



## 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

1. 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.
2. 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.
3. In the initial stage passengers would be entitled to carry a maximum of one hand baggage and one checked-in baggage as per the specifications by the airline of his travel.
4. Passengers, before entering the terminal, to ensure wearing of protective gear, as per the prevailing requirements. He will continue to wear the mask throughout the journey.
5. Passengers are advised to report at the airport, 3 hours before the departure time.
6. Passengers should travel in an authorized taxi/personal vehicle following the norms specified by MHA.
7. During transit to the airport, the passenger should take all precautions to prevent infection.
8. 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.
9. If a passenger who is not permitted to fly, undertakes an air journey he/she shall be liable for penal action.
10. The passenger shall give a declaration to the following effect:
  - a. I/we am/are not residing in any containment zone.
  - b. I/we am/are not suffering from any fever/cough/any respiratory distress.
  - c. I/we am/are are not under quarantine.
  - d. If I/we develop any of the above-mentioned symptoms I shall contact the concerned health authorities. Immediately.
  - e. I/we have not tested COVID-19 positive in last two months.
  - f. I/we am/are eligible to travel as per the extant norms.
  - g. I/we make my mobile number / contact details available to the airlines whenever required by them.
  - h. I/we understand that if I/we undertake the air journey without meeting the eligibility criteria I/we would be liable to penal action.
  - i. I/we undertake to adhere to the health protocol prescribed by the destination State / UT.

11. The airlines shall ensure that the boarding pass is issued only after the declaration given above has been made by the passenger. 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.
12. The passenger shall print the baggage tag and affix it on the bag at a prominent place. In case he/she is not able to print the baggage tag the PNR number and the name of the passenger (as mentioned in the ticket) should be boldly written on a piece of thick paper and affixed to the bag or tag it with the help of a strong string.
13. Passengers are advised to carry minimum baggage as use of trolleys would be permitted sparingly.

## **2. At the Airport:**

1. Entering the terminal building :
  - a. The passenger should get down from his/her vehicle with the face mask on and with the required documents/e-documents. He would continue to wear his mask throughout the journey.
  - b. He/she walks in the forecourt area and arrive at the thermal screening facility near the entry gate.
  - c. 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.
  - d. 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 these requirements.
  - e. The passenger shall, then, move to the CISF counter at the entry checkpoint. He/she shall display/show his identity card, the boarding pass/- e-boarding pass to the CISF staff. The CISF staff on confirming the identity of the person shall allow him/her in.
  - f. The passenger shall then proceed to the baggage drop counter.
  - g. At the baggage drop counter the passenger shall display the PNR and his/her identification to the staff. The passenger shall also show/indicate the PNR number written/printed on his/her baggage to the staff. Upon confirmation, the staff shall print the baggage tag, attach it on the bag and accept the bag. Instead of issuing a printed receipt to the passenger, an electronic receipt in the form of an SMS shall be sent to the passenger.
  - h. Passengers are mandated to adhere to the single baggage policy in the initial phase.
  - i. Passengers adhere to the social distance 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.
  - j. Passengers to complete the check-in procedure and baggage drop of at least 60 minutes before departure.

2. Security :
  - a. 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.
  - b. 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.
  - c. Security staff will practice the 'minimum touch' concept to reduce physical contact with the passengers. Passengers cooperate with security staff by following the instructions for their own safety and security.
  
3. Security Hold Area including Lounge, Prayer Room, Kids play area etc. :
  - a. Passengers proceed to the security hold area after security screening.
  - b. While waiting in the security hold area they should maintain social distancing and sanitization protocols- Chairs marked 'Not For Use' should not be occupied.
  - c. 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.
  - d. 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.
  
4. Boarding :
  - a. Passengers 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.
  - b. Passenger to collect the safety kit (three layered surgical masks, face shield and sanitizer) from the airlines near the boarding gate. They should wear a mask, face shield and sanitize their hands before proceeding to the boarding gate for scanning of the boarding pass.
  - c. Passengers should give attention to boarding announcements and reach the boarding queue by following distancing.
  - d. Check-in of the boarding pass would be done by the passenger by self scanning of e-boarding pass.
  - e. Passengers would be required to show their ID card to the airline staff at the boarding gate.
  - f. Passenger to board the aircraft in a sequential manner as per the announcement by the airlines.

### **3. In the Aircraft**

1. Throughout the flight, hygiene and sanitation to be maintained by the passengers. Face to face interaction to be minimized
2. Passengers are advised to minimize use of lavatory and to avoid any nonessential movement in the aisles.
3. No queuing at the lavatory and only one companion for children and the elderly to be allowed.

4. No meal services would be made available in the aircraft. Water bottles to be made available in the gallery area or on the seats.
5. Passengers would not be permitted to consume any eatables inside the aircraft during the flight.
6. Passenger to note that No paper / magazine will be available in the aircraft.
7. There would be no on-board sale of any item to minimize the physical contacts.
8. If any passenger feels uncomfortable, fatigued or has a cough, it should be brought to the notice of the crew for handling the passenger.

#### **4. From Airport to Destination**

1. Arrival :
  - a. The disembarkation from the airlines would be sequential and passengers are advised to follow the instructions and not to rush to the exit gate.
  - b. Social distance / sanitation should be maintained at the arrival gate, aerobridges, coaches, jet ladders, ramps etc.
  - c. Trolleys in the arrival area to be used sparingly.
2. Baggage Collection :
  - a. Passengers wait at the baggage hold area till the baggage arrives in batches.
  - b. Transit passengers will not be allowed to come out of the transit area.
3. Exit from Airport :
  - a. Passengers should use the authorized taxi maintaining the prescribed hygiene protocols.
  - b. Only authorized taxis are allowed for taking the passenger from the airport.
  - c. Passengers are advised to follow the social distance and hygiene while travelling in any mode of transportation.
  - d. On arrival at their destination, the travelling passenger will have to adhere to such health protocols as are prescribed by the destination State/UT.

#### **References :**

[https://www.civilaviation.gov.in/sites/default/files/Order\\_of\\_MoCA\\_dated\\_21st\\_May\\_2020.pdf](https://www.civilaviation.gov.in/sites/default/files/Order_of_MoCA_dated_21st_May_2020.pdf)