



MINISTRY OF LAW AND HUMAN RIGHTS OF THE REPUBLIC OF INDONESIA
DIRECTORATE GENERAL OF IMMIGRATION

PRESS RELEASE

Silmy Karim: Immigration Cooperation with VFS Global for the Digitalization of Immigration Services

JAKARTA – The Directorate General (Ditjen) of Immigration inaugurated cooperation with VFS Global, the largest company for immigration services, on Wednesday (16/10/2024). Immigration services on the VFS Global website will start operating in December 2024, just before the year-end holiday season. The two parties not only cooperate in services but also in increasing the interest of foreign nationals to visit Indonesia through various promotional programs.

To facilitate access for foreigners to obtain visas, the Directorate General of Immigration has implemented online-based services. Now, through cooperation with VFS Global, the Directorate General of Immigration is one step further in the efficiency of the electronic visa application and issuance process. VFS Global's affiliation with international airlines such as Emirates, Thai Airways, and Air India also supports the dissemination of information and promotion of Indonesian visas.

"VFS Global's network of cooperation with airlines allows foreign nationals to purchase flight tickets and obtain visas at the same time, for example, on the Emirates airline platform. I hope that similar cooperation can be established with Garuda Indonesia to further facilitate the travel process to Indonesia," said the Director General of Immigration, Silmy Karim.

He explained that the Directorate General of Immigration had implemented electronic visa (e-Visa) digitalization that could be applied online, with payments using credit cards, and could pass through autogates. "Now, we are further increasing our service reach by opening application access through VFS Global," said Silmy Karim.

Supporting this statement, the founder and Chief Executive Officer (CEO) of VFS Global, Zubin Karkaria, said that VFS Global was very pleased to be able to participate in providing Indonesian electronic visa services.

"Indonesia is a very popular destination for travelers around the world, and we are honored to partner with the Directorate General of Immigration for this online service. The new option of applying for a visa through the VFS Global website will enhance the visa application experience, thereby encouraging the use of digital platforms," said Zubin.

Another added value obtained by the Directorate General of Immigration through this collaboration includes facilities for large group bookings and customer service in several languages. In addition, VFS Global has a network in 153 countries with 3,469 branches throughout the world.

"The Directorate General of Immigration offers the latest digital solutions that enhance the experience for foreign nationals who wish to visit Indonesia. In our collaboration with VFS Global, we aim to effectively contribute to increasing the arrival of foreigners, taking into account the network and digital platform owned by our partners," concluded Silmy.