

Secy, Disaster Management

Secy, Transport & C.A

LMS
27/5/2020

No. AV.14011/1/2020-DT
Government of India
Ministry of Civil aviation

Rajiv Gandhi Bhawan,
New Delhi-110003
Dated 25th May, 2020



ORDER

The Government has decided for recommencement of domestic air travel of passengers with effect from 25th May 2020, which includes domestic air services by non-scheduled and Private (General Aviation) operators (Fixed Wing / Helicopters/ Micro light aircraft). In view of the need for precautionary measures to be taken by various stakeholders during COVID-19 pandemic, detailed General Instructions; Guidelines to be followed by passengers; and Specific Operating Guidelines for major stakeholders (Airlines, Airport Operators, Ground Handling Agencies, etc.) have already been issued by Ministry of Civil Aviation vide Order No. AV.29017/5/2020-DT dated 21.05.2020.

2. Accordingly, guidelines have been prepared for above categories and are annexed herewith for compliance by all concerned.
3. This is issued with the approval of Hon. Minister of State (I/C), Civil Aviation.

Usha Padhee
Joint Secretary 25/05/2020

- Annexure I: General instructions for commencement of NSOP & Private Operations by Airlines.
Annexure II: The detailed guidelines to be followed by air passengers.
Annexure III: Specific operating guidelines for major stakeholders.

To:

1. The Secretaries of Ministries/Departments of Government of India
2. The Chief Secretaries/Administrators of States/Union Territories

Copy to:

1. Secretary, Ministry of Civil Aviation
2. PS to Hon MOS (I/C), Civil Aviation
3. DG, DGCA
4. DG, BCAS
5. Other concerned officials and stakeholders (as per standard circulation).

मुख्य सचिव कार्यालय
भारत सरकार, नई दिल्ली
ग.सं.प्र.सं. 299/1
दिनांक: 25/05/2020

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Annexure-I

General Instructions for commencement of NSOP & Private operations by Airlines

Air travel of passengers, both domestic and international, has been prohibited since 25th March 2020. Now it has been decided by Government that domestic air travel of passengers shall resume with effect from 25th May, 2020 (order of MHA dated 20th May, 2020), which includes domestic air services by non-scheduled and private operators (Fixed Wing / Helicopters/ Micro light aircraft). Accordingly, Ministry of Civil Aviation has developed general instructions and detailed guidelines for air travel of passengers and major stakeholders (Airlines, Airports, Security Agencies, Ground Handling Agencies and Health Authorities, etc.) by incorporating necessary safeguards in consultation with Experts and Stakeholders.

General Instructions:

- a. Vulnerable persons, such as very elderly, pregnant ladies, passengers with health issues are advised to avoid air travel. However, this will not apply to air ambulance services.
- b. No physical check-in at airport counters would be done. Only those passengers with confirmed web check-in shall be allowed to enter the airport. 'Passenger manifest' sent electronically to each passenger may be treated as 'boarding pass'.
- c. In case of helicopter operations where the ticket bookings are manually done, the boarding pass will be issued at helipad/heliport with minimum contact and after following all the sanitization / self protection protocols issued by State govt./UT/local administration.
- d. The charges for air travel to be as per mutually agreed terms between the operators and the travelers. Price cap on tickets, issued by DGCA for scheduled operations will not be applicable.
- e. A self-declaration/ Aarogya Setu App status (for compatible device) would also be obtained that the passenger is free of COVID-19 symptoms. However, in case of Medical Ambulance Flights, medical certificate on the condition of the patient, that has necessitated air travel, should be carried for the passenger.
- f. Passengers will be required to wear the protective gear (Face mask).
- g. The airlines shall not provide meal services on board. Restrictions pertaining to serving of meal on health ground only, will not apply to Emergency Medical Service (EMS) flight.
- h. The cabin crew are required to be in full protective suit.
- i. Passengers should report at airport/heliport/helipad at least 45 minutes before the departure time.

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- j. Airlines shall furnish the passengers manifest of each flight in the prescribed format to the State / UT Governments. Accordingly, airlines may create a web portal/digital platform to provide information seamlessly to the State/UTs.
- k. Ground handling agency engaged by the operators/ State Govts. to ensure its staff is fully briefed and regularly updated as per existing orders of Ministry of Civil Aviation (MoCA)/ Ministry of Home Affairs (MHA)/ Ministry of Health & Family Welfare (MoHFW) on COVID-19 precautions.
- l. Rotary-wing (helicopter) operations to be conducted as per approved SOPs by DGCA, specifically for each Base. Helicopter operators to ensure all the COVID-19 precaution issued by the "MoHFW/Local/State/UT/Shrine Board" administration, are duly followed, before and during flight.
- m. State Govts. / UT / Shrine Board administrations to ensure boarding / deboarding / thermal screening / sanitization protocols as per requirement at all helipads / heliports.
- n. Any other extant safety/security guidelines by DGCA and BCAS are to be strictly complied with.
- o. Self declaration to be given by passengers will be as contained in the detailed guidelines to be followed by air passengers clause 1(j) (Annexure -II), of this order.
- p. The detailed guideline to be followed by passengers is at Annexure-II. For the sake of convenience of passengers, the guidelines have been divided into four parts:-
 - 1. Origin to airport.
 - 2. At the airport.
 - 3. In the aircraft.
 - 4. From airport to destination.
- q. Specific operating guidelines to be communicated for major stakeholders (Airlines, Airports, Ground Handling Agencies, etc.) are at Annexure-III.
- r. Applicability of these guidelines would be with reference to the operational requirement of the NSOP and private operations.

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The detailed guidelines to be followed by air passengers: Mentioning the movement of a passenger from the origin to the destination.

1. From Origin to Airport

- a. Passengers should familiarize themselves about the new procedures at the airport. Especially, about the norms of social distancing, minimum touch, baggage limitations, COVID-19 declaration, registering on Aarogya Setu App, digital payments, use of authorized taxis. Expect slower processes and hence avoid last minute reaching the airport.
- b. Passengers, before entering the terminal, to ensure wearing of protective gear, as per the prevailing requirement. He will continue to wear the mask throughout the journey.
- c. Passenger to report at the airport as per revised reporting time i.e. D - 45 minutes.
- d. Passenger should travel in an authorized taxi/personal vehicle following the norms specified by MHA.
- e. During transit to airport, the passenger should take all precautions to prevent infection.
- f. The passenger shall not travel if he/she is staying in a containment zone. Also, they should not travel if they have been tested positive for COVID-19. The passengers are expected to certify the status of their health through the Aarogya Setu app or a self-declaration form.
- g. If a passenger who is not permitted to fly, undertakes an air journey he/she shall be liable for penal action.
- h. The passenger shall give a declaration to the following effect:
 - i. I/we am/are not residing in any containment zone.
 - ii. I/we am/are not suffering from any fever/cough/any respiratory distress.
 - iii. I/we am/ are not under quarantine.
 - iv. If I/we develop any of the above-mentioned symptoms I shall contact the concerned health authorities, immediately.
 - v. I/we have not tested COVID-19 positive in last two months.
 - vi. I/we am eligible to travel as per the extant norms.
 - vii. I/we make my mobile number / contact details available to the airlines whenever required by them.

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- viii. I/we understand that if I/we undertake the air journey without meeting the eligibility criteria, I/we would be liable to penal action.
- ix. I/we undertake to adhere to the health protocol prescribed by the destination State / UT.

i. Passengers are advised to follow MoHFW guidelines in maintaining the hygiene and social distancing.

2. At the Airport:

a. Entering the terminal building.

- i. The passenger should get down from his/her vehicle with the face mask on and with the required documents/e-documents. Passenger should continue to wear mask throughout the journey.
- ii. He/she walk in the forecourt area and arrive at the thermal screening facility near the entry gate.
- iii. He should get himself/herself checked for temperature. This will be done by a designated staff of the Airport. The status of "Aarogya Setu" should be displayed to the staff.
- iv. In case of non-availability of *Aarogya Setu*, the passenger should be facilitated to go to a counter provided by the airport where *Aarogya Setu* can be downloaded. Children below fourteen years of age would be exempt from this requirement.
- v. The passenger shall, then, move to the CISF counter at the entry check-point. He/she shall display/show his identity card, the boarding pass/-e-boarding pass to the CISF staff. 'Passenger manifest' sent electronically to each passenger may be treated as 'boarding pass'. The CISF staff on confirming the identity of the person shall allow him/her in.
- vi. The baggage of the passengers should be dealt as per the security procedure available at the airport. Passengers to adhere to the social distancing which would be specified at the airports through markings like circle, square or tensor barrier as specified at the airport to be used by the passenger.

b. Security

- i. Arrangements have been made at airports to guide passengers to walk through the pre-embarkation security screening. Passengers should follow the directions as announced by the authorities.

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- ii. Passengers should divest of all metal on their body to facilitate the security screening. Also, bring only one hand luggage as per specified size allowed by the airlines.
 - iii. Security staff will practice 'minimum touch' concept to reduce physical contact with the passengers. Passengers to cooperate with security staff by following the instructions for their own safety and security.
- c. **Security Hold Area including Lounge, Prayer Room, Kids play area etc.**
- i. Passengers to proceed to security hold area after security screening.
 - ii. While waiting in the security hold area they should maintain social distancing and sanitization protocols. Chairs marked 'Not For Use' should not be occupied.
 - iii. While going around F&B, retail outlets, etc., passengers maintain hygiene and should be aware of the social distancing and locations where sanitizer would be available.
 - iv. Passengers should dispose of all the bio hazardous material like used masks, gloves, tissues etc. in the yellow colored disposable bins/bags placed at strategic locations at the airport.
- d. **Boarding**
- i. Passenger should give attention to the various communication materials displayed at the airport about various health advisories relating to pre-boarding and during the flight precautions.
 - ii. Airlines to provide safety kit before boarding of the passengers. Passengers to wear mask and sanitize their hands before proceeding to the boarding gate
 - iii. Passenger should give attention to boarding announcements and reach the boarding queue by following distancing.
 - iv. Passengers would be required to show their ID card to the airline staff at the boarding gate.
 - v. Passenger to board the aircraft in a sequential manner as per the announcement by the airlines.

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3. In the Aircraft

- a. Throughout the flight, hygiene and sanitation to be maintained by the passengers. Face to face interaction to be minimized.
- b. If any passenger feels uncomfortable, fatigued or has cough, it should be brought to the notice of the crew for handling the passenger.
- c. The airlines shall not provide meal services on board. Restrictions pertaining to serving of meal on health ground only, will not apply to Emergency Medical Service (EMS) flight.

4. From Airport to Destination

a. Arrival

- i. The disembarkation from the aircrafts would be sequential and passengers are advised to follow the instructions and not to rush to the exit gate.
- ii. Social distance / sanitation should be maintained at the arrival gate, aerobridges, coaches, jet ladders, ramps etc.
- iii. Trolleys in the arrival area to be used sparingly.

b. Baggage Collection

- i. Passenger to wait at the baggage hold area till the baggage arrives in batches.
- ii. Transit passenger will not be allowed to come out of the transit area.

c. Exit from Airport

- i. Passenger should use the authorized taxi maintaining the prescribed hygiene protocols.
- ii. Only authorized taxis are allowed for taking the passenger from the airport.
- iii. Passengers are advised to follow the social distancing and hygiene while travelling in any mode of transportation.
- iv. On arrival at their destination, the travelling passengers will have to adhere to such health protocols as are prescribed by the destination State/ UT.

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Specific Operating Guidelines for Major Stakeholders (Airlines: NSOP and Private Operators)

Measures to be Taken by the Airlines

1. The Airlines shall make all arrangements so as to ensure that the risk of transmission of COVID-19 virus is minimized. Precautionary measures need to be taken within the aircraft as well at the time of check-in, boarding and arrival at the destination. The airlines shall ensure coordination among the other service providers such as the airports, security agencies, ground handling agencies etc. without comprising on the generality of the above, the airlines shall take the following measures:

2. **Pre-Departure Requirements**
 - a. All airlines to disseminate the information regarding the precautionary measures to be taken by the passengers. Airlines to train/ educate their staff and the staff of the ground handlers about the various measures that need to be taken.
 - b. Airlines to ensure that their aircraft are sanitized after every trip and at the end of the day, as per the protocol prescribed by the DGCA.
 - c. Airlines should devise a system that web-check-in or tele check-in is possible only when the passenger certifies the status of their health through the *Aarogya Setu* App or a self-declaration form. The passenger shall give a declaration to the following effect:
 - i. *I/we am/are not residing in any containment zone.*
 - ii. *I/we am/are not suffering from any fever/cough/any respiratory distress.*
 - iii. *I/we am/ are not under quarantine.*
 - iv. *If I/we develop any of the above-mentioned symptoms I shall contact the concerned health authorities, immediately.*
 - v. *I/we have not tested COVID-19 positive in last two months.*
 - vi. *I/we am eligible to travel as per the extant norms.*
 - vii. *I shall make my mobile number / contact details available to the airlines whenever required by them.*
 - viii. *I understand that if I undertake the air journey without meeting the eligibility criteria, I would be liable to penal action*
 - ix. *I/we undertake to adhere to the health protocol prescribed by the destination State / UT.*

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- d. The airlines shall keep a record of the aforesaid declaration and make it available to any Central Government or State Government agency, if required.

3. Arrival at the Airport

- a. Inform the passenger that the reporting time at the airport is 45 minutes before the scheduled time of departure. Provide adequate protective gear to all their staff.
- b. Ensure that all their staff is adequately trained about the various protective measures.
- c. Make adequate staff available at the entry to the airport to assist the passengers.
- d. The required protocol for screening the passengers should be followed.
- e. For passengers with special needs like wheel chair, unaccompanied minor etc., the handling staff to be in full protection gear with pre-sanitized wheelchairs.

4. Baggage Drop Facilities

- a. Airlines should provide enough number of counters to facilitate easy baggage drop by the passengers.
- b. Screening of the baggage to be done as per the security protocol of the airport.
- c. Frontline staff to wear mandatory Protective gear. Staff at counters and ensure safe distance while accepting baggage.
- d. The airline should prominently display the precautionary steps to be taken by the passenger.
- e. Any payment made on account of tickets / excess baggage etc. to be accepted through Digital Mode only.
- f. Airline to release passengers for security after check-in / baggage drop off in restricted numbers to ensure social distancing at the security gates.

5. At the Boarding Gate

- a. Airlines to make announcements at the waiting area and educate the passengers.
- b. The required protocol for screening the passengers should be followed and necessary follow up action to be taken.
- c. No passenger to be allowed to board without face mask.
- d. Ensure that the passengers board the aircraft in a sequential manner as per the announcement by the airlines.
- e. If a bus is being used for boarding, the airlines shall ensure that the bus is not crowded. Also, the bus should be sanitized continuously.
- f. Airlines should ensure that there is no crowding on the step ladder. The grab rails of the step ladder should be sanitized continuously

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6. Inside the Aircraft

- a. Throughout the flight, hygiene and sanitation shall be maintained by the passengers. Face to face interaction to be minimized.
- b. Cabin Crew must wear PPE and its type and its material to conform to the standards and specifications laid down by reputed organizations like ICAO / WHO / ICMR etc.
- c. All passengers shall wear face mask while in the aircraft.
- d. The airlines shall not provide meal services on board. Restrictions pertaining to serving of meal on health ground only, will not apply to Emergency Medical Service (EMS) flight.
- e. On arrival at the destination, the passengers should be allowed to exit in a sequence so as to avoid any bunching.
- f. Airplane lavatories to be cleaned / sanitized after every one hour of flight. Sprayed with disinfecting solution from time to time.

7. General

- a. Airlines to do health check-up of all crew regularly.
- b. All flying crew to be given full protective suits.
- c. All crew to be sufficiently educated and trained about preventive measures.
- d. As far as practically possible, the same set of cabin and cockpit crew to be rostered together to prevent possibility of cross-contamination.
- e. Strict norms to be put in place to ensure restricted entry of ground staff in the aircraft and particularly the cockpit.
- f. The entry of cabin crew in cockpit during flight to be restricted to minimum possible.
- g. In case of air ambulance and medical evacuation flights all procedures prescribed by DGCA/MoHFW/MHA needs to be followed.
- h. Cleaning and disinfection of frequently /recently touched surfaces after every flight with alcohol-based cleaning agent. Galley and Lavatories also to be sanitized and disinfected. Approved procedures for disinfection using OEM / DGCA approved chemicals reagents to be used.
- i. DGCA's order on COVID-19 specific detailed guidelines, in respect of technical issues, training of crew, and processes related to operations and maintenance including cleaning / sanitizing of aircraft etc. to be complied with.
- j. All aircraft to be sanitized after each trip as per the norms laid down by DGCA.
- k. At the end of the day each aircraft to be fully sanitized as per the norms of the DGCA.

- l. Airlines to have guidelines in place for disinfection during transit flights having passengers for onward destination. Appropriate air-conditioning inside the aircraft be provided.
- m. In case of COVID-19 related medical emergency on board, aircraft disinfection to be carried with special attention to the affected seats.
- n. Airlines shall furnish the passengers manifest of each flight in the prescribed format to the State / UT Governments. Accordingly, airlines may create a web portal/digital platform to provide information seamlessly to the State/UTs.
- o. Prescribed format of States/ UTs to be used wherever available. Suggestive format is as below:

Seat Number (In Sequence)	Name of the Passenger	Contact Number	Destination Address	Pin code of the Destination Address

Specific Operating Guidelines for Major Stakeholders
(Airports/Heliports/Helipads)

Measures to be taken at the Airports

1. The Airport operators shall make all arrangements so as to ensure that the risk of transmission of COVID-19 virus is minimized. Social distancing measures shall be enforced for the passengers at the airports. The airport operators shall take adequate sanitization measures. The airports shall ensure coordination among the other service providers such as the airlines, security agencies, ground handling agencies etc. Similar arrangements shall be made at Helipads/Heliports appropriately. Without comprising on the generality of the above the airport operators shall take the following measures:
2. **At Airport Entry**
 - a. Passengers to be allowed inside the airport, as per the departure schedule prescribed by the airlines
 - b. Prominently display the precautionary measures that need to be taken by all staff and passengers.
 - c. Ensure that no passenger without wearing a mask is allowed entry in the airport.

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- d. Provide adequate disembarkation points for vehicles so as to avoid crowding.
- e. Temperature screening of the passengers entering in the terminal area and at boarding point to be ensured by airports/airlines
- f. Passengers & staff are advised to download *Aarogya Setu* App to monitor the health status.
- g. Wherever possible, Mats / carpet soaked with bleach (Sodium Hypochlorite solution) to be placed at entrance for disinfecting shoes.
- h. Use of trolleys to be minimized in departure and arrival area. However, select few passengers, requiring the same due to genuine reasons, to be provided on request basis only. All trolleys must be disinfected by suitable means like disinfecting spray etc.
- i. Designated separate entry gates/terminal for NSOP and private operations to be used. (to the extent possible).

3. Inside the Terminal Building

- a. Ensure social distance markings and separated seating in the forecourt area.
- b. For passengers with special needs like wheel chair, unaccompanied minor etc., the handling staff to be in full protection gear with pre-sanitized wheelchairs.
- c. Prominently display the precautionary measures that need to be taken by all staff and passengers.
- d. Provide a clear transparent glass shield on a pedestal to act as a barrier between passenger / staff and CISF/ASG personnel at the entry gates.
- e. Social distancing norms for all queues to be strictly adhered to at the entry gate.
- f. Airports to earmark areas for isolation and COVID -19 testing for suspected passengers.
- g. Airports to earmark separate areas for change of PPE gear by the staff using it.
- h. Airports to ensure easy Availability of hand sanitizer at all entry points and also to be available at various touch points.
- i. Disinfect all surfaces / touch points appropriately.
- j. Keep Hand Sanitizer/ dispensers and social distance markings near self-check-in kiosks / counters.
- k. All wash rooms to be sanitized continuously.
- l. Social distance markings like circle, square or tensor barriers which are easily visible to be ensured in the check-in (baggage drop) area, as and when, the check-in from the counters is permitted.
- m. Ensure sanitization of checked-in baggage.
- n. Social distance markings, tensor barriers (queue managers) and separated seating in area before Security to avoid crowding and queuing,

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to be provided by the airports. Ensure availability of hand sanitizer dispensers at the entry and exit of security check points.

- o. Ensure Availability of adequate number of Personal Protective Equipment (PPE) for Security personnel on duty to be ensured.
- p. Sanitization of trays at the security-check cabin baggage screening area to be done regularly.
- q. Special bins to be placed for disposal of used material like masks etc. All such waste to be handled and disposed as per the prescribed procedures.

4. Security Hold Area (After Security Check)

- a. The entry to lounges, Prayer room, Kids play room, smoking room etc. to be highly regulated.
- b. Prominently display the precautionary measures that need to be taken by all staff and passengers.
- c. Passengers to be informed about the precautionary measures through displays, announcements and if required assistance by trained persons.
- d. Social distance markings & continuous sanitization of all possible areas including F&B and retail outlets, boarding gate etc. to be done. Chairs to be marked "Not for Use" to ensure adequate separation. Sanitization of frequent touch point after every departure to be done.
- e. All wash rooms to be sanitized continuously.
- f. All F & B and Retail outlets to be opened with COVID-19 precautions. Take-away to be encouraged to prevent crowding.
- g. Promote digital payments, self-ordering booths at F & B and Retail Outlets.
- h. Safe distance markings to be made by the airport operator on Aerobridges as well as the boarding points.
- i. Provide a clear transparent glass shield on a pedestal to act as a barrier between passenger / staff at the boarding counter.
- j. Ensure sanitization of the buses used by passengers at regular intervals.
- k. Ensure that there is no crowding on the step ladder while boarding the aircraft.
- l. Ensure that the ground handling staff wears masks and other protective gear if the situation so demands.

5. Upon Arrival at Destination

- a. Sequential passenger disembarkation in batches to be carried out to ensure social distancing.
- b. Ensure social distance markings in arrival gates, aerobridges, coaches, step ladders, ramps. Availability of hand sanitizers at exit points of aerobridge before baggage collection area.

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- c. Put social distance markings like circle, square around the baggage collection carousel.
- d. Take measures to avoid bunching of passengers on travellers.
- e. Ensure staggered placement of baggage on the arrival carousel.
- f. Provide additional separated seating in baggage collection area to avoid crowding.
- g. Transit passengers not to be allowed to come out of transit area.

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