

## FREQUENTLY ASKED QUESTIONS – Travel restrictions and consular queries

S.No.	Question / Query	Answer
1.	With the lockdown extended in India till 14 April, when will the flights resume for India?	As of now, commercial flight restrictions are till 14 April 2020. Further instructions/guidelines on the issue will be updated on Consulate's website – <a href="http://www.cgitoronto.gov.in">www.cgitoronto.gov.in</a> Please keep watching the evolving situation and updates on our website, Facebook page and Twitter page.
2.	Can High Commission / Consulate help in arranging special flight?	At this moment, there are no instructions from the Government of India in this regard. Please see Consulate's website regularly for any updates – <a href="http://www.cgitoronto.gov.in">www.cgitoronto.gov.in</a>
3.	Our family members/friends having Canadian passport are stuck in India due to Lockdown. Can they be allowed to travel to Toronto?	In such a situation, it is advised to get in touch with the Canadian High Commission or their Consulates in India. Their Twitter handle is – <a href="https://twitter.com/CanadaInIndia">@CanadaInIndia</a> For Canadian citizens seeking emergency assistance from Canadian authorities, please visit the webpage- <a href="https://travel.gc.ca/assistance/emergency-assistance">https://travel.gc.ca/assistance/emergency-assistance</a>
4.	Our family members, who has a student permit /PR of Canada are stuck in India. Are they allowed to travel to Toronto?	Canada has provided exemption to international students who has study permit or had been approved for a study permit on or before March 18 and PR was approved on March 16. If flights to Canada are available, they can travel.
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 take get the visa extended from the office of the concerned FRRO, through e-FRRO ( <a href="https://indianfro.gov.in/fro/">https://indianfro.gov.in/fro/</a> )
6.	Will travellers from Canada be quarantined in India for 14 days?	For travellers from Canada, personal screening is compulsory for everyone at the Airport. It will be decided by health officials in India afterwards whether one will be quarantined or not. However, if you have a history of travel to any of the restricted countries as per the advisory, you will be quarantined for 14 days. Please see advisories updated regularly on Consulate's website – <a href="http://www.cgitoronto.gov.in">www.cgitoronto.gov.in</a>
7.	Whether foreigners transiting through restricted countries allowed to travel to India?	Flights have been barred from taking passengers from restricted countries.
8.	Whether COVID-19 Negative test report is required for travel from Canada?	This is not applicable for travel from Canada, unless one has travelled to restricted countries. For more details, kindly see the website of the Ministry of Health & Family Welfare of India – <a href="https://www.mohfw.gov.in/">https://www.mohfw.gov.in/</a>

9.	How one can re-route flights or get refund for cancelled flights?	Passengers should directly contact the concerned airline directly in this regard.
10.	I am a OCI holder, having life-long visa, why do I need a fresh visa for India?	All existing visas and visa free travel on OCI have been suspended at the moment (not cancelled). Fresh visa needs to be applied at the Consulate General of India, Toronto with supporting documents proving emergency travel. These Visas to existing visa or OCI holders are issued on gratis basis. As soon as the situation returns to normal, existing visas and OCI will be valid for travel to India.
11.	Are infants/children who hold foreign passports and parents are Indian passport holders, allowed to enter India?	They would be required to get a fresh visa for India from this Consulate for the child having foreign passport.
12.	Since flights are not operating these days, when should someone apply for visa at the Consulate?	Visas can be applied at this Consulate with supporting documents 2 -3 days before the travel date at the Consulate
13.	I and my spouse are visiting Canada and staying with our children/friends/ relatives. We had brought specific medicines from India in limited quantity and it is running out soon. Can the Consulate arrange to get us the medicines?	You are advised to arrange for those specific medicines through your family in India. Please check with Canada Customs, if this is allowed and then order those medicines. In Canada, medicines are not sold without Canadian prescription. You may like to visit a doctor/clinic and consult for any specific health issues.

**Questions relating to students-related queries / matter -**

14.	We are students in Canada. Due to COVID-19, Universities/Colleges have shut their campuses till September 2020, and classes /exams have been transmitted to the online mode. We have been asked to vacate accommodation after 31 March 2020. Is Consulate making any arrangement for our stay out of the campus hostel?	Consulate has been regular touch with Universities and colleges in Greater Toronto Area and beyond. All universities/colleges have responded positively to help in these hours of crisis and no one is forced to leave their on-campus accommodation. Universities/colleges are making arrangements. If students still face any problem, they can write with full details, including contact numbers to – <a href="mailto:com.toronto@mea.gov.in">com.toronto@mea.gov.in</a> / <a href="mailto:comsec.toronto@mea.gov.in">comsec.toronto@mea.gov.in</a> / <a href="mailto:cons.toronto@mea.gov.in">cons.toronto@mea.gov.in</a>
15.	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 arrangements is the Consulate or Government of India is making for stranded people like us? Is there any special flight arranged from Canada?	There is a situation of lockdown due to COVID-19 everywhere. You are requested not to panic. We need to wait for resumption of flights to India. Please keep watching the evolving situation and visiting Consulate's website regularly for updates – <a href="http://www.cgitoronto.gov.in">www.cgitoronto.gov.in</a>
16.	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 may write to the respective Indian Embassy/Consulate in those countries with a copy to the Consulate in Toronto, giving full details, including contact numbers, at - <a href="mailto:com.toronto@mea.gov.in">com.toronto@mea.gov.in</a>

17.	I am a student and feeling home sick in the given circumstances and want to travel to India as soon as possible. What are my options?	We all are aware, COVID-19 is a pandemic affecting all the countries in the world, including India. There is a situation of lockdown. Please do not panic in this hour of uncertainty. There is need to stand together and fight this pandemic. Take proper health measures, stay home, observe social distancing to curtail further spread of the disease. We need to wait for resumption of flights to India. Please keep watching the evolving situation. We will keep updating our website regularly - <a href="http://www.cgitoronto.gov.in">www.cgitoronto.gov.in</a>
18.	Due to COVID-19 outbreak, I lost my job and even lack food, ration, etc. Is Consulate providing any support in this regard?	Please take all health measures, stay home, observe social distancing to stay safe and healthy. Queries relating to food / ration etc may be sent with your contact details to – <a href="mailto:welfare.toronto@mea.gov.in">welfare.toronto@mea.gov.in</a> cc to: <a href="mailto:cg.toronto@mea.gov.in">cg.toronto@mea.gov.in</a>

**Questions relating to Consular services / matters -**

19.	Due to Covid-19, walk-in services have been suspended at the Consulate. How does one apply for Passport, PCC, attestation, etc.?	<p>Walk-in services suspended at the Consulate. It is suggested that all normal passport, PCC applications may be sent to the BLS by courier or POST along with documents and fee. BLS contact details at S.No. 23 below.</p> <p>For Tatkar passport, please email your request to – <a href="mailto:consec.toronto@mea.gov.in">consec.toronto@mea.gov.in</a></p> <p>For attestation, please mail your application and documents at the Consulate (365 Bloor Street East, Toronto), <u>no original passport, PR, etc need to be sent</u>, only copies and return envelope. The fee is payable by bank draft in favour of 'Consulate General of India, Toronto'.</p> <p>Due to COVID-19, the Consulate is working with skeletal strength, services will take time. Please bear with us.</p> <p>For any query please write to – <a href="mailto:cons.toronto@gov.in">cons.toronto@gov.in</a></p>
20.	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 15 March 2020 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.
21.	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?	In case one is unable to get 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 – <a href="mailto:passport.toronto@mea.gov.in">passport.toronto@mea.gov.in</a> The information will be confirmed by the Consulate and the applicant will be informed to apply for new passport.														
22.	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 Consulate help in such matters?	Individual need to take up this matter with the concerned Department of the Canadian Government.														
23.	How to contact to the BLS for any query for service through them?	<p>BLS is offering 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 : <a href="mailto:qc.ca@blsinternational.net">qc.ca@blsinternational.net</a></p> <table><tr><td><b>Brampton/Toronto</b></td><td>4163072237</td></tr><tr><td>Surrey/Edmonton</td><td>6042352637</td></tr><tr><td>Calgary</td><td>4033515428</td></tr><tr><td>Vancouver</td><td>6045958903</td></tr><tr><td>Ottawa</td><td>6137552072</td></tr><tr><td>Montreal</td><td>5142185063</td></tr><tr><td><b>Winnipeg</b></td><td>2042853985</td></tr></table>	<b>Brampton/Toronto</b>	4163072237	Surrey/Edmonton	6042352637	Calgary	4033515428	Vancouver	6045958903	Ottawa	6137552072	Montreal	5142185063	<b>Winnipeg</b>	2042853985
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24.	What are the Emergency numbers and the social media handles of the Consulate General of India, Toronto?	<p>Emergency lines of CGI Toronto are as follows (from 0800-2230 hours) - 647-668-4108 437-243-1566 437-239-4077 ( for Students-related queries). Twitter – <a href="https://twitter.com/IndiainToronto">@IndiainToronto</a> Facebook - <a href="https://www.facebook.com/India.in.Toronto-Consulate-General-of-India">@cgindiatoronto</a></p> <p>All queries for status of passport, PCC, attestation may please be sent by email.</p>														
25.	To whom to write in the Consulate for any travel / consular query in emergency ?	<p>Students in difficulty in Greater Toronto Area should write to – <a href="mailto:com.toronto@mea.gov.in">com.toronto@mea.gov.in</a>; cc: <a href="mailto:cg.toronto@mea.gov.in">cg.toronto@mea.gov.in</a> For any consular query, please send your email to <a href="mailto:cons.toronto@mea.gov.in">cons.toronto@mea.gov.in</a> / <a href="mailto:consec.toronto@mea.gov.in">consec.toronto@mea.gov.in</a> CC to : <a href="mailto:cg.toronto@mea.gov.in">cg.toronto@mea.gov.in</a></p>														
26.	What details are to be mentioned when writing emails to the Consulate?	Please mention your name, contact number in the email to enable the Consulate to revert to you over phone or otherwise. For any consular query, please attach the receipt or copy of passport, document, etc for expeditious disposal.														