

**OFFICE MEMORANDUM**

**Subject: Recommencement of Domestic air travel w.e.f. 25.05.2020- Updation of guidelines- reg.**

Ministry of Civil Aviation vide Order of even Number dated 21.05.2020, as amended vide OM dated 29.06.2020 and 07.08.2020 has issued general instructions, detailed guidelines and Specific Operating Guidelines (SOP) for stakeholders, in connection with the recommencement of domestic air travel in a calibrated manner from 25<sup>th</sup> May, 2020.

2. The matter with regard to onboard meal services and in-flight entertainment has been reviewed based on the feedback/inputs received from concerned stakeholders. It has been decided to amend the existing provisions in this regard, as follows:-

**I. Meal Service**

Sl. No.	Existing provisions as per Order dated 21.05.2020	Amended provisions
(a)	General Instructions (b) of Annexure-I : "The airlines shall not provide meal services on board".	General Instructions (b) of Annexure-I : "The airlines may provide meal services on board following the guidelines as per para no. 3d and 3e of Annexure II and para no. 6g of Annexure III".
(b)	Para no. 3d and 3e of Annexure II and para no. 6g of Annexure III : "There shall be no meal services in the aircraft. Water bottle to be made available in the galley area or on the seats. Passengers would not be permitted to consume any eatables inside the aircraft during the flight (except on health grounds)".	Para no. 3d and 3e of Annexure II and para no. 6g of Annexure III : "Airlines may serve pre-packed snacks / meals / pre-packed beverages as per the policy of the Airlines depending on the duration of flight time subject to the following conditions :-  i. In all classes, tray set-up, plates and cutlery will be completely disposable with no re-use, or cleaned and disinfected rotables will be used.  ii. Used disposable trays/crockeries /cutleries shall not be re-used. Used rotables shall be thoroughly cleaned and disinfected before re-use.  iii. In all classes, tea/coffee/ non-alcoholic beverage services will be in disposable cans/containers/bottles/glasses. There will be no pouring service and beverages will be served in single use disposable units.  iv. All used disposable and rotatable meal

		trays/plates/cutlery/beverages bottles /cans/glasses will be disposed off in the trash bags/carts by the crew, at the end of the meal service.
		v. Crew shall wear a fresh set of gloves for every meal/beverage service.
		vi. The passengers would be informed of the above practices for strict compliance before the start of catering services by way of passenger announcements.”

## II. In-Flight entertainment

Sl. No.	Existing provisions as per Order dated 21.05.2020	Amended provisions
(a)	None	<p>Insertion of a new provision as para 6(o) of Annexure-III to Order dated 21.05.2020:-            “In-flight Entertainment (IFE), wherever available, may be switched on, subject to strict compliance of following guidelines:-</p> <ol style="list-style-type: none"> <li>Wipedown of individual IFE with approved cleaning agents. All IFEs will be cleaned and disinfected prior to boarding of passengers.</li> <li>Disposable earphones or cleaned and disinfected headphones will be provided to passengers at the start of the journey.</li> <li>Each seat will have its own dedicated IFE to be used only by the passenger occupying the seat.</li> <li>Over and above standard SOP for aircraft interior cleaning, all passenger touchpoints will be carefully cleaned and disinfected after the flight.”</li> </ol>

3. This has the approval of the Competent Authority.

  
 (Usha Padhee)

Joint Secretary to the Government of India

To:

Directorate General of Civil Aviation (Kind Attn: **Shri Arun Kumar, DG**), Opp. Safdarjung Airport, New Delhi- with the request to bring the contents of this OM to the knowledge of all concerned.

Copy to:

- Secretary, Ministry of Civil Aviation
- PS to Hon. MOS (I/C), Civil Aviation
- DG, BCAS
- Secretaries of Ministries/Departments of Government of India
- The Chief Secretaries/Administrators of States/Union Territories
- Other concerned officials and stakeholders (as per standard circulation)