



सत्यमेव जयते
Government Of India

Citizen's Charter
of
Airport Health Organisation
Madurai, Tamil Nadu
2023-24

Address: O/o Airport Health Organisation, Terminal Building,
Madurai Airport, Madurai, Tamil Nadu – 625 022.

Website: <https://ihpoe.mohfw.gov.in/>

Email: apho.mdu-mohfw@gov.in

1. Vision

- Prevention of International spread of diseases.

2. Mission

- To prevent the international spread of disease which can affect international trade & travel, and to ensure a safe environment (Food Safety, Water Safety and General Hygiene & Sanitation) to the international passengers.

3. Stakeholders

- Airport: -

Airport operator, Bureau of Immigration, Customs Department, CISF, Airline operators, Health Unit deployed by airport operator, Food Business Operators, Ground Handling Service Agencies, House Keeping Agencies, Pest control agency, Aviation Fuel agencies.

- Madurai District Team: -

O/o District Collector, Madurai Airport Police Station, O/o Deputy Director of Health Services, Government Rajaji Hospital, O/o Commissioner of City Corporation, Zonal Entomology Team, O/o CPWD, O/o District Food Safety department, Primary Health Centre - Valayankulam, Urban Health Centre - Avaniyapuram.

4. Business Location:

- O/o Airport Health Organisation, Terminal Building, Madurai Airport, Madurai, Tamil Nadu – 625 022.

5. Functions & Activities:

S N o	Services Provided	Details	Responsibility	Process / Documentation Required	Fee
1	Vector surveillance	All working days except Sunday and Public Holidays	Nodal Officer, APHO Madurai	Outside Airport Mosquito Surveillance in the morning session and Inside Airport Mosquito Surveillance in the afternoon Session.	NIL
2	Supervision of general Sanitation	24*7	Nodal Officer, APHO Madurai	Carry out Regular Inspections and recommendations to the concerned authority for maintenance of general sanitation inside airport	NIL
3	Flight inspection & disinsection	24*7	Nodal Officer, APHO Madurai	Verification of GD and proof of disinsection submitted by all international arrival aircrafts	NIL
4	Health screening	24*7	Nodal Officer, APHO Madurai	Screening of all international arrival passengers as per guidelines of MoHFW	NIL

5	On board death clearance	24*7	Nodal Officer, APHO Madurai	Providing Dead body clearance certificate in case of on-board death of international arrivals	NIL
6	Public health clearance of human remains	24*7	Nodal Officer, APHO Madurai	Provisional clearance given through E-care portal by the nodal office nominated by CIHD of Dte. GHS/MoHFW and final clearance certificate is being issued by APHO Madurai	NIL
7	Aircraft & passenger surveillance	24*7	Nodal Officer, APHO Madurai	As per IHR norms and policy of Dte.GHS. MoHFW	NIL
8	Training	Regular, as and when required			NIL
9	Implementing public health measures during PHEIC	As per SOP issued by Dte.GHS / MoHFW			NIL

6. Time-Frame for Service at each level

- Issuance of clearance certificate for transport of Human Remains from Madurai Airport - within 30 minutes of receipt and verification of required documents.
- Public Health clearance of the dead body of on-board death cases landed at Madurai airport - within 1 hour subject to the public health aspect of the nature of death.
- Isolation and quarantine arrangements of passengers suspected to be having diseases as notified by MoHFW/GoI - within 1 hour.
- Issuance of quarantine order and quarantine of passengers without valid Yellow Fever vaccination certificate- maximum 4 hours subject to the situation.
- Supervision of general sanitation and food hygiene of Madurai Airport. - Twice Monthly, each visit takes 2-3 hours.
- Verification of General Declaration provided by the captain/cabin crew - 5 minutes.
- Health screening of international passengers and quarantine (As a routine and during Public Health Emergency of International Concern-PHEIC) - 20-30 minutes per aircraft, depending on passenger load.
- Verification of proof of disinsection of aircraft - 5 minutes.
- Mosquito larval Surveillance and control activities inside the premises of airport- 3 hours per day.
- Mosquito larval Surveillance and control activities within 400 mts perimeter of Airport- 4 hours per day.

7. Grievance Redressal:

The grievance may also be lodged through P.G Portal. Manual submission of grievances may be done to the following officer.

Name of the officer and contact details:

Dr Boopathinathan K (Nodal Officer, APHO, Madurai)

Assistant Airport Health Officer,

O/o Airport Health Organisation, 1st Floor,

Old Terminal Building,

Tiruchirappalli International Airport,

Tiruchirappalli, Tamil Nadu – 620007

Tel: 0431-2340078

Email: apho.mdu-mohfw@gov.in

8. List of Stakeholders / Clients:

S. No	Stakeholders / Clients
1	International Travelers
2	Airport Operator and stakeholders mentioned under point no.3
3	Madurai District Team and stakeholders mentioned under point no.3

9. Expectations from the Service:

S. No	Indicative Expectations from Service Recipients
1	Declaration of the health status of the international travelers as well as the travel details, vaccination status, test reports and contact details as when required
2	Submission of application for transportation of Human Remains into India through E-care portal at least 48 hours before departure
3	Airlines/Consignee to submit the documents in original required for timely clearance of Human remains.
4	Intimation of events which may lead to public health hazard to the APHO officials
5	Coordination from the stakeholders for implementation of IHR 2005 regulations.
6	Compliance of Public, Stakeholders, International travelers towards the Instructions of the Health Officials in order to keep a mosquito free environment in and around the Airport.