



# DELHI POLICE

## STANDARD OPERATING PROCEDURE (SOP) FOR THE FUNCTIONING OF FITNESS LOUNGE IN PHQ

### 1. INTRODUCTION:

Delhi Police is one of the premier police forces in the world. It is responsible for safeguarding the National Capital against any terror attack, ensuring safety and security of the residents of Delhi and maintaining law and order. A fit and healthy police force is a prerequisite for discharging these critical duties.

In order to enhance the levels of fitness and inculcate a healthy lifestyle, a state of art Gym-cum-Yoga center, known as "DP Fitness Lounge" has been setup. This fitness lounge is equipped with latest equipment and modern fitness machines for strength training, cardio exercise equipment, body composition monitors/ analyzers cross fitness area, multi activity yoga hall, cafeteria lounge for officers, lockers rooms, changing rooms, etc.

Membership of the fitness lounge is available to all ranks of Delhi police.

### 2. MANAGEMENT:

#### I) Governing Body

There shall be a Governing Body for formulating policy guidelines. It will also accord membership approval to persons other than Delhi Police Officers. It shall comprise of:-

Patron	-	Commissioner of Police, Delhi
President	-	Spl. Commissioner of Police/Welfare
Vice-President	-	Joint/Addl. Commissioner of Police/Welfare
Secretary	-	Deputy Commissioner of Police/Welfare
Member	-	Nominated by Commissioner of Police, Delhi



## II) Management Committee

The daily operations shall be supervised by the Management Committee. The Committee shall comprise of:-

Chairman	-	Joint/Addl. Commissioner of Police/Welfare
Member Secretary	-	Deputy Commissioner of Police/Welfare
Treasurer	-	Assistant Commissioner of Police/Welfare
Coordinator	-	Inspector/Sports, Recreation & PHQ Gym

The management committee shall also be responsible for financial management of the funds received through subscription/membership fee. It shall ensure proper maintenance and upkeep of the Fitness Lounge.

### 3. MEMBERSHIP:

- (i) All Gazetted Officers of Delhi Police and their family members above 18 years of age are eligible for applying for membership of the facility of the DP Fitness Lounge.
- (ii) All Upper Subordinates and Lower Subordinates are eligible for applying for membership of the facility of the DP Fitness Lounge.
- (iii) Guests of Gazetted Officers may apply for casual membership on payment of requisite fees.
- (iv) Officers of all India Services (AIS) and Central Police Organizations (CPOs) (in pay level 10 and above) are eligible for applying for the membership of the DP Fitness Lounge.
- (v) Membership is subject to approval and payment of prescribed fees.
- (vi) Membership can be suspended/revoked for any wilful violation of rules and regulations.
- (vii) Management reserves the right to refuse to renew the membership.

### 4. FEE STRUCTURE:

Member	Membership Category	Monthly Fee (Rs.)	Half-yearly Fee (Rs.)	Yearly Fee (Rs.)
Gazetted Officers of Delhi Police	Individual	1,500/-	7,500/-	15,000/-
	Family (for 2 members)	2,500/-	12,500/-	25,000/-
	Family (upto 4 members)	4,000/-	20,000/-	40,000/-
	Casual members (Officer's Guest)	200/- Per day	N/A	N/A
Upper Subordinates of Delhi Police	Individual	1,200/-	6,000/-	12,000/-
Lower Subordinates of Delhi Police	Individual	1,000/-	5,000/-	10,000/-



For AIS, CPOs (above Level-10) & Other State Police Officers	Individual One time enrolment fee Rs. 10,000/- (non-refundable)	2,500/-	12,500/-	25,000/-
---	--	---------	----------	----------

- If a member decides to terminate the membership before his/her duration ends, he/she will stand to forfeit the remainder of the balance fees.
- Lost membership smart card will be replaced against payment of fee-of Rs. 200/- (Rupees Two Hundred only).

## 5. TIMINGS:

The Fitness Lounge will remain open on all working days, except on Monday, National Holidays, as per timing given below:-

### (i) Fitness Lounge Timing:

- 06.00 AM to 09.00 PM - Tuesday to Sunday
- Fitness Lounge shall remain closed for daily maintenance from 01.30 PM to 03.30 PM

### (ii) Reserved Timings:-

Category	Timings
Gazetted Officers	06.00 AM to 10.00 AM
	06.00 PM to 08.00 PM
Ladies	04.00 PM to 05.00 PM

Dietician & Physiotherapist services are available on appointment basis. Members may contact the Reception desk.

## 6. MANDATORY ACTIONS ON ENTERING THE FITNESS LOUNGE:

- (i) Post thermal screening, hands to be sanitised.
- (ii) Members to show Fitness Lounge Membership Card to the trainer, prior to use of Fitness Lounge.
- (iii) COVID appropriate behaviour to be maintained inside the Fitness Lounge.
- (iv) Music system inside the Fitness Lounge will be operated by the trainer/receptionist only.
- (v) Playing of Individual/personal music system permitted only with headphones.
- (vi) Use Fitness Lounge equipments properly and members are requested to return equipment to its place post use and not drop heavy equipment (i.e. weights etc.) on the floor.



- (vii) Do not use any damaged equipment and report it to the Fitness Lounge Trainer/Fitness Lounge Manager immediately for necessary repairs.
- (viii) Please get familiar with the High-tech equipment before use
- (ix) Consumption of food and beverages inside the Fitness Lounge (Gym/Yoga Centre) is prohibited.

## 7. RULES AND REGULATIONS:

- (i) Member must always wear appropriate fitness attire. Member will not be allowed to use the facility if not dressed appropriately. Member should use clean & exclusive shoes meant for Fitness Lounge.
- (ii) Pregnant women, persons suffering from heart disease, high or low BP, recently recovered from Covid-19 or any other medical ailment must not enter the Fitness Lounge without prior medical consultation and written approval from their doctor.
- (iii) Do not use the Fitness Lounge, while under the influence of alcohol, narcotics or medications that cause sleepiness, drowsiness or raise or lower BP.
- (iv) The Management of Fitness Lounge/Trainers is not responsible for any injuries or accidents that may occur to anyone, while using the Fitness Lounge facility.
- (v) Smoking is strictly prohibited in the Fitness Lounge premises.
- (vi) Use of mobile phones is not permitted in the Fitness Lounge.
- (vii) Food & Beverage from outside is not permissible in the Fitness Lounge premises.
- (viii) Weapons are not permitted inside the Fitness Lounge.
- (ix) Members are advised not to bring any valuables to the Fitness Lounge facility as Management of Fitness Lounge will not be responsible nor liable for any loss, damage or theft.
- (x) Members may avail the facility of lockers on first come first serve basis.
- (xi) Members are requested to respect the rights of other users and refrain from shouting, using foul language, loud & boisterous behaviour.
- (xii) The Fitness Lounge Management reserves the right to amend the rules and regulations without any prior notice.

## 8. FINANCE:

The membership and enrolment fee received from Members shall be credited into an exclusive account to be maintained for the purpose. The same shall be jointly operated by Member Secretary & Treasurer. The Management Committee will be responsible for operating the Fitness Lounge



& its maintenance through the subscription received and to decide all matters relating to the day to day functioning of Fitness Lounge.

## 9. FITNESS LOUNGE STAFF:

The staff posted at Fitness Lounge shall be responsible for the operations of Fitness Lounge and shall comprise of:-

- (i) Fitness Lounge Manager.
- (ii) Receptionist.
- (iii) Fitness Trainers.
- (iv) Physiotherapist.
- (v) Dietician.

### **Timing of Fitness Lounge Staff:**

Management committee will decide the shift timing of the Fitness Lounge Staff.

## 10. DUTIES OF STAFF OF FITNESS LOUNGE:

(I) **Fitness Lounge Manager**: He/she shall be of the rank of upper subordinate

- (i) Ensure that facility is opened and closed on time, and that all the facilities are clean, tidy, safe, sanitized, secure and fully operational.
- (ii) Ensure compliance of Covid Protocol during operations.
- (iii) He shall be familiar with all the protocols and fitness equipments and shall be accountable for health, safety and smooth operations of the facility.
- (iv) Ensure sufficient staff deployment is planned and maintained across departments.
- (v) Responsible for briefing and keeping the staff abreast of any latest information.
- (vi) Create a working environment where colleague feel inspired and motivated.
- (vii) Ensure that Fitness Lounge never runs out of supplies (not limited to Shampoo, toilet roll and other consumables etc.)
- (viii) Act as first responder to all escalations and resolve promptly.
- (ix) Manage escalations such as user complaints, Fitness Lounge maintenance or staff management issue.

### (II) **Fitness Trainer**

- (i) Regularly interface with the Fitness Lounge Manager on the daily schedule.



- (ii) He available on call to cover for any sickness or holiday/leave for any fitness staff.
- (iii) Available when called upon by Fitness Lounge Manager to work additional or adjusted hours to meet the Fitness Lounge needs.
- (iv) Monitor the equipment maintenance and cleanliness.
- (v) Contact members prior to induction program, confirm appointment and introduce yourself. They should be able to use BCA machine expertly.
- (vi) Conduct updated programs for members to measure improvement and set new goals.
- (vii) Actively promote all fitness programs in the Fitness Lounge. The goal is to establish regular usage from all members.
- (viii) Act as role models in practising the principles of hospitality and customer service excellence.

### **(III) Receptionist**

- (i) Interface with the Fitness Lounge Manager on daily basis.
- (ii) To have 360 degree view and information about the Fitness Lounge.
- (iii) To be responsible for working in the scheduled hours.
- (iv) To administer the data entry of all the information required.
- (v) Shall handle the collection of membership fees, forms, etc and issue receipts, etc. Should be able to handle the CRM software proficiently.
- (vi) To schedule all manual bookings of Induction Program, Physio and NC Counselling.
- (vii) Always be polite to members.
- (viii) Handle user's comments and complaints professionally and take ownership of the issues.
- (ix) To maintain a logbook of communication with the staff and for the shift handover.
- (x) To take care of any lost property and keep it in an appropriate place.
- (xi) Keep reception in an immaculate condition.

### **(IV) Physiotherapist**

- (i) Regularly interface with the Fitness Lounge Manager on the daily schedule.
- (ii) Contact members prior to physiotherapy assessment, confirm appointment and introduce yourself.



- (iii) Actively promote all fitness programs in the Fitness Lounge.
- (iv) Maintain all equipment, assessment room and gymnasium is hospital' clean.
- (v) Maintain records of the assessments and follow through the prescribed schedule.
- (vi) Compulsory participation in staff meeting, educational training sessions, management meetings and other event or activities pertaining to the Fitness Lounge.
- (vii) Making assessments of user's physical conditions.
- (viii) Educating clients on how to prevent injuries and live a healthy lifestyle.
- (ix) Planning and organizing physiotherapy and fitness programs.
- (x) Endeavour to handle complaints. Depending on gravity, report to the immediate supervisor or to the Fitness Lounge Manager.

**(V) Dietician**

- (i) Evaluate the dietary needs of a user by assessing their Life style, health and exercise levels, sleep and food habits etc.
- (ii) Clarify information to users and explain the effects of nutrients, supplement on overall health condition.
- (iii) Create full and personalized nutrition and diet plans that promote healthy lifestyles and helps members to achieve their fitness goals.
- (iv) Making presentations on a variety of topics such as how nutrition affects performance in sports, schools work spaces etc.
- (v) He/She will be available when called upon by Fitness Lounge Manager to work additional or adjusted hours to meet the Fitness Lounge needs during the abnormal periods.

**11. SAVINGS CLAUSE**

When the Commissioner of Police, Delhi is of the opinion that it is necessary or expedient to do so, he may by order, relax any of the provisions of this S.O.P.

This has the approval of the Competent Authority.



**(Satish Kumar)**  
Deputy Commissioner of Police,  
Welfare, Delhi.



No. 21851-22000 /Record Branch/PHQ dated Delhi, the 06-05-2022

Copy forwarded to:-

1. All Special Commissioners of Police, Delhi.
2. All Joint Commissioners of Police, Delhi including Jt. Director, Delhi Police Academy, Delhi/New Delhi.
3. All Additional Commissioners of Police, Delhi.
4. OSD to C.P., Delhi.
5. All Deputy Commissioners of Police, Districts/Units including PHQ, C.P. Sectt., FRRO and Deputy Director/Delhi Police Academy, Delhi.
6. DCP/HQ(IV)/PHQ with the direction to upload the SOP on Intra-DP.
7. LA to CP and FA to C.P., Delhi.
8. All ACsP/Insprs./PHQ.
9. PS/Reader to C.P., Delhi.
10. HAR/PHQ.
11. Insp/Library/PHQ.