

Date : at Dhaka on 27/06/2015

On. Prime Minister
Sheikh Hasina Wazed
Government of Peoples Republic of Bangladesh
Email : info@pmo.gov.bd

On. Minister of Foreign Affairs
Government of Peoples Republic of Bangladesh
Email : minister@moef.gov.bd

On. Minister of Home Affairs
Government of Peoples Republic of Bangladesh
Email : minister@mha.gov.bd

Minister of Expatriates welfare and Foreign Employment
Government of Peoples Republic of Bangladesh
Email : minister@probashi.gov.bd

SUBJECT: COMPLAINT OF MIS-TREATMENT, ORGANIZED CYCLE OF HARASSMENT, CHEATING AND FORCE TO PAY TO THE PEOPLE IN PLANNED WAY BY THE ITALIAN VISA PROCECING CENTRE - VFS BANGLADESH PRIVATE LTD.

I am the under signed **SHAH MOHAMMED RAHMAN TAIFUR** Expatriates citizen residing in Rome, Italy since 1990, currently in the possession of the Italian citizenship, as president of the **Italbangla Coordination and Development Association** established in Rome Italy in 1992 , duly registered in the Social welfare Register of Associations of the Lazio region, Italy since 1993,

And also executive director of Expatriates Development Society of Bangladesh formed in Bangladesh 2002 under society XXI act 1860 in Bangladesh , carrying out activities on behalf of the citizens of Bangladesh, will hereby complaint **the mistreatment, organized cycle of harassment, cheating people in planned way and systematic fraud** which is undergoing with the family of the Italian Bangladeshi immigrant community, Emigrants citizens of Bangladesh who need a visa to enter Italy providing services by the Italian consulate in Dhaka, Bangladesh.

A CLARIFICATION OF THE EXHIBIT IS REPORTED AS FOLLOWS:

To obtain a visa to enter Italy for reason **Family reunification, Study, Work, Training, Internship ect.** Citizens of Bangladesh rather than going Italian consular office in Dhaka, should go to VFS Global, an agency to which the Embassy of Italy has entrusted the task of receiving the documentation for the visa application.

To submit the application the applicant has to make a appointment ONLINE through the portal of the VFS GLOBAL http://www.vfsglobal-it-bd.com/schedule_an_appointment.html

The online system records the data of the applicant, after registration can enter to the system scheduler calendar to set a date. But unfortunately the system scheduler is always off. It shows the date but does not have availability that can be set, even if any one wanted a date after 6 months or one two two years after, so the visa seekers never gets a date.

Often the system of appointment scheduler is opened periodically at time to time but only for a few minutes at the discretion of the operators of the VFS-global which allow you to set dates only to customers who have been with their very GENEROUS.

VFS GLOBAL adopted this appointment system online since 2012 to facilitate Italian visa applicants, however this system has become a tool for exploitation and blackmail Bengali citizen who need a visa to access in Italy.

In the last three years since 2012, it is assumed that at least 20,000 (twenty thousand) people have used the services by VFS GLOBAL, each paying sums of money from a minimum of Taka 20,000 up to taka 100,000 (from 200 € to 1000 €) for a single appointment. You may Imagine how much money money forced to pay who seeking Visa for Italy as it is part of organized planned cheating by VFS GLOBAL and Italian Visa Processing Centre and its remote agents.

Considerable damage to the Bangladeshi citizen has paid and is still paying. The only way to get an appointment to submit an application that is closer is paying!

It is unacceptable as the Italian visa processing and legalization Centre agency, the VFS-GLOBAL, are taking illegal advantage ordinary citizens of Bangladesh who want to apply for a visa to enter Italy, they redeeming A MECCAMISM FOR CHARGING TO ALL a disproportionate amounts of money to fix an appointments for submission visa applications or to unlock file still pending or that have been rejected.

You may wonder why no complaint made before till today ! Answer is very simple. Those people who need a visa, there is limitation of time to use visa, people people get emotional for migration to Italy, from Bangladesh to go Italy, prefer to pay such amount instead of lose validity of visa document. Moreover, after obtaining the visa, does not remain in Bangladesh. So for a witness no more available in Bangladesh or do not want anyone to enter a complicated battle like this or who knows keeps silence or forget thinking as this forced cheating is part of expenses to migration to Italy.

For years now this scam has been going on and despite various appeals and several reminders sent by the said Itabangla Association to various public institutions, which should act as guarantor for the proper functioning of these representative bodies abroad, the problem remains. The indifference shown by the various institutions in this regard is disheartening.

The Itabangla Coordination and Development Association, of Italy and its partner in Bangladesh Expatriates Development Society of Bangladesh an association of social promotion, which operates in Italy and Bangladesh, which performs socially useful activities in favour of immigrants from Bangladesh, has opposed to this 'Immoral business of Visas appointment', and appeals to the authorities to take note of the foregoing and to take action by implementing a policy aimed at both the prevention and repression of this phenomenon of corruption and lawlessness created by VFS-Global on behalf of the Italian Embassy.

We have written to all the relevant offices, to raise this malfeasance, we also has documentary film a reported the to the Italian TV chanel news that in 2013.

You can see the video at the following link:

<http://www.striscialanotizia.mediaset.it/video/videoextra.shtml?15563>

By News of Bangladesh:

http://www.amiopari.com/803/#_

http://www.amiopari.com/13794/#_

<http://www.youtube.com/watch?v=T89VX2rf13M>

This association over the last 24 months has sent numerous reports via email to 'attention to the H.E Ambassador, Email> amb.dhaka@esteri.it;

To the Head of the Visa Office of the Embassy of Italy in Dhaka, Email> visti.dhaka@esteri.it;

The Consular of the Embassy of Italy in Dhaka: consolare.dhaka@esteri.it;

Mr. David Marrotta, chief Visa Office of the Ministry of Foreign Affairs in the Italian Foreign Ministry Email> davide.marotta@esteri.it;

There was no improvement in the services it nor taken any measures against VFS GLOBAL. Our report has been defined " **UNFOUNDED ACCUSATION**" (We will show the correspondence in appropriate body.)

Despite our numerous reports, to investigate these offices, instead took a stand to protect and cover this INCORRECT behaviour. We do not understand why. We dare not think there may be complicity!

Last communication via email a few days ago by the head of Visa Office of the Italian Ministry of Foreign Affairs said, "Good morning, it is useless to talk about it, as I said a year ago, if it believes it is good to make a complaint to the police or the police."

That said bureau chief in charge of the Ministry of Foreign Affairs and International Cooperation and the Italian Embassy in Bangladesh cannot subtract from his civil and criminal liability as fallen here in Bangladesh through agency VFS Global Services Pvt "the Italy Visa and Legalization Application Centre in Bangladesh. "

We have also written to the Bangladesh Government offices particularly to On. Prime Minister, Foreign Minister, Home Minister, Expatriates welfare and their respective offices of DG Europe, Secretary of Foreign Ministry, Secretary home Ministry, Secretary Expatriates welfare ministry in past years.

03/02/2009 we have written to the Italian Ambassador to warn about the mistreatment of VFS GLOLAB to the Bangladeshi visa seekers. See Attached.

19/02/2019 We have written to the On. Prime Minister Sheikh Hasina Wajed about the mistreatment of VFS GLOLAB to the Bangladeshi visa seekers. See Attached.

A press conference on the was held against their mismanagement and hearesment in 25th February 2009. See Attached Nr.

With hereby it exposes formal denunciation against those responsible for consular services Visa Office in Dhaka and VFS GLOBAL Agency to be responsible for wrongdoing on the management of the online portal purposes of appointment for visas:

http://www.vfsglobal-it-bd.com/schedule_an_appointment.html

We are aware about the international immunity of the foreign diplomats, However I am seeking to the Bangladesh Government higher authorities to investigate the matter and asses the DAMAGE

and how many people was VICTIME in past few years by the Fraudulent activities damage to the Bangladeshi citizen by the VFS BANGLADESH PVT Ltd and its ITALIAN VISA PROCESSING AND LEGALIZATION CENTRE activities, head office situated in Dhaka Gulshan Delta Life Tower 4th Floor, Road no 90, Plat 37 Gulshan Nord Commercial Area, and recover moral and economical damages occurred to the Bangladeshi Citizen

Corporate office :

VFS BANGLADESH PVT Ltd

Head office situated in Dhaka Gulshan Delta Life Tower 4th Floor, Road no 90, Plat 37 Gulshan Nord Commercial Area, Dhaka, Bangladesh

2008 – 2011 Formar service point : ITALY VISA AND LEGALIZATION APPLICATION CENTRE Saimon Centre, House # 4A, Road # 22, Gulshan-1. Dhaka-1212.

2012-2015 Formar service point: ITALY VISA AND LEGALIZATION APPLICATION CENTRE House - , Road - 8, Gulshan, Dhaka – 1213, Bangladesh

2015 Present service point: ITALY VISA AND LEGALIZATION APPLICATION CENTRE Russel park (1st Floor), House -101, Road - 13/A, Block - C, Banani, Dhaka – 1213, Bangladesh

Helpline: (+88) 09606 777666

Helpline Timing: Sunday to Thursday 09:00 - 17:00 (Except public Holidays)

Email: info.itbd@vfshelpline.com

Website : <http://www.vfsglobal-it-bd.com>

Due to the Italian foreign diplomatic jurisdiction, a complaint in the Italian language already has been sent to the following:

To the Italian Minister for Foreign Affairs and international Cooperation, Italian Republic,
Email : cdr@esteri.it; gabinetto.ministro@cert.esteri.it;

To the Director General , South East Asia , Italian Ministry for Foreign Affairs and international Cooperation, Italian Republic,
Email : andrea.perugini@esteri.it;

Direzione Generale per la Mondializzazione e le Questioni Globali (DGMO), Ufficio VI
Italian Ministry for Foreign Affairs and international Cooperation, Italian Republic,
Email : dgmo.dca@esteri.it

Public relation office of the Italian Ministry for Foreign Affairs and international Cooperation, Italian Republic, Email : urp@esteri.it

H.E. Ambassador , Italian Embassy, Dhaka, Bangladesh, Email : amb.dhaka@esteri.it

The Consolare , Italian Embassy, Dhaka, Bangladesh, Email : consolare.dhaka@esteri.it

The Visa Officer Italian Embassy, Dhaka, Bangladesh Email : visti.dhaka@esteri.it

H.E. Ambassador of Bangladesh Embassy in Rome, Italy

Italian national media has already published an article on this and huge witness and comment in favour of article is published on line. Please check link given bellow :

http://www.stranieriinitalia.it/attualita-il_visto_per_l_italia_solo_a_chi_paga_una_mazzetta_.accuse_dal_bangladesh_20446.html

By reason of the jurisdiction in Bangladesh territory, a complaint will be presented before the Chief Metropolitan Magistrate Court in Dhaka, Bangladesh.

Therefore sir, on the light of all above statement, we are seeking open a judiciary investigation to verify the truth as described above, to punish those responsible for the facts and restore normal service to citizens of Bangladesh to Italian consulate in Dhaka, Bangladesh.

Copy to acknowledgement

- **The Secretary , Ministry of Foreign Affairs, Government of Bangladesh**
 - Email : secretary@moef.gov.bd
- **The Secretary , Ministry of Home Affairs, Government of Bangladesh**
 - Email : secretary@mha.gov.bd;
- **The Secretary, Ministry of Expatriates Welfare and Foreign Employment Government of Bangladesh**
 - Email : secretar@probashi.gov.bd
- **The Ambassador, Bangladesh Embassy Rome, Italy**
 - Email : embangrm@mclink.it;

Sincerely yours,



Shah Mohammed Taifur Rahman

BANGLADESH CONTACT :



EXPATRIATES DEVELOPMENT SOCIETY OF BANGLADESH
Raod no 8, House No 13, Section 6, Block D, Mirpur, Dhaka 1216, Bangladesh
Tel. +88 0171 5063157
Email : probashiclub1@yahoo.com

ITALY CONTACT :



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