

| Sr. No. | Topic | | Details | Responsibility |
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| 1 | Meeting Participants | 1 | Chaired by Shri. Aaditya Thackeray, Minister – Tourism, Environment & Protocol, Maharashtra | |
| | | 2 | Shri Praveensingh Pardeshi, Municipal Commissioner, Brihanmumbai Municipal Corporation | |
| | | 3 | Shri Sanjay Barve, Commissioner of Police, Mumbai | |
| | | 4 | Shri Rajesh Kumar, Principal Secretary - Labour Dept, Dr Mahendra Kalyankar, Commissioner - Labour Dept. | |
| | | 5 | Shri Kakani, AMC - WS, BMC | |
| | | 6 | Shri Madhukar Pandey, Jt. Commissioner of Police, Traffic, Mumbai Police | |
| | | 7 | Relevant BMC teams - Wards officers, Departments focused on Ease Of Doing Business | |
| | | 8 | Traffic Police Department team, HQ team | |
| | | 9 | Industry Senior Management / owners of Malls, Mills, Heads of bodies representing Restaurant business, aggregators, festival organisers, etc. | |
| 2 | Objectives of meeting | 1 | Generate new employment - direct and indirect (ancillary) | |
| | | 2 | Improve earning capability | |
| | | a | Direct - such as chefs, waiters, ushers, security personnel, receptionists, sales teams, etc. | |
| | | b | Indirect - such as artists, musicians, transport operators, tour operators, entertainment business related (3D projectionists, etc.) | |
| | | 3 | Ensure ease of doing business - be enablers | |
| | | 4 | Promote and generate tourism | |
| | | 5 | Create pride in the city and raise it to the global standards | |
| 3 | Precautions to be taken by operators | 1 | Adequate infrastructure to handle visitors: | Industry Management |
| | | a | Trained staff | |
| | | b | Security - qualified personnel, surveillance mechanisms | |
| | | c | Ample parking area | |
| | | 2 | Minimum disturbance / nuisance to residents | |
| 4 | Locations | 1 | Known big malls across Mumbai were identified - their senior management, seniors of bodies representing restaurants, entertainment, etc. were coordinated with by Ward officers and Police department teams | Mgmt of malls/ mills / Respective Ward Officers |
| | | 2 | Gated community – While the known malls were identified, more seeking participation / clarification / support may approach the respective Ward officers, if they want further information, so as to also help the Ward teams and the Police teams to plan accordingly | |
| | | 3 | 6 Popular locations for Food Trucks - Juhu Chowpatty Road, Girgaon Chowpatty Road, Bandra Kurla Complex Road, Worli Sea-face, Bandra Bandstand, Nariman Point Road, Nariman Point (NCPA corner), near Mafatlal Bath Opposite Grant Road were discussed | |
| 5 | Rules to be followed by operators | 1 | The rule disallowing consumption of alcohol at these locations beyond 1:30 am will be strictly adhered to. Any flouting of this rule will potentially ensure 2 strict actions: | Industry Management |
| | | a | The restaurants / establishment to lose their alcohol permit for 2 years | |
| | | b | The gated community (mall / mill) to lose the right to operate for 24 hours | |
| | | 2 | Establishments / eateries opting for 24 hrs option to give an undertaking to Excise Department (Copy to DCP HQ - 1) confirming that they shall not sell alcohol beyond 1:30 am | |
| | | 3 | Establishment shall display Notice at a prominent place in the establishment to that effect | |
| | | 4 | Format size of the Notice to be decided by Excise Department. Notice Format: "This establishment doesn't sell alcoholic beverages beyond 01:30 am. Orders may be placed before 1:00 am" | |
| 5 | The various bodies and management to ensure self regulation - this will ensure continuity and will be beneficial to the citizens and the industry | | | |

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| 6 | Permissions | 1 | All permissions / rules are already in place to allow 24 Hrs working. This aspect was reiterated. | CP Office, BMC | |
| | | 2 | Government will be only enabler, and will not enforce anyone to stay open and operate for 24 Hrs. The discretion lies with the management depending on the feasibility, etc. | | |
| | | 3 | The excise laws will continue as they are - no relaxation on the alcohol consumption related aspects beyond set time | | |
| | | 4 | The Labour laws / regulations are already designed to help women work during night shifts, if they desire. Aspects pertaining to their safety and commute are already incorporated in the rules. | | |
| | | 5 | Permissions allowing malls to operate for 24 Hrs are already in place. Even today, malls can choose to operate for 24 Hrs. | | |
| | | 6 | Permissions to play music by live bands on general concourse areas within malls may be considered, provided there are no tickets being sold / purchased, and that they are there to create attraction and provide entertainment for those visiting the malls. Premises License will be granted to malls on case to case basis. | | |
| | | 7 | Permissions and clarity to extend screening time in theatres at these locations beyond 1 am will be sought – Labour Dept. to issue clarification. | | Mall and theatre owners |
| | | 8 | Food Truck policy is being finalized. Permissions pertaining to the same will be included in these. (By BMC Team, AMC - City, AMC - WS) Following suggested, and may apply: | | AMC(City) AMC(WS) |
| | | a | No. of food trucks not to exceed 5 at each location in the initial phase | | |
| | | b | Food trucks are not for 24 Hrs. Only from 22:00 Hrs to 06:00 Hrs, and they must leave the spot before 06:15 Hrs. | | |
| | | c | Not more than 4 folding tables i.e. with 16 seats per food truck | | |
| | | d | Distance between two food trucks should be at least 20 meters | | |
| | | e | Food trucks to be parked in Private or Public parking places | | |
| | | f | Entire pavement not to be blocked. Only 40% of the foot path can be covered by tables | | |
| | | g | Guard to ensure parking discipline and customer discipline | | |
| | | h | Teams operating them will be fully responsible for the cleanliness and upkeep of the area surrounding their stationed locations | | |
| | | i | There will be no loud noise, no music, no amplifiers or entertainment programs allowed by these | | |
| | | j | Utensils making noise / usage of plastic to be avoided - sustainable and biodegradable material to be used | | |
| | | k | Hygiene quality to be maintained (min. B-Grade) | | |
| | | l | They will occupy the designated places (identified by Acs, Ward offices) not before 22:00 Hrs | ACs, BMC | |
| 7 | Nodal Officer | 1 | Mr. Sharad Ughade has been appointed as the Nodal Officer to collate & create information and FAQs within 15 days to help everyone by coordinating with relevant Police departments, relevant departments in state Govt., BMC teams, Management of malls, mills, retailers and restaurants | Mr Ughade, AC, BMC | |
| 8 | Awareness Creation | 1 | Management of malls and mills will need to champion the cause of creating awareness of them being open for 24 Hrs or extended hours | BMC / Industry Mgmt Team | |
| | | 2 | They may put up common logo / hoardings / notice boards / fliers to announce that they are open 24 Hrs (or for extended hours or in any suitable way). BMC will standardize the same by incorporating the best designs and content. Subsequently, the specifications will need to be adhered to by everyone. The same will be communicated through digital media - social media / website / email. | | |
| | | 3 | Social Media handles of Govt - Maharashtra Govt, Tourism Dept, BMC and Police will create awareness of this initiative | Tourism Dept., BMC, Police Department | |
| | | 4 | However, the primary responsibility will lie on the industry to create awareness and adhere to the guiding principles and rules & regulations by undertaking strict self-regulation activities | | |
| 9 | Out of Scope | 1 | Individual shops, restaurants, etc. at locations outside of the above mentioned will not be able to operate 24 Hrs., for reasons and concerns shared above, which qualify the other selected locations on pilot basis | | |
| 10 | Out of scope for Govt | 1 | Govt. will not be involved in any marketing, or generating ideas or business plans for the management teams of malls and mills | | |
| | | 2 | The management team of malls and mills will need to connect with the retailers, theatre owners, their staff, etc. to devise workable solutions which will be successful | | |

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| 11 | Thoughts / ideas expressed | | While almost all management representatives of the malls and mills welcomed this reiteration by Govt. on being an enabler for them to operate 24 Hrs, few expressed caution on whether they will be able to attract customers and sustain with the efforts. Few thoughts which got discussed were: | Industry Mgmt Team |
| | | 1 | Layout of the malls to be organized in ways such that certain contiguous areas can be kept active for 24 Hrs | |
| | | 2 | Offer higher discounts to customers doing shopping / consuming post mid night | |
| | | 3 | Offer better perks to staff working in this shift to ensure enthusiasm, creating a welcoming vibe | |
| | | 4 | Convert certain areas, such as bowling alleys, play / sports areas suitable for adults, which are otherwise utilized by kids during day time | |
| | | 5 | Organize interesting food festivals, attractions such as 3D projections, late night exclusive screenings, etc. to keep the interest alive | |
| | | 6 | Coordinate efforts amongst each other to combine the forces to create big events, such as late night flea markets which experienced huge turnout | |
| | | 7 | Restaurants outside of gated communities, but in dense cluster, in areas away from residential zones (near stations, airports, office area , etc.) may participate in the 24 Hrs initiative by taking the food truck route, at identified / mentioned locations above | |
| | | 8 | It was reiterated that the discretion and decision to stay 24 Hrs open would continue to be with the owners. Govt. will continue to be only enabler, not enforcer in this regard. It will only expect and enforce adherence to the normal rules & regulations to safeguard the interests & security of the citizens | |
| | | 9 | Few may keep their establishments open on few days - weekends or public holidays, every weekend, select weekends, everyday, for extended hours or for 24 Hrs - as they deem fit | |
| | | 10 | It is expected that the entrepreneurship, innovation, ingenuity and drive for growth & improvement for all of Mumbai's business industry will ensure that through the pilot phase, various successful models / strategies will be discovered, for others to emulate and customize | |
| | | 11 | It was also proposed that if the footfalls indeed increase drastically, thereby increasing the business revenue, it may be considered to pay additionally for the services of the Police force, on the lines of what is done when Cricket matches are organized. The learnings over the next few weeks will determine the future course of decisions and actions. | Industry Mgmt Team, Police Dept |
| 12 | Over time, basis learnings, timing of public transport facilities such as BEST may get extended on relevant routes, and other aspects too may get evaluated | Industry Mgmt Team, Traffic Police Dept, BEST | | |

Note: The owners of malls, mills, gated compound premises shall intimate about the commencement of their operations to remain open over extended hours as per above guidelines to the respective local BMC Ward Offices, Police Stations and Excise department.