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MEDIA INFORMATION

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President Chapo Inaugurates First Centro Pronto in Maputo, Developed by VFS Global and ATDI, IP

A New Citizen Service Model to Enhance Access to Public Services Across Mozambique and Extend Services to the Diaspora

His Excellency Daniel Francisco Chapo, President of the Republic of Mozambique, today (14 October) officially inaugurated Centro Pronto in Maputo, a new citizen service model designed to modernise public service delivery and make essential government services simpler, more convenient and closer to citizens and residents.

The inauguration of the first continental edition took place during CitizenConnect Africa, jointly organised by the Government of Mozambique and VFS Global. The event was attended by Mr Jiten Vyas, Chief Commercial Officer and Head – Business Development of VFS Global, senior government officials and international delegates.

His Excellency Daniel Francisco Chapo, President of the Republic of Mozambique, said: *"The success of this platform will be measured by the time citizens no longer lose, by the distances they no longer have to travel, and by the obstacles they no longer have to face. With the installation of this platform, citizens will no longer need to make payments outside the system."*

Developed by VFS Global and the Agency for Digital Transformation and Innovation (ATDI, IP), Centro Pronto integrates digital channels, self-service kiosks and assisted in-person services, connecting with participating Government of Mozambique systems. Tailored to the Mozambican context, the centre is designed to complement existing government-run service centres by providing an additional, integrated channel through which citizens can access essential public services.

During its initial phase, in Maputo, Centro Pronto will support services relating to passports, National Identity Cards, driving licences and DIRE (Identification and Residence Document for Foreign Citizens). The availability of these services will be subject to implementation and validation by the competent government authorities.

Mr. Jiten Vyas, Chief Commercial Officer and Head – Business Development of VFS Global, added: *"Centro Pronto represents an important step in expanding our collaboration with the Government of Mozambique into citizen services. The model is designed to complement existing public channels, bringing together technology, assisted in-person services and integrated processes to make the experience simpler and more convenient. Together with ATDI, IP, we want to support a scalable approach that will enable access to services for Mozambican citizens living abroad to be expanded during the programme's implementation and, subsequently, allow Centro Pronto to extend its presence to other locations across Mozambique. Throughout this journey, trust, security and service quality will remain at the heart of the experience."*

A more convenient and integrated citizen experience

Centro Pronto is designed to bring together multiple services, technology and personalised assistance in one location, helping citizens navigate administrative processes with greater convenience and predictability.

Through the online portal or one of the self-service kiosks, users will be able to consult service requirements, verify their details and prepare for their appointments in advance. They will then be able to select a preferred date and time, make online payments and receive a unique code linking the different stages of their service journey.

Upon arrival, their appointments will be confirmed, their queue numbers activated, and they will be directed to an organised and comfortable waiting area. At the service counter, the process will continue through an integrated service experience, with photographs, biometric data and digital signatures collected securely and efficiently, as applicable to the service requested.

For citizens, this approach is intended to reduce unnecessary journeys and waiting times while providing greater visibility and predictability throughout the process. For public administration, it can support simpler and more consistent processes, integrated services and reliable information to help plan, manage and improve service delivery.

Phased expansion: from Maputo to the diaspora and further locations

Maputo is the starting point for the Centro Pronto programme, with Beira and Nampula among the locations planned for expansion. The programme is designed to grow progressively, extending access to integrated citizen services in coordination with the competent authorities.

As the programme is implemented, services are also expected to be extended to Mozambican citizens living abroad through dedicated diaspora solutions. This will create an additional channel through which members of Mozambican communities overseas may access essential government services, subject to the services approved and arrangements established with the relevant authorities.

At a subsequent stage, Centro Pronto is expected to expand progressively across the whole country, in line with agreed priorities and implementation plans. This phased approach is intended to support the development of an increasingly accessible and integrated citizen services network, serving people both within Mozambique and abroad.

About Centro Pronto

Designed as a scalable citizen services platform and one-stop service centre, Centro Pronto will operate as an additional service option alongside existing citizen service centres managed by the Government of Mozambique.

The platform is designed to offer:

- Access to multiple public services through a single platform.

- Online access to information about services and their requirements.
- Advance appointment booking and online payments.
- Self-service kiosks and assisted service channels.
- Document validation and the collection of photographs, biometric data and digital signatures, depending on the service requested.
- Application tracking and notifications by SMS and email.
- Secure integration with participating government systems.
- Greater convenience and transparency for citizens, alongside improved public administration efficiency.

The launch reinforces Mozambique's digital transformation agenda and the Government's commitment to using technology-based public-private partnerships to improve service delivery. Alongside the recently launched eVisa platform, Centro Pronto is expected to contribute to a more connected, accessible and citizen-centred public services ecosystem, while supporting broader economic and tourism development objectives.

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 4,300 Application Centres in 170 countries, VFS Global has efficiently processed more than 567 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.

** Comprising 349.06 million transactions by VFS Global and 218.52 million transactions by CiX Citizen Experience*

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