

No. AV.29017/5/2020-DT

Government of India

Ministry of Civil aviation

Rajiv Gandhi Bhawan,

New Delhi-110021

Dated 21st May, 2020

Order

The Government has decided for recommencement of domestic air travel of passengers with effect from 25th May 2020. In order to ensure safety of the passengers during prevailing circumstances due to COVID19 pandemic, precautionary measures need to be taken by various stakeholders. Accordingly, General Instructions; Guidelines to be followed by passengers; and Specific Operating Guidelines for major stakeholders (Airlines, Airport Operators, Ground Handling Agencies, etc.) are annexed for compliance of all concerned.

This is issued with the approval of Hon MOS (I/C), Civil Aviation.

Usha Padhee
Joint Secretary 21/05/2020

Annexure I: General instructions for commencement of domestic air travel.

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)

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Annexure-I

General Instructions for commencement of domestic air travel

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). 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. On the day of commencement, limited operations (about 1/3rd) would be permitted.
- b. Further augmentation of flights will be done in a calibrated manner.
- c. Vulnerable persons, such as very elderly, pregnant ladies, passengers with health issues are advised to avoid air travel.
- d. 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.
- e. Airlines should adhere to the lower and upper limits of fares prescribed by the Ministry during the period of COVID-19 pandemic.
- f. A self-declaration/ *Aarogya Setu* App status (for compatible device) would also be obtained that the passenger is free of COVID-19 symptoms. Passengers with "Red" status in *Aarogya Setu* App would not be permitted to travel.
- g. Passengers will be required to wear the protective gear (Face mask).
- h. The airlines shall not provide meal services on board.
- i. The cabin crew are required to be in full protective suit.
- j. Only one check-in bag will be allowed.
- k. No newspaper or magazine shall be provided on board by the airlines.
- l. Use of baggage trolleys has to be minimised.
- m. Passengers should report at least two hours before the departure time.

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- n. Airline shall furnish the passengers manifest in the prescribed format to the State / UT Governments as per their requirement.
- o. 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.
- p. Specific operating guidelines are communicated for major stakeholders (Airlines, Airports, Ground Handling Agencies, etc.) is at Annexure-III.

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Annexure-II

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. Passenger to ensure that he/she has made a web check-in and obtained a boarding pass. He/she should also download the baggage tag /baggage identification number.
- c. In the initial stage passenger would be entitled to carry maximum of one hand baggage and one checked-in baggage as per the specifications by the airline of his travel.
- d. 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.
- e. Passenger to report at the airport as per revised reporting time i.e. D - 2 hours.
- f. Passenger should travel in an authorized taxi/personal vehicle following the norms specified by MHA.
- g. During transit to airport, the passenger should take all precautions to prevent infection.
- h. 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.
- i. If a passenger who is not permitted to fly, undertakes an air journey he/she shall be liable for penal action.
- j. 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.

Urda Paudyal
21/05/2020