



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA



DIRECTORATE OF OPERATIONS

**STANDARD OPERATING PROCEDURE (SOP) FOR
RECOMMENCEMENT OF DOMESTIC FLIGHTS**

(A) DEPARTURE

1. State Govts and local administration to ensure availability of proper Public transport and private taxis for providing vital connectivity to the Airport for passengers as well as Airport/ Airline staff.
2. Kerb Area/ City side traffic / Car parking area should be strictly monitored in coordination with traffic police/ CISF staff to prevent congestion and to maintain social distancing.
3. For commuting to and from airport, both by staff and passengers, only the personal vehicles or select authorized taxi services /transport services with restricted seating to be permitted.
4. Passengers should reach airport well in advance. They should reach airport 02 hours before the schedule time of departure and the passengers who have departure in next 4 hours will only be allowed to enter the Terminal Building. All passengers should wear required protective gears such as mask, gloves etc.
5. All the departing Passengers must compulsorily be registered with 'Aarogya Setu' App on their mobiles and the same shall be verified by CISF/Airport staff at the entry gate. **However, Aarogya Setu is not mandatory for children below age of 14 years.**
6. Passengers shall compulsorily walk through Screening Zone for Thermal Screening at a designated place in the city side before entering the terminal building. For this purpose, required number of thermal screening stations to be set at the City side by the airport operator. Passengers not showing "Green" on 'Aarogya Setu' are not to be allowed to enter. Temperature screening needs to be carried out with validated equipment and trained manpower to be provided by Airport Operator

7. Use of trolleys to be discouraged in departure and arrival area. However, select few passengers, requiring trolley due genuine reasons, to be provided on request basis only. All trolleys must be sanitized by suitable means like disinfecting spray etc. and should be placed at a suitable location.
8. Airport Operators shall make appropriate arrangement for sanitisation of baggage before entry to the Terminal Building.
9. All the entry gates of the Terminal Building shall be opened to avoid crowding.
10. Social distancing markings/stickers at distance of not less than 1 meter shall be provided by airport operator at appropriate places at all check points including entry Gates & Screening Zones to Terminal for passengers as well as for airport staff. Also proper signage's shall be placed for guiding passengers throughout the passage from Entry to Terminal building up to the Boarding Gates.
11. Mats /Carpet soaked with bleach (Sodium Hypochlorite Solution) to be placed at entrance for disinfecting shoes.
12. At multiple touch points of interaction with the passengers viz. entry Gate to Departures, Airline Check-in Counters, and Security check etc, the Airport Operator shall as far as possible try to provide counters mounted with a glass or Perspex/Plexiglass sheet with a corner having magnifying area to check the Flight ticket/Boarding Card and identification documents. In case the same is not feasible, the concerned personnel should wear a transparent face shield behind a counter to provide physical barrier.
13. CISF to depute sufficient staff to manage queue at entry points, frisking booths, boarding gates so as to ensure sufficient distance among passengers is maintained.
14. For passengers with special needs like wheel chair, unaccompanied minor etc., the handling staff to be in full protection gear with pre-sanitized wheelchairs.
15. Announcements will be made in the Terminal Building by Airlines/Airport staff for guiding passengers to maintain social distancing and for wearing Masks, Gloves etc.
16. Airport operator should depute sufficient staff near washrooms, X-Ray machines, Conveyor belts, F&B outlets etc. to guide passengers to maintain sufficient distance
17. Information regarding social distancing, personal protection, Do's and Don'ts should be displayed on Flight Information Display System (FIDS)/ other display boards apart from required number of standees and posters at frequent locations.

18. Passenger seating arrangement shall be done in such a manner so as to maintain social distancing among passengers using the chairs by blocking those seats that are not to be used, with proper markers/tapes.
19. Airlines to ensure that sufficient staff shall be deployed near Check-in counters and pre security area to guide passengers and to ensure sufficient distance is maintained between them.
20. As far as possible alternate Check- in counters may be used to avoid congestion near counters. Also, Check-In counters may be opened well in advance so as to stagger the crowd.
21. Available CUSS kiosk shall be designated airlines wise as far as possible and airlines to position their staff near the designated CUSS kiosk to help the passengers.
22. All airport staff handling the flight should be provided with Hand sanitizers and all essential Personal Protective Equipment such as face masks etc. as per guidelines issued by MoHFW on rational use of PPEs attached as Annexure-I.
23. Cleanliness & sanitisation of every nook and corner of entire Terminal Building and public areas shall be ensured including washrooms, chairs, counters, trolleys, security trays, X-Ray machines, travellers, escalators, lifts, railings, doors etc on regular basis. Cleaning of waste containers such as trash cans shall be strengthened, and regular disinfection shall be performed.
24. Newspapers/Magazines are not to be provided in the Terminal Building/Lounges.
25. To ensure use of sanitized vehicles with restricted seating for transportation of staff and passengers within the airport including golf carts facility provided for person with reduced mobility (PRM).
26. Safe and Proper disposal of all categories of waste generated at the Terminal Building shall be ensured to limit spread of infection if any. Also, proper disposal facilities of biohazard material through a specialized agency to be ensured. Positioning of yellow coloured disposal bins / bags for disposal of masks etc. (Biohazardous material) at strategic locations and frequent disinfection/removal of the same.
27. Airports shall set up de-gowning area at appropriate location for staff, airline crew and medical personnel to divest and dispose Personal Protective Equipment (PPE) with a protocol for safe disposal of PPEs as bio hazard waste.



28. Use open-air ventilation wherever possible instead of Central air-conditioning. Wherever, the same is not avoidable, ensure change in air circulation as per Technical Instruction no. 39 dated 28.04.2020 issued by Directorate of Engineering.
29. Hand sanitisers shall be made available by airport operator for passengers and airport staff at various locations.
30. Entire terminal disinfection should be performed using duly approved disinfectants through fogging/spraying machines or physical mopping at regular intervals.
31. Employees showing symptoms such as high fever, difficulty in breathing and cough may not be taken on duty & allowed entry into airport/office. Such cases should be reported to appropriate health Authorities.
32. Restrict the gathering of large number of labour/staff at one place near terminal building.
33. All F&B and Retail outlets to be opened with COVID-19 precautions. Take-away to be encouraged to prevent crowding. Promote digital payments, self-ordering booths at F&B and Retail outlets.
34. At Boarding Gates, passengers should be allowed to board in batches as per seating arrangements in the aircraft to avoid crisscrossing inside the aircraft.
35. If any crew or other staff comes in contact of COVID-19 patient or is exposed to possible infection, is to be quarantined as per the advisory of the Health Ministry. Airport operators and Health officials to have well defined processes to handle COVID-19 positive cases or any other health emergency.
36. In case of exposure of a particular area in terminal by the COVID-19 affected patient, disinfection of that area of the terminal to be carried out.

(B) ARRIVAL

1. Announcement will be made in the aircraft by airline for deplaning passengers in batches sequentially so as to maintain social distancing measures.
2. To maintain social distancing norms, passengers shall be disembarked in batches sequentially.
3. Ensure social distance markings in arrival gates, aerobridges, coaches, step ladders, ramps etc. Hand Sanitizers shall be provided at appropriate locations between exit point of aerobridge and the baggage collection area.
4. Information regarding social distancing, personal protection, Do's and Don'ts should be displayed on Flight Information Display System (FIDS), Standees at



- prominent locations, as per the instructions of Ministry of Home Affairs(MHA) and Ministry of Health and Family Welfare (MoHFW).
5. At each point of interaction with the passengers, Airport Operator should try to provide a glass shield or any other transparent separation as far as practically possible, for additional protection of Airport personnel and passengers.
 6. To ensure social distance, the markings like circle, square should be provided around the baggage collection carousel for ensuring social distancing.
 7. Information regarding social distancing, personal protection, Do's and Don'ts should be displayed on Flight Information Display System (FIDS), Standees at prominent locations.
 8. Before handing over luggage to the passengers all luggage to be sanitised by the airport operator in the baggage break up area before putting on conveyer belt.
 9. Airlines/ GHA to provide sufficient staff near the conveyer belt to guide passengers to abide by the social distancing norms.
 10. Use of trolleys to be discouraged in departure and arrival area. However, select few passengers, requiring trolley due genuine reasons, to be provided on request basis only. All trolleys must be disinfected by suitable means like disinfecting spray etc and should be placed at a suitable location.
 11. Airport operator to ensure that sufficient staff shall be deployed near washrooms, F&B outlets to guide passengers to maintain social distance.
 12. All airport staff handling the flight should be provided with all essential Protective gears such as face masks, gloves, sanitisers etc as per directives of MoH&FW.
 13. Hand sanitisers shall be made available by airport operator for passengers and airport staff at various locations.
 14. Airport operator to ensure that cleanliness and sanitisation of every nook & corner of building and public areas including washrooms, chairs, counters, trolleys, railings, doors, lifts, escalator's etc. to be done before arrival of the flight and after last passenger leaves the Terminal Building.
 15. Kerb Area/ City side traffic/ Car parking area should be strictly monitored in coordination with traffic police/ CISF to prevent congestion and to maintain social distancing. Taxi /cab employees to be trained on maintaining social distancing among themselves and with the customers. Frequent patrolling and monitoring to be carried out to ensure the same. Digital payment is to be encouraged.



16. Fumigation of all kerb-side /landside commercial service outlets and associated queueing areas is to be carried out at a regular interval/whenever required to ensure disinfection of the space.
17. Fumigation of the passenger drop off/pick up zone on the land side, normally used by the taxi/cab operators and private commuters is to be carried out at a regular interval/whenever required.
18. A dedicated triage / Isolation area in the terminal building/ city side as per area available at respective Airports to be made available as per requirement of health authorities with primary medical facility for suspected/ confirmed COVID-19 patients which can even be located at 'Meet & Greet' area as per availability.
19. On arrival at their destination airport, passengers will have to adhere to such health protocols as are prescribed by the destination State/UT.

The above are broad guidelines and Airport operators are encouraged to take any additional measures for ensuring hygiene, physical distancing and sanitization to facilitate safe operations through the Airports. Wherever possible the support of technology to be utilised for effective contactless processing of Passengers.


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To

RED –NR/SR/WR/ER/NER (For necessary action and circulation to all Airports in the region for immediate implementation)

Airport Director
Chennai/ Kolkata Airport

Copy to:

1. OSD to Chairman
2. PS to Member (Ops)
3. PS to Member (Planning)
4. PS to Member (ANS)