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MEDIA INFORMATION

Abidjan, Côte d'Ivoire, 05 May 2026

VFS Global and CiX Citizen Experience set to showcase Citizen-Centric Digital Identity Solutions at ID4Africa 2026

Through its participation at ID4Africa 2026 from 12 to 15 May 2026 at the Parc des Expositions d'Abidjan in Abidjan, Côte d'Ivoire, VFS Global and CiX Citizen Experience will engage with government stakeholders on how AI-enabled, 'phygital' service models, responsible technology, and public-private partnerships (PPPs) can support national identity initiatives while keeping citizens at the centre of service design.

Driving scalable, secure Citizen Solutions in Côte d'Ivoire

Building on its commitment to supporting government led identity initiatives across Africa, VFS Global has established a strong public-private partnership with the Office National de l'État Civil et de l'Identification (ONECI) in Côte d'Ivoire to support Resident Card application, National ID and ECOWAS card enrolment services in Abidjan.

Commenting on the partnership, **M. Ago Christian KODIA, Directeur Général, Office National de l'État Civil et de l'Identification (ONECI),** said: *"In Côte d'Ivoire, our partnership with VFS Global has enabled ONECI to strengthen resident card, national ID and ECOVAS card application services in Abidjan through modern, accessible centres with improved capacity and service standards. This collaboration supports our objective of delivering more efficient, secure, and citizen focused identity services. Since 2020, this collaboration has delivered improved accessibility, modernised infrastructure and an enhanced applicant experience, demonstrating how secure technology, service innovation and citizen centric delivery models can expand access to essential identity services while maintaining the highest standards of trust and regulatory compliance."*

Showcasing the future of Citizen Services

At Booth R43, VFS Global and CiX Citizen Experience will demonstrate how AI-powered "phygital" solutions can simplify and humanise everyday interactions between citizens and governments. Visitors can experience real-world innovations in digital identity enrolment, e-governance, welfare registration, document verification, and public safety compliance which are all designed to make government services more accessible, efficient, and trustworthy.

Mr. Jiten Vyas, Chief Commercial Officer and Head of Business Development, VFS Global, said, *"Across Africa, governments are accelerating digital identity and citizen service programmes as a foundation for economic growth, mobility and social inclusion. As a long-term delivery and transformation partner in this journey, VFS Global contributes meaningfully to local economies in the continent through sustained investment, skills development and the creation of long-term employment, supported by a strong and predominantly local workforce across multiple African markets.*

At ID4Africa 2026, we look forward to engaging with government stakeholders on how trusted public–private partnerships and citizen-centric, technology-enabled service models can support national identity priorities at scale, enabling not only the delivery of essential services but the design and orchestration of end-to-end citizen journeys across digital, physical and assisted touchpoints within an integrated 'phygital' model, while maintaining full compliance with national regulations and the highest standards of trust."

Positioned as a joint value proposition, VFS Global brings scale and operational excellence in service delivery as the trusted partner to 71 client governments, operating over 4,100 Application Centres in 168 countries, while CiX Citizen Experience brings deep-scale proven citizen service transformation expertise to this collaboration, drawing on its network of over 240 centres serving more than 200 million citizens across Brazil which represents a validated operating model that demonstrates how citizen-centric, digitally enabled services can be designed, orchestrated and replicated at national scale.

NOTES TO THE EDITOR

Delivering large-scale Citizen Services for governments across Africa

VFS Global has a strong and growing footprint across Africa, supporting governments with the design, set-up, and operation of citizen service programmes spanning identity, migration, mobility, and residency services, with sustained economic contribution across African economies. In partnership with CiX Citizen Experience, these programmes are underpinned by structured experience design, journey simplification and service-standard frameworks that ensure consistency, inclusivity and trust across large-scale deployments. This includes key projects such as:

- Collaboration with **Nigeria's National Identity Management Commission (NIMC)** to enrol citizens for the National Identification Number (NIN) through biometric registration centres in Nigeria and across the diaspora.
- Support to the **Driver and Vehicle Licensing Authority (DVLA) in Ghana** through the establishment of dedicated centres delivering driver training, testing, licensing, and vehicle registration services using biometric and digital systems.
- A long-standing partnership with the **Department of Home Affairs (DHA), South Africa** to process visa, passport, National ID, birth certificate and permit renewals for foreign residents through a nationwide network of facilitation centres.
- Delivery of large-scale migrant registration and permit regularisation programmes, including biometric enrolment, online systems, mobile outreach, and document digitisation in **Lesotho and Zimbabwe.**
- Digitisation of residence permits for foreign nationals on behalf of the Ministry of Local Movement, Chieftainship, Home Affairs and Police, the Kingdom of **Lesotho**.
- Implementation and operation of e-visa programmes for African governments, including end-to-end digital visa application and processing services for **Mozambique and Equatorial Guinea.**
- Delivery of the **Liberia passport application programme** across 13 countries worldwide, supporting the Government of Liberia with secure passport application acceptance and processing services for its citizens living abroad.

Across these programmes, VFS Global delivers end-to-end non-judgemental services, including

application acceptance, biometric enrolment, digital workflows, appointment management, call centres, data integrity controls, mobile enrolment for remote locations, and secure transmission of applications to government authorities for adjudication. CiX Citizen Experience enhances these programmes through experience-led service orchestration, ensuring intuitive citizen journeys, consistent service standards and assisted digital models that bridge technology and human support.

About VFS Global

As the global leader in trusted technology services, empowering secure mobility for governments and citizens, VFS Global embraces technological innovation, including Generative AI, to support governments and diplomatic missions worldwide. The company manages non-judgmental and administrative tasks related to applications for visa, passport, and consular services for its client governments, increasing productivity and enabling them to focus entirely on the critical task of assessment.

With a responsible approach to technology development, adoption and integration, the company prioritises ethical practices and sustainability while serving as the trusted partner to 71 client governments. Operating over 4,100 Application Centres in 168 countries, VFS Global has efficiently processed more than 542 million transactions* since 2001.

Headquartered in Zurich and Dubai, VFS Global is majority owned by Blackstone, the world's largest alternative asset manager, along with minority shareholders including Swiss-based Kuoni and Hugentobler Foundation, Singapore based Temasek and UAE based Dubai Holdings.

** Comprised of 337.50 million transactions by VFS Global and 204.92 million transactions by CiX Citizen Experience*

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