

Consulate General of India
Vancouver

FREQUENTLY ASKED QUESTIONS – updated 15 April 2020

Travel restrictions and consular queries

SL No	Question / Query	Answer
1	With the lockdown extended in India till 3 May 2020, when will the flights resume for India?	For now, the restrictions on commercial passenger flight are in place till 3 May 2020 (1830 hrs GMT). Please keep watching the evolving situation and updates on our social media links and website https://www.cgivancouver.gov.in https://www.facebook.com/cgivancouver/ https://twitter.com/cgivancouver?lang=en
2	Can the High Commission/ Consulate help in arranging special flight?	For ensuring public health safety, India is in lockdown till 3 May. No commercial passenger flights are allowed to land. Please keep watching the evolving situation and updates on our social media links website https://www.cgivancouver.gov.in/ https://www.facebook.com/cgivancouver/ https://twitter.com/cgivancouver?lang=en
3	Our family members/friends having Canadian passport are stuck in India due to Lockdown. Can they be allowed to travel to Canada?	For such issues, you may prefer to contact the Canadian High Commission or their Consulates in India. They can be reached through their website https://www.international.gc.ca/country-pays/india-inde/new_delhi.aspx?lang=eng
4	Our family members, who have student permit /PRs of Canada are stuck in India. Are they allowed to travel to Canada?	Canada has provided certain exemptions to international students, who have study permits or had been approved for a study permit on or before March 18 and if the PR was approved before March 16. They can plan their travel when regular flights to Canada become operational.
5	My relatives are stuck in India with special visa issued recently; it is going to expire soon. How can they extend their visa	They can get the visa extended from the office of the concerned FRRO, through e-FRRO service (https://indianfro.gov.in/eservices)
6	Will travellers from Canada be quarantined in India for 14 days?	No commercial passenger flights are allowed to land in India till 3 May 2020 (1830 hrs GMT). Any person arriving in India is subject to the health measures applicable at the time as prescribed by the Government of India. You can see the updates at https://www.mohfw.gov.in/ For regular updates, please see our social media links and website https://www.cgivancouver.gov.in/

7	Whether foreigners transiting through restricted countries allowed?	<p>All commercial passenger flights have been barred from taking passengers from countries restricted due to COVID-19.</p> <p>No commercial passenger flights are allowed to land in India till 3 May 2020 (1830 hrs GMT).</p> <p>Please also keep watching the evolving situation and updates on our social media links and website https://www.cgivancouver.gov.in/</p>
8	Whether COVID-19 Negative test report is required for travel from Canada?	<p>At present, this is not applicable for travel from Canada, unless one has travelled to countries restricted due to COVID19.</p> <p>No commercial passenger flights are allowed to land in India till 3 May 2020 (1830 hrs GMT).</p> <p>For more details, kindly see the website of the Ministry of Health & Family Welfare of India – https://www.mohfw.gov.in/</p>
9	How can one re-route flights or get refund for cancelled flights?	Applicant should contact the concerned Airline.
10	Are infants/children, who hold foreign passports, and while parents are Indian passport holders, allowed to enter India?	<p>A child having foreign passport would require a fresh visa for India from the High Commission/Consulate.</p> <p>At present, only Emergency Visas applications are being considered on grounds of compelling reasons supported by a documentary proof.</p> <p>No commercial passenger flights are allowed to land in India till 3 May 2020 (1830 hrs GMT).</p>
11	Since flights are not operating these days, when should someone apply for visa at the Consulate?	<p>No commercial passenger flights are allowed to land in India till 3 May 2020 (1830 hrs GMT).</p> <p>Visas can be applied for at the Consulate with supporting documents after the resumption of the passenger flights. At present, only Emergency Visas applications are being considered on grounds of compelling reasons supported by a documentary proof.</p>
Questions relating to students-related queries / matter		
12	We are students in Canada. Due to COVID-19, Universities/Colleges have	The Consulate has been in regular touch with Universities and colleges. All universities/ colleges have responded positively in this crisis

	<p>shut their campuses till September and classes /exams have been changed to the online mode. We have been asked to vacate accommodation after 31 March.</p> <p>Is the Consulate making any arrangement for our stay out of the campus hostel?</p>	<p>and are making special arrangements for the stay of students who cannot leave campus accommodation. If you, as a student, still face any specific problem, then please contact us with your details, including contact numbers at com.vancouver@mea.gov.in and hoc.vancouver@mea.gov.in</p>
13	<p>My course is completing in April 2020. I have already booked my ticket and would like to return to India, however, cannot due to travel restrictions.</p> <p>What arrangement, the Consulate or GOI is making for stranded people like us? Is there any special flight arranged from Canada?</p>	<p>COVID-19 is an unprecedented pandemic affecting all countries in the world, including India. India has declared the 2nd lockdown till 3 May 2020 for safety of millions of our countrymen, as such there are travel restrictions till 3 May 2020 (1830 hrs GMT). We request you to have patience. You are advised to stay where you are and observe the social distancing norms. Please move out only when absolutely essential and take proper health measures to contain the spread of COVID-19. Follow the medical advisories issued by your institution and the Canadian Government. The Consulate is helping Indian students and visitors through Community Organizations with food, medicines, etc. to tide over these difficult and uncertain times. Please see the resources available to Indian students on the Consulate's website and social media.</p> <p>To avoid any financial loss, you are also advised to buy air tickets once an update about resumption of flights is given on Consulate's website or its social media platforms.</p> <p>For extension of study permits, information and guidance, please see https://www.canada.ca/en/immigration-refugees-citizenship.html</p> <p>For any student-specific issue, please write to com.vancouver@mea.gov.in CC: hoc.vancouver@mea.gov.in</p> <p>Please keep watching the evolving situation and updates on our website – https://www.cgivancouver.gov.in/ https://www.facebook.com/cgivancouver/ https://twitter.com/cgivancouver?lang=en</p>
14	<p>I have lost my job during COVID-19 crisis. What arrangements are made by the Government of Canada to provide financial support to</p>	<p>Canadian government has informed that international students who reside in Canada and have a valid Social Insurance Number(SIN) and meet the eligibility</p>

	International students?	criteria to receive the Employment Insurance (EI) or the new Canadian Emergency Response Benefit (CERB) program, please see – https://www.canada.ca/en/services/benefits.html
15	I am a student holding Indian passport and my parents have permanent residency of UAE, Oman, etc. I want to travel to be with my parents in these difficult times.	In such cases, individual should contact the respective Embassy/Consulate of the Country they want to enter. A copy of such communication can be sent to us at com.vancouver@mea.gov.in CC: cons2.vancouver@mea.gov.in
16	I am a student and feeling home sick in the given circumstances. I am unable to sustain myself and even lack food, grocery, etc. Is the Consulate providing any support in this regard?	All international students in Canada are required to have sufficient means to support themselves. We request you to be patient. We have been working with Canadian authorities including authorities of Colleges/Universities to ensure that required support is made available to Indian students facing difficult situation. Please reach out to your university/College authorities for assistance. We have also been working together with local Indian community to mobilize support for Indian students who may be facing difficulties. Please follow us on social media to see news about such initiatives of the Indian community in your city. Local Indian community has been supporting Indian students by running food banks, etc. For details, please visit our Facebook page and website.
Questions relating to Consular services / matters		
17	Due to Covid-19, walk-in services have been suspended at the Consulate. How does one apply for consular service, e.g. Passport, PCC, attestation, etc.	Walk-in services are suspended at the Consulate. It is advised that all normal passport, PCC applications may be sent to the BLS by courier or Post along with required documents and fee. BLS contact details at S.No. 20 below. It may be noted that currently Tatkal Passport facility at the Consulate is not available. For passport, send email request to – cons.vancouver@mea.gov.in CC: cgoff.vancouver@mea.gov.in

		<p>For attestation, follow the <u>procedure prescribed for 'documents by mail'</u> as given under 'attestation' in 'consular services' on our website www.cgivancouver.gov.in, since all walk-in/coming-in-person have been stopped temporarily. Do not send original passport.</p> <p>The Consulate is working with skeletal strength, services will take more time. Please bear with us.</p>
18	My study / work permit has expired and I am unable to get it renewed, can I get my passport renewed in the absence of valid study/work permit	All applicants whose study/work permit has expired after March 15 or going to expire shortly but are unable to get them renewed due to COVID-19 / lockdown, they can apply for renewal of passport at the BLS, Consulate will issue them short-term validity passport.
19	If someone has lost passport and due to COVID-19 / Lockdown, is unable to get a Police Report, how will he/she be able to get passport issued in such a situation?	<p>It is advised to file online report with your local police department and give the reference of the acknowledgement received. If the police acknowledges on email, the email acknowledgement from police can be given. In case, one is unable to get any sort of Police Report, he/she may obtain (1) Name of the Police Officer, who recorded the loss of passport report; (2) His Batch and Phone number; and (3) Reference number of lost passport given by the Police and send it to the Consulate by email to cons.vancouver@mea.gov.in and CC: cgoff.vancouver@mea.gov.in</p> <p>The information will be confirmed by the Consulate and the applicant will be informed to apply for new passport.</p>
20	My work permit/study permit has expired or is going to expire soon. This will render my status as illegal. Given the COVID-19 situation, will I be allowed by the Canadian Government to regularize my status once the situation becomes normal. Will High Commission help in such matters?	<p>Individual needs to take up this matter with the appropriate Department of the Canadian Government. The Canadian Government has made certain special dispensations for people affected due to COVID19 pandemic. The information from the Canadian government can be seen at https://www.canada.ca/en/immigration-refugees-citizenship/services/coronavirus-covid19/visitors-foreign-workers-students.html</p>
21	How to contact BLS for any query/service?	<p>BLS is offering only postal service as walk-in service has been suspended due to COVID-19. Please contact their call centres to book your postal application. BLS customer service can be reached at: 604 235 2637 or gc.ca@blsinternational.net</p>
22	What are the Emergency	Emergency lines of Consulate General of India,

	numbers and the social media handles of the Consulate General of India?	<p>Vancouver are as follows Covid-19 Helpline- 604 351 0607 Emergency Helpline (for emergency Consular queries)- 604 551 9626</p> <p>You may also reach us on Twitter – @cgivancouver Facebook – https://www.facebook.com/cgivancouver/</p>
23	To whom to write in the Consulate for any travel / consular query in emergency?	<p>Students in difficulty in should write to – com.vancouver@mea.gov.in / hoc.vancouver@mea.gov.in For Passport cons.vancouver@mea.gov.in/ cgoff.vancouver@mea.gov.in For OCI oci.vancouver@mea.gov.in/ cpv.vancouver@mea.gov.in For any consular query, including PCC, Visa, attestation cons2.vancouver@mea.gov.in</p>
24	What details are to be mentioned when writing emails to the Consulate?	<p>When sending an email to Consulate, include the following details for yourself/family members/related persons for whom query is being made:</p> <ul style="list-style-type: none"> (i) name (ii) date of birth (iii) passport number (iv) complete address and contact number in Canada (v) complete address and contact number in India (vi) visa status in Canada (vii) name, phone number, relationship and visa status of person with whom you are staying in Canada (viii) date of your arrival in Canada (ix) date and airlines with which ticket booked for travel to India (x) proof of emergency/compelling reason supported by a documentary proof. <p>If all above details are not mentioned in your query, consular officer may not be able to help or respond to you.</p>