

MEDIA INFORMATION
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VFS Global-led consortium wins major citizen services contract to drive technology-enabled transformation of 60 Model Sub-Registrar Offices across Maharashtra

- ***Set to streamline and digitally transform property registration in Maharashtra, drawing on VFS Global's experience in delivering large-scale passport and visa services.***
- ***Technology-enabled, state-of-the-art centres to deliver fast, transparent, and efficient citizen services.***
- ***End-to-end digital infrastructure and modern service delivery model to enhance efficiency, transparency, and citizen experience across all centres***

VFS Global, the global leader in trusted technology services, empowering secure global mobility for governments and citizens, in consortium with WE Excel Software Pvt. Ltd., has won a five-year contract from the Inspector General of Registration (IGR) and Controller of Stamps under the Government of Maharashtra, to launch 60 state-of-the-art Model Sub-Registrar Offices (SROs) across the state in a phased manner to streamline and digitally transform property registration into a fast, transparent, and citizen-centric system.

The consortium will undertake the end-to-end setup of Model Sub-Registrar Offices across Maharashtra, deploying cutting-edge digital infrastructure and trained service delivery teams to modernise property registration services. The state-of-the-art centres will be designed to deliver faster turnaround times and quick, efficient service, supported by spacious, modern, and fully air-conditioned facilities. Each centre will feature comfortable waiting lounges with Wi-Fi connectivity, robust digital systems to enable seamless processing, and trained service delivery executives to assist citizens. Additional amenities like refreshments and water dispensers will further enhance convenience, reflecting a strong citizen-centric approach to public service delivery.

Ravindra Binwade, Inspector General of Registration (IGR), Government of Maharashtra, said, "The Model Office Concept is a strategic initiative designed to address the persistent bottlenecks in the current property registration system. For years, citizens have grappled with long queues, overcrowded Sub-Registrar Offices (SROs), and a lack of premium ambience. To tackle these challenges, department is trying a solution i.e. "Model Sub-Registrar Office", the department is establishing 60 dedicated Model Sub-Registrar Offices. These facilities will remain under strict government control and be staffed by departmental officials to ensure regulatory integrity, while specifically aiming to reduce crowded atmosphere found in traditional offices. To elevate the user experience, these model offices will feature enhanced service facilities and upgraded infrastructure, managed in partnership with a specialized agency. This hybrid approach combines government oversight with modern operational efficiency to ensure smooth, high-quality transactions. Importantly, these offices are entirely optional; citizens retain the flexibility to choose between the state-of-the-art environment of a model office or the standard services of a regular SRO, allowing for a more personalized and streamlined registration process. These offices will be governed strictly by the department only."

Jiten Vyas, Chief Commercial Officer and Head - Business Development, VFS Global, said, “This initiative marks a transformative milestone in governance reforms and represents a significant leap towards more accessible, efficient, and transparent public services in Maharashtra, driven by technology and modern service delivery. We are grateful to the Government of Maharashtra for its forward-looking vision in reimagining citizen services through technology-enabled transformation. Winning this mandate is a major step forward for VFS Global in the Citizen Services space in India, building on our proven experience in delivering large-scale, secure government services globally. Beyond modernising property registration, the project will also contribute meaningfully to the local economy through the creation of employment opportunities and the development of skilled service delivery teams across the state. As governments increasingly partner with us across adjacent citizen services – from verification and attestation to education, medical testing, and large citizen service centres – we remain committed to building a sustainable, technology-led business that delivers secure, citizen-centric services at scale. We will continue to work closely with governments to strengthen the bond between citizens and public institutions through trusted, modern, and future-ready public services.”

Please note that these centres would be an optional service and government offices will continue to operate.

As a tech-enabled public services partner, VFS Global combines secure infrastructure, operational expertise, and responsible innovation to help governments modernise citizen engagement, strengthen trust, and deliver better outcomes.

VFS Global’s recent acquisition of CiX Citizen Experience, a leading provider of digital and physical citizen services based in Brazil, marked a pivotal step in its expansion journey as the company continues to broaden its capabilities and deepen its impact in the public service delivery space. This acquisition was centred on driving transformation through advanced digital technologies, including AI and data-driven platforms. By uniting CiX’s cutting-edge digital capabilities with VFS Global’s extensive global infrastructure and expertise in managing complex service ecosystems, VFS Global is positioned to deliver next-generation, integrated solutions to public and private sector clients around the world. VFS Global currently provides citizen services on behalf of 10 client governments in 10 countries.

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 Huentobler 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*



Partnering Governments. Providing Solutions.



About WE Excel Software

We Excel believes technology should create meaningful change. Since 2006, the company has been driving large-scale digital transformation across e-governance, enterprise solutions, and industry-specific innovations. The company focuses on making businesses more efficient, governments more accessible, and services more inclusive. What sets We Excel apart is its people-first approach. By collaborating with both public and private sectors, the company designs solutions that simplify operations, empower individuals, and deliver real-world impact. From streamlining government services to enabling skill development, We Excel's work goes beyond automation—it's about building progress that lasts. For more, visit <https://weexcel.in/about/>.

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