

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

No. 4/1/2020-IR  
Dated: 15-03-2021

**CIRCULAR**

**Subject: - Strict compliance of COVID- 19 Protocol and directions of Hon'ble High Court of Delhi vide its order dated 08.03.2021 passed in W. P. (C) No. 3184 of 2021.**

1. Attention of all concerned is hereby drawn to the DGCA Circular No. 4/1/2020-IR dated 13.03.2021 in respect of "Strict Compliance of COVID-19 protocols during air travel", issued in compliance of Hon'ble High Court of Delhi order dated 08.03.2021 passed in W.P.(C) No. 3184/2021.
2. All Airlines are hereby directed that the directions issued vide DGCA Circular dated 13.03.2021 are to be provided to the passenger in digitized form along with Ticket and also with E-Boarding or normal boarding pass, as applicable.
3. All Airlines are further directed to make the passengers aware about the COVID-19 protocol, ensure their strict compliance and also caution them about the consequences of non-compliance of these guidelines at the boarding gate and in the aircraft by way of frequent announcements.
4. All Stakeholders are also directed to disseminate these guidelines at prominent places and give wide publicity to the same.
5. The copy of Order dated 08.03.2021 passed by Hon'ble High Court of Delhi in WP (C) 3184/2021 and DGCA Circular dated 13.03.2021 are enclosed herewith for information and strict compliance by all Stakeholder. However, it is hereby clarified that these guidelines do not supersede other guidelines issued either by the Central Government or any State Government in respect of COVID-19 Protocol.

  
(Sunil Kumar)

Joint Director General

Encl: as above.

To

1. Chairman, AAI;
2. All Airlines operating in India;
3. All Airport Operators and other stakeholders.

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**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 8<sup>th</sup> 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.

