

GOVERNMENT OF INDIA
OFFICE OF THE DIRECTOR GENERAL OF CIVIL AVIATION
OPPOSITE SAFDARJUNG AIRPORT, NEW DELHI-110003

.....

No. 4/1/2020-IR
Dated: 13-03-2021

CIRCULAR

Sub: Strict Compliance of COVID-19 protocols during air travel - reg.

It has been noticed that some travellers undertaking air journey do not adhere to "COVID-19 Protocols", which essentially involves wearing of mask properly i.e. not below the nose, during all times of the journey from entering the Airport for departure to exiting the Airport after arrival. It has also been noted that some passengers after entering the Airport do not wear mask properly and also do not maintain social distance while being in the airport premises. Similarly, some passengers have been noticed not wearing their masks properly while on-board the aircraft. In view of this, it is directed that:

1. Passengers shall wear masks and maintain social distancing norms at all times during air travel. The mask shall not be moved below the nose except under exceptional circumstances.
2. CISF or other Police personnel deployed at the entrance of the Airport shall ensure that no one is allowed to enter the Airport without wearing a mask. CASO and other supervising officers must ensure this personally.
3. The Airport Director/Terminal Manager, as applicable, must ensure that passengers are wearing masks properly and do maintain social distance at all times within the Airport premises. In case, any passenger is not following "COVID-19 Protocol", they should be handed over to security agencies after proper warnings. If required, they may be dealt as per law.

4. On board the Aircraft, in case any passenger does not adhere to wearing of mask properly even after repeated warnings, he/she should be de-boarded, if need be, before departure. In case, any passenger on board an aircraft refuses to wear mask or violates the "COVID-19 Protocol for passengers" even after repeated warnings, during the course of the flight, such passenger may be treated as "Unruly Passenger" as defined in para 3.1 of Civil Aviation Requirements (CAR) Section 3 Series M Part VI (dated 8th September, 2017) and the procedure in respect of handling such unruly passenger, as provided in above mentioned CAR, shall be followed by the concerned Airline.

The adherence to above directions shall be ensured by all concerned with immediate effect. Strict action shall be taken in case of any violation.


(Sunil Kumar)
Joint Director General

To

1. Chairman, AAI;
2. DG, CISF with the request to issue instructions suitably;
3. All Airlines operating in India;
4. All Airport Operators and other stakeholders.