

F.No. AV.29017/5(II)/2020-DT  
Government of India  
Ministry of Civil Aviation  
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B Block, Rajiv Gandhi Bhawan,  
Safdarjung Airport, New Delhi  
Dated the 27<sup>th</sup> August, 2020

**NOTE**

**Subject: International flight operations by airlines, private aircraft and chartered flight operations- Updation of guidelines- reg.**

The matter with regard to onboard meal services and in-flight entertainment has been reviewed based on the feedback/inputs received from various stakeholders.

2. With the approval of Hon'ble MoS(IC), Civil Aviation, it has been decided to amend the existing provisions of SOP for Air India Evacuation Flights (Vande Bharat) Flights and SOP for Private aircraft and Charter operations on international sectors, as follows:-


**I. Meal Service:**

Sl. No.	Existing provisions as per SOPs	Amended provisions
(a)	<p>Para no. 5a and 5b of SOP for Vande Bharat flights and Para no. 6a and 6b of SOP for Private aircraft and Charter operations on international sectors:-</p> <p>"i. No or minimum catering (pre-packed cold meals / snacks depending on the duration of flight). No tea / coffee service shall be available.</p> <p>ii. Water bottles and pre-packaged food (wherever required) would be placed on the passenger seats before passenger boarding to minimise passenger interaction with the cabin crew. Additional water bottles would be available in gallery Area on self-service basis. The same is also to be informed to the passengers during boarding and in-flight announcements".</p>	<p>Airlines, private aircraft and charter flight operators operating flights on international sectors may serve hot meals and limited beverages as per the standard practices subject to strict compliance with the following conditions :-</p> <ol style="list-style-type: none"><li>In all classes, tray set-up, plates and cutlery will be completely disposable with no re-use, or cleaned and disinfected rotables will be used.</li><li>Used disposable trays/crockeries/cutleries shall not be re-used. Used rotables shall be thoroughly cleaned and disinfected before re-use.</li><li>In all classes, tea/coffee/alcoholic and non-alcoholic beverage services will be in disposable cans/containers/bottles/glasses. There will be no pouring service and beverages will be served in single use disposable units.</li><li>All used disposable and rotatable meal trays/plates/cutleries/beverages bottles /cans/glasses will be disposed off in the trash bags/carts by the crew, at the end of the meal service.</li><li>Crew shall wear a fresh set of gloves for every meal/beverage service.</li><li>The passengers would be informed of the above practices for strict compliance before the start of catering services by way of passenger announcements".</li></ol>

## II. In-Flight entertainment

Sl.No.	Existing provisions as per SOPs	Amended provisions
(a)	<p>Para no. 4e of SOP for Vande Bharat flights and Para no. 5f of SOP for Private aircraft and Charter operations on international sectors:-</p> <p>"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".</p>	<p>"In-flight Entertainment(IFE), may be switched on, subject to strict compliance of following guidelines:-</p> <p>i. Wipedown of individual IFE with approved cleaning agents. All IFEs will be cleaned and disinfected prior to boarding of passengers.</p> <p>ii. Disposable earphones or cleaned and disinfected headphones will be provided to passengers at the start of the journey.</p> <p>iii. Each seat will have its own dedicated IFE to be used only by the passenger occupying the seat.</p> <p>iv. Over and above standard SOP for aircraft interior cleaning, all passenger touchpoints will be carefully cleaned and disinfected after the flight".</p>

3. Necessary updation in SOPs may please be carried out.

  
(Usha Padhee) 27/8/20

Joint Secretary to the Government of India

To:

**JS(AR), MoCA**

Copy to:

- (i) Secretary, Ministry of Civil Aviation
- (ii) PS to Hon. MOS (I/C), Civil Aviation
- (iii) DG, DGCA