Frequently Asked Questions about travel to India

1. **Who is eligible to travel to India under current COVID-19 situation?**
   a) Indian Nationals stranded in Canada
   b) All Overseas Citizen of India (OCI) cardholders holding Canadian passports or Foreign passport holders having permanent residency of Canada
   c) Foreigners including Canadians, who do not have OCI, require a fresh visa from the Consulate as all types of existing visas have been suspended until further notice.

2. **Do I require a visa? How can I obtain visa for India?**
   Foreigners including Canadians, who do not have OCI, require a fresh visa from the Consulate as all types of existing visas have been suspended until further notice.
   For obtaining visa from Consulate, please take a prior appointment from visa.toronto@mea.gov.in

3. **What is the Registration requirement for travel to India?**
   All Indians nationals/Foreigners including Canadians with OCI and valid visas for India (obtained recently), desirous of travelling to India must register on Consulate's website – www.cgitoronto.gov.in at the given link - https://bit.ly/2Wtmv3A
   In case more than one family members are travelling, please register each family member separately.
   All travelers are also required to register on Air India's website. It is a mandatory requirement. The auto generated number after registration will be required while booking the passage with Air India.

4. **I have registered with Indian Consulate but did not receive any registration number. How can I receive the same?**
   No registration number is generated upon registering with the Consulate, however registration is mandatory. While booking tickets online, on Air India's website, travelers will need to register separately as a 'New User'

5. **I've registered with the Consulate. Should I wait for an approval from the Consulate for my travel?**
   No approval from the Consulate is required. You can directly book tickets online if you are eligible to travel (refer to Question 1 for the permitted categories to travel)

6. **I want to travel to India. Which flights can I take?**
   Air India is currently operating flights to India under Vande Bharat Mission to Delhi and extended destinations in India. You can book directly on Air India's website upto your final destination with same fare as for Delhi (subject to State Govt. regulations).
   In addition, Ministry of Civil Aviation has also entered into Air Transport Bubbles agreement with various countries including Canada.

7. **How can I book tickets?**
   a) Booking of Tickets with Air India – All flights are open for direct booking through Air India website. Passengers are requested to make their bookings with Air India on the link - http://www.airindia.in/index.htm
   b) Booking of air ticket through Consulate **-** Those passengers who have problem in making direct bookings on Air India website; those who are unable to pay through their credit cards; and those who already hold an existing Air India ticket, may contact the Consulate and email the following required documents (available on Consulate's website under Vande Bharat Mission – documents to be submitted) by return to the email to – cons.toronto@mea.gov.in
      - Undertaking for Air India (Annex.I)
      - A signed Undertaking (Annex.II). **Original signed Undertaking is required to be submitted to Air India official at the time of check-in at the Airport.**
      - Copy of Indian Passport / copy of Canadian or Foreign passport along with OCI or Visa.
      - Credit card authorization and copy of back and front of the credit card for onward transmission to Air India for issuance of air ticket.
        - *Please note that AMEX card is not accepted by Air India.*
        Those holding an existing Air India ticket may provide a copy of the air ticket issued by Air India or a Travel agent that starts with 098………).

8. **What are the main requirements to be fulfilled for travelling to India?**
   a) Registration with Indian Consulate and Air India's website (Question 2 refers)
   b) A signed Undertaking (Annex.II).is required to be submitted to Air India official at the time of check-in at the Airport (Form can be downloaded from the website) https://www.cgitoronto.gov.in/docs/1597375317Undertaking%20Revised%20-%20Annexure-II%20-%208.8.2020.pdf
   c) All travelers should submit self-reporting form on the online portal (www.newdelhiairport.in) preferably 72 hours before the scheduled travel.
   d) All Travelers are required to undergo mandatory quarantine for 14 days i.e. 7 days paid institutional quarantine at their own cost, followed by 7 days isolation at home with self-monitoring of health.
   Requests for exemption from Institutional quarantine in certain cases (details shared in further questions) are to be uploaded on www.newdelhiairport.in

9. **I'm traveling on an Air Bubble flight, but I'm unable to register on the portal. Please advice.**
   As per MHAs guidelines dated 22nd August, 2020, Registration is not mandatory for those travelling by flights operated under the Air Bubble agreement including with Canada (Air Canada), USA (American Airlines, Delta, etc.), Germany (Luthansa), France (Air France), UAE (Etihad & Emirates), UK (British Airways), etc.
   Please note that Consulate is not issuing any authorization letter for passengers travelling via Air bubble flights. People are free to travel to India as long as they have valid passport, OCI or visa obtained very recently from the Consulate. The traveler should also ensure that they have transit or visit visa for the respective country through which transiting (if applicable).

10. We already have an existing Air India ticket, but could not travel as the flight was cancelled due to COVID-19. Do we need to book a fresh ticket and make payment again?

Passengers holding an existing ticket of Air- India should get in touch with sales.yto@airindia.in to get their ticket revalidated with no additional cost. However, if there is any problem/issue, Consulate can be contacted at cons.toronto@mea.gov.in

11. I'm travelling from India to Canada. Do I need to take approval from the Indian Consulate in Toronto?

Consulate has no role in this. You are requested to get in touch with Canadian Immigration authorities.

It would be for the airlines concerned to ensure that there is no travel restriction for Indian nationals to enter Canada with the particular visa category before issue of ticket/ boarding pass to the Indian passenger.

12. I'm an international student in Canada and have valid visa. Can I travel to Canada now?

All universities/colleges are conducting online classes till 31 December 2020 which can be attended remotely. There is no need as such for the student to be physically present in Canada for these classes, however, before your travel to Canada, please obtain a written letter/recommendation from your university/college stating that your physical presence is required in Canada for your studies.

It would be for the airlines concerned to ensure that there is no travel restriction for Indian nationals to enter Canada with the particular visa category before issue of ticket/ boarding pass to the Indian passenger.

Please also see recent Tweets of IRCC @CitImmCanada for any updates.

13. What is Air Suvidha?

Air Suvidha is a contactless solution by Ministry of Civil Aviation and Delhi Airport for all international passengers coming to India. It is a Self Reporting and Exemption Form Portal for International arriving passengers.

14. Are these forms created just for Delhi Airport or for all International Airports?

These forms are created for all International arriving passengers to India.

15. What is Self-Reporting Form?

All International arriving passengers are required to fill the self-reporting form as mandated by the Ministry of Health & Family Welfare. Air Suvidha is an online system for International passengers to submit mandatory Self-Reporting Form to declare their current health status. This form is mandatory and should be filled anytime before boarding.

16. What is the purpose of Self-Reporting form?

Yes, Self Reporting form has to be mandatorily filled by all international arriving passengers.

17. Is there any cut-off limit for the self-reporting form?
There is no cut-off time limit for the self-reporting form. It can be filled anytime before boarding. However, it is encouraged that you fill it well in advance.

18. What happens after I submit the self-reporting form?
On submission, the mandatory self- reporting application will be forwarded to the Airport Health Organization (APHO) under the Ministry Of Health and Family Welfare, Government of India. Passengers can then refer to their email inbox for the updated application document. Passenger should show this document on arrival in India at the APHO counter and proceed for immigration.

19. Where can I find the exemption form?
Please note, Exemption Request form can be filled and submitted online with supporting documents 72 hrs. before boarding flight. Exemption Requests will be approved or rejected online by respective state authorities. Passengers can apply online to seek exemption from mandatory Institution Quarantine under five categories.

20. Who can apply for exemption from mandatory Institutional Quarantine?
Only International arriving passenger belonging to any of the below mentioned 5 category & having valid documents can apply online to seek exemption from mandatory Institution Quarantine under five categories.

21. What are the exemption categories?
1.Pregnant women 2.Suffered a death in the family 3.Suffering from serious illness (Description to be provided) 4.Parents accompanied by children below 10 years 5.Covid-19 negative certificate (attach RT PCR test only).

22. To fill exemption form, do I have to provide details again if it is already submitted for self-reporting form?
Using the Self Reporting application's request number, the details of the passenger get auto-filled in application for exemption or vice versa.

23. How can I apply for exemption?
Passenger seeking exemption from mandatory Institution Quarantine can apply online providing valid documents On submission of the form, an acknowledgment with a unique reference number will be sent to the applicant's registered email Id.

24. What documents are required while applying in the portal for exemption?
Copy of the Passport in JPEG or PDF format 1. Pregnant woman - Attach doctors recommendation letter 2. Parents accompanied by children below 10 years - Attach passport copy 3. Suffering from serious illness - Attach medical certificate 4. Suffered a death in the family - Attach death/ Doctor's certificate ; 5. Attach RT-PCR negative report or a copy of RT-PCR tests where results are awaited. Please provide the original negative report on arrival along with the exemption form. * Family as defined by Indian Govt. consists of Spouse, Children, Siblings, Parents & Grandparents only.

25. How can I check the status of my application for exemption?
On submission of the form, an acknowledgement with a unique reference number will be send to the applicant's registered email Id. Govt. health officials will confirm the status (Approval or Rejection) of your application through email . State Authorities at the first port of entry will review exemption requests of all international arriving passengers.

26. How can the co-passenger accompanying the main applicant apply for exemption?

Details of co-passenger needs to be submitted in the portal along with the main applicant's form. Passengers can also submit group online requests through the same form for the entire family travelling in the same flight.

27. What is Delhi Airport's role in the entire process?

Delhi Airport is just facilitating all international arriving passengers on behalf of MOCA in routing their applications on to the right govt authority. Final decision on the same is taken only by the concerned govt authority.

28. If I have an approved exemption from institutional quarantine, can I take a connecting flight?

As per current government guidelines passengers exempted from institutional quarantine can travel by surface using personal mode of transport. Public transport including domestic flights are not allowed till 14 days of quarantine period is complete. Passengers with RT PCR negative certificate are allowed to take domestic connections.

29. What are the guidelines on RT PCR test for international travel to India?

Travelers may also seek exemption from institutional quarantine by submitting a negative RT-PCR test report. This test should have been conducted within 72 hrs prior to undertaking the journey. The test report should be uploaded on the portal for consideration. Each passenger shall also submit a declaration with respect to authenticity of the report and will be liable for criminal prosecution, if found otherwise. The test report could also be produced upon arrival at the point of entry airport in India. Passengers with covid negative certificate can travel in public transport including domestic flights to reach their final destinations.

30. What if my application gets rejected by respective state government?

If the respective state government rejects the application, the passenger shall undergo the institutional quarantine as per the govt. norms at the approved centers. Refer to the Important Quarantine Guidelines to know more about the institutional quarantine.

31. I've uploaded the documents, what is the status of my application?

Dear Name, you'll be notified via email of your request.

32. Is RT-PCR test mandatory?

No, the RT-PCR test is not mandatory. For passengers with no test report, have to undergo mandatory 7 days of institutional quarantine, at their own cost and another 7 days of home quarantine on arrival in India.

33. Once docs uploaded, can I take a domestic flight, non VBM?

Dear Name, if your exemption request is approved, you'll receive an email communication for the same. On arrival in India, you may present the same to the authorities and can further take domestic flights to the destination state from Delhi Airport.

34. Is the portal applicable to all international airports in India?

Dear Name, this is applicable to all international arrivals in India.