



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA



DIRECTORATE OF OPERATIONS

STANDARD OPERATING PROCEDURE (SOP) FOR HANDLING PASSENGERS ARRIVING BY EVACUATION FLIGHTS THROUGH TERMINAL BUILDING

1. Aircraft to be taken to specific identified Aerobridge.
2. MEA will share the Manifest to the Airports as soon as possible.
3. ATC in-charge (AAI) will ensure staggering of the arrival of the flights to avoid bunching of passengers and inform the arrival time in the whatsapp group created for the purpose.
4. Announcement will be made in the aircraft by airline for deplaning passengers in a group of 20 so as to maintain social distancing measures.
5. 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).
6. At each point of interaction with the passengers viz. screening by APHO, Immigration point, Custom point and security point including CISF, if any, Airport Operator should try to provide a glass shield or any other transparent separation as far as practically possible, for additional protection.
7. Health officials will screen passengers outside the specific identified Aerobridges as per the directives of MoH&FW prior to Immigration formalities.
8. After the health screening of passengers, CISF personnel should escort the group of passengers (20-30) till they are handed over to State Authorities.
9. Information regarding social distancing, personal protection, Do's and Don'ts should be displayed on Flight Information Display System (FIDS), Standees at prominent locations.

10. Airlines to ensure that sufficient staff shall be deployed near immigration counters to guide passengers and to ensure to maintain sufficient distance between them.
11. Immigration shall ensure maximum number of counters are manned for quickest clearance of passengers.
12. Airlines/ GHA to provide sufficient staff near the conveyer belt to guide passengers to abide by the social distancing norms.
13. 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.
14. Customs shall ensure manning of maximum number of counters for fast clearance of passengers
15. Airport Operator to provide sufficient number of sanitised Trolleys.
16. Airport operator ensure that sufficient staff shall be deployed near washrooms, F&B outlets to guide passengers to maintain sufficient distance.
17. Airport operator to provide limited F&B facilities in arrival hall to passengers such as tea, coffee, snacks.
18. All airport staff handling the flight should be provided with all essential Personal Protective Equipment such as face masks, gloves, sanitisers as per directives of MoHFW.
19. Hand sanitisers shall be made available by airport operator for passengers and airport staff at various locations.
20. 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.
21. 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.
22. A dedicated triage / Isolation area in the terminal building/ cityside as per area available at respective Airports to be made available with primary medical facility for suspected/ confirmed COVID-19 patients which can be even Meeter-Greeter area as per availability.
23. A designated area to be identified in the city side where passengers will be handed over to State Govt for quarantine.

24. State Authorities responsible for quarantine of passengers should reach the airport along with the logistics viz. bus etc., and parked at the identified areas of the airport.
25. Ministry of Home affairs has issued Standard Operating Protocols (SOP) for movement of Indian Nationals stranded outside the country and of specified persons to travel abroad, attached for guidance.
26. All instructions related to evacuations will be issued in the whatsapp group created for the purpose for the benefits of each stakeholders.

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.
