counter: For all Passengers**

- Self-reporting forms will be verified for completeness and details.
- Thermal scanning –and Pulse oximeter reading will be taken.
- History of co-morbidity will be collected (*Hypertension, Diabetes Mellitus, Asthma or any lung disease, history of organ transplantation, Cancer, on immuno-suppressants, liver disease, kidney disease, Heart Disease, Tuberculosis etc.*)
- Stamping for 14 days home quarantine- will be done for all Category C Passengers.

2.4: **Categorization** will be done as follows:

- **Category A:** Symptomatic on arrival
- **Category B:** Asymptomatic with co-morbidity or aged above 60 years
- **Category C:** Rest of Asymptomatic Passengers.

3.0: **Availability of Services at Airport**

3.1: **Counters should be set-up for following services at the Airport/ Seaport Arrival Lounge.**

   a) SIM card- for enabling local phone number and activation. Mobile numbers should be pre-activated by the operators.
   b) Outlet for selling N95, Triple Layer Surgical, hand-made masks and hand sanitizers.
   c) Refreshment counter/ take-away counters.

3.2: **Police Check-post at Point of Entry**

   - A police check post should support the medical teams at the point of entry screening and oversee smooth transit of all passengers to respective quarantine centres.
3.3: Quarantine Stamping

- At Screening point itself, all Category C passengers will be stamped for 14-days home quarantine.
- Indelible ink stamping pad should be used by screening teams and passengers should be stamped on back of palm (left hand).

3.4: Quarantine Period:

- **Category A**: 14 days of Institution Quarantine at Covid Health Care Centre (DCHC), followed by 14 days of reporting period
- **Category B**: 7 days Institutional quarantine at Hotel/Hostel followed by 7 days of home quarantine and 14 days of reporting period
- **Category C**: 14 days of home quarantine and 14 days of reporting period.

4.0: Actions for each Category:

4.1 **Category A (High Risk)**: Symptomatic passengers (Fever, Cough, Cold, Chills, Headache, Fatigue, Sore throat, shortness of breath, Body pain, Recent - Loss of Smell/ Taste, Diarrhoea, chest pain and specify if any other)

**Action for Category A**: - Segregated from other passengers and sent to **Dedicated COVID Health Centre (DCHC)** for testing and isolation.

- If tested **Positive**: Will be shifted to **Dedicated COVID Hospital (DCH)**.
- If **Negative**: These patients with symptoms will be kept at Hotel/Hostel and will be tested again from 5th to 7th day and 12th day.
  - If tested **positive**, will be isolated at DCH and treated accordingly.

4.2 **Category B (Moderate Risk)**: Asymptomatic with co-morbidity or aged above 60 years.

**Action for Category B**: - To be shifted to COVID care centres (Hotel / Hostel) with individual accommodations and monitored for next 7 days
under Medical Supervision (with presence of 24 hours medical team)

- All passengers will be tested immediately on arrival at the COVID Care Centre (CCC) following all the protocols and precautions of testing.

- If tested Positive- Will be shifted to Dedicated COVID Hospital (DCH)

- If tested Negative: will be tested again between 5th to 7th day.
  - If tested positive on 7th day, will be isolated at DCH and treated accordingly.
  - If tested negative on 7th day, will be released to strict home quarantine for another 7 days with stamping.

- These passengers should be tested again from 12th to 14th day from date of arrival to Karnataka

- Anytime during facility quarantine- if they develop symptoms- Will be shifted to DCHC and tested immediately.

4.3: Category C (Low Risk) - Other Asymptomatic Healthy Passengers

Action for Category C: All such passengers should be sent to strict home quarantine for 14 days after stamping on arrival.

5.0: Testing Protocol:

- Swab testing for RT-PCR for all passengers.

- All passengers will be tested:

  - At DCHC for Category A: Totally 3 tests will be done viz., 1st Test on Arrival, 2nd test from 5th to 7th day and 3rd test on 12th day after arrival to Karnataka.

  - At CCC for Category B: Totally 3 tests will be done viz., 1st Test on Arrival, 2nd test from 5th to 7th day and 3rd test on 12th day after arrival to Karnataka.

  - At respective districts for Category C: Totally Two tests will be done viz., 1st Test on arrival and 2nd test between 5th to 7th day after arrival.
6.0: Logistics:

6.1 HR Deployment

a. **For passenger Screening at Airport**: To be arranged by respective Deputy Commissioner and DHO - medical teams' deployment at airport- Shifts based on flight arrivals. For BIAL, teams will be arranged by Director, Health & Family Welfare Department with support of Director, Medical Education.

b. For DCHC - To be arranged by Concerned Medical Superintendent / AMO

c. For CCC - To be arranged by Concerned DHO

6.2 Ambulance & Transportation

a. 108 EMRI service has to arrange dedicated ambulances for Category A Passengers.

b. BMTC/KSRTC to arrange transportation of Category B passengers from Airport/Seaport to respective CCC. Buses to be deployed as per number of passengers ensuring strict physical distancing. Buses should be disinfected and necessary masks & sanitizers should be provided to the BMTC/ KSRTC staff by Director, Health and Family Welfare / Deputy Commissioner concerned.

c. Category C Passengers have to make their own arrangements for travel from airport to home. Vehicle pass shall be issued at the airport by the Police personnel. The details of mode of travel, vehicle number and driver details should be collected in necessary software and hard copies by the Police.

6.3 Food & Refreshments: To be arranged by respective DCs.

6.4 Police Deployment: To be arranged by respective SP/Commissioner of Police at Airport, Seaport, CCC, DCHC, DCH in consultation with DC/BBMP Commissioner.

6.5 Hotel Arrangements for Category B: To be arranged by Commissioner of BBMP and respective DCs.
6.6 Bio-medical Waste management: To be followed strictly as per MoHFW-GOI and CPCB guidelines


https://ncdc.gov.in/WriteReadData/l892s/63948609501585568987.pdf

6.7 Forms, IEC materials etc.

- To be arranged by concerned DHO.
- Daily report of the quarantines should be entered in the software.

**NOTE:**

➤ **All international passengers** who are returning to Karnataka and arriving through Ports outside Karnataka may travel to state by Rail, Road or Domestic Flights shall be subjected to the same procedure described as above (As Similar to international Arrival).

➤ **International passengers of other states landing in Karnataka** can be sent back to their home state if they are in category 'C'. Passengers have to make their own arrangements for travel from airport to home. Vehicle pass shall be issued at the airport. The details of such passengers shall be collected by SSU – Karnataka on a daily basis and shared with respective States. Similarly, SSU shall also collect the details of Karnataka inbound passengers landing in other States.

7.0 : Special Instructions:

a) All category B passengers have to be kept in medically supervised quarantine centres (CCC) and there should be availability of 24 X 7 medical services.

   - Ensure arrangements and logistics for medical team stationed at the quarantine centre as per protocol (Stethoscope, BP Apparatus, Thermal Scanner, Pulse Oximeter, Glucometer etc.)

b) A separate area should be designated for medical examination of all the passengers every day. Time slots should be allotted to avoid crowding and ensure strict social distancing at all times.
c) Quarantined persons should wear facemask when coming out of room for medical examination

d) Necessary drugs to be made available for quarantined persons as per their regular prescriptions

e) Food and refreshments should be door delivered to each room separately. For category B patients, diet should be arranged as per their special medical requirements

f) Within the rooms ensure availability of television, Wi-Fi internet facility, magazines and daily newspapers. Sharing of magazines and daily newspapers should not be allowed

g) Personal mobile phone, laptop, tabs are allowed for their usage

h) No visitors are allowed during the facility quarantine period

i) Counselling sessions by State / district mental health teams should be arranged at a fixed time every day though videoconference for all the facility quarantined persons through appropriate software. Help of NIC can be taken to arrange this.

j) Laundry services: A separate room needs to be assigned to perform laundry services for cleaning of all the clothes and other washing related activities. Before laundering, all the washable items needs to be placed in detergent solution for up to 30 minutes and later washed. If passengers want to wash their own clothes, s/he can soak the clothes in detergent solution for 30 mins and then wash

k) For purpose of cleaning in common areas: Spraying of 1% sodium hypochlorite working solution to be done on all the surfaces (protecting electrical points/appliances). This should be followed by cleaning with a detergent.

l) Ensure security and CCTV coverage at entry and exit points at all quarantine facilities.

m) Ensure availability of dedicated ambulance for emergency services.

n) Medical teams shall use appropriate masxs and gloves. Hotel staff should
wear face mask and gloves. Hand sanitizer should be made available for medical teams and hotel staff. Educate on cough etiquette and hand hygiene at all times.

o) Ensure that biomedical waste management in the facility takes place as per standard guidelines

8.0: Enforcement of Home Quarantine (Annexure-2)

o) Category C Passengers will be stamped on arrival for 14 days home quarantine.

o) Category A & B passengers will be stamped after testing negative on 7th day at DCH/DCHC and released to home quarantine.

o) Instructions for home quarantine will be provided to all the passengers (Annexure-3)

o) All passengers should sign an undertaking regarding strict home quarantine (Annexure-4)

o) A home quarantine sticker will be pasted on door/home of the passenger. (Annexure-5)

o) Neighbour will be informed, and their contact number should also be collected (Annexure-6)

o) Resident welfare association (RWA) will be informed and invited in the enforcement of quarantine.

o) They will be monitored by concerned health staff for 14 days.

o) Police mobile squads will be deployed to monitor the enforcement of quarantine.

o) If they develop Fever/ Cough/ Difficulty in breathing within 14 days of home quarantine or 14 days reporting period, they should immediately call 14410 (Aphamitra Helpline) for further management.

o) IVRS Follow-up outbound call from call centre will continue for all passengers during home quarantine period.

o) Ring Fencing of mobile number by district administration to ensure strict
home quarantine

- COVID-19 Quarantine Alert System (CQAS) has been approved by GOI for Authorised –secure-Reasonable tracking of Corona positive or potential cases vide letter dated 29th March 2020.
- Contact Number of the passengers should be shared with SSU-COVID for enforcing ring fencing and follow-up

**Quarantine Watch App:** Daily selfie upload

- Each passenger has to download the app on arrival at airport/ seaport.
- Passengers should upload selfie everyday on the app during home quarantine period
- Every district should ensure functional “**Home Quarantine Enforcement Squads**” to take action on those not following home quarantine.

- If passenger is found to be not following strict home quarantine at any time, district administration can take decision to shift such person to facility quarantine and take legal action.
Annexure 1: Self Declaration Form

Ministry of Health and Family Welfare Government of India & Government of Karnataka

For all travellers arriving from covid-19 affected countries* (to be presented at the health/immigration counter)

Self Reporting Form

All persons coming to India from COVID-19 affected countries are required to fill-up this proforma. You are requested to provide the following information to safeguard your own health.

<table>
<thead>
<tr>
<th>Personal information of travellers</th>
<th>Contact details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Name</td>
<td>1. House No.</td>
</tr>
<tr>
<td>2. Age</td>
<td>2. Street / Village</td>
</tr>
<tr>
<td>3. Gender</td>
<td>3. Taluk</td>
</tr>
<tr>
<td>4. Flight No.</td>
<td>4. District</td>
</tr>
<tr>
<td>5. Seat No.</td>
<td>5. State</td>
</tr>
<tr>
<td>6. Passport No.:</td>
<td>6. Pin Code:</td>
</tr>
<tr>
<td>9. Final destination details</td>
<td>9. Email id</td>
</tr>
</tbody>
</table>

a. Are you suffering from any of the following symptoms?
   - Fever: Yes No
   - Cough: Yes No
   - Sore throat: Yes No
   - Respiratory distress: Yes No

b. Did you download Arogya setu app? Yes No
c. Did you download Quarantine watch app? Yes No
d. Did you download Apthamitra app? Yes No
e. Do you have any of these? Please tick all those applicable
   - Hypertension
   - Diabetes Mellitus
   - Cancer
   - Liver Disease
   - Heart Disease
   - Tuberculosis
   - Organ transplantation
   - Asthma or any lung disease
   - Kidney disease
   - On immuno-suppressants

f. Onward journey details:

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In case you develop symptoms such as fever and cough within 28 days, call 104 Arogya Sahayavani, Apathamitra helpline number 14410 or district surveillance officer. Call operator will tell you whom to contact further. In the meanwhile, keep yourself isolated in your house/room.

Annexure 2: Guidelines for Home Quarantine
COVID -19 (NOVEL CORONA VIRUS) 
GUIDELINES FOR HOME QUARANTINE

I. INSTRUCTIONS TO THE FAMILY MEMBERS OF PERSONS BEING HOME QUARANTINED
1. Only an assigned family member should be tasked with taking care of the home quarantined person.
2. Avoid shaking the soiled linen or coming in direct contact with skin
3. Use disposable gloves when cleaning the surfaces or handling soiled linen
4. Wash hands thoroughly with soap and water after removing gloves
5. Visitors should not be allowed
6. In case the person being quarantined becomes symptomatic i.e. develops fever, cough, breathlessness, etc., all his close contacts will be home quarantined and followed up for an additional 14 days or till the report of the case (symptomatic person) turns out negative on lab testing.

II. ENVIRONMENTAL SANITATION
1. Clean and disinfect frequently touched surfaces in the quarantined person’s room (e.g. bed frames, tables etc.) daily with 1% sodium hypochlorite solution
2. Clean and disinfect toilet surfaces daily with regular household bleach solution/phenolic disinfectants
3. Clean the clothes and other linen used by the person separately using common household detergent and dry

IV. DURATION OF HOME QUARANTINE
The home quarantine period is for 14 days.

V. DURATION OF REPORTING PERIOD
After home quarantine, the person should follow 14 days of reporting where he / she calls the 104 helpline (24x7) to inform the health status.

VI. Any failure to follow home quarantine and other instructions will result in an offense punishable under Epidemic Diseases Act, 1895 and other regulations issued by Government of Karnataka.

Be a responsible citizen, follow home quarantine.

STAY HOME-BE SAFE

[Signature]
Commissioner
Health and Family Welfare Services.

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Annexure 3: Advisory for travellers and their Family Members for discharge from the quarantine centres

In the wake of the Novel Coronavirus outbreak, people who came to Karnataka from across the countries were quarantined in designated quarantine centres for 14 days.

Following guidelines are issued to guide the evacuees and their family members to guide them with respect to the discharge from the quarantine centres and follow up action in the community

1. While travelling back home:
   - Provide details of your stay for next 14 days including the contact numbers.
   - Obtain list of District and State Surveillance Officers for follow up and reporting in case of any issues.
   - Use triple layer surgical mask (follow correct use and disposal of mask as briefed during the stay in quarantine centre)
   - Follow frequent hand-wash with soap and water or use alcohol-based hand sanitizer.
   - Use respiratory etiquettes (use tissue paper/ hand-kerchief to cover your nose and mouth, turn head away from the person facing of you, while coughing/ sneezing).
   - Self-monitor your temperature twice daily.
   - Retain the aircraft boarding pass/ rail ticket/ details of Journey by taxi (including contact number of drivers etc...)

2. After reaching home
   - Avoid crowded places.
   - Monitor your health for a period of next 14 days (after leaving the quarantine centre).
   - Self-monitor body temperature twice daily.
   - At all times:
     - Maintain personal hygiene.
     - Wash hands with soap and water frequently or use alcohol-based hand sanitizer.
     - Use respiratory etiquettes (use tissue paper/ hand-kerchief to cover your nose and mouth, turn head away from the person facing of you, while coughing/ sneezing).
   - Report to nearest health facility and State or District Surveillance officer if you develop fever, cough or difficulty in breathing.
   - Allow attendance by health workers / respond to call received from Health functionaries. Keep their contact numbers handy.
   - Inform about your health at the end of 14 days period to the Healthcare worker and State and District Surveillance Officer
3. **In case you develop fever, cough or difficulty in breathing any time after leaving the quarantine Centre (within next 14 days):**

- Call the nearest health facility or health worker visiting you / talking to you besides informing the State and District Surveillance Officer.
- An identified care giver (among family members) will only attend to you. He / she will wear mask and wash hands, every time he/ she comes in contact with you.
- Use surgical triple layer mask immediately on realization of symptoms.
- Get admitted to the identified health facility as advised.
- The personal vehicle/ ambulance / hired vehicle which was used for transportation also needs to be disinfected. (Contact the health facility for the disinfection procedure).
- Follow infection prevention and control practices at all times and places.
- If further assistance is required, **call toll free 24/7 Health helpline 14410** and / or Government of India’s Control Room no. +91-11-23978046.

A. **Advice to other family members at home:**

- Wash your hands with soap and water frequently.
- If the person (discharged from the quarantine centre) develops symptoms inform the health worker and also the State and District Surveillance Officer.
- **In case advised to shift the patient to a health facility:**
  - Share list of all contacts till date with the treating doctor/ health care worker and the State and District Surveillance Officer.
  - Family members to be in home quarantine till either medical examination rules out novel coronavirus infection or the result of sample is negative.
  - Proper disinfection of bedding/ clothing/ room/ all personal belongings should be followed with 1% Sodium hypochlorite solution.
Annexure 4: Undertaking for 14 day strict home quarantine

Undertaking on Home Quarantine

I .................................. S/W of .........................., resident of ........................................ do hereby voluntarily undertake to maintain strict home quarantine at all times for the prescribed period of 14 days from............. to ............... During this period I shall monitor my health and those around me and interact with the assigned surveillance team/with the call center (14410), in case I suffer from any symptoms or any of my close family contacts develops any symptoms consistent with COVID-19. I have been explained in detail about the precautions that I need to follow while I am under home quarantine. I am liable to be acted on under the prescribed law for any non-adherence to home quarantine protocol.

Signature__________________
Date_______________________
Contact Number _____________
Annexure -5
(Notice to neighbors / Secretary of Apartment Owners Associations)

Acknowledgement

The above notice has been issued to ................................. on Date .......... and following acknowledge
the receipt of the same.

<table>
<thead>
<tr>
<th>Name of the neighbour:</th>
<th>Name of the Notice Serving staff:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile No.</td>
<td>Designation:</td>
</tr>
<tr>
<td>Email id:</td>
<td>Signature:</td>
</tr>
<tr>
<td>Signature:</td>
<td></td>
</tr>
</tbody>
</table>

(The receipt is to be kept in the Office and progress on the issuance of the notice should be sent on daily basis to
Deputy Commissioner/ BBMP Commissioner)


To

.................................

.................................

.................................

Subject: Information regarding presence of Persons under home quarantine in your
neighborhood / Apartment.

World Health Organization (WHO) has declared the recent Novel Coronavirus (COVID-19) as Public
Health Emergency of International Concern (PHEIC) which has affected almost all the countries/
territories including India till date. WHO has characterized COVID-19 as a Pandemic on 11th March 2020.
In this context, Karnataka state has strengthened all surveillance and containment measures against the
possible spread of disease.

Physical distancing and breaking the chain of spread are potent solutions to stop the spread of the virus.
As per our information the following persons have entered the dISTRIC from Covid-19 affected State and they have
been advised to follow Home Quarantine.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name of the Person</th>
<th>Date of Arrival</th>
<th>Foreign country visited</th>
<th>Address</th>
<th>Mobile Number</th>
</tr>
</thead>
</table>

The above persons have been advised home quarantine for a period of 14 days from the date of
Arrival to the District. Following are the salient features of Home quarantine.

1. The person has to stay in well ventilate single room and should maintain the distance of 1 meter
from family members and others
2. Wash hands as often thoroughly with soap and running water.
3. Restrict his/her movement within the house. He/she shall never venture outside the house.
4. Wear triple layer surgical masks at all times. The mask should be changed every 6-8 hours. It should
be disposed off by first disinfecting using ordinary bleach solution (5%) or sodium Hypochlorite
solution (1%) and then by burning or deep burial.
5. The person should stay away from elderly people, pregnant women, infants and people with co-
morbid conditions like, Diabetes, Hypertension, Asthma, person with organ transplant etc.
6. Should not attend any social / religious gatherings.
Your persuasion and vigilance on above persons will help the State in combating the spread of Covid-19. *In case you find the above persons violating the norms of Home quarantine you are requested to advise them and if the persons don’t respond to your persuasion inform toll free helpline of the District —……………… Quarantine Enforcement Squads have been formed to take action on such violators. You are requested inform us (All your communications will be kept confidential)*

Help us in our fight against Covid-19.

Deputy Commissioner and District Magistrate
Annexure 6: Home Quarantine Sticker

Health & Family Welfare Services

Stay safe, keep someone else safe

Prevention and Control of Novel Coronavirus (Covid 19) Disease

HELP US TO HELP YOU

WE ARE UNDER HOME QUARANTINE.
NOT TO VISIT THE HOUSE

Let's all get together and fight against coronavirus

For more details, contact the helpline

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