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**VISA
COMIX**

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MEETING DOCUMENT

From: the Netherlands delegation
To: Visa Working Party

Subject: Reducing waiting times in Morocco

Delegations will find attached the presentation made by the Netherlands delegation at the Visa Working Party meeting on 19 February 2024 on the above-mentioned subject.



Ministry of Foreign Affairs

Reducing waiting times in Morocco

Consular and Visa Affairs Department (HDCV)

Elza van Dijk

19-02-2024



Previous situation

- Limited appointment slots available per category
- Run on those slots by customers and agencies
- Regular complaints about appointments only being available through agency resale



Solution: waitlist system

- Direct booking in appointment system
- No slot available? Notification of waitlist option
- Once a slot opens up, customer receives e-mail with option to pay VFS service fee in advance
 - Reminder after 24 hours
 - Offer moves to next customer on waitlist after another 24 hours

Result:

- Family visit and business → appointment within 2 weeks
- Tourism → similar, but limited slots to prevent visa shopping



Days until appointment; average per week and average 4 previous weeks per week per location

Aantal dagen tot FAD, gemiddelde per week en gemiddelde 4 voorgaande weken per week per locatie

