



## Department of Health & Family Welfare Services

### Frequently Asked Questions on Inter-State Travel to Karnataka

24<sup>th</sup> May 2020

#### **1. Do we need permission from Seva Sindhu to fly in domestic flights to Karnataka.?**

**Answer:** Yes, but it is not a permission but a registration with auto-approval. All persons travelling to Karnataka in trains, domestic flights need to register and get an e-pass on Seva Sindhu online portal. (<https://sevasindhu.karnataka.gov.in/>). Entry into Karnataka will be allowed to only those holding e-Pass from Seva Sindhu portal. Kindly note this is not permission but a mandatory self-registration process.

#### **2. Seva Sindhu Portal does not have option for flight passengers. What to do..?**

**Answer:** The Seva Sindhu portal has been updated and option for flight passengers has been made available.

#### **3. How much time does it take for approval of pass on Seva Sindhu Portal after submitting the application.?**

**Answer:** Approval process for train and flight passengers happens very quickly. It happens immediately. Kindly note this is not permission but a mandatory self-registration process.

#### **4. I am living in one of non-high risk state as mentioned in Inter-state SOP of Government of Karnataka. But, boarding flight from high risk state. Will I be subjected to Institutional Quarantine.?**

**Answer:** Yes, All passengers who are boarding flights from high risk states will be subjected to 7 days of Institutional Quarantine upon arrival in Karnataka, irrespective of their present residence.

High risk states as per present inter-state SOP are: Maharashtra, Delhi, Tamilnadu, Gujarat, Rajasthan and Madhya Pradesh

#### **5. I am boarding flight from non-high risk state as mentioned in Inter-state SOP of Government of Karnataka. But, the flight I have booked has a stop-over in high risk state. Will I be subjected to Institutional Quarantine.?**

**Answer:** No, If you have not exited the airport terminal during the stop-over, institutional quarantine is not required. However, 14 days of home quarantine is essential for all passengers arriving to Karnataka from non-high risk states.

#### **6. Seva Sindhu doesn't have options for stranded people. Under what category should I apply.?**

**Answer:** option for stranded people has been made available on Seva Sindhu Portal. It is advised to avoid travel during this period unless essential. If any of specific emergencies is not mentioned, you can choose the nearest option applicable to you on the portal. This will be further verified on your arrival to Karnataka.

**7. We are already under institutional quarantine as per previous guidelines. Are these new guidelines applicable to us? Will the test be done on 5<sup>th</sup> day or will the 14 days of institutional quarantine continue.?**

**Answer:** Yes, New guidelines will supersede previous orders. As mentioned in the latest Version 3 of inter-state SOP, the new guidelines will be applicable to all inter-state passengers. Test will be done between 5<sup>th</sup> to 7<sup>th</sup> days of arrival for all passengers returned from high risk states followed by 7 days of home quarantine

**8. Seva Sindhu takes 4-6 working days for permission letter. We have already booked tickets. What do we do?**

**Answer:** Approval process for train and flight passengers happens very quickly. It happens immediately. Kindly note this is not permission but a mandatory self-registration process. If you have registered on portal with all mandatory details, it would be sufficient.

**9. I have one month old baby/ small child, and I can't be in Home Quarantine without support from husband. Please allow both parents for Home Quarantine**

**Answer:** As an exception, home quarantine is allowed **for only one attender accompanying** pregnant women, children below 10 years, senior citizens aged above 80 years and terminally ill patients who are travelling from high risk states to Karnataka.

**10. I have a child of 2 years. If we can get a negative test report before departure from high risk state, will home quarantine be allowed immediately after landing without a repeat test.?**

**Answer:** No. For categories of exemption from high risk states, test will be done after arrival in Karnataka. Once the lab report is negative, the exempted person will be sent to home quarantine along with one accompanying person.

**11. I am working in Delhi but my family stays in Bangalore. I want to come to Bangalore to be with my family during this crisis as my company is allowing work from home. This is not mentioned as a compelling reason in SOP. Will my application be approved on Seva Sindhu..? How do I apply.?**

**Answer:** option for stranded people has been made available on Seva Sindhu Portal. It is advised to avoid travel during this period unless essential. If any of specific emergencies is not mentioned, you can choose the nearest option applicable to you on the portal. This will be further verified on your arrival to Karnataka.

**12. I am a medical professional travelling to Karnataka by domestic flight. Should I apply on Seva Sindhu Portal.? Will I be quarantined on arrival..?**

**Answer:** All persons who are travelling to Karnataka have to apply on Seva Sindhu portal for e-pass. As a precautionary measure during this crisis of COVID-19 pandemic, all persons returning to Karnataka have to be on 14 days of quarantine after arrival. Medical professionals will be allowed for home quarantine

**13. Do I need to pay for Institutional quarantine. Do I have option of staying at hotel.?**

**Answer:** yes, Institutional Quarantine will be on self-pay basis. Options of hotel category based on rate-band will be provided on arrival at airport. However, option of any particular hotel may not be allowed

**14. Do I need to pay for testing or will it be done free by government.?**

**Answer:** Testing will be done free of cost from ICMR approved Government labs

**15. What is the per day cost I have to pay for Institutional Quarantine**

**Answer:** The rates may vary from district to district based on your city of arrival in Karnataka. Below are mentioned rates for Bangalore as notified from BBMP. These are present rates and subjected to change from time to time.

Quarantine Facility Tariff-Bruhat Bengaluru Mahanagara Palike

5 Star Hotels	Rs: 3000/ person per day Rs: 3700 / Couple per day (Rs:550 for lunch and Rs: 550 for dinner per person would be charged in addition)
4/3 Star Hotels	Rs: 1500/ person per day Rs: 1750/ Couple per day (Rs:175 for lunch and Rs: 175 for dinner per person would be charged in addition)
Budget Hotels	Rs: 1200/ person per day Rs: 1400/ Couple per day (Rates inclusive of breakfast, lunch, dinner and taxes)
Low Budget Hotels	Rs: 750/ person per day Rs: 900/ Couple per day (Rates inclusive of breakfast, lunch, dinner and taxes)

Free Government accommodation also provided

**16. I need to travel by road to other state after arriving in Bangalore. Do I need to take e-pass on Seva Sindhu.?**

**Answer:** Yes, Seva Sindhu e-pass is mandatory for all passengers arriving in Karnataka.

**17. I am boarding from high risk state and having transit flight at Bangalore. Will Quarantine be applicable.?**

**Answer:** No, passengers who are having transit at any airport in Karnataka and who do not exit the airport are not subjected to Quarantine. Airport health screening will be applicable

**18. I am crew member with airlines. Will I be subjected to institutional quarantine on arrival to Karnataka from high risk state?**

**Answer:** Crew members of the airline are exempted from quarantine. However screening at airport entry would be applicable

**19. Is institutional quarantine compulsory for all passengers travelling to Karnataka.?**

**Answer:** If you are travelling/boarding flight from high risk states (Delhi, Maharashtra, Gujarat, Rajasthan, Tamilnadu and Madhya Pradesh), then 7 days of Institutional quarantine is mandatory. After that you will be tested for COVID and sent to home Quarantine for another 7 days

If you are travelling from any other states to Karnataka, then 14 days of Home Quarantine is mandatory.

**20. I am travelling from a non-high risk state. Is home quarantine of 14 days mandatory.?**

**Answer:** Yes, 14 days of home quarantine is mandatory for all passengers travelling from non-high risk states. This quarantine is for protection of you, your close ones and community at large. It is very essential to follow home quarantine guidelines and precautions strictly for 14 days and report to health department regularly during this period. Help us to help you. Let us break the chain of COVID transmission together