

FREQUENTLY ASKED QUESTIONS – Travel restrictions and Student and Consular queries 1 May 2020		
S.No.	Question / Query	Answer
1.	With the lockdown extended in India till 17 May 2020, when will the flights resume for India?	As of now, the restrictions on commercial passenger flights are in place till 17 May 2020. Please keep watching the evolving situation and updates on our website and social media - <a href="http://www.cgitoronto.gov.in">www.cgitoronto.gov.in</a> Twitter – IndiainToronto @IndiainToronto Facebook - <a href="https://www.facebook.com/India-in-Toronto-Consulate-General-of-India">@cgindiatoronto</a>
2.	Can High Commission / Consulate help in arranging special flight?	For ensuring public health safety, India is lockdown till 17 May. No scheduled commercial passenger flights are allowed to land. Please keep watching the evolving situation and updates on our website and social media - <a href="http://www.cgitoronto.gov.in">www.cgitoronto.gov.in</a> Twitter – IndiainToronto @IndiainToronto Facebook - <a href="https://www.facebook.com/India-in-Toronto-Consulate-General-of-India">@cgindiatoronto</a>
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 – <a href="https://www.international.gc.ca/country-pays/india-inde/new_delhi.aspx?lang=eng">https://www.international.gc.ca/country-pays/india-inde/new_delhi.aspx?lang=eng</a>
4.	Our family members, who have 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 have study permit or had been approved for a study permit on or before March 18 and PR was approved on 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 take get the visa extended from the office of the concerned FRRO, through e-FRRO ( <a href="https://indianfrro.gov.in/frro/">https://indianfrro.gov.in/frro/</a> )
6.	How one can re-route flights or get refund for cancelled flights?	Applicant should contact the concerned airline in this regard.
7.	Since flights are not operating these days, when should someone apply for visa at the Consulate, including for infants/minor children having foreign passports whose parents are Indian nationals.	Visas, including for infants/minor children whose parents are Indian nationals, can be applied at this Consulate with supporting documents 2-3 days before resumption of scheduled commercial passenger flights to India.
8.	Will travellers from Canada be quarantined in India for 14 days?	No scheduled commercial passenger flights are allowed to land in India till 17 May 2020. Any person arriving in India is subject to the health measures applicable at the time of landing as prescribed by the Government of India. You can see updates at - <a href="https://www.mohfw.gov.in/">https://www.mohfw.gov.in/</a> For regular updates, please also see our website and social media - <a href="http://www.cgitoronto.gov.in">www.cgitoronto.gov.in</a> Twitter – IndiainToronto @IndiainToronto Facebook - <a href="https://www.facebook.com/India-in-Toronto-Consulate-General-of-India">@cgindiatoronto</a>

9.	Whether foreigners transiting through restricted countries allowed to travel to India?	<p>All scheduled commercial passenger flights have been barred from taking passengers from restricted countries.</p> <p>No scheduled commercial passenger flights are allowed to land in India till 17 May 2020.</p> <p>Please keep watching the evolving situation and updates on our website and social media - <a href="http://www.cgitoronto.gov.in">www.cgitoronto.gov.in</a></p> <p>Twitter – <a href="https://twitter.com/IndiainToronto">@IndiainToronto</a>  Facebook - <a href="https://www.facebook.com/India.in.Toronto">India in Toronto -Consulate General of India @cgindiatoronto</a></p>
10.	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>For more details, kindly see the website of the Ministry of Health &amp; Family Welfare of India – <a href="https://www.mohfw.gov.in/">https://www.mohfw.gov.in/</a></p>
<b>Questions relating to students-related queries / matter -</b>		
11.	We are students in Canada. Due to COVID-19, Universities/Colleges have shut their campuses till September 2020, and classes /exams have been changed 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?	<p>Consulate has been in regular touch with Universities and colleges in Greater Toronto Area and beyond. All universities/colleges have responded positively to help in this crisis and Universities/colleges 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 – <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></p>
12.	My course is completing in April 2020. As I have not seen my family members for long, I am feeling home sick and want to travel to India as soon as possible. I have already booked my ticket for India, however, cannot due to travel restrictions. What arrangements the Consulate or GOI is making for stranded people like us? Is there any special flight arranged from Canada to India?	<p>COVID-19 is an unprecedented pandemic affecting all countries in the world, including India. India has declared the 3<sup>rd</sup> lockdown till 17 May 2020 for safety of millions of our countrymen, as such there are travel restrictions till 17 May 2020. We request you to have patience and stay put wherever you are. 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 with food, medicines, etc. to tide over these difficult and uncertain times.</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 – <a href="https://www.canada.ca/en/immigration-refugees-citizenship.html">https://www.canada.ca/en/immigration-refugees-citizenship.html</a></p> <p>For any specific issue, please write to</p>

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13.	I have lost my job during COVID-19 crisis. What arrangements are made by the Government of Canada to provide financial support to International students?	<p>Canadian government has informed that international students who reside in Canada and have a valid Social Insurance Number(SIN) and meet the eligibility criteria to receive the Employment Insurance (EI) or the new Canadian Emergency Response Benefit (CERB) program, may kindly see –  <a href="https://www.canada.ca/en/services/benefits.html">https://www.canada.ca/en/services/benefits.html</a></p>
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.	<p>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 -  <a href="mailto:com.toronto@mea.gov.in">com.toronto@mea.gov.in</a></p>
15.	Due to COVID-19 outbreak, I am unable to sustain myself and even lack food, ration, etc. Is the Consulate providing any support in this regard?	<p>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> / <a href="mailto:com.toronto@mea.gov.in">com.toronto@mea.gov.in</a>  CC to: <a href="mailto:cg.toronto@mea.gov.in">cg.toronto@mea.gov.in</a></p>
<b>Questions relating to Consular services / matters -</b>		
16.	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 are 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 required documents and fee. BLS contact details at S.No. 20 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 misc application form, required documents and fee along with prepaid self-addressed return envelope, at the Consulate (365 Bloor Street East, Toronto), <u>no original passport, PR, etc need to be sent</u>, only copies. The fee is payable by bank draft in favour of 'Consulate General of India, Toronto'. Please check document requirements at link under Consular - miscellaneous – <a href="http://www.cgitoronto.gov.in">www.cgitoronto.gov.in</a></p> <p>Due to COVID-19, the Consulate is working with skeletal strength, services will take more time. Please bear with us. For any query please write to – <a href="mailto:cons.toronto@gov.in">cons.toronto@gov.in</a></p>
17.	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>All applicants whose study/work permit has expired after 15 March 2020 or going to expire shortly, but are unable to get it renewed due to COVID-19 / lockdown, they can apply for renewal of passport at the BLS,</p>

		Consulate will issue them short validity passport.
18.	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?	It is advised to file online report with your local police department and give reference of the acknowledgement received. If the police acknowledges on email report, the same from police can be given. In case the applicant is unable to get any sort of Police Report. The applicant 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 at – <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.
19.	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. 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 - <a href="https://www.canada.ca/en/immigration-refugees-citizenship/services/coronavirus-covid19/visitors-foreign-workers-students.html">https://www.canada.ca/en/immigration-refugees-citizenship/services/coronavirus-covid19/visitors-foreign-workers-students.html</a>
20.	How to contact to the BLS for any query for service through them?	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 : 4163072237 <a href="mailto:qc.ca@blsinternational.net">qc.ca@blsinternational.net</a>
21.	What are the Emergency numbers and the social media handles of the Consulate General of India, Toronto?	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 – IndiainToronto @IndiainToronto Facebook - <a href="https://www.facebook.com/India.in.Toronto">India in Toronto -Consulate General of India @cgindiatoronto</a>
22.	To whom to write in the Consulate for any travel / consular query in emergency?	Students in difficulty in Greater Toronto Area (GTA) should write 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> For any consular query, please send your email to - PCC, Visa, attestation – <a href="mailto:cons.toronto@mea.gov.in">cons.toronto@mea.gov.in</a> For Passport <a href="mailto:consec.toronto@mea.gov.in">consec.toronto@mea.gov.in</a> / <a href="mailto:passport.toronto@mea.gov.in">passport.toronto@mea.gov.in</a> For OCI – <a href="mailto:oci.toronto@mea.gov.in">oci.toronto@mea.gov.in</a>
23.	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 provide the receipt or reference number, copy of passport, document, etc for expeditious disposal.