



सत्यमेव जयते

Government Of India

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

Address: O/o Airport Health Organisation, 1st Floor, Old Terminal Building,
Tiruchirappalli International Airport,
Tiruchirappalli, Tamil Nadu – 620007.

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

Tel/Email: 0431-2340078 / apho.trichy-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, IOCL, BPCL, HPCL, Reliance Aviation.

- Tiruchirappalli District Team: -

O/o District Collector, Tiruchirappalli Airport Police Station, O/o Deputy Director of Health Services, Annal Gandhi Memorial Government Hospital, O/o Commissioner of City Corporation, Zonal Entomology Team, O/o CPWD, O/o District Food Safety department, Primary Health Centre, Kamraj Nagar, Urban Health Centre, Subramaniapuram.

4. Business Location:

- O/o Airport Health Organisation, 1st Floor, Old Terminal Building, Tiruchirappalli International Airport, Tiruchirappalli, Tamil Nadu – 620007.
- MI Room, Arrival area of Terminal Building, Tiruchirappalli International Airport, Tiruchirappalli, Tamil Nadu – 620007, Tel: 0431 2341683.
- AM Section, Ground Floor, Old Terminal Building, Tiruchirappalli International Airport, Tiruchirappalli, Tamil Nadu – 620007.
- Yellow Fever Quarantine Center, Tiruchirappalli International Airport, Tiruchirappalli, Tamil Nadu – 620007.

5. Functions & Activities:

S. No	Services Provided	Details	Responsibility	Process / Documentation Required	Fee
1	Oral Polio Vaccination	Available 24 * 7, Vaccination will be provided to the International Passengers as when required as per the guidelines.	Medical Inspection (MI) Room In charge	The passengers referred by immigration to APHO counter.	NIL
2	Quarantine Facility	Quarantine facility not available in APHO Tiruchirappalli at present. However, the situation is managed in coordination with designated hospital Annal Gandhi government general hospital Tiruchirappalli	MI Room In charge	International passenger arriving from Yellow Fever Endemic country without a valid Yellow Fever Vaccination Certificate will be quarantined upto a maximum of 6 days.	NIL
3	Vector surveillance	All working days except Sunday and Public Holidays	Anti Mosquito (AM) Section In charge	Outside Airport Mosquito Surveillance in the morning session and Inside Airport Mosquito Surveillance in the afternoon Session.	NIL
4	Supervision of general Sanitation	24*7	MI Room In charge	Carry out Regular Inspections and recommendations to the concerned authority for maintenance of general sanitation inside airport	NIL
5	Flight inspection & disinsection	24*7	MI Room In charge	Verification of GD and proof of disinsection submitted by all international arrival aircrafts	NIL
6	Health screening	24*7	MI Room In charge	Screening of all international arrival passengers as per guidelines of MoHFW	NIL
7	On board death clearance	24*7	MI Room In charge	Providing Dead body clearance certificate in case of on-board death of international arrivals	NIL
8	Public health clearance of human remains	24*7	MI Room In charge	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 Tiruchirappalli.	NIL
9	Aircraft & passenger surveillance	24*7	MI Room In charge	As per IHR norms and policy of MoHFW	NIL

7	Food safety at airport	24*7	DO (Designated officer) / FSO (Food Safety Officer)	As per FSSAI act, rules and regulations	NIL
8	Training of stakeholders	Regular, as and when required			NIL
9	Implementing public health measures during PHEIC (Public Health Emergency of International Concern)	As per SOP issued by Dte.GHS (Directorate General of Health Services) / MoHFW			NIL

6. Time-Frame for Service at each level

- FSSAI License issue- maximum within 2 weeks of application
- Issuance of clearance certificate for transport of Human Remains from Trichy 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 Trichy 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.
- Polio vaccination for passengers travelling to and from polio endemic countries- within 30 minutes of receipt of such request.
- 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 Tiruchirappalli International 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 Subin S, Airport Health Officer,
Airport Health Organisation, 1st Floor,
Old Terminal Building,
Tiruchirappalli International Airport,
Tiruchirappalli, Tamil Nadu – 620007
Tel: 0431-2340078
Email: apho.trichy-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	Tiruchirappalli 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 Food Safety Standards Act, Rules and regulations by the Food Business Operators.
7	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.