

Dear Sirs/Madams

Since last year, scheduled international commercial passenger flights to India has been suspended by Director General of Civil Aviation, Government of India (DGCA). In this situation, your flight AI307 is operated under Air Transport Bubbles, that is a special arrangement between India and Japan for eligible passengers. Please refer the information on <https://www.civilaviation.gov.in/en/about-air-transport-bubbles>

Additionally, on November 28, 2021, the Government of India, updated "Guidelines for International Arrivals". Please refer "Attachment 1" of this e-mail.

The following 6 points are major guidelines for passengers, and passengers are cordially requested to understand and prepare before the departure;

**1. Submission of passengers contact**

Airlines should submit passenger manifest including their contact such as mobile (telephone) number, address and e-mail ID to the Indian Mission in the country concerned. Passengers are requested to visit following link to send these information to Air India in advance;

<http://airindia.xsrv.jp/script/mailform/atb/>

Information obtained from this link shall be forwarded to the Embassy of India in Japan with utmost security, and will not be kept by Air India.

**2. On-line submission of self-declaration form and upload of negative COVID-19 RT-PCR report through "Air Suvidha" portal**

By the order of Government of India, all international passengers from Japan should submit self-declaration form and upload negative COVID-19 RT-PCR test report on-line through "Air Suvidha" portal. The test should be conducted within 72 hours prior to the flight departure, and the report should be in English.

I. "Air Suvidha" portal can be accessed from the official portal of New Delhi Airport;

<https://www.newdelhiairport.in/airsuvidha/apho-registration>

All passengers are requested to complete submission and upload before departure.

II. Children at 4 years of age or younger are exempted from the test and do not have to upload COVID-19 RT-PCR report. However submission of self-declaration on-line through "Air Suvidha" is required.

III. To upload COVID-19 RT-PCR report on "Air Suvidha", you are requested to prepare digital data or scanned copy of the report. The file has to be in PDF format and less than 1MB. Please refrain from using file name with any special characters (except hyphen and underscore) and space, as such file cannot be uploaded.

IV. For the submission and upload, seat number is required. Therefore it is recommended to make advance reservation of your seat. In case you do not make advance seat reservation, please write "NA" in this field instead of seat number to complete submission.

V. There is a box of PNR (reservation reference number) in the form, but it is not a mandatory field.

VI. For any difficulty in filling self-declaration form, passengers may contact directly on following helpline numbers;

0124-4797300 (Domestic callers)

+91124-4797300 (International Callers)

0124-6838410 (Domestic Callers)

+91124-6838410 (International Callers)

Email: [feedback.igairport@gmrgroup.in](mailto:feedback.igairport@gmrgroup.in)

**3. Submission of written undertaking to Air India**

On traveling Air India's flight under Air Transport Bubbles, passengers are requested to give an undertaking to Air India that they are making the journey at their own risk. Please print "Attachment 2" of this e-mail and bring it to the check-in counter. Columns of BN, SEAT and TEMP are to be filled at the airport check-in counter. The same format is also available there.

#### **4. Limitation of in-flight services including meals**

In aircraft cabin of Air Transport Bubbles, airlines are instructed to minimize the risk of infection through contact between passengers and crews. In-flight services are therefore restricted and are different from that of our scheduled flights;

- I. Normal in-flight meals are served at your seat with selection of vegetarian or non-vegetarian. Special meals are limited to 3 categories only that are Diabetic Meal, Jain Meal and Child Meal. Passengers require these special meals are requested to inform us by the day before your departure.
- II. Hot coffee/tea service at your seat are not provided.
- III. Other in-flight services are provided under the DGCA's guidelines, that may not be the same as our scheduled flights.
- IV. Cabin (carry-on) baggage is limited to one piece with maximum weight of 8kg for Economy Class and 12kg for First and Business Class. Weight of laptop PC itself can be excluded from these allowances. Odd size bags or items such as umbrella, musical instruments, etc. cannot be brought into the cabin.

#### **5. Social distancing in aircraft cabin**

In view of COVID-19 epidemic prevention, passengers are requested to understand and cooperate in aircraft cabin;

- I. Wearing of mask, face shield, etc.
- II. Keeping hands clean using sanitizer, etc.
- III. Seats will be assigned keeping distances between passengers. However, in case that distances cannot be taken due to passenger load, passengers on specific seats are requested to wear disposable gown that will be provided by Air India.
- IV. Last 3 seats in the middle seat row should be reserved according to the guidelines. Passengers already selected seat in this row are requested to shift to other rows at the time of check-in.

#### **6. Self-monitoring of health for 14 days after arrival**

Passengers are requested to self-monitor their health for 14 days after arriving at India. Furthermore, from each flight, 5% of passengers are selected in random and have RT-PCR test on arrival.

We are looking forward to welcoming you on board.

Sincerely

Reservation office, Japan  
Air India Limited

E-mail: [nrt-del@airindia.co.jp](mailto:nrt-del@airindia.co.jp)

Telephone: 06-6121-6807

Business hours: 10:00-12:00 and 13:00-17:00 on weekdays (closed on Saturday, Sunday and national holidays)

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