

**INDIRA GANDHI INTERNATIONAL AIRPORT
AT NEW DELHI
MANUAL OF RULES AND REGULATIONS
2025 (As updated on 01.04.2025)**

The use of any Common Use Facilities (*as defined below*) at the Indira Gandhi International Airport by any of the Airport Users (*as defined below*) constitutes acceptance of these terms under the User Manual (*as defined below*). No clause shall be taken to confer a right on any of the Airport Users to use the Common Use Facilities (*as defined below*) without Delhi International Airport Limited's permission. Delhi International Airport Limited (DIAL) retains the right to withdraw the permission granted to the Airport Users in respect of any of the Common Use Facilities, for reasons including but not limited to non-compliance of any of the conditions contained herein by the Airport Users, operational reasons, security reasons, or any other reason as may be specified by DIAL in writing from time to time. The Airport Users undertakes to cease to use such Common Use Facilities without any protest and demur and on this express understanding and undertaking, the Airport User shall be using the Common Use Facilities.

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1. Introduction

The Airports Authority of India (“**AAI**”) and Delhi International Airport Limited (“**DIAL**”) have entered into Operation, Management and Development Agreement (“**OMDA**”), pursuant to which DIAL has been awarded an exclusive concession by the AAI to develop, finance, design, construct, modernise, operate, maintain, use and regulate the use by third parties of the Indira Gandhi International Airport (“**Airport**”). In accordance with the provisions of OMDA, DIAL has also been granted the right and privilege to prescribe certain conditions, rules and regulations, to be adhered to by all the entities who have business at/upon the Airport. Accordingly, this manual of rules and regulations (“**User Manual**”) contains various conditions of use, rules and regulations applicable to all Airport Users (hereinafter defined) which needs to be complied with by the Airport Users, while performing their activities or undertaking the business at the Airport and for the better management and utilization of the Common Use Facilities. Airport Users also acknowledge that it has read and understood the OMDA (which is available in public domain) and its application on these conditions stipulated in this User Manual. This User Manual is in addition to the agreement executed with the Airport Users, if any. The current User Manual shall prevail and supersede any prior version of the User Manual.

2. Scope, Application and Compliance

- 2.1. These are the conditions and guidelines under which, subject to any variation that may be communicated in any form by DIAL from time to time or notified by DIAL from time to time on DIAL’s website, Airport Users shall use Common Use Facilities and Common Use Areas at the Airport. If the Airport Users use these Common Use Facilities and Common Use Areas, then Airport Users automatically accept and be bound by these conditions.
- 2.2. This User Manual is effective with immediate effect, which shall be known as ‘Effective Date’.
- 2.3. Subject to Applicable Laws and conditions mentioned herein, DIAL has the right to change, replace or waive any or all of the conditions and guidelines in this User Manual by way of notification in any form including notification on its website. The updated version of this User Manual is available on DIAL’s

website. It shall be the Airport User's duty to be aware of such changes, replacement or waiver.

3. Definitions

- (a) **"Airport"** means the Indira Gandhi International Airport at New Delhi as located on the Airport Site.
- (b) **"Airport Site"** shall have the meaning ascribed to it in OMDA.
- (c) **"Airport Users"** shall mean any Person including but not limited to airlines, airlines crew members, ground staff, ground handlers, security personnel, MRO, cargo handlers, concessionaires, vendors, persons undertaking sovereign functions or any other persons including Personnel having business at/upon the Airport or using the Common Use Facilities or Common Use Areas.
- (d) **"Airside Area"** means the movement area of the Airport, access to which is controlled including, without limitation, the runways, service roadways, taxiways, aprons, hardstand and parking stands used by aircraft, service vehicles and service personnel at the Airport.
- (e) **"Applicable Laws"** means all applicable laws, whether in force and effect as of the date hereof and which may be promulgated or brought into force and effect hereinafter in India, by any authority, including Governmental Authority, *inter alia* any revisions, amendments or re-enactments including without limitation statutes, rules, regulations, bye-laws, policies made thereunder, judgments, decrees, injunctions, writs, orders issued by any court of record or other requirement or official directive of any Governmental Authority or any person acting under the authority of any Governmental Authority, including any notifications, press notes, press releases, circulars and public notices issued under any applicable statute, as well as any notifications issued by any other Governmental Authorities, DIAL and/or under the OMDA. It is clarified that the term "Applicable Laws" also means and includes (a) the OMDA, (b) the Civil Aviation Requirements issued by DGCA from time to time, (c) the Bureau of Civil Aviation Security.
- (f) **"Apron"** means a defined area on the Airport intended to accommodate aircraft for the purpose of loading or unloading passengers, mail or cargo, fueling, parking or maintenance.

- (g) **“Certificate of Airworthiness”** means the certificate issued by Directorate General of Civil Aviation (DGCA) stating that an aircraft meets specific safety and performance requirements that allow it to be used in service.
- (h) **“Certificate of Registration”** means the certificate of registration for an aircraft, issued by the Directorate General of Civil Aviation (DGCA) under the Civil Aviation Requirement.
- (i) **"Common Use Areas"** means and includes all areas at the Airport that the Airport Users or any of the Airport User will be using in its ordinary course of business at the Airport which are made available to Airport Users from time to time for their usage including but not limited to check in counters, ticketing counters, transfer areas, OOG bag counters, SOOG bag counters, holding lounges, check-in halls, the Airside Area, office spaces, washrooms, prayer room, smoking rooms, parking, canteen, retail outlets, duty free shops, F&B shops, waiting area outside terminal building, etc.
- (j) **"Common Use Facilities"** means all equipment and facilities that the Airport Users will be using in its ordinary course of business at the Airport, which are made available to Airport Users, including but not limited to the outbound baggage handling system, the inbound baggage handling system, air bridges, boarding gates, passenger boarding bridges, the common use and kerbside checkin counters, the domestic baggage claim facility, the international baggage claim facility, the Flight Information Display System (FIDS), escalators, elevators, travelator, the public address and paging system, the utilities and the computer terminals, software, hardware, wifi, Common Use Self-Service (CUSS) machine, CUTE System, Common User Areas, counter space and others facilities specified in details in Schedule 4 to this User Manual.
- (k) **"CUTE System"** means the computerized “Common User Terminal Equipment” passenger handling system, including but not limited to the automated check-in, the boarding gate readers etc.
- (l) **“Disembarking Passengers”** means all passengers on board an arriving aircraft including Transit Passengers, Transfer Passengers, Infant, domestic-on-carriage and positioning crew, but excludes operating crew.
- (m) **“Disabled Aircraft”** means any aircraft that requires assistance to move from any position on the runway, taxiway or Apron areas of the Airport.

- (n) **“Domestic Flight”** means a flight where the airports for both take-off and landing are within India.
- (o) **“Gol”** means the Government of India and any of its agency, authority (including regulatory authority), department, inspectorate, ministry or statutory person (whether autonomous or not) under the control and direction of Government of India.
- (p) **“GoNCT”** means the Government of National Capital Territory and any of its agency, authority (including regulatory authority), department, inspectorate, ministry or statutory person (whether autonomous or not) under the control and direction of GoNCT.
- (q) **“Governmental Authority”** means any government authority, statutory authority, government department, ministry, secretariat, agency, commission, board, tribunal or court or other law-making body/entity having or purporting to have jurisdiction on the Airport Users, including the Gol or GoNCT, any other regulatory authority appointed by the Gol or GoNCT.
- (r) **“Inadmissible Passenger”** shall mean a passenger who is refused admission to India by the immigration authority, and/or a passenger who is refused onward carriage through India due to improper documentation such as, but not limited to, no valid visa, expired visa, or expired travel documents.
- (s) **“India”** shall mean the Republic of India.
- (t) **“International Flight”** means all flights other than Domestic Flights.
- (u) **“Infant”** means a child less than two years of age who has not paid to occupy a seat on an aircraft.
- (v) **“Maximum Take-off Weight”/ “MTOW”** in relation to an aircraft means the maximum take-off weight of the aircraft and its contents at which the aircraft may take-off anywhere in the world in the most favorable circumstances in accordance with the Certificate of Airworthiness or any other certificate where details of MTOW is given and issued by a regulatory authority for e.g. Noise Certificate or Manufacturer’s Certificate having differential MTOW but highest would be considered in force in respect of the aircraft.

- (w) **“Passenger”** means any persons carried on an aircraft with the exception of the flight crew and cabin staff operating the aircraft flight.
- (x) **“Personnel”** include an employee, servant, officer, agent, or contractor or subcontractor and anyone else under the control or direction of the Airport Users as the case may be.
- (y) **“Person”** includes an individual, corporation, company, partnership, trust, body of individuals or any other entity whether or not incorporated.
- (z) **“Restricted Area”** means the areas at the Airport determined by DIAL in its sole discretion from time to time and to which access may be restricted by DIAL in consultation with the relevant Governmental Authorities or any area where restriction is imposed by any Governmental Authority
- (aa) **“Taxes”** means applicable national, local or foreign tax on gross income, gross receipts, use, ad valorem, value-added, capital gains, transfer, tax; duties of custom and excise, stamp duty or other taxes, fees, assessments or charges of any kind whatsoever, together with any interest and any fines, penalties, additions to tax or additional amount with respect thereto and "Taxation" or "Tax" shall have a corresponding meaning.
- (bb) **“Transit Passenger”** means a passenger who arrives at the Airport in an aircraft and departs from the Airport in the same aircraft, where such an aircraft is operating a through flight transiting the Airport and includes a passenger in transit through the Airport who has to depart in a substituted aircraft because the aircraft on which the passenger arrived has been declared unserviceable.

Note: A passenger is treated in Transit only if onward travel journey is within 24hrs from arrival into Airport and is part of same ticket. In case two separate tickets are issued, it would not be treated as a “Transit” passenger.

- (cc) **“Transfer Passenger”** means any passenger, who arrives at the Airport on a flight on one aircraft and, without leaving the Airport boards another Aircraft to another destination.

In case any definition as provided in the User Manual is different from what has been agreed by DIAL and the Airport Users in any Agreement, it shall have the meaning assigned to in that respective Agreement.

4. Glossary Of Terms

S. No.	Acronym	Full form
1	ACDM	Airport Collaborative Decision Making
2	ADP	Airside Driving Permit
3	AERA	Airport Economic Regulatory Authority
4	AOCC	Airport Operations Control Centre
5	APHO	Airport Health Officer
6	APOC	Airport Predictive Operation Centre
7	APU/GPU	Auxiliary Power Unit/Ground Power Unit
8	ASF	Aviation Security Fee
9	AVP	Airside Vehicle Permit
10	BCAS	Bureau of Civil Aviation Security
11	BIM	Baggage Information Message
12	BTM	Baggage Transfer Message
13	CAPAs/ATRs	Corrective and Preventive Actions/ Action Taken Report
14	DCS	Departure Control Systems
15	ELCB	Earth Leak circuit breaker
16	FEGP	Fixed Electrical Ground Power
17	FIDS	Flight Information Display System
18	GOSM	Ground Operations Safety Manual
19	IATA	International Air Transport Association
20	ICAO	International Civil Aviation Organization
21	ICL	Inbound Connection List
22	LDM	Load Distribution Message
23	MRO	Maintenance, Repair, and Overhaul
24	MTOW	Maximum Take-off Weight
25	MVT	Movement Message
26	OOG	Out Of Gauge
27	OHSMS	Occupational Health and Safety Management System
28	PPE	Personal Protective Equipment
29	PBB	Passenger Boarding Bridge
30	PSM	Passenger Service Message
31	PTM	Passenger Transfer Message
32	SLPC	Secondary Ladder Point Check
33	SMS	Safety Management System
34	SOOG	Super Out Of Gauge
35	SSA	State Support Agreement
36	STD	Schedule Time Of Departure

5. Submission of information

- 5.1. The following documents, if required for the use of the Common Use Facilities, shall be provided by DIAL, in its discretion, to the applicable Airport User, subject to any express or implied confidentiality arrangements DIAL may have with third parties:
- (i) Airport emergency plan, bomb threat contingency plan;
 - (ii) Airport rules and regulations manual;
 - (iii) Airline Office Manual;
 - (iv) Environment management manual;
 - (v) DIAL safety policy
 - (vi) Ground Operations Safety Manual.
- 5.2. Before using the Common Use Facilities and Common Use Areas, the information as specified in Schedule 9 of this User Manual must be provided by all applicable Airport Users to DIAL. The information shall be provided electronically and also subsequently in physical copies within 7 (seven) days of information being provided through electronic mode at the address mentioned therein in Schedule 9 of this User Manual.
- 5.3. Airport Users must intimate DIAL as soon as practicable, if there is any change in the information given to DIAL. It shall be the responsibility of the Airport Users to always keep DIAL updated about the correct and accurate information.
- 5.4. AAI has envisaged the achievement of Objective Service Quality Requirements parameters as set out in Schedule 1 hereto, w.r.t various aspects of airport operations. While some of the functions are being performed by DIAL, there are some functions which are being performed by various airport users such as airlines, ground handling agencies etc. Regular compliance with such Objective Service Quality Requirements must be adhered to by all applicable Airport Users.

6. Airport Closed or Services Unavailable

- 6.1. The Common Use Facilities and Common Use Areas shall be available to the Airport Users, subject to reasonable requirements for operational purposes,

maintenance, Government intervention/objections and new developments, force majeure events or events beyond DIAL's control and security and safety requirements.

- 6.2. If reasonably possible, DIAL will notify the Airport Users vide general notification or circular on its website, before it makes any service or facility at the Airport unavailable, subject to other conditions mentioned herein.
- 6.3. If, at any time, due to safety or operational maintenance or new development requirements DIAL considers it necessary to declare the Common Use Facilities or Common Use Areas at the Airport to be wholly or partly unavailable for use by Airport Users, DIAL will use its reasonable endeavors to identify alternative facilities and services which might be available for use by the Airport Users. DIAL shall not be responsible/liable in any manner whatsoever for any direct/ indirect loss/ damage or any consequences thereof due to change in facilities and services. Airport Users acknowledge that, in doing so, DIAL will need to balance the needs of all Airport Users so far as DIAL reasonably can.
- 6.4. DIAL or DIAL's authorised representative shall have the right at any time to close the Airport in its entirety or any portion thereof or to deny the use of the Airport or any portion thereof to any Airport User, when any such action is considered necessary and desirable to avoid endangering Persons or property and to be consistent with the safe and proper operation of the Airport.
- 6.5. The allocation of terminals and access to Common Use Facilities will be managed and regularly reviewed by DIAL, having regard to their availability, capacity constraints and the best use of Common Use Facilities or Common Use Areas.

7. Land, Office Space and Hangar Space

Allotment of land / office space/ hangar space allocated to an Airport User shall be guided as per the terms and conditions as specified in the agreement/ contract/ licenses/ lease/ sub-contract/ sub-lease executed or as agreed with the respective Airport User.

8. General instructions to Airport Users

Airport Users shall follow the guidelines as laid down in Schedule 6 of this User Manual while using the Common Use Facilities at the Airport.

9. Environmental Considerations

9.1. Airport Users shall conduct their business in an environmental friendly and sustainable manner in line with DIAL's vision, mission, value & beliefs and corporate policies. Environmental protection and sustainable development shall be an integral part of all Airport Users business strategy. All Airport Users shall conduct its business in an environment friendly manner and shall comply with all applicable environmental rules, regulations and standards. This responsibility extends to the actions and conduct of their employees and stakeholders while on the job.

9.2. All applicable Airport Users shall adhere to the following requirements:

- (a) Comply with Applicable Laws including all applicable regulatory requirements and environmental norms, including the norms in relation to dust, pollution, noise, soil erosion, ground water contamination, flooding, handling and disposal of construction debris, handling and disposal of hazardous material such as burnt oil, batteries, paint etc.
- (b) Comply with Conditions (General & Special) specified in the Environment Clearance (EC) issued by Ministry of Environment, Forest and Climate Change accorded on 30.05.2018 in terms of the provisions of the Environment Impact Assessment (EIA) Notifications, 2006 under the Environment Protection Act, 1986.
- (c) Comply with all applicable environmental rules & regulations, and relevant directions issued by Hon'ble courts, government, and regulatory bodies.
- (d) Apply and obtain all required environmental regulatory approvals in the form of permits, consents, licenses for development, operation & maintenance of the facility from concerned Government Authorities before starting the concession activity and same shall be communicated to DIAL
- (e) Shall obtain prior approval from DIAL for establishing any units including Ready Mix Concentrate (RMC) unit, Crushers, Hot Mix Plants etc. or any other ancillary units required for project.
- (f) Ensure that there is very strict deployment of house-keeping measures so that work areas remain clean, safe and complying to environmental and safety norms.

- (g) Deployment of dedicated EHS & Sustainability officer during construction and operation phase of the Concession.
- (h) Recommended to obtain ISO 14001: 2015 certification in the operation phase.
- (i) Responsible for applying and obtaining all required environmental permits, consents, and licenses and shall, as far as possible, eliminate or reduce the adverse impact of its development and operation on the environment.
- (j) Comply with DGCA Aviation environment circular, environmental civil aviation requirements and directives.
- (k) Adhere to DIAL's Environmental Sustainability policy, Environment Social Governance (ESG) Policy, Climate change policy and all other environmental requirements & circulars issued by DIAL.
- (l) Establish and maintain an environmental management system ISO 14001 with environmental objectives to enhance performance and continuous improvement during development and operations.
- (m) Should follow the green building standards for developing its infrastructure.
- (n) Adopt an integrated approach focusing on Sustainable Development Goals (UN SDGs) long term absolute GHG emission reduction with climate actions, sustainable use and management of natural resources & wastes, green building concepts, use of renewable energy and green transportation.
- (o) Engage and implement sustainability initiatives practiced by DIAL at the Airport.
- (p) Adopt climate change mitigation and adaptation measures with active participation in DIAL net zero target.
- (q) Ensure all requirements for Solid Waste management are complied with. They shall ensure source segregation of waste inside the facility and dispose of dry waste and wet waste separately in a single designated location within the premises. The Solid Waste shall be collected from a single designated location by DIAL appointed waste management agency.
- (r) Ensure that no single-use plastic is used within the facility during construction and operation.
- (s) Give preference to green material/green procurement practices.
- (t) Ensure to only use water supplied by DIAL or procured from the Government approved agency. Usage of bore well water is strictly prohibited for any purpose.
- (u) Ensure sewage connection to nearest sewage line of DIAL and pay charges as applicable for wastewater treatment to DIAL.
- (v) Submit environmental data and information as requested by DIAL team from time to time.

- 9.3. DIAL reserves right to review or audit or inspect the Airport Users' adherence to DIAL environment management plan and its environmental performance. Audit may be conducted once in six months and frequency of review/audit/inspection may change as per the requirement and environmental performance.

10. Flight Catering

All applicable Airport Users will purchase on-board catering only from the authorised flight catering agencies as approved by DIAL.

11. Ground Handling

The Ground Handling services will be availed/performed by the Airlines as per the Applicable Laws. The applicable Airport Users will either engage ground handling agencies as appointed by DIAL or do self-handling, in accordance with the Applicable Laws. The Ground Handling Agencies and the Airlines must comply with service level quality requirements as specified in Schedule 1 of this User Manual at all times. Line Maintenance services will be taken from agencies authorized by DIAL. Additionally, all applicable Airport Users shall take full responsibility for care of their passengers including the baggage, in case of mishandling. Airport Users shall ensure that the Ambulift is available with them in accordance with all Applicable Laws, including but not limited to the CAR on "Carriage by Air- Persons with Disability (Divyangjan) and/or Persons with Reduced Mobility". All applicable Airport Users shall ensure to adhere to the SSP Division Circular No. 02 of 2024 dated 26.04.2024 issued by DGCA (as updated from time to time) for safety management system implementation by ground handling service providers.

12. Fire Safety

While using the office space at the terminal, Airport Users shall follow the measures listed under Schedule 8 of this User Manual.

13. MRO Services

MRO service providers shall ensure that activities are conducted safely, securely, and in full compliance with airport regulations, aviation industry standards, and Applicable Laws. The responsibilities of MRO service providers are as follows:

- 13.1. Provide clear and safe access to designated MRO facilities and operational areas.
- 13.2. Ensure compliance with all regulatory and safety standards.
- 13.3. Facilitate coordination with airport operations, ground handling, and air traffic control and communicate maintenance schedules, special requirements, and aircraft movement needs to airport operations in advance.
- 13.4. Maintain qualified and certified personnel for all maintenance operations with proper identification cards, badges and permits to access restricted areas of the Airport. These identification cards and badges shall be visible at all times while in Airport, during shift hours.
- 13.5. MRO service providers must ensure that their staff undergoes background checks as required by airport security protocols.
- 13.6. MRO service providers must familiarize themselves with the airport's emergency response plans and protocols, including fire, medical, and aircraft emergency procedures.
- 13.7. MRO service providers must adhere to strict environmental regulations regarding the disposal of hazardous materials, waste products, and general waste management practices. Proper recycling and disposal protocols must be followed to minimize environmental impact.

14. Safety Management System

- 14.1. With regards to DIAL Safety Management System, the Airport Users agree to:
 - (i) Establish, maintain, and continually improve the Safety Management System (SMS) in compliance with DGCA Civil Aviation Requirements (CAR) and the guidelines outlined in ICAO Annex 19 and ICAO Doc 9859.
 - (ii) Establish, maintain, and continually improve the Occupational Health and Safety Management System (OHSMS) in compliance with the international

standard ISO 45001:2018 Certification, ensuring the health and well-being of employees and stakeholders.

- (iii) Comply with the safety requirements, rules and regulations related to apron management and apron safety management laid down by Governmental Authorities and DIAL.
- (iv) Allow periodic safety audits of its premises, equipment used in apron and terminal along with its procedures.
- (v) Impart all safety trainings, refresher training to its employees either by their own trainer or by DIAL. The training provided must be supported by a valid certificate.
- (vi) Actively participate in hazard identification and mitigation activities.

14.2. The applicable Airport Users also agree to:

- (i) All users of the airport, including contractors and service providers, are required to comply with DIAL's Safety Management System (SMS) and Occupational Health and Safety Management System (OHSMS) requirements.
 - *In accordance with the DGCA Civil Aviation Requirement (CAR) and guidelines outlined in ICAO Annex 19 and ICAO Doc 9859, users must align their operations with DIAL's SMS framework to ensure safe and efficient airport operations.*
 - *Additionally, users must adhere to the standards of ISO 45001:2018 by establishing, maintaining, and continually improving their own OH&SMS frameworks.*
- (ii) Contractors and service providers must appoint a qualified Safety Manager to ensure the implementation and maintenance of DIAL's SMS and OH&SMS requirements. The Safety Manager will ensure compliance with DGCA, ICAO, and ISO 45001:2018 standards.
- (iii) Submit any reports, documents or procedures sought by DIAL as part of its safety or SMS requirements.
- (iv) Share details of all near misses/ incidents/ accidents and CAPAs/ATRs with DIAL Safety department pertaining to them.
- (v) support DIAL in all safety promotion activities.
- (vi) Follow procedures as mentioned in the DIAL GOSM.
- (vii) Submit a copy of their corporate safety policy to DIAL Safety office, if the company's office is at Airport.
- (viii) Fill up the details for the terminal work permit and safety plan and get approval from terminal safety department while carrying out any civil work

in the Terminal Building. In case of hot works, hot work permits to be taken from ARFF team.

- (ix) Ask it's civil contractor to present himself to the terminal safety department for necessary briefing before starting any work in the building or office. It would be the duty of the Supervisor/Airport Users to ensure the Safety Instructions are religiously followed.
- (x) There must not be any deviation from the safety plan submitted while carrying out works in airside/terminal.
- (xi) Permit workers to enter the terminal/airside only with PPE.
- (xii) Mandatory reporting of safety related incidents at the Airport, such as bird strike, damage to aircraft or property, injury to passengers or staff etc., to AOCC/APOC immediately.
- (xiii) Adherence to Airside Safety Circular 04/2007, MOCA Gazette Notification Airports Authority of India (Management of Airports) regulations 2003, circulars/ communications issued by DIAL and other international best practices published by ICAO/ IATA/ ACI.
- (xiv) Ensure to eliminate fire hazards.
- (xv) All vehicles in airside must have a valid AVP and all drivers must have a valid ADP. Users to comply with the DIAL requirements/process for AVP and ADP issuance.
- (xvi) All vehicles and equipment used in airside must be serviceable and in good/safe condition.
- (xvii) Nobody working in airside or terminal should be under the influence of alcohol/psychoactive drugs.

15. Security

The applicable Airport Users shall undertake the following security measures:

- (i) Airport Users shall permit only authorized Personnel, with valid AEP, who are on duty and for a valid purpose to enter into the aircraft or the Airport. The same principle also applies to their own Personnel.
- (ii) Airport Users shall ensure that their employees follow the security norms and are not involved in any unauthorized/illegal activities.
- (iii) The person so entering the aircraft or the Airport shall be frisked and the articles carried by him checked thoroughly by the security staff of respective Airport Users.

- (iv) Any item taken onto the aircraft, Airport or any restricted area shall also be subjected to thorough security check by the respective Airport Users.
- (v) Passengers shall be permitted for embarkation after security clearance by the ASG or CISF.
- (vi) Any baggage carried by the passenger in hand shall be permitted subject to security clearance by the ASG or CISF.
- (vii) In case of high alert and on specific instruction of the BCAS, the applicable Airport Users shall undertake a second ladder point frisking of passengers/checking of hand baggage.
- (viii) No Airport users shall commence operation at security restricted areas of an aerodrome without obtaining security clearance and approval of their security programme in accordance with provisions of the National Civil Aviation Security Programme (NCASP), from the Director General, as applicable, unless exempted in writing by the Director General or the Central Government. A copy of the approved Security clearance and security programme shall be made available to DIAL by the applicable Airport Users.
- (ix) It shall be the duty of the Airport Users to comply with the provisions of the approved security programme.
- (x) Airport Users AVSEC Programme shall specify the practices and procedures to be followed to protect passengers, crew, ground personnel, aircraft and facilities from acts of unlawful interference. Each Airport Users AVSEC Programme shall include, at minimum:
 - (A) Objectives of the programme and responsibilities for ensuring its implementation.
 - (B) Organisation of the Airport Users security functions and responsibility including the designation of the Chief Security Officer (CSO) and security set up at Airport and corporate level.
 - (C) Specific security measures in accordance with the instructions issued by BCAS from time to time which shall, inter alia, include without limitation, the following aspects:
 - (a) Pre-flight/Transit and post flight security checks of the aircraft shall be carried out by the concerned airline operator as per guidelines laid down by BCAS Order no.09/2018 dated 28/08/2018 (procedure for aircraft security check and search).
 - (b) Reconciliation of hold baggage with boarding passengers including transit and transfer passengers.

- (c) Procedure to ensure that no SRI items are left on board by disembarking passengers at transit stops.
 - (d) Measures to protect cargo, courier and express parcels, mail stores, catering supplies and checked baggage including all airports check in baggage.
 - (e) Procedures to carry passengers under judicial or administrative proceedings (As per instructions of BCAS issued from time to time).
 - (f) Procedures for the carriage of weapons in the cabin compartment and aircraft hold (As per instructions of BCAS issued from time to time)
 - (g) Control of access to the parked aircraft.
 - (h) Security of parked aircraft beyond operational hours.
 - (i) Action and procedures in case of bomb threats, hijackings and sabotage and other threats to their operations.
 - (j) In flight procedures when suspected items are found or believed to be on board an aircraft.
 - (k) Evacuation and search of aircraft on the ground.
 - (l) Special security measures to be enacted during periods of increased threats on specified routes.
 - (m) Measures to ensure effectiveness including adequate training of staff including X-BIS screening, physical check of baggage etc. and periodic testing of effectiveness and updating of the security programme; and any other AVSEC responsibilities allocated by the Director General, BCAS.
- (xi) The airlines are responsible for ensuring that baggage is not tampered till the time of loading into aircraft or claim by the passenger.
- (xii) All applicable Airport Users shall comply with the aircraft security function specified in the Avsec Order No 3/2009 issued by BCAS.
- (xiii) In Emergency, the affected carrier shall open information counters at the airport and city to provide correct information about the welfare of the Passengers/crew of the affected aircraft to their relatives and others.
- (xiv) The 4 level Inline Baggage Screening System at the Airport has been commissioned as per guidelines and specifications given by BCAS. It shall be the responsibility of airlines to ensure all check-in baggage of passengers are

security cleared through 4 level Inline Baggage Screening System before loading onto the aircraft.

16. Slots & Airport Operations Control Centre

- 16.1. IGI Airport is designated as IATA Level 3 – Slot Coordinated. This reflects increasingly scarce capacity at peak hours of operation and the need to implement scheduling processes that can promote the best utilisation of the capacity.
- 16.2. The applicable Airport Users shall not operate to or from the Airport without first obtaining slots from DIAL in writing. Such applicable Airport Users are required to operate at the times allocated by DIAL.
- 16.3. Chapter 2 aircraft are progressively phased out of the Airport. All applicable Airport Users are requested to ensure that Chapter 2 aircraft are not engaged in operations and will not be deployed on services to/from the Airport. Aircraft not in possession of noise certification in accordance with the standards of Annex 16 to the International Civil Aviation Convention and/or aircraft whose noise certification does not conform to the minimum standards set out in Chapter 3 of part 2 Volume 1 of Annex 16 to the International Civil Aviation Convention will not operate to/from the Airport between 2300 to 0600 IST or as directed by Governmental Authorities. This annexure must be taken into consideration by applicable Airport Users while submitting schedule proposals.
- 16.4. All applicable Airport User's slot performance and adherence are monitored according to the confirmed coordinated slot times. DIAL will monitor slot adherence, analyse and take appropriate action to address any misuse or abuse. All Airport Users are required to cooperate and provide any information requested by DIAL during analysis.
- 16.5. Aircraft/ airlines subject to unforeseen operational delays should contact AOCC/APOC to advise the expected time of arrival and departure. There is no need to request a new slot in case of unforeseen operational delays where the operation will take place within 24 hours of the agreed slot time. Examples of unforeseen operational delays include aircraft technical issues or weather conditions that could not have been planned for.

- 16.6. General aviation operators are required to contact AOCC/APOC via portal prior to operation to obtain arrival or departure slot.
- 16.7. All ad hoc landing permissions issued by DGCA are subject to the availability of parking for the specified aircraft on the required apron, terminal capacity for passenger flights and resource availability.
- 16.8. Check-in counters will generally be allocated for STD minus 3.30 hrs till STD minus one hour for international flights and 45 minutes for domestic flights for any type of aircraft (wide body or narrow body). All applicable Airport Users to provide book load of their flight in advance (at least 48 hours prior to the date of STD). Counters will be assigned based upon evaluation by AOCC/APOC including booked load. No fixed allocation of Counters will be made to the Airport Users. It can change based upon operational or maintenance requirement. Counters for special services like Crew, First Class, Business Class, etc. shall be allocated based upon availability of counters. Boarding gate will be assigned by AOCC/APOC based upon requirement and availability.
- 16.9. Parking Responsibility - As and when DIAL or DIAL's authorized representative instructs, the operator of any aircraft parked or stored at the Airport shall move the said aircraft from the place where it is parked or stored. On failure of the Airport Users to comply with such instructions, DIAL or DIAL's Representative may move the aircraft at the expense of the aircraft owner and/or the aircraft operator, airlines. DIAL shall not be held responsible/liable, in any manner whatsoever, in case of any damage to the aircraft during the process of such removal.
- 16.10. Airport Users will actively participate in ACDM (Airport Collaborative Decision Making) and provide information required for ACDM application.
- 16.11. Data Requirements
- a. Airport Users shall comply with data requests issued by DIAL for the purposes of invoicing, reconciliations and supporting the planning, operation and performance, management of the Airport. DIAL shall be entitled to publish any such information for the purpose of comparing the applicable Airport Users performance (e.g. Arrival and Departure On Time Performance, Slot Utilization, processing time at passenger check-in etc.) in such format as it

may from time to time determine. However, such procuring and processing of data shall be subject to data privacy laws and any other Applicable laws.

- b. The applicable Airport Users shall, furnish on demand, in such form as DIAL may, from time to time, determine:
 - (i) Fleet details including aircraft type and registration, number of seats, Maximum Take-Off Weight (MTOW in kilograms) of each aircraft owned or operated by the operator.
 - (ii) Details of the Aircraft's ascertained NOx emissions in respect of each aircraft owned by the operator.
 - (iii) Details of the noise certification values for sideline, flyover and approach in respect of each aircraft owned or operated by the Airport Users.
 - (iv) Scheduled time of operation in (UTC) of all flights from point of origin to Airport with flight duration.
 - (v) Information related to the movement of its aircraft, the airport within 24 hours of each of those movements. This will include information about the total number of passengers originating, terminating, exempted category, transiting or transferring (male, female, children, infant, crew, split by travel class), baggage and the total weight of cargo and mail (expressed in kilograms) embarked and disembarked at the Airport.

16.12. IT Requirements

- (i) The applicable Airport Users agree to take reasonable steps to inform DIAL in advance of IT systems or IT infrastructure changes within Airport Users organization which Airport Users' consider that it will have an impact on DIAL's operational IT systems.
- (ii) The applicable Airport Users must have in place a system for electronic data exchange of SITA messages (or other approved electronic method) between Airport Users DCS and DIAL.
- (iii) take all reasonable steps to ensure that accurate data is contained within Airport Users central systems (including any websites) and the DCS (Data Control System) at all times;
- (iv) ensure that in the event of flight cancellation, Airport Users' DCS and website is updated and a valid SITA message (or other approved electronic method) is sent electronically to DIAL as soon as reasonably possible after the cancellation is identified; and

- (v) where the applicable Airport Users make any change to or replacement of Airport Users' DCS that has a risk of impacting the wider airport community, Airport Users must notify DIAL.
- (vi) The applicable Airport Users shall also provide DIAL with timely transmission of complete and accurate operational data by direct automatic electronic using (and conforming to) IATA messaging and communication standards, as detailed throughout the data requirements section. The required operational data includes:
 - (i) Aircraft type and registration (including aircraft substitutions).
 - (ii) Variations to schedule (including flight number, aircraft type, number of seats, route and scheduled time of operation).
 - (iii) Estimated Times of Operation to an accuracy of +/- 5 minutes, including complete delay codes.
 - (iv) Turnaround linked flight numbers and registrations (including changes).
 - (v) Delay codes in accordance with IATA AHM 730.
 - (vi) Movement Messages (MVT).
 - (vii) Arrival and Departure Load Distribution Messages (LDM).
 - (viii) Passenger Transfer Message (PTM) for Arriving flights.
 - (ix) Baggage information messages (BIM's).
 - (x) Automated message confirming loading of baggage at its point of reconciliation.

17. Abandoned & Disabled Aircraft

- 17.1. Subject to air traffic clearances and any operational guidelines issued by DIAL for the use of the Common Use Facilities, all applicable Airport Users shall:
 - (a) have in place a Disabled Aircraft removal plan as per the statutory guidelines and periodic updation of the same and give a copy to DIAL;
 - (b) move a Disabled Aircraft to another position at the Airport as per operational guidelines issued by DIAL; or
 - (c) remove a Disabled Aircraft from the Airport at the applicable Airport Users sole cost and responsibility and within the specified time as provided by DIAL.
- 17.2. The applicable Airport Users shall ensure that adequate aircraft recovery procedures, qualified personnel and equipment is available for the removal of Disabled Aircraft within the time prescribed by DIAL or such other time period as may be mutually agreed between DIAL and the concerned Airport User. Failure to remove the Disabled Aircraft from the runway, taxiway and/or contact

stand, as the case may be, within the said timelines will result in a charge being levied on the applicable Airport Users which shall be equal to the loss of business to DIAL as certified by an independent Chartered Accountant appointed by DIAL.

- 17.3. Failure of compliance, by the said applicable Airport Users of the preceding conditions will give DIAL the right to move or remove the Disabled Aircraft in accordance with doc 9137 ASM Part 5 of “Airport Services Manual of ICAO”. The cost and responsibility of having the Disabled Aircraft moved or removed shall be of the said applicable Airport Users. Such Airport Users shall also be required to pay for landing, parking & other stipulated dues for the disabled aircraft.

18. Medical Emergency

Medical services at the Airport primarily cater to the following requirements:

- (i) Requirement of ambulance for transfer from city side to aircraft and vice-versa;
- (ii) Medical emergency at the Airport

For Medical emergency on board, the Airport Users shall comply with the Applicable Laws and requirement as provided in Schedule 7 of this User Manual.

19. Inadmissible passenger

- 19.1. It is the responsibility of the inbound airline to make sure that passengers travelling to India have proper documentation. In the event of an inadmissible passenger arriving to India, it is the sole responsibility of the airline to arrange and cover the cost of a return ticket to return the passenger to their country of origin.
- 19.2. After receiving the Inadmissible Passenger Form from the Immigration Authorities, the inbound airline must ensure the removal of the passenger from the country on the next available flight to the airport of origin. If the inbound airline/ aircraft is not a turnaround operation, in most cases the passenger must be removed from the country on the next departing flight within 24 hours following that arrival.

19.3. During the waiting time based on the above points, the inbound airline shall take full responsibility for the passenger's welfare at the Airport and provide all necessary amenities. If the airlines do not have a scheduled flight, or has no available space on that flight, within 24 hours of arrival of the inadmissible passenger, the airlines should arrange for the passenger to be returned on another Airline and bear full costs of the ticket.

19.4. The airlines shall provide DIAL with the final date of departure of the inadmissible passenger.

20. Transit/Transfer passengers

The applicable Airport Users are responsible to ensure that Transit/Transfer passengers are holding proper documents and connecting ticket to a final destination and the transit time shall not exceed 24 hours from arrival to Airport. In case of non-compliance, the Airport Users bringing in the passenger shall be responsible for the full welfare of passenger and provide all necessary amenities.

21. Smoking

Smoking is not allowed inside Airport terminals, and concourses, except in areas that have been designated and approved as smoking areas.

22. Advertisement & Signage at the Airport

22.1. DIAL reserves all rights related to post, distribute or display signs, advertisements, circulars or other printed or written matter at the Airport. No stakeholder is allowed to be involved/do any of these activities at the Airport without the prior written approval from DIAL. Also, DIAL reserves all rights related to wireless and communication antenna at the Airport. Any media related activity must obtain prior written approval from DIAL Corporate Communications department.

22.2. DIAL conducts regular audit exercises. Any Airport User, if found in violation will be asked to remove unauthorized materials within 24 hours. DIAL will remove the unauthorized material if not removed by the respective Airport User within the prescribed time.

23. Commercial Photography, Film and Recording on Airport

- 23.1. Unless authorized in writing by DIAL and DGCA, no person shall take still, motion, or sound motion pictures or sound records or recordings of voice or otherwise for commercial, training, educational or any other purposes, or use electronic amplification devices in public areas of the terminal or on the public areas of any facility under the administration of DIAL.
- 23.2. DIAL, its authorized representatives and agents reserve the right to photograph and/or film airline facilities, vehicles, equipment, personnel and/or aircraft in the context of general airport operations as part of its efforts to create communication support materials to establish the context of its operations and client base for use on its website, newsletters and internal and/or international communication vehicles. Any independent media or third-party requests to film or take pictures of specific airline brands or operations will be referred directly to the airline representative for review and approval as required apart from authorization from DIAL, DGCA or any other Government Authority as may be applicable.
- 23.3. Any form of data collection, research, survey, promotional activity cannot be undertaken without the permission of DIAL.

24. Tariff & Charges

- 24.1. Charges for Aeronautical Services (As defined in OMDA) are regulated as per the provisions of OMDA, State Support Agreement (SSA) and Airports Economic Regulatory Authority of India (AERA) Act, 2008. For all other services, the tariff, license fee and other charges shall be as per the respective agreement/contract/licenses/lease/sub-contract/sub-lease. The Airport Users shall make these payments in timely manner.
- 24.2. The tariff, license fee, other charges for using Common Use Facilities at the Airport:
- (i) accrue from day to day; and
 - (ii) are payable in INR / foreign currency (as acceptable by DIAL) subject to Applicable Laws; and
 - (iii) subject to change in accordance with specific agreement. In the case of charges for Aeronautical Services (as defined in OMDA), as and when implemented by AERA (when approved by AERA).

- 24.3. Diverted flights are not exempted from airport charges. All relevant airport charges are applicable and payable by the Airport Users.

25. Submission of information for computation of charges

- 25.1. This clause applies where DIAL requires information from the Airport Users for the purpose of calculating charges payable by the Airport Users for use of the Common Use Facilities.

- 25.2. If any charges/Tariff are subject to charges, based on passenger numbers, Airport Users must provide DIAL within 4 hours of Arrival/Departure of flight, the following information in the format provided by DIAL:

- (i) the number of Embarking Passengers on Airport Users aircraft operating at the Airport on that day;
- (ii) the number of Disembarking Passengers from Airport Users aircraft operating at the Airport on that day; and
- (iii) the number of Transfer/Transit & other exempted Passengers from Airport Users aircraft operating at the Airport on that day;

Note: All new and existing Airport User need to provide DIAL with all such information which is required to be furnished as per the terms and conditions set out in their respective agreement with DIAL.

- (iv) If the Airport Users have provided information to DIAL and there is a discrepancy in that information (whether informed by DIAL or where the Airport User has itself recognized), then the Airport Users must provide DIAL the correct information within twenty-four hours (24) of the flight time. Airport Users must, at the same time, provide DIAL an explanation of why the original information had discrepancy. DIAL will accept the later information as being correct and accurate, unless DIAL is not satisfied with the explanation provided to support the change.
- (v) to enhance the operational efficiency and raising of the correct invoices by DIAL, Airport Users are requested to send DIAL, the SITA TELEX messages/ Electronic messages under i) MVT, ii) LDM, iii) PSM, iv) PTM & v) BTM.
- (vi) any further disaggregation of passenger numbers as DIAL may require for determining charges payable by Airport Users.
- (vii) In case of implementation of system by DIAL for automated transfer of Passenger data from Airport Users system to DIAL system, the Airport

Users will be required to share such relevant information for billing and MIS purposes as may be mandated by DIAL.

- 25.3. Within 7 days of each month in which Airport Users used Common Use Facilities, Airport Users must provide DIAL with details of the type, registration number, seating capacity and MTOW of each aircraft, which Airport Users use at the Airport, if the Airport Users have not already done so.
- 25.4. Airport Users acknowledge that DIAL will use the information, Airport Users provided to DIAL under clauses 25.2 and 25.3 for the purpose of calculating the charges payable by the Airport Users for using Common Use Facilities at the Airport.
- 25.5. Further, in case of payment of any Passenger charges to DIAL by applicable Airport Users consequent upon reduction in tariff as may be mandated by Governmental Authority, the applicable Airport Users would be required to submit the CA Certificate within 30 days after expiry of timelines for refund of passenger charges to respective passengers as directed by above cited authorities and release payment to DIAL within 15 days from the date of invoice. Except as otherwise mentioned in any other agreements/ contracts executed by DIAL with Airport Users, any failure in meeting aforesaid timelines will attract interest @ 18 % p.a. on such balance payment after close of 45 days (30 days of CA Certificate and 15 days for release of payment).
- 25.6. If the applicable Airport Users do not comply with this clause 25, then the said applicable Airport Users agree that DIAL may charge Airport Users for use of Common Use Facilities on that day on the basis that all seats on the aircraft operated by the applicable Airport Users on that day was in fact occupied by a passenger, there shall be no subsequent reconciliation with the actual number of passengers and no refund of any charges considered.
- 25.7. If the applicable Airport Users provide the information required under clauses 25.2 and 25.3, the charge DIAL has levied and applicable Airport Users have paid DIAL those charges in accordance with this clause and on reconciliation, DIAL believes that DIAL has been overpaid, then except as otherwise mentioned in any other agreement/ contract, DIAL will endeavor to adjust the applicable Airport Users the amount (without any interest) DIAL calculates to have been overpaid.

25.8. Airport Users acknowledge that DIAL may verify from time to time, the information Airport Users have provided to DIAL by means including (but not limited to):

- (i) Reference to data collected by the Indian Immigration Service;
- (ii) Information made available by airlines to DGCA directly; and
- (iii) Directly counting passengers embarking or disembarking from aircrafts operated by airlines.

The applicable Airport Users will assist DIAL to identify the reason for any differences between the information provided by Airport Users under clauses 25.2 and 25.3 and the information collected by DIAL under this clause.

25.9. If, after the end of a Schedule, DIAL asks the applicable Airport Users to do so, the said Airport Users must give DIAL certified statements by independent auditors verifying, for the Schedule just expired, the accuracy of the information said Airport Users have previously given to DIAL under this clause. The applicable Airport Users shall select the auditors from the list as provided by DIAL. The applicable Airport Users must provide DIAL the certified statements within 30 days of the date of DIAL's request.

For the purposes of this clause 25.9, 'Schedule' means, in each year:

- (i) for the summer schedule, the period commencing on the last Sunday in March and ending on the last Saturday in October;
- (ii) for the winter schedule, the period commencing on the last Sunday in October and ending on the last Saturday in March.

25.10. All applicable Airport Users must permit DIAL (or DIAL's agents or accountants), on reasonable notice and at reasonable times, to audit, at DIAL's expense, Airport Users records and systems which relate to the information Airport Users must give DIAL under clause 25.11.

25.11. If:

- (i) the certified statements provided under clause 25.9; or
- (ii) an audit by DIAL under clause 25.10, discloses any error in the information, Airport Users have given to DIAL under clauses 25.2 and 25.3 and;
- (iii) if it is found in the opinion of the DIAL that the information Airport Users, have given to DIAL under clauses 25.2 and 25.3 was in error and the Airport Users agree

on the same, DIAL will immediately raise an invoice to the Airport Users for the differential charges which the Airport Users should have paid to DIAL, if the information Airport Users gave to DIAL under clauses 25.2 and 25.3 was not in error. Except as otherwise mentioned in any other agreements/ contracts, if the extent of the error in DIAL's favour is more than five per cent (5%) of the information actually given to DIAL, then the Airport Users must reimburse DIAL for the cost of DIAL's audit.

25.12. DIAL will use its reasonable endeavors to maintain the confidentiality of any information (which Airport Users advise DIAL in writing of being "confidential") provided to DIAL under this Agreement, subject to the following:

- (i) DIAL may use the information for the purpose of Airport capacity planning and forecasting (including disclosing the information to DIAL's professional advisers under declaration of oath of confidentiality); or
- (ii) DIAL may use the information for aggregation into 'total domestic and regional passenger' or 'total international passenger' data for the Airport, which DIAL may disclose into the public domain; or
- (iii) DIAL may disclose the information, if Airport Users agree in writing; or
- (iv) If DIAL is required to do so by Applicable Laws.
- (v) DIAL may also disclose the Confidential Information, contents of this Agreement and this Agreement in terms of OMDA and with other Government Authorities, Court of law, GMR Group, its employees on need-to-know basis for the business operations, its auditors and consultants; as required.

25.13. The following information shall not be considered "confidential", even if marked by Airport Users as "confidential":

- (i) which, though originally confidential, subsequently becomes part of the public domain through no fault of the DIAL; or
- (ii) which has been received by DIAL in any other manner; or
- (iii) information which was in DIAL's possession, prior to receipt thereof from the respective Airport User, as reasonably evidenced by written records or other writings in existence, or by actual proof of use by the DIAL prior to the disclosure by the respective Airport User; or
- (iv) Information which was already in the public domain at the time of disclosure.

26. Security Deposit

- 26.1. Except as otherwise mentioned elsewhere in any other agreement/ contract executed with any Airport User, the applicable Airport Users shall provide to DIAL with a security deposit in the form of a demand draft for an amount equal to DIAL's reasonable estimate of the Airport charges, the Airport Users are likely to incur over two months' period. The security deposit is subject to further revision based on the operations of the Airport Users / applicable tariff from time to time. For existing airlines, peak period of last twelve months will be considered as the base and depending on the figures, two months in case of security deposit in the form of Cash deposit or in case of Bank Guarantee in the format prescribed by DIAL will be required. Security deposit in cash mode will not carry any interest and will be refunded upon settlement of all pending dues on all accounts (Aeronautical charges and Non-Aeronautical charges) and submission of TDS Certificates, CA Certificate, if any applicable including any other requirement prescribed by DIAL.
- 26.2. All applicable Airport Users will provide the security deposit (as above mentioned) as a prerequisite before the commencement of flight operations at the Airport.
- 26.3. If DIAL requires any applicable Airport Users to provide a security deposit in accordance with clause 26.1, then it will be necessary that such Airport Users do so within 15 days from the date DIAL notifies the Airport Users to do so. Failure to update the Security Deposit in line with DIAL's requirements will attract interest as per the discretion of DIAL or as mentioned in the respective agreements/ contracts executed with such Airport Users.

27. Varying Charges

Subject to any order of the Governmental Authority/Regulatory Authority and other notification by DIAL, any aeronautical charges of whatsoever nature, may vary by giving Airport Users, a notice in writing of a proposed increase in charges or security deposit or their application. The variation will become effective once the same is notified.

28. Non-Payment of Charges

- 28.1. If Airport Users do not pay the amount towards the charges required to be payable in time, Airport Users shall be liable to pay an interest @ 18%. For the

services for which agreement/contract/licenses/lease/sub-contract/sub-lease are executed, interest on non-payment/delayed payment shall be as per the respective agreement.

- 28.2. All disputes regarding non-payment of charges, including but not limited to, any amount, invoice, unconditional bank guarantee/ security deposit and deduction shall be resolved as per the terms and conditions set out in the applicable Airport User's respective agreement/contract/licenses/lease/sub-contract/sub-lease. For the Common Use Facilities for which the agreement is not executed, all disputes shall be settled as per Clause 37.2 of this User Manual.
- 28.3. Subject to clause 28.2, if Airport Users do not pay DIAL an amount as per this User Manual or under any agreement executed between DIAL and the Airport Users, including:
- (i) Charges for the Common Use Facilities;
 - (ii) Unconditional bank guarantee/ security deposit;

DIAL has a right to refuse to allow any or all of Airport Users to use Common Use Facilities at the Airport; and/or use reasonable means to detain any of aircraft/ temporarily stop the services of any service provider until Airport Users have paid all due charges and interest. However, DIAL has the right to put the Airport Users on cash and carry till the time all dues are cleared and the required bank guarantee is in place.

- 28.4. Airport Users are not allowed to make any set-off against or deduction from the Tariff and other charges for using DIAL's Common Use Facilities.
- 28.5. Any payment received from any applicable Airport Users towards overdue would first be appropriated towards interest before adjusting other overdue charges.
- 28.6. The exercise of above rights by DIAL is without prejudice to rights available to DIAL under the Applicable Laws.

29. Recovering of Money Due to Damage

Airport Users are responsible for any damage done by their staff, equipment, aircrafts or other vehicles at the airside or due to provision of any services or sale/ use of goods at the Airport. DIAL will raise a debit note in favour of the applicable Airport Users as per the actual charges/damages and the valuation of the actual charges will be done by the vendors appointed by DIAL. DIAL shall provide suitable supporting documents to the Airport Users in this regard. The Airport Users shall be liable to make this payment. DIAL shall have the right to demand such payment or encase the Security Deposit or invoke the performance bank guarantee as per DIAL's discretion.

30. Labour & Wages at IGI Airport

Any engagement of contract labour is at the Airport by any Airport User, must be as per the Applicable Laws and all labour and wages requirements must be complied with.

31. Insurance

Airport Users are required to take an insurance policy as provided in Schedule 5 of this User Manual.

32. General Compliance

- 32.1. The circulars, instructions, orders or directions issued from time to time by any Government Authority, Regulatory Authority or any Court, that may supplement, vary or discharge any of the terms and conditions of use set out herein, must be complied with by the Airport Users, whether or not notified by DIAL, within the timelines provided in such circulars, orders or directions.
- 32.2. The circulars, instructions, orders or directions published from time to time by DIAL for improving operational efficiency that may supplement, vary or discharge any of the terms and conditions of use set out herein, must be complied with by the Airport Users within 07 (seven) days or any other extended timelines provided by DIAL.
- 32.3. In the event any circular, instruction, order, direction or variation communicated through DIAL's website or otherwise as per Clause No. 32.2, adversely impacts the operations and has any additional materially adverse financial implications on the Airport User, then DIAL shall provide an opportunity to the Airport User to submit its representations and concerns with regard to the said circular, instruction, order, direction and/or variation along with all documents as may be required by DIAL, which shall in all case be sent by the Airport User within 2 (two) days of such communication by DIAL as per

Clause 32.2. DIAL and the Airport Users shall use their best efforts to ensure that the said concerns are mutually resolved. In the event DIAL and the Airport Users are unable to arrive at a mutually acceptable resolution within 7(seven) days of the receipt of the concerns of the Airport User, then DIAL shall have the right to proceed with implementing the said circular, instruction, order, direction and/or variation which shall be complied with by the Airport Users.

32.4. DIAL in coordination with the Government Authorities has the right to inspect any facilities at the Airport for health, safety, environmental and security concerns.

33. Usage of Common Use Facilities

33.1. While using the Common Use Facilities at the Airport, Airport Users shall comply with the following (including any revisions/amendments from time to time):

- (i) All Applicable Laws;
- (ii) Airport Security Programme;
- (iii) Airport Rules & Regulations Manual;
- (iv) Standard operating procedure for the Common Use Facilities (“SOPs”);
- (v) Other conditions, instructions, order and directions issued by DIAL for the day to day operation of the Airport;
- (vi) Directions from the BCAS, DGCA, MoCA or any Governmental Authority;
- (vii) This User Manual;
- (viii) All terms and conditions of any agreement, as executed between DIAL and the Airport Users.
- (ix) Environment Management Manual.

It is the responsibility of all Airport Users to ensure that all their Personnel, employees, directors, agents, representatives, contractors have familiarized themselves with the User Manual.

33.2. Airport Users shall not do anything which puts DIAL in breach of any Applicable Law and shall always co-operate with DIAL in its provision of the Common Use Facilities (including complying with DIAL’s reasonable directions arising out of Airport Users use of the Common Use Facilities).

33.3. Airport Users accept that:

- (i) access to Common Use Facilities is subject to the demands of other Airport Users of the Airport; and
- (ii) use of the Airport is subject to Applicable Laws including those dealing with slot allocation and curfews.

33.4. DIAL does not make any representation or warranty in connection with the use of the Airport.

34. Effect of non-compliance of this User Manual

34.1. If the Airport Users do not comply with any of the requirements/obligations under this User Manual, DIAL may, notwithstanding anything contained in the respective agreements/ contracts give the Airport Users 7 days' notice in writing for such non-compliance. If at the expiry of such 7 days' notice, Airport Users do not comply with the requirements of such notice, DIAL shall have the right, including but not limited to:

- (i) Stop the Airport Users from using the Common Use Facilities and Common Use Areas, at the Airport.
- (ii) Ensure the vacation of the Airport Users from the Airport and recover the cost along with a service charge of 25% of the cost from the applicable Airport Users.

35. Governing Law

The laws of the Republic of India shall apply to all Airport Users for the purpose of the conditions of use stipulated in this User Manual.

36. Force Majeure

36.1. DIAL shall be entitled to suspend or excuse performance of its obligations under this User Manual to the extent that DIAL is unable to render such performance by an event of Force Majeure ("Force Majeure").

36.2. "Force Majeure" means any event or circumstance or a combination of events and circumstances, which materially and adversely affects the performance of an obligation and is beyond its reasonable control and includes the following events and/ or circumstances:

- (i) war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy in each case involving or directly affecting India;

- (ii) revolution, riot, insurrection or other civil commotion, act of terrorism or sabotage in each case within India;
- (iii) nuclear explosion, radioactive or chemical contamination or ionizing radiation directly affecting the Airport;
- (iv) strikes, working to rule, go-slows and/or lockouts which are in each case widespread, nationwide or political affecting the Airport;
- (v) any effect of the natural elements, including lighting, fire, earthquake, unprecedented rains, tidal wave, flood, storm, cyclone, typhoon or tornado, within India;
- (vi) explosion (other than a nuclear explosion or an explosion resulting from an act of war) within India;
- (vii) epidemic or plague within India;
- (viii) aircraft accident or breakdown;

Notwithstanding anything contained herein, a strike by general employees at the Airport shall be an event of Force Majeure.

36.3. DIAL shall not be liable in any manner whatsoever to the Airport Users in respect of any loss, damage, cost, expense, claims, demands and proceedings relating to or arising out of occurrence or existence of any event of Force Majeure. Notwithstanding anything contained herein, the Airport Users expressly agree that its payment obligations for usage of the Common Use Facilities shall not be suspended or excused during the pendency of the Force Majeure event and / or its effect.

37. Dispute Resolution and Jurisdiction

37.1. Any dispute, difference, claim, question or controversy between DIAL and the Airport Users (jointly referred to as the “Parties”) arising out of or in relation to the conditions of use stipulated in this User Manual (“Dispute”) shall be resolved in accordance with the respective contracts/ agreements executed with such Airport Users and DIAL.

37.2. In case of Airport User where no contract/ agreement exists, any dispute, difference, claim, question or controversy between DIAL and such Airport Users (jointly referred to as the “Parties”) arising out of or in relation to the condition of use stipulated in this User Manual (“Dispute”) shall initially be resolved by amicable negotiations between the Parties. If the Dispute is not resolved by amicable negotiations within thirty (30) days of the written notice

of the existence of any such Dispute, be finally settled by binding arbitration as per the provisions of the Arbitration and Conciliation Act, 1996 as amended from time to time, DIAL and the Airport User shall appoint 1 (one) arbitrator, respectively, and the two arbitrators thus appointed shall appoint the third arbitrator who will act as a presiding arbitrator of the tribunal (together forming the "**Arbitral Tribunal**"), within a period of 15 (fifteen) days, then the arbitration shall be conducted by Arbitral Tribunal. The award passed by the Arbitrator Tribunal shall be final and binding on the parties. The arbitration shall be conducted in accordance with the Arbitration and Conciliation Act, 1996 in effect at the time of the arbitration. The seat and venue of the arbitration shall be New Delhi, India and it shall be conducted in English language.

37.3. The arbitral award shall be in writing and be final and binding on the parties concerned. The award may include an award of costs, including reasonable attorney's fees and disbursements.

37.4. Subject to as provided above, the courts of competent jurisdiction at Delhi shall only have the exclusive jurisdiction to adjudicate any Dispute under this User Manual.

38. Indemnity

38.1. Airport Users shall defend, indemnify and hold DIAL harmless from and against any and all claims, proceedings, losses, liabilities, suits, judgments and costs, in respect of acts, omissions or events which occur (each a "Claim") arising out of:

- (i) Airport Users acts, which is in breach of this User Manual;
- (ii) any damage that Airport Users aircraft/equipment/individual has caused or may cause to DIAL's property;
- (iii) any costs DIAL incurs or is likely to incur in detaining any of applicable Airport Users aircrafts;
- (iv) claims for personal injury, death, loss or damage to property caused or contributed or likely to be caused or contributed by the Airport Users, unless it is caused by DIAL's sole negligence or the sole negligence of DIAL's officers, employees or agents; and
- (v) any third party liability or claims, costs (including reasonable attorneys' fees), expenses or obligations arising out of or likely to arise due to any act or omission or defect or deficiency on the part of Airport User in the usage of the Common Use

Facilities, provision of services and sale of products (including any consumer complaints, made against DIAL, or as a consequence of any breach of the representations and warranties, or any non-compliance of any Applicable Laws, non-maintenance of Approvals or any of the covenants or obligations of the Airport User or its respective officers, employees and agents;

- (vi) any indemnity obligations that may be incurred by DIAL under the OMDA for reasons as attributable to the Airport User.

38.2. DIAL and its officers, employees are not liable for:

- (i) loss or damage caused for any reason to an aircraft, its equipment, its load or the property of its crew or passengers at the Airport, unless it is caused by gross negligence attributable to DIAL, DIAL's officers or its employees; or
- (ii) personal injury caused for any reason to the crew or passengers of, or persons servicing, an aircraft at the Airport, unless it is caused by gross negligence attributable to DIAL, DIAL's officers and employees;
- (iii) any loss Airport Users suffer for any reason because of the Airport or any part of it is closed or any service or facility at the Airport is unavailable;
- (iv) any loss Airport Users suffer, or any person claiming through Airport Users suffers, for any reason because of delays in the movement or scheduling of Airport Users aircraft;
- (v) any injury or loss because of Airport Users or Airport Users' service provider's equipment or vehicle;
- (vi) any consequential injury, loss or damage in connection with the use of or closure of the Airport (including anything referred to in sub-clause (i) or (ii) of this clause).
- (vii) Any loss or damage of whatsoever nature caused or likely to be caused due to the reasons attributed to any third party at the Airport.
- (viii) Notwithstanding anything herein contained, DIAL shall be under no liability, to the Airport User, its employees, servants, agents, licensees or invitees who may be permitted to enter or use the Airport, or any part thereof for accidents happening or injuries sustained (fatal or otherwise) or for loss of or damage to property, goods or chattels in the Airport or in any part thereof save, where arising from the negligence of DIAL, or its servants, agents or contractors.

39. Clarifications

Where a doubt arises as to the interpretation of any of the guidelines and conditions of use contained herein, the clarifications issued by DIAL shall be treated as final and binding on the Airport Users.

40. Services DIAL does not provide

DIAL does not provide the following Reserved Services listed under OMDA and any other statutory or sovereign functions, as per Applicable Law.

- (i) Air Traffic Management & Communication, Navigation & Surveillance
- (ii) Meteorological services;
- (iii) Customs;
- (iv) Immigration services;
- (v) security at the Airport in respect of Aeronautical Assets and related services only (and specifically areas removed from the vicinity of Aeronautical Assets);
- (vi) Health services;
- (vii) Plant and animal quarantine services;

41. OMDA Requirements

The Airport User does hereby expressly understand that the right of DIAL to issue these User Manual is under the provisions of the OMDA. In this respect, the Airport User expressly agrees that upon termination/expiry of OMDA howsoever caused, all Transfer Assets (As defined in OMDA) shall be transferred to AAI in accordance with the terms of the OMDA.

SCHEDULE 1

OBJECTIVE SERVICE QUALITY REQUIREMENTS

Performance Area & Performance Measure	Target
Transfer Process (Minimum connect time)	Domestic/International: 60 minutes International/ International: 45 minutes
Handling of complaints	100% of complaints responded to within 2 working days
Response to phone calls	5% of calls answered within 20 seconds
Availability of Flight Information	98% available
Wheelchair availability	100% of time within 5 minutes
Assistance to disabled	100% of time within 5 minutes
Check In time Maximum Queuing time	Business Class: 05 minutes
	Economy Class: 20 minutes
Baggage delivery (Time for bag delivery after aircraft arrival)	Domestic: First bag - 10 minutes from on blocks time, Last bag - 30 minutes from on blocks time
	International: First bag - 15 minutes from on blocks time, Last bag - 40 minutes from on blocks time
Automated services	98% available
Lifts, escalators etc.	98% available
Repair completion time	95% of high priority complaints within 4 hours, 95% of others within 24 hours
Baggage trolleys	100% availability
Cleanliness	Achieve a satisfactory cleanliness rating for 95% of all inspections
Availability of wheel-chairs	100% of time within 5 minutes (Repeated. Can be removed)
Assistance for the disabled	100% of time within 5 minutes (Repeated. Can be removed)
Check in (Maximum queuing time)	5 minutes for business class 20 minutes for economy
Security check (Waiting time in queue)	95% of passengers wait less than 10 minutes
Checking time in queue	95% of passengers wait less than 10 minutes 95% of passengers wait less than 20 minutes

Baggage delivery (Time for bag delivery from aircraft arrival)	Domestic- First bag 10 minutes, last bag 30 minutes from on blocks time International-First bag 15 minutes, last bag 40 minutes from on blocks time. (Repeated. Can be removed)
International Passenger arrival process (Time taken from aircraft arrival to kerbside)	95% of passengers take less than 45 minutes
PBB (%passengers served by boarding bridges)	International - 90 % of annual passengers Domestic - 90 % of annual passengers travelling on A/C B737/A320 or larger unless not required by Airlines.
Runway system (Delays to arriving/departing aircraft)	Average annual delay per aircraft: 4 minutes or better based on provision of International Standard ATC procedures and equipment as per CNS/ATM agreement.
Car Parking (Average time taken to find parking space)	95% of drivers take less than 5 minutes
Car Parking (Average time to depart airport from parking space)	95% of drivers take less than 5 minutes
Taxis (Maximum waiting time)	95% of passengers wait less than 5 minutes 95% of passengers wait less than 3 minutes
Gate Lounges (Seating availability)	Seats for 80% of gate lounge population
Cargo Services (Average dwell time)	For imports, maximum processing time of 24 hours For exports, maximum processing time of 24 hours

SCHEDULE 2

CUSTOMER CREDIT APPLICATION DETAILS

In order to commence operations at the Airport, the applicable Airport Users are required to submit certain documents in order to facilitate smooth operations & credit facility with DIAL:

1. Copy of DGCA approval.
2. Copy of airworthiness certificate for aircrafts operating in Delhi.
3. Copy of schedule filed & duly approved by DGCA.
4. Security deposit amount as notified by DIAL by way of Demand Draft payable at Delhi or wire transfer to the account details attached.
5. Contact Persons: Head Office contact, Country Manager, Station Manager, Accounts Incharge (if applicable).
6. 02 and 03 letter IATA & ICAO codes (if applicable).
7. Copy of MTOW, seating capacity & category (C/D/E/F) of current fleet (if applicable).
8. PAN No (Permanent Account Number) - Income Tax requirement.
9. TAN No (Tax Payers Account Number) - Income Tax requirement.
10. Service Tax No - Income Tax requirement.
11. Local mailing address for any correspondence & billing address once credit is approved.
12. Enclosed is a client information form for the Airport Users to update.

Account Opening Form for Client Information

DELHI INTERNATIONAL AIRPORT LIMITED		
New Udaan Bhawan, Opp. Terminal 3, Indira Gandhi International Airport, New Delhi-110037		
CUSTOMER CREATION FORM		
Name of Customer	.	
	.	
Customer Code (Please leave blank)	.	
	.	
Two Letter Code (In case of Airline)		
Three Letter Code (In case of Airline)		
<i>GST No. & GST Address for billing</i>		
GST No.		
House Number/Street Number		
Street Number		
City		
State		
PIN Code (Mandatory)		

<i>Customer Contact Details of following with respect to Name, Designation, Email id, Mobile No., Landline No.</i>		
CEO		
CFO/Head of Finance		
COO		
Country Head		
Station Head		
Security Head		
Station finance and accounts person		
Contact Person Name for billing & payment:		
Designation		
Email ID		
Mobile		
Landline		
<i>E-Mail IDs for sending digitally signed bills</i>		
(Maximum five IDs can be provided)		
GST No. (self attested scan copy to enclose)		
PAN No. (self attested scan copy to enclose)		
TAN No. (self attested scan copy to enclose)		
<p>We hereby declare that the particulars given above are true, accurate and complete. We also confirm to accept digitally signed invoices to the above given e-mail IDs.</p> <p>Customer Signature with Seal</p> <p>Authorised Signatory</p> <p>Dated:</p>		
FOR INTERNAL USE (DIAL) ONLY		
Account Manager (Commercial)	Approved by	
Commercial Department	Commercial Dept.	
Name & Designation	Name & Designation	
	Finance Dept.	
	Name & Designation	

For All payments other than ASF

Particulars	Details
Bank Name	ICICI Bank Limited
Bank Account No	006505002685
Account Name	Delhi International Airport Ltd.

Address	C-17, Local Shopping Complex, Pashchimi Marg, Vasant Vihar, New Delhi-110 057
RTGS /NEFT CODE	ICIC0000065
MICR Code	110229008

For Depositing ASF

Particulars	Details
Bank Name	Corporation Bank
Bank Account No	CBCA01000080
Account Name	Delhi International Airport Ltd.
Address	Industrial Finance Branch, First Floor, Main Arya Samaj Road, Karol Bagh, New Delhi-110005
RTGS/ NEFT Code	CORP0000447
MICR Code	110017012

SCHEDULE 3

NOTIFICATION OF AIRCRAFT DETAILS

(Applicable to Airlines)

Aircraft Registration:

Aircraft Type:

MTOW of aircraft: _____

Seating capacity of aircraft: _____

Category code of aircraft (C/D/E or F) _____

Certificate of Registration Holder:

Name:

Address:

Contact number:

Owner: (if different to C of R holder)

Name:

Address:

Contact number:

Airport User :

Name:

Address:

Contact number:

Effective Dates of Operation:

From:

To:

Signature of person completing the form

Please identify by circling whether Airport Users are the C of R Holder / Owner / Airport User.

SCHEDULE 4
COMMON USE FACILITIES

- Runways, taxiways, aprons and roads
- Airfield lighting, signage & visual navigation aids
- Aircraft parking stands and associated facilities
- Aerobridges
- Boarding gates
- CUTE System
- CUSS Machine
- Departure lounges and holding lounges (but excluding commercially important people lounges)
- Immigration and customs service areas
- Public address systems, public paging systems
- Baggage make-up, baggage handling and baggage reclaim area
- Common use and kerbside check-in counters
- Domestic and International baggage claim facility
- Inbound and Outbound baggage handling system
- Utilities and computer terminals, hardware, software, counter space etc.
- Public areas in terminals, public amenities, public lifts, escalators and moving walkways
- Flight information display systems
- Landside roads, landside lighting and covered walkways
- Other activities related to passenger services at the Airport if the same is non - aeronautical activity.
- Office space, terminal building
- IT infrastructure
- Utility services
- Retail, F&B, duty free outlets
- 24X7 assistance with the virtual information desk

SCHEDULE 5
INSURANCE POLICY REQUIREMENTS

Each Airport Users must, at its own cost and expense ensure that insurances as specified below are effected and remain valid and in full force and effect and subscribing to the following norms:

1. Property insurance in respect of "All Risks" to the fullest extent available and customary for physical loss or damage including but not limited to in respect of damage by Aircraft and objects falling there from, earthquake and terrorism for full reinstatement value (including allowance for professional fees and removal of debris costs).
2. Motor vehicle insurance for the vehicles owned by Airport Users or operated by Airport Users on a comprehensive basis to the fullest extent available for own damage including unlimited Property damage and third-party liability.
3. Workmen's compensation insurance policy which shall cover all the workmen of the Airport Users working at the project site, to the fullest extent available including cover under the Fatal Accidents Act, 1855.
4. Travel insurance
5. Legal Liability Insurances including the following coverage:
 - (i) Personal injury;
 - (ii) Products and completed operations;
 - (iii) Sudden and accidental pollution liability;
 - (iv) War, hijack and terrorism legal liability;
 - (v) Medical expenses to such extent as described below, stipulating among other things:
 - (a) The Legal Liability Insurance Policy shall define the Airport User and its subsidiary, associated and affiliated companies or owned or controlled companies, presently in existence or to be constituted subsequently, including its joint ventures as the insured, who shall be contractually obligated to provide coverage and the insured shall include DIAL, AAI, its directors, officers, servants, employees, agents, contractors and subcontractors as additional insured's for their respective rights and interests;
 - (b) Waiver of any right of subrogation against DIAL;
 - (c) A breach of warranty cover serving for such insurances not to be invalidated by any breach or violation of any warranties (including

misrepresentation or non-disclosure), declarations or conditions in such policies by the insured or any other person (other than DIAL);

- (d) Contain a severability of interest clause serving as if a separate policy had been issued to DIAL except in respect of the limit of liability stipulated under such policy;
- (e) For such policy (ies) to be primary and without right of contribution from any other insurance carried by DIAL;
- (f) Provide that DIAL will have no responsibility for payment of premium there under;
- (g) Provide for provision as to cancellation or automatic termination or material alteration adverse to the interests of DIAL by the giving of no less than thirty (30) days (7 days or such lesser period in respect of war and allied perils) notice in writing. Notice deemed to be commencing from the date such notice is given;

SCHEDULE 6
GENERAL GUIDELINES FOR AIRPORT USERS (Non Exhaustive)

<u>DO'S</u>	<u>DON'TS'</u>
<ol style="list-style-type: none"> 1. Corridors shall be kept congestion free. No agency's belongings shall be kept in the corridors. 2. Ensure that only authorized personnel have access to restricted areas of the Airport. 3. Comply to all the requirements for solid waste management and segregation of waste inside the Airport. 4. Furniture should be in the right place and should be used with proper care. 5. Replace the furniture as soon as it is broken or damaged. 6. All statutory and regulatory clearances/ compliances should be maintained like renewal of fire NOC, safety certificate of lifts, food safety license, etc. 7. Measures to be taken for immediate evacuation of casualties. 8. Rapid response to any kind of emergency situation like fire, aircraft accident etc. 9. Prompt medical services facility. 10. Ensure trespassers and unauthorized persons are prevented from gaining access to the Airside area. 11. Observance of safety procedures during fueling of aircraft. 12. Minimize noise pollution, especially when operating heavy machinery, aircraft, or other loud equipment, and ensure that noise levels comply with airport regulations. 13. All personnel must wear appropriate personal protective equipment (PPE) while in operational areas. 14. Personnels who have temporary AEP must be escorted by authorized personnel when the Airport. 	<ol style="list-style-type: none"> 1. Smoke, litter, spit and chew tobacco. 2. Park and long hold of any car or vehicle or equipment in the drive-way. 3. Use a passenger trolley other than use for traveling purpose when traveling. concessionaire/ airline to bring their own, good quality trolley cart for transporting their materials. 4. Use broken furniture and undertake activities that cause damage to Airport infrastructure. 5. Talking loudly/screaming. 6. Use of passenger facilities if on duty for: e.g. (passenger seats, foot massagers, children's play area, passenger toilets, recliners, lounges, etc.). 7. Misuse of staff toilets- such as washing of utensils, washing and drying of garments etc. 8. Sleeping or eating in corridors 9. Use of trolley for office equipment 10. Use or misuse passenger belongings including but not limited to items in lost-and-found 11. Not wear gloves, masks and aprons while preparing food and serving food. 12. Solicitation of work by airlines, ground handlers and other service providers. 13. Block opening and closing of safety doors. 14. Click photographs and shoot videos in restricted areas of the Airport. 15. User single-use plastic is used within the Airport. 16. Misuse the HOI app or disseminate false information through HOI app.

<ol style="list-style-type: none"> 15. Cooperate with Airport security in the implementation of all safety and security measures. 16. Keep clear of aircraft operating areas unless authorized. 17. Ensure that information and services integrated with or listed on HOI app are accurate and updated. 18. Support and facilitate the use of the Digi Yatra platform in accordance with government directives, including but not limited to, ensuring seamless integration of access with the Digi Yatra platform, training staff appropriately, and maintaining infrastructure compatibility to support a contactless, paperless and hassle-free journey. 19. Undertake pre-monsoon checks to ensure smooth operations during heavy rains, including but not limited to, checking drains for blockages and checking for leakages. 20. Undertake winter preparedness sessions for staff and ensure strict adherence to measures laid out by DIAL for fog season preparedness including but not limited to, wearing high visibility jackets and keeping all F&B outlets well stocked. 	
<u>CHECK-IN AREA/ SHA-RETAIL AREAS/ ARRIVALS -</u>	
<ol style="list-style-type: none"> 1. Staff of airlines and their ground handlers and MRO service providers operating at Terminals to use only staff gate to access Check in area. 2. Manning of counters as per allocation 3. Only 1 bag to be released at a time, on the conveyor belt. 4. Usage of tubs for bags with straps. 5. Strolley/hard top bags shall be released with wheels towards up. 6. Carpets only permitted at Business/premiere counters. Flower pots 	<ol style="list-style-type: none"> 1. Step/sit on the conveyor belts, trolleys, weighing scales etc. and ensure nobody steps on the same. 2. Put newspaper/magazine stands at the counters. 4. Put promotional material such as standees, at counters. (unless approved by DIAL). 5. Leave trolleys for airline passengers stranded. Place them at the designated area. 6. Litter at counters.

<p>permitted only at the check in Counters but shall be removed after counters get closed at night.</p> <p>7. One hand baggage sizer of the Airlines permitted, till counters are operational. Ensure that only good quality, pre approved Equipment is placed in the terminal. Baggage sizers placed by the Airline without written confirmation of terminal operations team of DIAL will be removed by DIAL.</p> <p>8. Use OOG elevator for OOG baggages.</p> <p>9. Use designated route for staff and wheelchair entry to security hold area.</p> <p>10. Keep the area clean</p> <p>11. Update FIDS as per checkin requirement.</p> <p>12. In case of any delays inform AOCC/APOC.</p> <p>13. Airlines shall get their own stationery for counters.</p> <p>14. Ensure that all counters are kept Clean and litter free.</p> <p>15. Use dustbins provided around the terminal.</p> <p>16. All loose paper/tags to be removed after counters are closed</p> <p>17. Any promotional material/ standee to be displayed with prior written clearance from DIAL.</p>	<p>7. Sit on pax chairs or pax area.</p> <p>8. Have meals in public areas.</p> <p>9. Eating at food & beverage outlets allowed but tiffin not allowed.</p> <p>10. No airline queue- managers – DIAL provides the queue managers</p> <p>11 Queues shall not exceed the queue Managers as provided by DIAL.</p> <p>12. OOG/SOOG bags shall not be inducted through normal belts.</p> <p>13. Talk loudly/scream or shout.</p>
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Any other standees to be placed by Airport Users need to be with prior permission from DIAL Terminal Ops and if required for daily display, would be on a chargeable basis.

Movement of the items from the office to the point of deployment should be done in a good quality trolley (no squeaky wheels, no sharp edges, should be with rubber wheels which don't spoil the carpets in the piers/ granite)

Any other requirement as per the Applicable Laws

BAGGAGE MAKE-UP AREA

1. Vehicular movement – as per one way entry signage. 3. Not more than 04 trolleys attached to a tractor permitted to tow battery of the handheld scanner would be charged at core-room. 5. Maintaining discipline in the BMA and staff areas. 5. Empty trolleys and tractors to be removed to the designated parking Areas. 6. Enter time of first baggage and last baggage into the IPOS system. 7. Use lifts carefully to avoid any damage. 8. Adhere to the speed limit of [10kmph].	1. Do Not Spit, Smoke or litter. 2. Negligently handle the trolleys, tractors and other machinery which may cause accidents.
BOARDING GATE/ PIERS	
1. Be careful while using escalators, walkalators & staircases 2. Use elevator for wheelchair Passengers. Inform AOCC/APOC for display FIDS at boarding gate before Starting the process of boarding. 3. Paging announcement for Passengers to be done only once 4. Be polite and clear in making Announcements. 5. In case of any delay please inform AOCC/APOC. 6. Deploy staff during embarkation / Disembarkation process at Aerobridge	1. Do not board and allow passengers to go out before coach is aligned at gate (for bussing gates) in cases where aerobridges are not applicable. 2. Loud and unclear announcements that irritate Passengers in the terminal.

OTHER GENERAL RESTRICTIONS

- Allowing biometric card for tail entry or forcible opening gates will result in cancellation of biometric card which will be restored subject to condition laid by Security Department.
- No work to be carried out without the work permits from relevant departments.
- No chewing of pan masala/pan.

Any other requirement as per the Applicable Laws

Non-compliance could lead to the imposition of fines by the terminal manager, DIAL.

SCHEDULE 7
STANDARD MEDICAL SERVICES
Medical emergency on board (responsibility of airlines)

- (i) Proper information is passed by airlines to AOCC/APOC for any requirement of an ambulance for transferring the stretcher passenger from city side to aircraft and vice versa.
- (ii) Ensure proper coordination with all regulatory Government agencies.
- (iii) In case doctor declares passenger as dead, airline in coordination with Terminal Manager will coordinate with local police & APHO, inform CISF, AOCC/APOC, ADM, GM Terminal, VP Terminal management about the incident (Customs and Immigration for international flights only).
- (iv) Under no circumstances the body should be moved and any other legal requirement should not be disturbed in the process and wait for the body to be cleared by Police. However, all steps be taken for removal of body from the premises at the earliest in coordination with the local police & APHO.
- (v) Movement of passenger on stretcher is through Airside. Coordination is required for ensuring timely availability of ambulance for transporting stretcher to and from the aircraft.
- (vi) Airline will ensure proper coordination and completion of necessary formalities with Assistant Commandant CISF, Immigrations/Customs (for international flights) and CISF to permit accessories like oxygen cylinders etc. along with the stretcher.
- (vii) A dedicated transfer patient room is located at Airside (near gate 10) at pier. This room has only basic medical amenities for providing rest to stretcher passenger during transit. Airline has to ensure proper documentation- Immigration clearance, CISF clearance for the patient and also for the accompanying Doctor. Airline to take care of food and beverage of the patient. Regulatory agencies are kept informed about the passenger accommodation in the earmarked room.
- (viii) Airline to take all necessary clearance from all concerned authority for passengers accompanying the stretcher passenger.
- (ix) Airlines are supposed to pay for the other medical help beside these medical emergencies.
- (x) Details of rate and charges for medical services can be obtained from the respective medical centre.

SCHEDULE 8

FIRE SAFETY RELATED GUIDELINES

To ensure a safe, secure, and compliant operational environment at the airport terminal, all stakeholders—including tenants, concessionaires, vendors, and office occupants—must strictly follow the fire safety measures outlined below. These measures are in line with applicable national fire codes and airport safety standards.

(i) Electrical Safety Compliance

- a. Prohibited Appliances: Electrical heaters, toasters, kettles, and similar items are not permitted.
- b. Annual Electrical Testing: Circuits must be tested once a year by a licensed electrical supervisor/engineer. Test reports must be submitted to the competent authority.
- c. Approved Installations Only:
 - Use of MCBs, ELCBs, fire-rated wiring, and certified metal-clad DBs is mandatory.
 - Cable routing must be done on metal trays—not above ceilings or within partition walls.
- d. Overload Prevention: Unauthorized temporary connections and overloading of circuits are prohibited.
- e. Panel Placement: Electrical switchboards and DBs must not be mounted on or surrounded by combustible material.
- f. Clear Access: Electrical boards must remain accessible and free from obstructions or stored materials.

(ii) Fire Load Management & Storage

- a. Combustibles:
 - No flammable liquids/fuels are allowed on-site.
 - Combustible storage near electrical panels is strictly prohibited.
 - Limit the quantity of combustible material stored to seven days' use.
- b. False Ceiling Restrictions:
 - No storage above false ceilings.
 - False ceilings or internal partitions may not be installed without prior written approval.

(iii) Fire Detection, Suppression & Emergency Equipment

- a. Fire Extinguishers: To be installed as per BIS 2190, maintained regularly, and all personnel must be trained in their use.
- b. Battery Backup Lighting: Required in all shops and enclosed areas.
- c. Fire Detection & Suppression Systems:
 - Sprinklers, smoke detectors, and alarms must remain fully functional and accessible.
 - Trace-tube or equivalent suppression systems must be installed in DBs.
 - Tampering, disabling, or suppressing any part of the system is strictly prohibited and liable for penalties.

(iv) Kitchen & HVAC Safety (If Applicable)

- a. Kitchen Hood Systems:
 - Must be equipped with certified suppression systems and undergo routine chemical cleaning.
- b. HVAC Maintenance:
 - Including but not limited to filter replacement, duct cleaning and motor upkeep.

(v) Exit Safety & Emergency Preparedness

- a. Maintain a minimum 900 mm exit width and 500 mm clearance from ceilings.
- b. Evacuation routes and access to fire-fighting equipment must be free from obstructions.

(vi) Training & Personnel Readiness

- a. Fire Safety Training: Airport Users must ensure staff is trained in:
 - Use of fire extinguishers
 - Fire detection systems
 - Evacuation protocols

(vii) Work Permit System & Hot Work Compliance: To manage fire risk during operational and maintenance activities:

a. Work Permit Requirement:

- All activities involving construction, electrical modifications, ceiling works, or significant maintenance require prior Work Permit approval from the competent authority.

b. Hot Work Permit Compliance:

- Any activity involving open flames, welding, cutting, or grinding must be carried out only with a valid Hot Work Permit issued by the Safety/Fire Department.
- Precautions Before Hot Work:
 - Area inspection by fire personnel
 - Availability of fire extinguishers and fire watch personnel
 - Removal or protection of nearby combustibles
- Post-Work Inspection:
 - Hot work area to be monitored for at least 30–60 minutes post-activity
 - Final clearance by ARFF or safety representative is mandatory
- Non-compliance will result in immediate suspension of activity, penalties, and possible revocation of user privileges.

(viii) Fire Audits, Inspections & Approvals

a. DIAL Fire Clearance (DFC):

- Mandatory before occupying or modifying any leased space.

b. Fire Audits:

- Conducted periodically to assess readiness, compliance, and system integrity.
- Observations must be addressed promptly with documented closure.

c. Unrestricted ARFF Access:

- Airport Rescue and Firefighting (ARFF) team must be allowed to inspect spaces at any time for fire safety assurance.

SCHEDULE 9
INFORMATION REQUIRED

- (i) Name, address and contact details of the Airport Users;
- (ii) Name, address and contact details of key Personnel of the Airport Users i.e. CEO, CFO / Head of Finance (In Delhi, India and HQ of Airline), COO / Operations Head (In Delhi, India and HQ of Airline), Security Head (In Delhi, India and HQ of Airline). DIAL can contact them at any time about emergencies, security, operational or financial matters in connection with Airport Users using Common Use Facilities or any of DIAL's facilities and services at the Airport;
- (iii) Evidence that Airport Users have a security program and Airport Entry Pass that meets the requirements of DIAL's Airport security program and any relevant requirements laid under BCAS or any other security agency as may be mandated by GoI, necessary regulatory clearance from DGCA.
- (iv) Evidence that Airport Users have in place emergency procedures in connection with all potential threats at the Airport, passengers, cargo and DIAL's Common Use Facilities and services at the Airport at least to the standard required to comply with DIAL's Airport emergency procedures;
- (v) Details of ground handling arrangements for operating crew, passengers and cargo;
- (vi) Arrangements for the removal of stationary aircraft;
- (vii) Airlines disaster management plan at the Airport.
- (viii) Disable aircraft recovery plan of the Airport Users at the Airport.
- (ix) Details of the type, registration, configuration, and MTOW of each aircraft which Airport Users intend to use at the Airport;
- (x) A completed customer credit application form (see Schedule 2)
- (xi) A completed notification of Aircraft Details form (see Schedule 3) for all Airport Users General Aviation and other non-regular public transport operations aircraft which are likely to be using DIAL's facilities and services at the Airport; and,

(xii) In case of any change in any of the particulars mentioned under this clause, Airport Users need to necessarily update on immediate basis but not later than 7 (seven) days of such change.

The abovementioned information or any other information as per this User Manual shall be sent to the following address:

By post:

Head, SPG

Delhi International Airport Ltd.
New Udaan Bhawan
Opp. Terminal 3,
Indira Gandhi International Airport, New Delhi - 110037

By facsimile: +91 11 47197181

By email: Dial.Cms@gmrgroup.in

By telephone: +91 11 47197000 /01 (Board)