

FREQUENTLY ASKED QUESTIONS – Travel restrictions and consular queries

SL No	Question / Query	Answer
1	With the lockdown extended in India till 14 April, when will the flights resume for India	<p>For now, the restrictions on commercial passenger flight are in place till 14 April 2020.</p> <p>Please keep watching the evolving situation and updates on our website https://www.cgivancouver.gov.in/</p>
2	Can the High Commission/ Consulate help in arranging special flight ?	<p>For ensuring public health safety, India is in lockdown till April 14. No commercial passenger flights are allowed to land.</p> <p>Please keep watching the evolving situation and updates on our website https://www.cgivancouver.gov.in/</p>
3	Our family members/friends having Canadian passport are stuck in India due to Lockdown. Can they be allowed to travel to Canada?	<p>For such issues, you may prefer to get in contact with the Canadian High Commission or their Consulates in India.</p> <p>They can be reached through their website – https://www.international.gc.ca/country-pays/india-inde/new_delhi.aspx?lang=eng</p>
4	Our family members, who have student permit /PRs of Canada are stuck in India. Are they allowed to travel to Canada?	<p>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.</p> <p>They can plan their travel when regular flights to Canada become operational.</p>
5	My relatives are stuck in India with special visa issued recently; it is going to expire soon. How can they extend their visa	<p>They can get the visa extended from the office of the concerned FRRO, through e-FRRO service https://indianfrro.gov.in/eservices)</p>
6	Will travellers from Canada be quarantined in India for 14 days?	<p>No commercial passenger flights are allowed to land in India till 14th April 2020.</p> <p>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/</p> <p>Please also keep watching the evolving situation and updates on our website https://www.cgivancouver.gov.in/</p>

7	Whether foreigners transiting through restricted countries allowed?	<p>All commercial passenger flights have been barred from taking passengers from restricted countries.</p> <p>No commercial passenger flights are allowed to land in India till 14th April 2020.</p> <p>Please also keep watching the evolving situation and updates on our 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 restricted countries.</p> <p>No commercial passenger flights are allowed to land in India till 14th April 2020.</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 are being issued on grounds of compelling reasons.</p> <p>No commercial passenger flights are allowed to land in India till 14th April 2020.</p>
11	Since flights are not operating these days, when should someone apply for visa at the High Commission?	<p>No commercial passenger flights are allowed to land in India till 14th April 2020.</p> <p>Visas can be applied for at the Consulate with supporting documents after the resumption of the passenger flights.</p>
Questions relating to students-related queries / matter		
12	We are students in Canada. Due to COVID-19, Universities/Colleges have 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>The Consulate has been in regular touch with Universities and colleges. All universities/colleges have responded positively in this crisis and are making special arrangements for the stay of students who cannot leave campus accommodation.</p> <p>If you, as a student, still face any specific problem, then please contact us with your</p>

	Is the Consulate making any arrangement for our stay out of the campus hostel?	details, including contact numbers. https://www.cgivancouver.gov.in/
13	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. What arrangement, the Consulate or GOI is making for stranded people like us? Is there any special flight arranged from Canada?	These are very difficult times and there are travel restrictions and lockdowns across the globe. You will have to be patient. We need to wait for resumption of commercial passenger flights to India. Please keep watching the evolving situation and updates on our website https://www.cgivancouver.gov.in/
14	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, individuals should contact the respective Embassy/Consulate of the Country they want to enter. A copy of such communication can be sent to us at cons.ottawa@mea.gov.in
15	I am a student and feeling home sick in the given circumstances and want to travel to India soonest possible?	COVID-19 is an unprecedented pandemic affecting all the countries in the world, including India. There are travel restrictions and lockdowns across the globe. Please be patient. We, at the Consulate, are there to help you tide over these difficult and uncertain times. Follow the medical advisories issued by your institution and the government, stay at home and observe social distancing to curtail further spread of the disease. In case you are feeling sick, please contact your primary health provider. To ensure the safety of millions in India, there is a restriction on landing of commercial passenger flights in India till 14 April. We need to wait for resumption of flights to India. Please keep watching the evolving situation and updates on our website https://www.cgivancouver.gov.in/
16	Due to COVID-19 outbreak, I am unable to sustain myself and even lack food, ration, etc. Is High Commission 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.

		<p>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.</p> <p>We have also been working together with local Indian community to mobilize support for Indian students who may be facing difficulties.</p> <p>Please follow us on social media to see news about such initiatives of the Indian community in your city.</p> <p>Local Indian community has been supporting Indian students by running food banks, etc. For details, please visit our Facebook Page https://www.facebook.com/cgivancouver/ and Twitter Handle @cgivancouver https://twitter.com/cgivancouver for available community support.</p>
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Questions relating to Consular services / matters

17	<p>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.</p>	<p>Walk-in services stand temporarily suspended at the Consulate. It is suggested that all normal passport, PCC applications may be sent to BLS by courier or POST along with documents and fee.</p> <p>It may be noted that currently Tatkal Passport facility at the Consulate is not available.</p> <p>For attestation, please mail your application and documents to the Consulate at # 201 325 Howe Street, Vancouver, BC V6C 1Z7, no original passport, PR, etc need to be sent, only copies and return pre-paid envelope. Documentation requirement for attestation can be seen at the link:</p> <p>https://cgivancouver.gov.in/pages.php?id=44</p> <p>Due to COVID-19, the Consulate is working with skeletal strength and some services will take more time. Please bear with us. For any specific query please write to the concerned desk.</p>
18	<p>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</p>	<p>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.</p>
19	<p>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>	<p>It is advised to file online report with your local police department and give the reference of the acknowledgement received.</p> <p>If the police acknowledges on email, the email acknowledgement from police can be given.</p> <p>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 –</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.</p> <p>The Canadian Government has made certain special dispensations for people affected due to COVID19 pandemic.</p> <p>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?	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
22	What are the Emergency numbers and the social media handles of the Consulate General of India?	<p>Emergency lines of Consulate General of India, Vancouver are as follows</p> <p>Covid-19 Helpline- 604 351 0607 Emergency Helpline (for emergency Consular queries)- 604 551 9626</p> <p>You may also reach us on</p> <p>Twitter – @cgivancouver Facebook – @cgivancouver</p> <p>All queries for status of passport, PCC, attestation may be sent by email to the respective desks.</p>
23	To whom to write in the Consulate for any travel / consular query in emergency?	<p>Students in difficulty in Canada should write to – Com.vancouver@mea.gov.in and Cons2.vancouver@mea.gov.in</p> <p>For any consular query, please send your email to the respective consular desk.</p>
24	What details are to be mentioned when writing emails to the Consulate?	<p>Please mention your name, contact number, proof of emergency, if it is an emergency service, and the kind of service, e.g. passport, PCC, OCI, visa, etc. you are seeking, with other relevant details, in the communication to enable the Consulate to revert to you.</p> <p>For any consular query, please attach the receipt or copy of passport, document, etc. for expeditious disposal.</p>