



High Commission of India
Ottawa

Vande Bharat Mission, Phase III

Frequently Asked Questions

Q1. How do I book Vande Bharat Mission (VBM) flight from Canada to India after 11 June 2020?

A. Booking air passage to India has been simplified under phase –III of Vande Bharat Mission.

As the first step, you need to register yourself with the High Commission/ Consulate. If you have not registered, please visit our website-- www.hciottawa.gov.in to register.

Please note that registration is compulsory for availing VBM flights.

After registration, you can book your tickets directly on the Air India portal-- <http://www.airindia.in/>

Please note that the High Commission or the Consulate will not be sending any emails or booking/payment links separately to individuals for flights scheduled after 12 June 2020. Bookings will have to be made by individuals directly through the Air India portal-- <http://www.airindia.in/>

Q2. I had registered earlier with the High Commission or Consulate. Do I need to register again?

A. No. You need to only register once.

Q3. I have registered but have not got an email or confirmation yet. Can I still book a flight from Air India? How will Air India know that I have already registered?

A. If you have successfully registered, there is no need for any email or any other confirmation. You can proceed to book your flight directly on Air India portal <http://www.airindia.in/>

Details of your registration with the High Commission will be available with Air India and authorities in India. Registration is compulsory and may be verified at the time of boarding the aircraft.

Q4. Where is the latest schedule of Vande Bharat Mission flights?

A. Please visit Air India portal <http://www.airindia.in/> for the latest schedule of flights. The schedule is regularly updated.

Q5. Upon arrival in India, where will I be required to complete the mandatory institutional quarantine?

A. If you are booked to the final destination on evacuation flight, you will be quarantined at the destination of arrival. However, If you are booked on evacuation flights and connecting on domestic flights, you will need to do mandatory Quarantine, Customs and Immigration at the port of first entry. The latest regulations regarding quarantine can be seen at <https://www.mha.gov.in/media/whats-new>

Q5. Can I travel India on flights to any of the other destinations if I don't get a ticket to my home state i.e. Mumbai/ Chennai/ Kolkata/ Vishakapatnam etc.?

A. You may travel to Delhi and then travel to any destination in India. However, you will have to

undergo quarantine at Delhi as per government policy before you are allowed to proceed to your next destination in India. Under no circumstances will international passengers be allowed to mix with domestic passengers before completing mandatory quarantine. For Delhi, the present duration of mandatory institutional quarantine is seven (07) days.

Q6. Can I take a connecting domestic flight to my home state immediately on arrival in Mumbai/ Delhi/ any other destinations?

A. No. All international passengers have to undergo mandatory quarantine at the first port of arrival. You may proceed to your home state via connecting flights/ other permissible modes of transportation after completing the mandatory institutional quarantine.

Q7. What is the quarantine policy at Delhi/ Mumbai/ other destination?

A. The quarantine policy is mandated by each State Government and may change. Please visit respective State government's website for latest quarantine regulations. For Delhi, the present duration of mandatory institutional quarantine is seven (07) days.

Q8. Am I required to give any undertaking before I board the flight/ book the ticket?

A. You are required to provide an undertaking at the time of booking and also at the Airport prior to boarding. The undertaking and quarantine regulations are available at <http://www.airindia.in/>

Q9. What is the policy for OCI card holders to travel to India on Vande Bharat Mission flights?

A. OCI card holders who are covered under the four permitted categories specified by Government of India are eligible to travel on VBM flights. The details of compelling reasons, modalities and eligibility criteria for OCIs for travel to India on VBM flights are available on High Commission's website <https://www.hciottawa.gov.in/whatsnew?id=18>

Q10. Am I required to provide a COVID test certificate prior to boarding the aircraft?

A. No. You are not required to provide such a certificate. However, you will be screened at the airport and checked for any visible COVID-19 symptoms prior to boarding the aircraft.

Q11. I had earlier booked a flight with Air India but it got cancelled. Will I get any discount or refunds if I make a booking now?

A. For details about ticketing and refunds you may kindly contact Air India directly.

Q12. What is my baggage allowance for Vande Bharat Mission flights?

A. For baggage, boarding and check-in details, you may please visit Air India portal-- <http://www.airindia.in/>

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10 June 2020