

AV-13029/1/2020-A-MOCA
Government of India
Ministry of Civil Aviation

'B' Block, Rajiv Gandhi Bhawan,
New Delhi, the 26th May, 2020

To,
Directorate General of Civil Aviation,
(Kind Attn.: Shri Arun Kumar, Director General),
Opp. Safdarjung Airport,
New Delhi-110003

Sub: Standard Operating Protocol (SOP) for Private aircraft and Charter operations on international sectors in view of COVID -19 pandemic

Sir,

The Ministry of Home Affairs vide order no. 40-3/2020 – DM – I(A) dated 24th May 2020, has permitted international charter operations and operations by private aircraft to bring back stranded Indian nationals to India. The MHA has also permitted certain categories of OCI Card holders to come to India in terms of the Ministry of Home Affairs Order No. 25022/24/2020-F.V/F.I dated 22nd May, 2020.

2. In order to facilitate the movement of stranded Indian nationals and certain OCI Card holders, a Standard Operating Protocol (SOP) for Private aircraft and Charter operations on international sectors in view of COVID -19 pandemic has been prepared by this Ministry. The same is enclosed herewith for strict compliance.

3. This issues with the approval of Hon'ble Minister of State(IC) for Civil Aviation.

Yours faithfully



(Anup Pant)

Under Secretary to the Government of India

Tel. 011-24617547

Copy for information to:

1. Ministry of Home Affairs [Kind Attn: Shri S.K. Jindal, Joint Secretary(DM); Email: jsdm@nic.in]
2. Ministry of External Affairs [Kind Attn: Shri Dammu Ravi, Additional Secretary(DM); Email: d.ravi@mea.gov.in]
3. Ministry of Health & Family Welfare [Kind Attn: Shri Lav Agarwal, Joint Secretary; Email: alav@ias.nic.in]
4. Chairman, Airports Authority of India [Shri Arvind Singh; Email: chairman@aai.aero]

Standard Operating Protocol (SOP) for Private aircraft and Charter operations on international sectors in view of COVID -19 pandemic

1. Objective

- a. In order to contain the spread of COVID-19 pandemic international travel of passengers has been prohibited under Ministry of Home Affairs' orders related to lockdown measures. Many Indian nationals who had travelled to different countries before the lockdown on various purposes such as employment, studies / internship, tourism, business etc. are stranded abroad. Due to their prolonged stay abroad, they are facing distress and are desirous of returning to India urgently. Apart from the above cases, there are Indian nationals who need to visit India in medical emergencies or death of a family member.
- b. Vide Ministry of Home Affairs' order no. 40-3/2020 – DM – I(A) dated 24th May 2020, the Government has permitted international charter operations and operations by private aircraft to bring back such stranded Indian nationals to India. The Government has also permitted certain categories of OCI Card holders to come to India in terms of the Ministry of Home Affairs Order No. 25022/24/2020-F.V/F.I dated 22nd May, 2020.
- c. In order to facilitate the movement of Indian nationals and certain OCI Card holders, the following SOP is hereby laid down.

2. General

- a. Such persons will register themselves with the Indian Mission in the country where they are stranded, giving all necessary details as prescribed by MEA.
- b. The cost of travel will be borne by such travelers or their employers/hiring firms or by any other entity.
- c. Before boarding, all travelers shall give an undertaking that after landing in India, they would undergo COVID-19 related protocols/guidelines issued by the Government of India (Ministry of Home Affairs, Ministry of Civil Aviation, Ministry of Health & Family Welfare and the Ministry of External Affairs) and the State/UT Government concerned.
- d. At the time of boarding the flight, only asymptomatic travelers will be allowed to board after thermal screening.
- e. All passengers shall be advised to download Aarogya Setu app on their mobile devices.
- f. Self-declaration form in the format prescribed by the Ministry of Health (**Annexure 1**) shall be filled in duplicate by each passenger in the flight and handed over to Health and Immigration officials present at the airport.

3. Flight Clearance

- a. Only the persons registered with the Indian Mission in the country of origin of flight shall be carried on the flight.
- b. The operator or the hirer of the charter will submit the flight details at least 4 days in advance to the Indian Mission with a complete list of passengers along

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- with their personal details mentioned in clause 2(v) of part A of the annexure to MHA's order dated 24.05.2020 referred above and obtain an NOC/recommendation from the Mission for the list of passengers to be carried.
- c. The operator will also obtain an NOC for the flight from the State/UT Government of the destination airport, either directly or through MEA or through the Indian Mission in the country from where the passengers are to be evacuated.
 - d. After receiving the NOC/recommendation from the concerned Indian mission for passengers to be carried, the concerned State/UT Government's clearance and slot clearance from the concerned airport, the operator will apply to DGCA for flight clearance, with an undertaking that the applicable guidelines of the Government of the country of departure, the Government of India and the State Government concerned shall be complied with and the passengers shall be fully informed about the same.
 - e. On receipt of the flight clearance request as per (d) above, the flight shall be cleared by DGCA as per extant rules and guidelines.
 - f. Ground handling agency engaged by the operators or State/UT Governments to ensure its staff is fully briefed and regularly updated as per existing orders on COVID-19 related protocols/guidelines issued by the Government of India (Ministry of Home Affairs, Ministry of Civil Aviation, Ministry of Health & Family Welfare and the Ministry of External Affairs) and the State/UT Government concerned.
 - g. The operator shall furnish the passengers manifest of each flight in the format prescribed below to the concerned State/UT Government:

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

4. Crew Protocol

- a. Cabin crew serving the passengers to wear Personal Protection Equipment (PPE) which include medical protective masks, medical rubber gloves, goggles / face shield, disposable medical caps, disposable protective clothing.
- b. Flight crew members to use surgical masks and goggles. Disposable protective clothing can also be worn if so required by a specific task.
- c. PPE wearing/taking-off procedure:
 - **Donning:** clean and disinfect hands - wear cap - wear facial mask - wear gloves- wear protective clothing - wear goggles / face shield - wear shoes cover - clean and disinfect hands.
 - **Doffing:** clean and disinfect hands - take off goggles / face shield - clean and disinfect hands - take off protective clothing including shoe cover - clean and disinfect hands - take off facial mask - clean and disinfect hands - take off cap - take off gloves - clean and disinfect hands.

- d. The mask should be close to the face, covering the nose and mouth completely. When the mask is on or being removed, the crew must not touch the outer layer of the mask with hands to avoid hands contamination. Once dampened by secretions or contaminated by other contaminants, facial masks must be replaced immediately with new ones, and hands should be cleaned with sanitizer both before and after the replacement.
- e. Flight crew members should wear masks while in the cockpit and crew rest area. All crew members should change their masks at regular intervals in case of long and ultra- long-haul flights.
- f. All disposable protective equipment, after their use, should be placed in yellow medical waste bags. After the flight, they should be sprayed or sprinkled with disinfectant before cleaning, and packed in a tightly knotted plastic bag for centralized disposal as medical wastes.
- g. The crew can use alcohol-based disinfection wipes or non-alcohol rinse free hand sanitizer to clean and disinfect hands. When crew members are not sure whether their hands are clean, they should avoid touching their noses, mouths and eyes with their hands. When sneezing or coughing, one should try to lower the head or turn away from passengers and crew members nearby, and cover the mouth and nose with tissue or flexed elbow. After touching or disposing wastes, hands should be cleaned with soap or hand sanitizer under running water followed by hand cleaning and disinfection.
- h. Goggles should be promptly sanitized and dried every time after use.
- i. Crew members should reduce their entry/exit of the cockpit and use intercom system for communication whenever they can to avoid close contact. They should avoid two of them dining at the same time to the greatest extent possible. They should use rinse free hand sanitizer to clean and disinfect hands before meals.
- j. Cabin crew should be assigned to provide service in their designated areas, avoid close contact with passengers and only provide necessary in-flight service. Cabin crew also to be designated to provide basic service for flight crew members when needed.
- k. There shall be no sale of any item on board in order to minimize interaction of the crew with passengers.
- l. Lavatory should be sanitized once every hour, or after being used 5 times whichever is earlier, during flight, and after disinfection, hands should be cleaned and disinfected.

5. Passenger Boarding Protocol

- a. During boarding and at the airports, all possible measures to ensure social distancing to be ensured.
- b. Each passenger at the time of boarding would be handed over a safety kit containing at least 2 three-layer surgical masks, face shield and pouches / small bottles of hand sanitizer.
- c. Cabin crew / boarding staff to ensure that each passenger at the time of boarding has his hands sanitized and wears a fresh mask and face shield before entering the aircraft.
- d. The passengers would be seated in the aircraft sequentially from rear to front,

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with passengers on windows being seated first so as to prevent any crowding or crossing over in the aisles.

- e. Passengers would be sensitized by way of repeated announcements, during boarding as well as during flight about various precautions w.r.t. prevention of spread of COVID-19. The precautions include use of hand sanitizer, continuous wearing of mask and face shield, minimum use of lavatories with all precautions of sanitization, no or restricted movement during the flight and sanitizing hands before taking meals and after use of lavatories.
- f. No newspapers / magazines or other non-essential loose items to be carried on board. In-flight entertainment to be switched off to minimise touch on aircraft surfaces.
- g. If a bus is being used for boarding, the operators shall ensure that the bus is not crowded. Also, the bus should be sanitized continuously.
- h. The operators should ensure that there is no crowding on the step ladder. The grab rails of the step ladder should be sanitized continuously.

6 Catering / Meals Protocol

- a. No or minimum catering (pre packed cold meals / snacks – depending on the duration of flight). No tea coffee service shall be available.
- b. Water bottles and pre-packaged food (wherever required) would be placed on passenger seats before passenger boarding to minimise passenger interaction with the cabin crew. Additional water bottles would be available in galley area on self-service basis. The same is also to be informed to the passengers during boarding and in-flight announcements.

7. Medical Emergency Protocols

- a. In case of ill passenger or a passenger showing COVID-19 symptoms like fatigue or cough, high fever etc., the passenger should be isolated from the other passengers and a dedicated crew in complete protective gear be assigned to handle the case.
- b. A specific area of the aircraft should be reserved as a quarantine area for handling possible in-flight emergencies. Special protections like PPE and sanitizers to be used by crew for handling such cases. Adequate quantity of PPE to be available for a possibility of more than one such case.

8. Disembarkation / Arrival Protocol

- a. After arrival in India, the disembarkation would be staggered and sequential to ensure social distancing.
- b. As far as possible, entry of ground staff and cabin crew to the cockpit should be restricted to minimum possible.
- c. After disembarkation, the passengers and crew members will be subject to the COVID-19 protocols/guidelines issued by the Government of India (Ministry of Home Affairs, Ministry of Civil Aviation, Ministry of Health & Family Welfare and the Ministry of External Affairs) and the concerned State/UT

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Government.

9. **Disinfection of aircraft**

- a. Suitable precautionary measures such as environmental sanitation and disinfection shall be ensured within the flights.

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**SELF DECLARATION FORM TO BE FILLED BY ALL INTERNATIONAL PASSENGERS
(TO BE PRESENTED AT THE HEALTH & IMMIGRATION COUNTER)**

All persons coming to India are required to fill up the Proforma in duplicate & submitting a copy each to Health and Immigration Counter

Personal Information

1.	Name of the Passenger	
2.	Seat No.	
3.	Flight No.	
4.	Passport No.	
5.	Nationality	
6.	Age(in years)	
7.	Date of Arrival	
8.	Port of Origin of journey	
9.	Port of final destination	

Contact Address in India for All Travellers:

1.	House Number	
2.	Street/Village	
3.	Tehsil	
4.	District/City	
5.	State	
6.	PIN code.	
7.	Residence Number	
8.	Mobile Number * (mandatory field)	
9.	Email-ID	

(Part-A)

- a. Details of the cities/ countries visited in last 28 days _____
- b. Do you presently have any of the following symptoms:

Fever Cough Respiratory Distress

- Are you suffering from (Please indicate)-(Hypertension, Diabetes, Bronchial Asthma, Cancer, Under Immunosuppressive therapy, Post- Transplant patients or any other illness).

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- I am not suppressing any relevant/ material facts and all the above stated information is correct to the best of my knowledge. Non-disclosure/ suppression of information may attract penal provisions.
 - I undertake this journey at my own risk of contracting any disease including COVID 19 and Air India will not be liable for any costs incurred or damages suffered upon, either direct or indirect, as a result of or incidental to such illness and I release Air India from any liability of any kind arising there from. I shall follow Quarantine and/or any other instructions as prescribed by health authorities, at prescribed location, at my own cost on arrival at destination (14 days as prescribed currently).

Signature of the passenger

In case you develop symptoms such as fever and cough within 28 days of leaving this airport, restrict your outdoor movement and contact MoHFW'S 24 hours helpline number 011-23978046. Call operator will tell you whom to contact further, in the meanwhile keep yourself isolated in your house/room.