



Tuesday, 11<sup>th</sup> April 2023

**INFORMATION**

**Directorate General of Immigration and VFS Global Collaborate on Electronic Visa on Arrival (e-VOA) Service in Indonesia**

The Directorate General of Immigration and VFS Global Group have agreed to collaborate on immigration services during a meeting held in Jakarta on 29 March 2023 to collaborate on the Electronic Visa on Arrival (e-VOA) service in Indonesia.

According to the Director General of Immigration, Silmy Karim, the collaboration aims to enhance investment, tourism, and business in Indonesia by providing the best customer experience through digital platforms. The first meeting between Silmy Karim and Zubin Karkaria, the CEO and Founder of VFS Global Group held in Abu Dhabi, United Arab Emirates on March 8, 2023 with a collaboration agreement has been signed, and for the further pace of the agreement will be regulated into a regulation that will be released soon. During the meeting, they also emphasized the importance of cooperation in visa services, including expanding the VFS network to 145 countries to attract more visa applicants for Indonesia.

Silmy further emphasized the need for a reliable and secure system for visa applications, with strict data protection measures. She mentioned that she has received a proposal from VFS Global, and further discussions will be held to ensure compliance with Indonesian laws and regulations before formalizing the cooperation.

Currently, the Directorate General of Immigration is actively developing its system to facilitate innovation and improve services for the public. In addition to digitization, Immigration is taking strategic steps to streamline visa issuance processes while maintaining effective immigration supervision and law enforcement.

Reference:

- Press Release from the Directorate General of Immigration, Ministry of Law and Human Rights

If you require the copy of this regulation, please do not hesitate to contact [research@ibai.or.id](mailto:research@ibai.or.id)

Thank you for your attention and hope this information would be valuable to you.

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