

**Government of Karnataka  
Department of Health & Family Welfare**

**Frequently Asked Questions on Inter-State Travel to Karnataka by Domestic Air Flight**

26th May 2020

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

**Answer:** It is not a permission but a mandatory registration followed by auto-approval. A person desiring to travel to Karnataka by air flight, after doing the travel registration and obtaining PNR, should apply on Seva Sindhu portal under following category.

**COVID-19: OTHER STATES TO KARNATAKA BY RAIL / AIR FLIGHTS - APPLY HERE E-PASS.**

On successful submission of application, the applicant will get a printable acknowledgement on the portal as well as a sms on his registered mobile. That acknowledgement should be shown at check-in counter.

**The responsibility of the passenger gets completed on successful registration along with submission of undertaking to abide by the quarantine norms set by the state government, and showing the acknowledgement at the check-in counter.**

Entry into Karnataka will be allowed to only those air flight passengers who apply for EPass from Seva Sindhu portal under the category mentioned above, and show the acknowledgement at the check-in counter. Kindly note that auto-approval is dependent on timely sharing of travel details by the airline (please see FAQ 3).

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

**Answer:** The Seva Sindhu portal has been updated and the provision for applying for the Epass after booking the air ticket has been provided.

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Please note that mobile number of the passenger, PNR number, addresses at origin and in Karnataka, and a declaration to follow the quarantine norms set by Government of Karnataka are mandatory requirements.

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

**Answer:** Approval of the application is dependent on the concerned airline sharing the passenger details with the state government in a timely manner.

The concerned Airline is required to share the PNR and mobile details with Government of Karnataka at least 2 hours before start of the flight. Based on that information, the application will be auto-approved and Epass will be communicated to the passenger on his mobile before arrival in Karnataka.

**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 nonhigh 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 5th 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 5th to 7th 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:** A separate application for the Epass after booking the air ticket has been provided.

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The passenger is advised to make the application at above option giving PNR and other details.

Thereafter, there is auto-approval based on sharing of the passenger's details by the airline at least 2 hours before start of the flight.

**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:** Yes. It will be allowed.

In fact any passenger who gets a Negative Covid test report from ICMR approved lab that's not more than 2 days old from the date of journey can be exempted from Institution Quarantine & needs to go for 14 days Home Quarantine.

**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 testing or will it be done free by government?**

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

**14. 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.

**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 in Bruhat Bengaluru Mahanagara Palike area

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 in hostels, choultrys, etc also provided for those who cannot afford.	

**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.

**21. I am a resident of Haryana (Green Zone) came to Delhi (Red Zone) only to Board the Flight. Why should I be Quarantined?**

**Answer:** All large states in India are having COVID-19 cases. 14-day quarantine is mandatory for all passengers arriving from any state into Karnataka. For operational feasibility and also to minimize risk of importing COVID-19 cases from other states, it has been decided to place passengers from **6 high risk states (Delhi, Maharashtra, Gujarat, Tamilnadu, Rajasthan and Madhya Pradesh)** into institutional quarantine for first 7 days, and on being found COVID-19 negative on testing, into home quarantine for next 7 days.

We also want to discourage unnecessary travel during this period while facilitating travel of stranded persons and also taking care that inter-state travel does not increase the burden of COVID-19 cases in the state.

For logistical feasibility of the verification process and ensuring the safety of people, it has been decided to place all passengers boarding flight from high risk states in institutional quarantine for 7 days followed by 7 days of home quarantine. Even though you may be living in a non-high risk state, you would be travelling to a high risk state to board a flight to Karnataka.

**22. I had a connecting flight; but it got cancelled. Now I have to stay for a day in city Hotel and continue my air travel tomorrow. Why quarantine for me?**

**Answer:** If you have travelled from a high risk state, you are required to stay in a quarantine hotel in Karnataka till you get your connecting flight. Then you may be allowed to leave at the time of your connecting flight. This applies to all passengers who exit the airport terminal for any reason.

**23. I had a connecting flight, it got cancelled. Now I plan to travel by Road to my native place in other state. Why quarantine me?**

**Answer:** No quarantine is required in Karnataka. You have to register on Seva Sindhu portal and share details of same with the screening team at airport. Travel and address details will be communicated to the concerned state and followed up accordingly.

**24. Airline never told me that there is a mandatory quarantine; I followed MoCA & MoHFW guidelines. So don't quarantine me!**

**Answer:** MoHFW, Government of India guidelines clearly states, “States can also develop their own protocol with regards to quarantine and isolation as per their assessment”. May be referred though this direct link to Ministry of Health and Family welfare-GOI website too- [https://www.mohfw.gov.in/pdf/Guidelinesfordomestictravel\(airortrainorinter-statebustravel\).pdf](https://www.mohfw.gov.in/pdf/Guidelinesfordomestictravel(airortrainorinter-statebustravel).pdf)

It is responsibility of passengers themselves to go through quarantine protocols of each state before travelling during this period. Government of Karnataka has clearly specified all protocols including quarantine from high risk states through website and social media. These guidelines are also being updated from time to time. <https://covid19.karnataka.gov.in/>

**25. I was not aware of Quarantine procedures; i am ready to go back; but I have no money to book ticket.**

**Answer:** If you have travelled from high risk state 7 days of institutional quarantine is mandatory once you come out of airport terminal. Free quarantine centres from Government are also available. Teams at airport will guide you on that.

**26. I was told that quarantine is at GoK cost; now I don't have money for Institutional quarantine!!**

**Answer:** If you have travelled from high risk state 7 days of institutional quarantine is mandatory once you come out of airport terminal. Free quarantine centres from Government are also available. Teams at airport will guide you on that.

**27. I am just 2 months pregnant; I don't have any document to prove it... don't put me in Institutional quarantine!!**

**Answer:** RT-PCR test for COVID-19 is mandatory after arrival before pregnant women, children below 10 years, elderly above 80 years and terminally ill patients can be sent for home quarantine. Initially all persons will be taken to institutional quarantine and test results might be available within a day. It would be convenient if you have medical record or else medical examination may be done at quarantine centre and you will be advised on home quarantine.

**28. I am working with a PSU; I came to Bangalore for some official work, followed by 3-days personal leave. Put me under exempted category.**

**Answer:** Every person carries similar risk of COVID-19 infection and transmission. Exception may be allowed if your PSU can give written letter stating your quarantine at designated official guest house.