



GOVERNMENT OF KERALA

Abstract

NORKA Department - COVID-19 - Containment activities - Advance registration of details of NRIs in *covid19jagratha* portal - Orders issued.

Non Resident Keralites' Affairs (B) Department

G.O.(Rt)No.369/2020/NORKA Dated,Thiruvananthapuram, 19/06/2020

Read:- (1) G.O.(Rt)No.241/2020/NORKA dated 06.05.2020.

(2) G.O.(Rt)No.256/2020/NORKA dated 07.05.2020.

ORDER

Standard Operating Procedure (SOP) for international travellers reaching Kerala was issued as per Government Orders read above. Presently, the particulars of Non Resident Keralites reaching in various airports in Kerala are captured in the airport of arrival through *covid19jagratha* portal using passenger manifest and Norka registration details. It has been reported that prior scrutiny of LSGI concerned about the Home Quarantine facility of the returnee could not be done properly through this practice as the data furnished by the travellers for Norka registration and flight passenger manifests vary quite some time. This adversely affects the proper quarantine of travellers and causes delay in the registration process at the arrival airport.

Hence, Government are pleased to issue the following SOP, to be observed by all the Non Resident Keralites who return to Kerala through Air India and Chartered flights, to avoid delay in the arrival airport and to facilitate proper quarantine of returnees.

1. The NRKs who return to Kerala may do self-registration, with auto generation of permit, in *covid19jagratha* portal (<https://covid19jagratha.nic.in>) after obtaining ticket for travel as presently done in the case of domestic travellers.
2. The process for registration is : "*covid19jagrathaportal---public services---International Returnees----enter details----submit*". Once the registration is done a self-generated permit number will be issued to them.
3. The NRKs can either use their *e-mail id* or an Indian mobile no. for registration or they can get the registration done through friends/relatives in India and obtain the permit no.
4. For chartered flights, it shall be the responsibility of person who arranges

the flight to get all the passengers registered.

5. The permit/ID no. will be used at check-in-counter (on arrival) to retrieve the record and add further details.
6. Existing new registration at the check-in-counter of arrival airport also will continue for anyone who comes without registration/any computer illiterate persons.

The LSGI concerned shall verify the home quarantine facility of each passenger and enter the details in the portal before the arrival of flight at the airport. The District Collectors concerned shall decide the nature of quarantine based on this report from LSGI.

NORKA Department shall take necessary steps to publicise the procedure among the NRIs and do the necessary to request all the NRKs to do self-registration in *covid19jagratha* portal before they board the flight.

(By order of the Governor)
DR. K. ELLANGO VAN
PRINCIPAL SECRETARY

1. The Additional Chief Secretary, Home & Vigilance Department.
2. The State Police Chief, Kerala, Thiruvananthapuram.
3. The Principal Secretary, Revenue & Disaster Management Department.
4. The Principal Secretary, Health & Family Welfare Department.
5. All Additional Chief Secretaries/Principal Secretaries/Secretaries.
6. All District Collectors.
7. All District Police Chiefs.
8. All Heads of Departments.
9. Information & Public Relations (Web & New Media) Department.
10. Stock File / Office Copy / Spare.

Forwarded /By order,
Signature valid

Digitally signed by PRADEEP R S
Date: 2020.06.19 18:25:12 IST
Reason: Approved

Section Officer.

Copy to:-

1. Private Secretary to Chief Minister.
2. Private Secretary to All Ministers.
3. Special Secretary to Chief Secretary.
4. P.A. to Principal Secretary, NORKA Department.