

**Frequently Asked Questions - FAQs
Visa Application Centre Services in India**

- **As of July 5, 2021, passport submission will start for clients who had completed the two-way courier process prior to May 1. We request your patience while you kindly wait for VFS to contact you.**
- **Starting June 28, 2021, VACs across the country started scheduling biometric appointments for all other lines of business, this includes visitors, returning workers and students, work permit applicants, family class applicants and economic class applicants. To request an appointment, please submit a webform at: <https://visa.vfsglobal.com/ind/en/can/covid-19-updates>**
- **Courier submission for holders of Passport Submission Request letters will start in a phased manner. Do not send your passport directly to the High Commission. Passports received at the High Commission will be immediately returned without a visa.**
- **Clients can expect processing delays due to high volumes. Please wait for your appointment to be confirmed. Do not send multiple webform requests as this will only delay processing.**

1. What services are the VACs in India currently offering?

As of July 5, 2021, passport submission will start for clients who had completed the two-way courier process prior to May 1. We request your patience while you kindly wait for VFS to contact you.

Starting June 28, 2021, VACs across the country started scheduling biometric appointments for all other lines of business, this includes visitors, returning workers and students, work permit applicants, family class applicants and economic class applicants.

VACs are currently not authorized to accept paper applications. All applications must be submitted online.

Visit the VFS website for more info at <https://visa.vfsglobal.com/ind/en/can/covid-19-updates>

2. What is the process to request a biometric appointment?

If you have a visa application in process and have received a Biometric Instruction Letter (BIL) from IRCC, visit the VFS website at <https://visa.vfsglobal.com/ind/en/can/covid-19> updates to submit a biometric appointment request using their webform service. The VAC will then confirm your appointment and send you a confirmation by email.

Please DO NOT send multiple webform submissions; it will not increase your chance of receiving an appointment. In fact, it will slow down the process.

3. Can I pick my preferred VAC location, the date and time of my appointment?

The new biometric webform allows you to choose your preferred VAC location at any VAC across India, and to choose an alternate VAC in India in the event your preferred VAC is full or closed. However, as demand is high and appointments are limited, the VACs cannot offer you a preferred date and time and missed appointments will not be rescheduled.

4. The VFS webform is asking for an Application number, where can I find this number?

The number that is needed is your IRCC file number.

5. What do I need to bring with me to my biometric appointment?

If you have a confirmed biometric appointment, it is mandatory that you bring your valid passport as well as your Biometric Instruction Letter (BIL). Clients who do not bring these mandatory documents with them to their biometric appointment will not be able to enroll their biometrics.

NOTE: During the biometric session, you must ensure your hands are clean and free from any henna or temporary injuries, otherwise you will not be able to enroll your biometrics. All head coverings (other than those worn for religious purposes) must be removed, as well as sunglasses and reading specs.

6. I already paid the IRCC biometric service fee but never did my enrollment. Do I have to pay again?

Yes. If you lodged a new application, you will be required to pay new visa application fees and new biometric fees. We are working hard to action all refunds from 2020. If you have previously paid the biometric fee but never enrolled your biometrics, rest assured you will receive a refund in the near future. Thank you for your patience. Note that you cannot use

your BIL associated with your old application. You will need to pay the new biometric fee, and IRCC will issue a new BIL for you to request your biometric appointment.

7. Are biometric appointments free?

YES! Biometric appointments are free and the only way to request and confirm an appointment is by visiting the VFS website at <https://visa.vfsglobal.com/ind/en/can/covid-19-updates> and submitting a webform. You must have a unique Biometric Instruction Letter (BIL) issued directly by IRCC in order to request an appointment.

8. Can I use a friend or agent to help me with my biometric appointment or passport submission?

Do not use a local agent unless they are recognized by IRCC as an authorized agent; otherwise you may be at risk of fraud. To find out if your representative is authorized click: [Find an IRCC authorized representative](#) Biometric appointments are free, and the 2-way courier service fee to submit your passport via the VAC is set by the VAC in consultation with the Government of Canada.

It is important that you provide IRCC with your correct email address and contact details so that we may share important information and updates directly with you. To update your contact info, click on [IRCC secure account](#)

9. Are all visa applicants eligible to request biometric appointments now?

Yes, as of June 28, 2021, the Visa Application Centers (VACs) across India will start offering biometrics appointments for all visa applicants across all lines of business.

10. If I do not have a confirmed appointment will I be allowed to walk-in to a VAC and submit my biometrics?

To ensure the health and safety of staff and clients, NO walk-ins of any kind at the VACs are permitted. Only biometric enrollments by advance appointment are permitted. Do not visit the VAC unless you are attending your own scheduled appointment.

11. If am unable to get a biometric appointment here in India, can I travel to another country to enrol my biometrics and submit my passport?

If permitted by government restrictions, clients may choose to travel to another country or another part of India at their own expense. We would encourage applicants to wait for an appointment in their location. Note that you may encounter challenges if trying to courier your passport across country borders, so it is recommended that you enrol your biometrics and submit your passport from within the same country. Clients will need to

consult the VFS website for the country in which they are intending to enrol their biometrics and/or submit their passport.

12. I need to travel urgently; may I submit my passport directly to the High Commission of Canada or Canadian Consulate?

Courier submission for holders of Passport Submission Request letters will start in a phased manner. Do not send your passport directly to the High Commission. Passports received at the High Commission will be immediately returned without a visa.

13. What if my passport submission request letter/ biometric instruction letter has expired? Once my visa is approved how do I submit my passport for stamping?

If your **biometric instruction letter** (BIL) has expired, you can still request a biometric appointment using the same letter. There is no need to contact IRCC for a new letter. The VACs will accept your expired letter.

If your **passport request letter** has expired, you may still use your expired letter to request the 2-way courier service using the following link: [Passport submission web form](#) there is no need to contact IRCC for a new letter. The VACs will accept your expired letter.

14. When will the VAC start taking paper applications?

At this time, no VAC is accepting paper applications. All applications must be submitted online at least until September 30, 2021. IRCC will provide updated information in due time.

15. I had a Passport Submission Request Letter and had submitted my passport for stamping before the lockdown, it was then returned to me. Can I now send the passport for stamping using the same letter or do I need to wait for notification from the VAC?

As of July 5, 2021, passport submissions, will start for clients who had completed the two-way courier process prior to May 1. Please wait to be contacted by VFS. Please do not send your passport directly to the High Commission. Passports received at the High Commission will be immediately returned without a visa. Please continue to follow us on social media for further updates.