



GOVERNMENT OF INDIA
OFFICE OF THE DIRECTOR GENERAL OF CIVIL AVIATION
TECHNICAL CENTRE, OPP SAFDURJUNG AIRPORT, NEW DELHI

CIVIL AVIATION REQUIREMENTS
SECTION 3 - AIR TRANSPORT
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EFFECTIVE: FORTHWITH

Subject: Facilitation in case of flight diversion.

1. INTRODUCTION

- 1.1 The expansion of air transport services on domestic as well as international sectors have brought the benefit of improved connectivity with add-on optional services for citizen to choose from the itinerary offered by the operators. In an endeavour to make the citizen's air travel hassle free, directions on passenger facilitation have been issued by Government from time to time for compliance by airline/aerodrome operators.
- 1.2 Whereas incidences of flight diversion/cancellation do occur during force majeure conditions which are beyond control of airlines, affected passengers who get stranded at aerodrome or inside aircraft, waiting for situation to normalise, face difficulties to meet even their basic needs like water, food, etc. Such situations, sometime in the past, have led the passenger to adopt unlawful/disruptive behaviour justifying their basic needs.
- 1.3 This CAR is issued under the provisions of Section 5(ab) of the Aircraft Act, 1934, Rule 133A of the Aircraft Rules 1937 and with the approval of Ministry of Civil Aviation for information, guidance and compliance of all concerned.

2 APPLICABILITY

- 2.1 The provisions contained in this CAR shall be applicable to the following:
 - a) All Indian operators engaged in scheduled and non-scheduled air transport services both domestic and international for carriage of passengers.

- b) All foreign carriers engaged in scheduled air transport operating to and from Indian Territory.
- c) All aerodrome operators within Indian Territory.

3. DEFINITION

- 3.1 **Alternate aerodrome** - An aerodrome to which an aircraft may proceed when it becomes either impossible or inadvisable to proceed to or to land at the aerodrome of intended landing where the necessary services and facilities are available, where aircraft performance requirements can be met and which is operational at the expected time of use. Alternate aerodromes include the following:
 - *Take-off alternate.* An alternate aerodrome at which an aircraft would be able to land should this become necessary shortly after take-off and it is not possible to use the aerodrome of departure.
 - *En-route alternate.* An alternate aerodrome at which an aircraft would be able to land in the event that a diversion becomes necessary while en route.
 - *Destination alternate.* An alternate aerodrome at which an aircraft would be able to land should it become either impossible or inadvisable to land at the aerodrome of intended landing.
- 3.2 **Disembarkation** means leaving an aircraft after a landing, except by crew or passengers continuing on the next stage of the same through-flight.
- 3.3 **Embarkation** means boarding an aircraft for the purpose of commencing a flight, except by such crew or passengers as have embarked on a previous stage of the same through-flight.

4 REQUIREMENT:

Following requirements shall be applicable for the airlines and the aerodrome operators in a situation of flight diversion in order to facilitate the aircraft landing and take-off at aerodrome and hassle free passenger facilitation.

4.1 Responsibilities of Airline

- 4.1.1 It shall be the responsibility of the airlines' central operational control to deal with flight diversion as soon as it is known to them that a diversion is inevitable.
- 4.1.2 Operating crew shall make announcement to keep the passengers informed about the flight diversion and next course of action.
- 4.1.3 If the alternate aerodrome is not on the airline's network, the pilot-in-command, in liaison with the airline's central operations control, shall request

a local operator/agent for providing necessary ground handling services after landing of aircraft. The pilot-in-command shall ensure that instructions to all concerned units have been issued for arrangements for passenger facilitation, cargo/baggage handling at the alternate aerodrome.

4.1.4 Airlines' central operation control shall notify to all concerned about flight diversion and alternate aerodrome. It shall also ensure the following to accomplish hassle free onward travel of passengers:

- a) Seek special dispensation from Director General of Civil Aviation for extension of flight crew duty time limitation, if required or make arrangement of alternate operating crew members;
- b) Check the serviceability of the diverted aircraft or make arrangement for alternate aircraft;
- c) Establish the revised ETD in consultation with concerned departments/units and inform all concerned stations/call centres through airline web/communication network;
- d) In case of flight cancellation, advise the status to all concerned for appropriate arrangement.

4.1.5 If the diversion/alternate aerodrome is on the airline's operational network, ground staff shall make arrangement for passenger, baggage/cargo services. All concerned at destination aerodrome shall be kept informed about flight diversion and ETD.

4.1.6 At all point of time during flight diversion, communication with passenger should be polite. Queries raised by passengers should be addressed by maintaining constant communication with them. Airlines staff should not engage in discourteous behavior with the passengers.

4.1.7 In case of uncertainty of more than two hour in ETD for the diverted flight, the airline shall make immediate arrangement for passenger disembarkation in consultation with aerodrome operator & security agency. Airlines shall also inform passengers periodically about the flight status. Facilitation/refreshments shall be provided to the passengers in relation to the waiting time.

4.1.8 If waiting time at alternate aerodrome is less than two hours, an appropriate announcement shall be made on board the aircraft. Operating airline shall also make arrangement for refreshment, water, tea/coffee to the passengers on board in relation to waiting time.

- 4.1.9 Airport duty manager of the concerned airline at destination aerodrome shall be in constant communication with all concerned to ascertain the latest updates and apprise the counterpart at alternate aerodrome.
- 4.1.10 Airport duty manager of concerned airline at alternate aerodrome shall alert catering along with ETA and number of passengers and crew on board aircraft well in advance for timely services to the passengers.
- 4.1.11 It shall be the responsibility of the operating airline to inform engineering, ground services, aerodrome operator and other government agencies at the alternate aerodrome about the flight diversion.

4.2 Responsibilities of aerodrome operators at alternate aerodrome:

- 4.2.1 The operator at alternate aerodrome, within the operational constraints of the aerodrome, shall accord permission for landing in case of flight diversion and allocate suitable parking bay for the aircraft.
- 4.2.2 Aerodrome operator shall allocate space in aerodrome terminal building for passenger facilitation in coordination with concerned airline representative, if required.
- 4.2.3 Aerodrome operator shall provide medical assistance to passenger, if requested.

(Dr. Prabhat Kumar)
Director General of Civil Aviation