

## About VFS Global, the Sole Authorized Service Provider

Embassy of India, Madrid has authorized **VFS Global**, with effect from 07 April, 2017, to provide Outsourced Services pertaining to Visas, Passports, OCI Cards, Conversion of PIO to OCI Cards and the following Consular Services: Attestation of Documents, Renunciation of Indian Passport/Surrender of Indian passport/Deemed Surrender of Indian Passport, Police Clearance Certificate.

Service provider is authorized to collect Government of India fees from applicants and make a preliminary examination of the applications to see that they are in order, accompanied by requisite supporting documents, and to guide the applicants wherever deficiencies are noticed. Please note that service provider is not authorized to decide whether Visa, Passport, OCI card would be granted or refused to any applicant; this decision is taken by the Embassy of India, Madrid.

**Service fee:** In lieu of the above services, VFS Global is authorized to charge the following service fee only:

- (a) Basic Service Fee: €17.97 (Euros Seventeen and Cents Ninety Seven only)
- (b) Basic Service Fee + ten fingerprint biometrics: €17.97 (Euros Seventeen and Cents Ninety Seven only)
- (c) Basic Service Fee + ten fingerprint biometrics+ facial biometrics: €17.97 (Euros Seventeen and Cents Ninety Seven only)
- (d) Bank Commission/Agency charges (on actual basis)
- (e) Other Value Added Services (VAS) approved by the Embassy of India as mentioned in the chart below. These VAS are purely optional and are **NOT** mandatory for applicants. They may choose to avail them if they feel the need to.

The above charges are *inclusive of all taxes etc.*

The service provider is obliged to provide a bar-coded receipt to each applicant giving details of the amount collected by them.

**Value Added Services:** Embassy of India, The Hague has authorized VFS Global to provide following Value Added Services for applicants' convenience, if they so desire:

S.No.	Description	Approved Rates
1	Photocopying (per page)	€ 0.15
2	Photographs (4 copies)	€ 3.00
3	Printing (per page)	€ 0.00
4.	Courier service – Express Service (next day)	
	1. Mainland Spain	€ 5.00
	2. Islands	€ 7.00

	3. Ceuta and Melilla	€ 10.00
	4. Andorra	€ 10.00
5.	Computer with Internet facilities	€ 0.00
6.	Form filling	€ 0.00
7.	E-Visa Form Filling	-
8.	Any other services as determined by the Mission (Translation)	€ 0.11

For detailed information about VAS, please visit service provider's website at [www.vfsglobal.com/india/spain](http://www.vfsglobal.com/india/spain). It may be noted that the service provider has not been authorized to provide any Value Added Service other than those mentioned above.

**Contact:** For details (address, timings, phone number, procedure for various services, etc.) about the authorized service provider, please go to [www.vfsglobal.com/india/spain](http://www.vfsglobal.com/india/spain).

**Complaints against service provider:** Complaints against VFS Global may be sent to First Secretary (Consular), Embassy of India, Madrid by e-mail ([fscons@embassyindia.es](mailto:fscons@embassyindia.es)). Complaints may also be sent to Manager, VFS Global by e-mail ([info.eoispain@vfshelpline.com](mailto:info.eoispain@vfshelpline.com))

**Note:** VFS Global is the sole authorized outsourcing agency engaged by the Embassy of India, Madrid. Embassy of India, Madrid has not authorized VFS Global to function outside Spain, or to accept any payment outside Spain.

Please **beware of unauthorized private visa bureaus / travel agents** claiming to provide visa and other services by charging rates in excess of the authorized rates. For instance, all appointments at VFS Global's service centres are given free of cost whereas unscrupulous visa bureaus/ travel agents may charge applicants for securing appointments.