

# **COVID-19: consular FAQs by British nationals in India**

In response to the coronavirus (COVID-19) pandemic the UK government has advised against non-essential travel overseas.

Please sign up for alerts on our [travel advice page](#) and follow our social media channels (@UKinIndia) for the latest information.

## **Urgent Consular Assistance**

If you require urgent consular assistance, please contact our consular helplines on:

- New Delhi: +91 (11) 2419 2100
- Chennai: + 91 (44) 42192151
- Mumbai/Goa: +91 (22) 6650 2222

Alternatively contact us via the web messengers:

## **Flights**

### **What is the UK doing to set up evacuation flights?**

We are urgently working with the Government of India and airlines to enable returns to take place on commercial flights, and we will update our [guidance for British nationals](#) as soon as more information is available.

### **What is the likely timescale for evacuation flights to commence?**

Currently there is a restriction on commercial international passenger flights until 14th April 2020, and on commercial domestic flights until the end of the government lockdown on 15th April 2020. If anything becomes available before then, we will let British nationals know by updating our travel advice and social media channels.

### **Will international flights resume on 14th April 2020 as previously stated?**

The situation is highly fluid and British nationals should be prepared for the possibility that this could be extended. We are in close contact with the Government of India and will update our guidance as soon as more information becomes available. Please also stay in contact with your airline.

### **Why has UK not acted whilst other foreign missions have already run evacuation flights?**

We are collecting information on British nationals currently in India to help understand how best to support you and to advise you when commercial flights become available to the UK. If you are a British national who is visiting India and want to be kept informed of commercial flights that may be

available from India to the UK please contact us using the email address [Congry.Newdelhi@fco.gov.uk](mailto:Congry.Newdelhi@fco.gov.uk). Please see “contacting the FCO” section below which sets out what details you will need to include.

### **How will I get to the airport when flights operate?**

We are working with the Government of India and State governments to put plans in place to enable British nationals to reach airports once commercial flights resume.

## **Accommodation, Food, and Supplies**

### **Our hotel is threatening to throw us out, what can we do?**

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You should ask your hotel to provide alternative accommodation, or talk to the police who can assist with this.

### **We are unable to buy any food, water, medicines or other essentials because all the shops are shut – what can we do?**

The Government of India has ordered that food, medicines and other supplies will continue to remain available during the lockdown period. We are aware that supplies are running low, and some shops are closed. State Governments are working to put systems in place, and we are in touch them.

If you need medicine, use Google to check on pharmacies closest to you and see if they will deliver. If not, you should walk (don't drive) to the nearest pharmacy or ask for assistance from your accommodation provider. Carry any medical papers or prescriptions and be prepared to answer questions if stopped by the police – the majority of police will let you through if you have a legitimate reason for being out.

If the same medication you're on is not available, consult a local doctor for an Indian alternative or go to the nearest hospital. In a genuine medical emergency, call an ambulance.

### **If you are in Goa**

The State of Goa has implemented a lockdown and curfew, meaning if you are outdoors you may be stopped and detained by authorities. You should stay indoors as far as possible and only step out for legitimate reasons. Be prepared to explain why you are out if you are stopped. For food requests the Goa State Government has set up the helpline +91 9423890066, and for medicine requests the helpline +91 7823026971. If you require urgent consular

assistance, please contact our consular helpline on +91 (22) 6650 2222.

### **Can you arrange safe passage for me from A to B during the lockdown?**

There is currently a 21-day lockdown declared across India. You should only be moving out of your accommodation for legitimate reasons. If you need to travel for a genuine emergency, please contact the nearest police station and explain the situation to the police, who will be able to help you. If you cannot contact them yourself, seek assistance from your accommodation provider.

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### **How can I extend my Visa?**

The Indian Government has announced that visas will be extended for those who have been unable to leave the country because of the lockdown measures. You should apply to the Foreigners' Regional Registration Office (FRR0) for an [extension online here](#).

### **I didn't get a response to my email I sent to the [Congry.Newdelhi@fco.gov.uk](mailto:Congry.Newdelhi@fco.gov.uk) inbox?**

The [Congry.Newdelhi@fco.gov.uk](mailto:Congry.Newdelhi@fco.gov.uk) mailbox is set to automatically acknowledge an email you have sent to us. Please check your Junk email to see if an acknowledgement has gone there. If you have not received an automated response, please double check the email address and resend your information with no attachments. If this fails, then if possible please send from another email address.

Due to the volume of emails we are receiving, we will be unable to send an individual response to everyone. We will however send any updates on the availability of flights to everyone on the list. You should also register for alerts to our Travel Advice and follow us on social media for any updates.

Please ensure to include all of the following information, so that we do not have to contact you for further information, reducing our capacity to assist. Presenting the information clearly will help us work through the information quickly. Please include, in the following format:

- Your full name (and names of any family members with you)
- Date of birth (for all named family members)
- Passport number
- Visa status
- Contact details
- Exact location in India
- Date of arrival in India

- Details of the return flight that you had planned to take back to the UK
- If you have any special circumstances, such as a medical condition

**What's happening to my information now? I've not received any more emails from you?**

We have received a very large number of emails and we are putting all resources in place to support you as needed – we ask that you do not email us again to follow up.. We will send any updates on the availability of flights to everyone on the list. You should also register for alerts to our Travel Advice and follow us on social media for any updates.

**Can I send other important information to the [Congry.Newdelhi@fco.gov.uk](mailto:Congry.Newdelhi@fco.gov.uk) inbox?**

Please only send the requested information to the congry inbox. If you need consular assistance or guidance, please call us instead on

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- Mumbai/Goa: +91 (22) 6650 2222

Or write to us via the web messengers:

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