

Embassy of India Rome

FAQs on Travel Restrictions/Consular Queries/Students issues related to COVID-19 international emergency

S.No.	Question / Query	Answer/Reply
1.	With the lockdown extended in India till 3 May 2020, when will the flights resume for India?	As of now, the restrictions on commercial passenger international flights are in place till 3 May 2020. Please keep track of the updates posted in relation to this evolving situation on our social media Twitter- <a href="https://twitter.com/IndiainItaly">https://twitter.com/IndiainItaly</a> Facebook- <a href="https://www.facebook.com/IndiainItaly/">https://www.facebook.com/IndiainItaly/</a>
2.	Our family members/friends having Italian passports are stuck in India due to Lockdown. Can they be allowed to travel to Italy?	For such issues, you are requested to advise your family members and friends to contact the Italian Embassy or their Consulates in India. They can be reached through their website – <a href="https://ambnewdelhi.esteri.it/Ambasciata_NewDelhi/it/">https://ambnewdelhi.esteri.it/Ambasciata_NewDelhi/it/</a>
3.	Our family members, who have a student permit /Permesso di Soggiorno PDS of Italy are stranded in India. Are they allowed to travel to Italy?	Yes, once the international flight restriction is lifted, your family members/friends, who are in possession of a valid stay permit and valid Indian passport can travel back to Italy. For those whose stay permit has expired during their stay in India,, they would need to apply for re-entry visa at the nearest Italian Consulate or Italian Embassy in India, once they re-open their Consular services along with original copy of their expired stay permit and original valid passport. The timeline for expired permit renewal has been extended by the Italian government and those whose permits have expired are stated to be valid till 15th June 2020. Those students who proceeded to India with a stay permit renewal slip, they can travel back with the acknowledgment slip.
4.	My relatives, who are Italian Passport holders, who took an Indian visa recently are now stuck in India due to COVID lockdown. Their visa is going to expire soon. How can they extend their visa?	They can 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> )
5.	How can one reroute flights or get refund for cancelled flights?	Travellers should contact the concerned airline in this regard.
6.	Since flights are not operating these days, when should someone apply for a visa at the Embassy/ Consulate, including for infants/minor children having foreign passports whose parents are Indian nationals.	All existing visas granted to foreigners except to those belonging to diplomatic, official, UN/International organisations, employment and project categories are suspended till 3rd May 2020. Presently the Consular Passport Visa wing of the Embassy and Indian Consulate in Milan is <b>temporarily closed</b> due to COVID lockdown. Once, services are operationalised applicants who wish to obtain visas, including for infants/minor children whose parents are Indian nationals, can approach the Indian Embassy in Rome or Indian Consulate in Milan. Please keep track of our updates posted in relation to this on our social media Twitter- <a href="https://twitter.com/IndiainItaly">https://twitter.com/IndiainItaly</a> Facebook- <a href="https://www.facebook.com/IndiainItaly/">https://www.facebook.com/IndiainItaly/</a>

7.	Will travellers from Italy be quarantined in India for 14 days?	<p>No commercial passenger flights are allowed to land in India till 3 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></p> <p>For regular updates, please follow our social media  Twitter – <a href="https://twitter.com/IndiainItaly">https://twitter.com/IndiainItaly</a>  Facebook-<a href="https://www.facebook.com/IndiainItaly/">https://www.facebook.com/IndiainItaly/</a></p>						
8.	Are foreigners transiting through restricted countries allowed to travel to India?	<p>No, all commercial international passenger flights have been barred from taking passengers from restricted countries to India. All international commercial passenger flight operations are suspended by India till 3 May 2020. For regular updates, please follow our social media Twitter – <a href="https://twitter.com/IndiainItaly">https://twitter.com/IndiainItaly</a>  Facebook-<a href="https://www.facebook.com/IndiainItaly/">https://www.facebook.com/IndiainItaly/</a></p>						
9.	Whether COVID-19 Negative test report is required for travel from Italy?	<p>Yes, as per prevailing GOI advisory, a COVID negative certificate is mandatory for travelling to India.</p> <p>However, all commercial passenger international flights are suspended in India till 3 May 2020. 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> <p>For regular updates, please follow our social media Twitter – <a href="https://twitter.com/IndiainItaly">https://twitter.com/IndiainItaly</a>   Facebook-<a href="https://www.facebook.com/IndiainItaly/">https://www.facebook.com/IndiainItaly/</a></p>						
10.	<p>My course is completing in April 2020. As I have not seen my family members for long, I am feeling homesick and want to travel to India as soon as possible. However, I cannot due to travel restrictions. What arrangements the Embassy or GOI is making for stranded people like us? Is there any special flight arranged from Italy to India?</p>	<p>COVID-19 is an unprecedented pandemic affecting all countries in the world, including India. India has declared the 2nd national lockdown till 3 May 2020 for your safety and that of your family members. All international commercial passenger flight operations are suspended by India till 3 May 2020. In such testing times, we request you to have patience. 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 Italian Government. To avoid any financial loss, you are also advised to buy air tickets once an update about resumption of flights is given on our social media platforms. For extension of study permits, information and guidance, please see –<a href="https://www.portaleimmigrazione.it/">https://www.portaleimmigrazione.it/</a> For any other specific issue, please write to us at <a href="mailto:cons.rome@mea.gov.in">cons.rome@mea.gov.in</a></p> <p>You can also contact us on anyone of our 24x7 emergency helplines at following nos below:  <b>Embassy of India, Rome:</b></p> <table border="1" data-bbox="678 1591 1312 1843"> <tr> <td data-bbox="678 1591 808 1745">Emergency No.</td> <td data-bbox="808 1591 1052 1745"> <a href="tel:+393316142085">+39 331 614 2085</a>  <a href="tel:+393248390031">+39-324 839 0031</a> </td> <td data-bbox="1052 1591 1312 1745"> <a href="tel:+393311928713">+39 331 192 8713</a>  <a href="tel:+39-3311928713">+39-331 192 8713</a> </td> </tr> <tr> <td data-bbox="678 1745 808 1843">Email</td> <td data-bbox="808 1745 1052 1843"><a href="mailto:cons.rome@mea.gov.in">cons.rome@mea.gov.in</a></td> <td data-bbox="1052 1745 1312 1843"><a href="mailto:general.rome@mea.gov.in">general.rome@mea.gov.in</a></td> </tr> </table>	Emergency No.	<a href="tel:+393316142085">+39 331 614 2085</a> <a href="tel:+393248390031">+39-324 839 0031</a>	<a href="tel:+393311928713">+39 331 192 8713</a> <a href="tel:+39-3311928713">+39-331 192 8713</a>	Email	<a href="mailto:cons.rome@mea.gov.in">cons.rome@mea.gov.in</a>	<a href="mailto:general.rome@mea.gov.in">general.rome@mea.gov.in</a>
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		<p>Website: <a href="http://www.indianembassyrome.gov.in">www.indianembassyrome.gov.in</a></p> <p>For regular updates, please follow our social media Twitter – <a href="https://twitter.com/IndiainItaly">https://twitter.com/IndiainItaly</a></p> <p>Facebook-<a href="https://www.facebook.com/IndiainItaly/">https://www.facebook.com/IndiainItaly/</a></p>
11.	I lost my part-time job during the COVID-19 crisis. What arrangements have been made by the Government of Italy to provide financial support to International students?	<p>We are very sorry to hear about this situation. The Italian government has introduced an allowance for the international students who reside in Italy having a part-time job with a regular work contract and a valid Permesso di Soggiorno (PDS). If during the COVID-19 emergency, you have lost the part-time job, you can avail of the same benefits as any other worker. For more details please click link below: <a href="https://www.inps.it/nuovoportaleinps/default.aspx?itemdir=53544#">https://www.inps.it/nuovoportaleinps/default.aspx?itemdir=53544#</a></p>
12.	I am an Indian student holding Indian passport and my parents have permanent residency in UAE, Oman, etc.I want to travel to be with my parents in these difficult times.	In such cases, the individual should contact the respective Embassy/Consulate of the country they want to enter.
13.	Due to Covid-19, walk-in services have been suspended at the Embassy/Consulate. How does one apply for Passport, PCC, attestation, etc.?	<p>Consular services are <b>temporarily suspended at the Embassy</b>.We request you to wait for the time-being and after the Embassy is reopened, one can apply for the same.For regular updates, please follow our social media Twitter – <a href="https://twitter.com/IndiainItaly">https://twitter.com/IndiainItaly</a> Facebook-<a href="https://www.facebook.com/IndiainItaly/">https://www.facebook.com/IndiainItaly/</a></p>
14.	My study / work permit has expired and I am unable to get it renewed, can I get my passport renewed in the absence of a valid study/work permit?	<p>Consular services are <b>temporarily suspended at the Embassy</b>. As per the Italian government decree of 1st April 2020, all permits, certificates, concessions and authorizations expiring between January 31st to April 15th 2020 are deemed to be valid until 15th June 2020. Hence, any application for renewal can be submitted after 15th June 2020. Since, all those applicants whose study/ work permit has expired or is going to expire shortly, but are unable to get it renewed due to COVID-19 / lockdown are pronounced to be valid till 15th June 2020, can apply for renewal of passport by showing the original copy of the expired or expiring permit, which shall be considered to be valid in accordance with Italian government decree till 15th June 2020. In the meantime once situation normalises in the host country, we request you to apply for the renewal of your expired or expiring stay permit. Those of you who have already applied and are in possession of renewal slip, may also approach for renewal of their passport. All such applicants should bring an original copy of their expired PDS and original copy of their Renewal slip. However, We request you to wait for the time-being and after the Embassy is reopened, one can apply for the same.For regular updates, please follow our social media Twitter – <a href="https://twitter.com/IndiainItaly">https://twitter.com/IndiainItaly</a> Facebook-<a href="https://www.facebook.com/IndiainItaly/">https://www.facebook.com/IndiainItaly/</a></p>
15.	If someone has lost their passport and due to COVID-19/ Lockdown, is unable to get	A police report is compulsory for a lost passport.In Italy the police stations are open during the lockdown. However, if one is not able to travel due to some reason, once the situation in the host country normalises, before approaching

	a Police report, how will he/she be able to get a passport issued in such a situation?	the Embassy for filing an application for reissue of a passport, please first approach the nearest police station and file your police complaint and produce a copy of the same for your passport application.
16.	My work permit /study permit has expired or is going to expire soon. This may render my status as illegal. Given the COVID-19 situation, will I be allowed by the Italian Government to regularize my status once the situation becomes normal.	The Italian Government has made certain special dispensations for people affected due to COVID19 pandemic particularly in reference to their expired stay permits and their renewal submission. The information from the Italian government can be seen at - <a href="https://www.portaleimmigrazione.it/">https://www.portaleimmigrazione.it/</a> .Once the situation normalises in the host country, the Individual needs to take up this matter with the concerned Department of the Italian Government.
17.	What are the Emergency numbers and the social media handles of the Embassy of India Rome	The Embassy of India in Rome remains available for contact 24x7 at the following numbers 00393316142085/00393311928713/00393248390031/00393311928713  Social media handles are Twitter – <a href="https://twitter.com/IndiainItaly">https://twitter.com/IndiainItaly</a>  Facebook - <a href="https://www.facebook.com/IndiainItaly/">https://www.facebook.com/IndiainItaly/</a>
18.	To whom to write in the Embassy for any Visa / consular query ?	For any Consular, PCC, Attestation, OCI query, please send your email to - <a href="mailto:cons.rome@mea.gov.in">cons.rome@mea.gov.in</a>  For Visa query please send your email to <a href="mailto:visaquery@mea.gov.in">visaquery@mea.gov.in</a>
19.	What details are to be mentioned when writing emails to the Embassy?	Please mention your name, contact number in the email to enable the Embassy to revert back to you. For any passport query, please provide the receipt or reference number, copy of passport, document, etc for expeditious disposal. For any Visa query, please provide the receipt or reference number, copy of passport, document, etc for expeditious disposal.