



(Reg. No. 0409/2011)

PRAVASI LEGAL CELL
Empowering People on Legal Front

Ref.N.REP/UI/12/25.

06/02/2025.

To,

VFS Global

Through it's Chief Executive Officer

zubink@vfsglobal.com

Also at:-

VFS Global Office

Mezzanine Level Shivaji Stadium Metro Station,

Baba Kharak Singh Rd, Connaught Place,

New Delhi, Delhi 110001

Sir,

Subject: Seeking intervention to stop financial exploitation of customers in VFS offices across the state of Kerala

Pravasi Legal Cell is a Non-Governmental Organization primarily working for the welfare of migrants, securing justice for the victims, and fighting for policy changes that affect migrants globally. This representation is made to address a serious issue of financial exploitation and the urgent need for your intervention to protect the rights and interests of the customers availing your services. The additional charges



incurred in the offices are creating a great financial burden on the customers and require immediate intervention in view of the following facts and circumstances mentioned hereunder:-

1. VFS Global has been a trusted partner and one of the world's leading outsourcing service specialists that has been relied upon by multiple nations for handling the administrative tasks of visa services. The company has also earned the trust of the common people who avail your services for visa processing and the ease of access has been appreciated by people travelling abroad.
2. That, even though the management of VFS Global has been transparent and a much-appreciated concern, the recent events in some of your offices in Kerala have slowly evolved towards creating a negative impact on the people who avail your services, as the actions of your offices have not only put the common people to financial burden but also great mental stress therein.
3. That it is brought to your attention that we are in receipt of couple of requests from the prospective emigrants seeking the intervention of PLC stating that multiple offices in Kerala have been involved in charging extra money from the people by forcing them to avail the services of premium launch stating silly reasons. These are not isolated incidents as various people have complained about these incidents happening in various offices across Kerala including Kozhikode, Kochi etc.
4. That it is also pertinent to note that the people who use your service in various branches pre-book their appointments and also bring all the documents as per your directions. Even after following all these procedures, it is widely seen



that the staff are stating trivial reasons to reject the application, just to force the people to use the premium launch.

5. That various incidents from people have been brought to the attention, that the staff of VFS are stating meaningless reasons and hence forcing the people to avail of your premium launch services, which require immediate consideration.
6. That it is also important to note herein that upon entering the VFS office, an employee in the reception checks for all the requisite documents, and then is directed to the staff in the launch where the visa services are to be availed from. It is surprising that in the launch, the employees reject the application by stating some or the other reasons, and instructs the people to pay more money and avail premium launch facilities for completion of the application.
7. That most of the people who avail your services belong to the middle-class community and are leaving their homeland for survival. The acts of the employees are adding additional financial burden upon them and they are put through financial as well as mental exploitation.
8. It is also brought to your attention that such acts also amount to deficiency of service and unfair trade practices under the Consumer Protection Act, 2019 and it can also lead to the filing of class action lawsuits under the aforesaid act.
9. In light of the aforementioned, it is important that such financial atrocities happening in the branches of yours needs to be addressed and mandatory steps ought to be taken to prevent any exploitation, thereby protecting the rights of people and the reputation of your company.



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10. Therefore, I humbly pray to your good self to intervene in this matter and take the necessary steps to ensure that such exploitations are put to an end so that the rights of the people availing your services are protected.

Yours truly,

Advocate Jose Abraham, President,

Pravasi Legal Cell.