



STANDARD OPERATING PROCEDURES FOR PASSENGERS OF DOMESTIC FLIGHTS

Uttarakhand State Disaster Management Authority
Government of Uttarakhand



1. **Sh. Ravinath Raman, Commissioner, Garhwal & Sh. Sanjay Gunjyal, IG, SDRF** shall be designated as the **State Nodal Officers** for effective coordination between states.
2. District Magistrates shall be designated as the District Nodal Officers for effective coordination.
 - 2.1. SDM and Dy.SP shall be designated as the Additional Nodal Officers for movement of passengers by flights.
 - 2.2. The district administration shall designate Liaison Officers at the Airport (preferably, one officer from administration and the other from police with sufficient support staff) and establish a help desk for facilitation of passengers.
 - 2.3. The designated Liaison Officers shall coordinate with the Nodal Officer of the Airport Authority and facilitate movement of inbound and outbound passengers.
3. People who are desirous of travelling by flight shall mandatorily get themselves registered on the web portal (<https://dsclservices.in/uttarakhand-migrant-registration.php>). Also, the guidelines of Ministry of Civil Aviation shall be strictly adhered to (Annexure 1).
4. The Additional Nodal Officers, in coordination with the Liaison Officers, shall ensure preparation of lists of inbound passengers with date and time of arrival, destination address and contact numbers. This information shall be shared with the concerned District Nodal Officers and also the Satellite control room on a daily basis.
 - 4.1. Thermal screening of all the passengers shall be ensured at the airport and health desk may be setup at the airport accordingly (only for outbound).

5. Inbound passengers

- 5.1. The Liaison Officers shall ensure that all passengers shall be kept in institutional quarantine for a time period, as specified by the health authorities/ state government unless they show symptoms which require keeping them in medical facilities.
- 5.2. All inbound passengers shall be given a choice to select quarantine centre on their own. Complete list of quarantine centres, on payment basis, shall be available at the help desk. The rate contract shall be fixed, in advance, as per the state government / district administration guidelines.
- 5.3. The Liaison Officers shall ensure that only earmarked vehicles exempted by district administration are used for transportation of such passengers to quarantine centres.

- 5.4. The Liaison Officers, in coordination with District Administration/ Health Authorities, shall ensure earmarking of separate vehicles for movement of symptomatic passengers to the identified health facilities, keeping in mind all norms of safety and social distancing.
 - 5.5. They shall ensure that drivers in the vehicles used for movement of asymptomatic passengers from the airport to earmarked quarantine centres shall adhere to all norms of social distancing and safety (as per MoHFW, MHA and state govt. guidelines)
 - 5.6. The liaison officers shall ensure that the entire staff deployed at the help desk as also all the drivers of the earmarked vehicles are well-trained regarding DOs and Don'ts for prevention of Covid-19 infection.
 - 5.7. At the time of discharge of such people from quarantine centre, travel permits shall be issued to them by the District Nodal Officers only on submission of relevant medical documents and information of such permits issued shall be shared with the concerned District Nodal Offices and the satellite control rooms, on a daily basis.
6. Movement to/ from containment zones is completely prohibited.
 7. Such inbound people, who have been authorized by the State govt. for essential services or other purposes, shall ensure movement directly to the quarantine centre designated for them. They shall, however, be allowed to move to their place of work, and it shall be the responsibility of the concerned establishment to ensure that all norms of safety and social distancing, as per MoHFW and MHA guidelines, are strictly complied with.
 - 7.1. The Army and Air Force shall make arrangements for quarantining their officers, personnel and family members, inbound from other states, subject to the condition that they shall be institutionally quarantined and not home quarantined. Their quarantine facilities shall meet the standards of MoHFW. The quarantine arrangements so made shall be duly intimated to state government/ District Nodal Officer on a regular basis.

Outbound passengers

8. Guidelines of the Airport Authority of India/ Ministry of Civil Aviation / State govt shall be strictly adhered to. (Annexure 2 – page no. 1 to 5).
9. Passengers to travel in an authorized taxi/ personal vehicle following the guidelines of MHA and state government.



GUIDELINES FOR AIR PASSENGERS



FROM ORIGIN TO AIRPORT - DO'S (1/3)



FOLLOW THE NORMS



Social distancing and minimum touch



Agreeing to the self declaration form &
Registering on Aarogya Setu App



Digital payments & use of Authorized taxis



Baggage limitations - Only one check-in bag and
one cabin bag allowed



Vulnerable persons such as very elderly, pregnant
ladies, passengers with ailments are advised to
avoid air travel



GUIDELINES FOR
AIR PASSENGERS



FROM ORIGIN TO AIRPORT - DO'S (2/3)



Ensure Web Check-in and obtain a boarding pass



Passenger to download the baggage tag/baggage identification number, print it and affix it on the bag at a prominent place



In case the passenger is not able to print the baggage tag, then he/she should mention the PNR number and his/her name on a thick piece of paper and affix it / tag it with a strong string



FROM ORIGIN TO AIRPORT - DO'S (3/3)



Before entering the terminal, passenger to ensure that he/she is wearing a mask



Passenger to report at the airport as per revised reporting time i.e. D - 2 hours



Passenger to travel in an authorized taxi/personal vehicle following the norms specified by MHA



During transit to airport, the passenger should take all precautions to prevent infection



Passenger to certify the status of his/her health through the *Aarogya Setu App* or a self-declaration form



GUIDELINES FOR
AIR PASSENGERS



FROM ORIGIN TO AIRPORT - DON'TS



Passenger should not reach the
airport late



Passenger should not travel if he/she is
staying in a containment zone



Passenger should not travel if he/she
has been tested positive for COVID-19



IMPORTANT INSTRUCTIONS FOR AIR PASSENGERS



FROM ORIGIN TO AIRPORT



If a passenger who is not permitted to fly, undertakes an air journey he/she shall be liable for penal action



The passenger shall give a declaration to the following

- I/we am/are not residing in any containment zone.
 - I/we am/are not suffering from any fever/cough/any respiratory distress.
 - I/we am are not under quarantine.
 - If I/we develop any of the above mentioned symptoms I shall contact the concerned health authorities, immediately.
 - I/we have not tested COVID-19 positive.
 - I/we am eligible to travel as per the extant norms.
 - I shall make my mobile number / contact details available to the airlines whenever required by them
 - I understand that if I undertake the air journey without meeting the eligibility criteria, I would be liable to penal action
 - I/We undertake to adhere to the Health Protocol prescribed by the Destination State / UT
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The airlines shall ensure that the boarding pass is issued only after the passenger confirms to the above declaration



In case of a PNR having more than one passenger, the declaration would be deemed to be covering all the passengers mentioned in the PNR



GUIDELINES FOR AIR PASSENGERS



AT THE AIRPORT (1/2)



Passengers should continue to wear mask throughout the journey



Passenger to get down from the vehicle with the face mask on and with required documents / e-documents



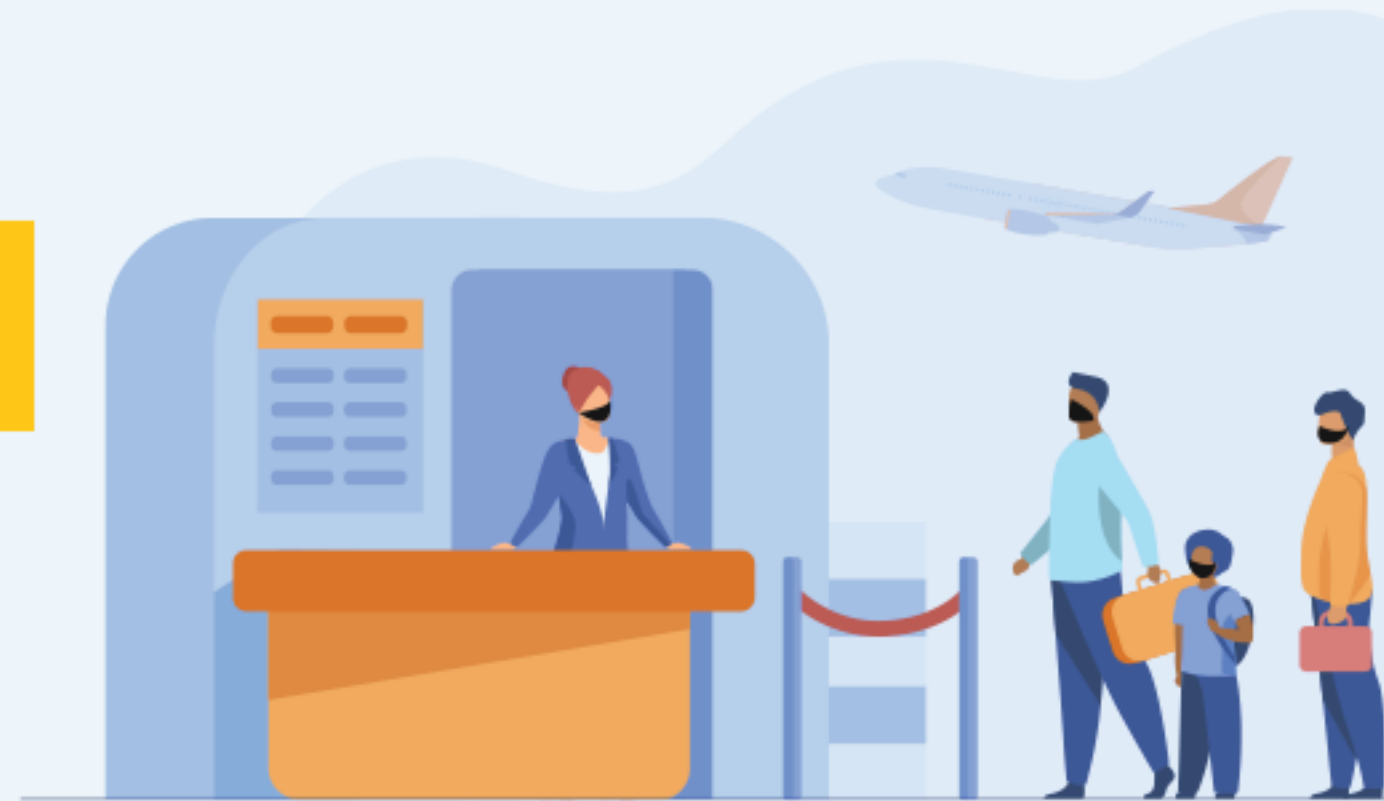
Passenger to arrive at the thermal screening facility near the entry gate



Passenger to get himself/herself checked for temperature and display the status of *Aarogya Setu App* to the Staff at the entry gate



In case of non-availability of *Aarogya Setu*, passenger should be facilitated to go to a counter provided by the airport where *Aarogya Setu App* can be downloaded



AT THE AIRPORT (2/2)



Passenger to show his/her identity card, the boarding pass/e-boarding pass to the CISF staff at the Entry Gate



Passenger to proceed to the baggage drop counter and show his/her PNR to the staff. Avoid using baggage trolley, as far as possible



An electronic receipt shall be sent to the passenger



Passenger to adhere to the social distancing which would be specified at the Airports through markings like circle, square or tensor barrier



Passenger to complete the check-in procedure and baggage drop at least 60 minutes before departure



GUIDELINES FOR AIR PASSENGERS



Arrangements have been made at airports to guide passengers to walk through the pre-embarkation security screening



Passenger to follow the directions as announced by the authorities and divest of all metal on the body to facilitate the security screening



Passenger to bring only one hand luggage as per specified size allowed by the airlines



Passenger to cooperate with security staff by following the instructions for his/her own safety and security



GUIDELINES FOR AIR PASSENGERS



SECURITY HOLD AREA



Passenger to proceed to security hold area after security screening



While waiting in the security hold area, passenger to maintain social distancing and sanitization protocols



Chairs marked '**Not For Use**' should not be occupied



While going around F&B, retail outlets, etc, passenger should be aware of the social distancing and maintain hygiene. Also, he/she should be aware of the locations where sanitizers would be made available



Passenger to 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



GUIDELINES FOR AIR PASSENGERS



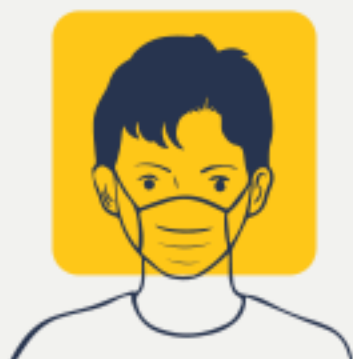
WHILE BOARDING



Passengers to be attentive towards various communication material displayed at the airport about various health advisories relating to pre-boarding and during the flight precautions



Passengers to collect the safety kit (three layered surgical mask and sanitizer) from the airlines near the boarding gate



Passengers to wear mask and sanitize his/her hands before proceeding to the boarding gate for scanning of the boarding pass



Passengers to be attentive towards boarding announcements and reach the boarding queue by following social distancing



Display of identity cards by passengers is a must & Check-in of the boarding pass would be done by the passenger by self-scanning of e-boarding pass



GUIDELINES FOR AIR PASSENGERS



INSIDE THE AIRCRAFT



During the flight, passengers to strictly follow hygiene and sanitation. Face to face interaction to be minimized



Passenger to minimize the use of toilets and avoid any non-essential movement in the aisles



No queuing at the toilets and only one companion for children and the elderly would be allowed



No meal service in the aircraft. Water bottle to be made available in the galley area or on the seats. Eatables not to be consumed during the flight



No newspaper / magazine will be available, no onboard sale of any item



If the passenger feels uncomfortable, fatigued or has respiratory distress, it should be brought to the immediate notice of the crew



GUIDELINES FOR AIR PASSENGERS



AIRPORT TO DESTINATION (1/3)

ARRIVAL



The disembarkation from the airlines would be sequential



To disembark, passengers to strictly follow the instructions of the crew



Social distance / sanitation should be maintained at the arrival gate, aerobridges, coaches, jet ladders, ramps etc



Trolleys in the arrival area to be used sparingly



AIRPORT TO DESTINATION (2/3)



BAGGAGE COLLECTION



Passenger to wait at the baggage hold area till the baggage arrives in batches



Transit passengers will not be allowed to come out of the transit area



AIRPORT TO DESTINATION (3/3)



EXIT FROM AIRPORT



Passengers to hire only authorized taxis from the



Passengers to follow social distancing and hygiene while travelling in any mode of transportation



On arrival at the destination, passengers to adhere to health protocols as prescribed by the destination State/ UT



For any queries, please refer to <https://www.civilaviation.gov.in/> , <https://mohfw.gov.in> or Helpline 1075 (Toll Free)

More details at <https://corona.mygov.in>
