



# Harnessing the e-power

from Exceptional to  
Exponential Growth.



ANNUAL REPORT  
2015-16

# In-depth

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## FORWARD-LOOKING STATEMENTS

In this Annual Report, we have disclosed forward looking information to enable investors to comprehend our prospects and take investment decisions. This report and other statements - written and oral - that we periodically make contain forward looking statements that set out anticipated results based on the management's plans and assumptions. We have tried, wherever possible, to identify such statements by using words such as 'anticipate', 'estimate', 'expects', 'projects', 'intends', 'plans', 'believes', and words of similar substance in connection with any discussion of future performance. We cannot guarantee that these forward looking statements will be realised, although we believe we have been prudent in our assumptions. The achievements of results are subject to risks, uncertainties and even inaccurate assumptions. Should known or unknown risks or uncertainties materialise, or should underlying assumptions prove inaccurate, actual results could vary materially from those anticipated, estimated or projected. Readers should keep this in mind. We undertake no obligation to publicly update any forward looking statement, whether as a result of new information, future events or otherwise.





From

**67**

Application Centers  
to a total of

**2,215\***

Application Centers

From

**16 million**

applications till date to  
more than

**36\* million**

annually

From

**1,200**

strong global  
resource pool to

**6,200\***

total employees



\*Under process



The next one year will catapult us to new levels of progress as we surge forward on the path from exceptional to exponential growth.

It's a progressive charter built on the foundations we have strengthened over the past one year.

For BLS International, FY 2015-16 has been an exciting year underlined by focused initiatives and extraordinary developments:

- Led by our unique strategy, we augmented the reach of our passport/visa/attestation services across new geographies of growth.
- Leveraging our synergistic strengths, we made a power-packed foray into the e-governance space, bagging our first major project from the Punjab state.

Today, even as we continue to augment our strengths in our existing business of passport, visa and attestation services, we are fully powered to capitalize on the humungous prospects in the digital arena.

- Driven by our unique expertise and unrivalled experience in handling the processing needs of millions of people around the world, we are ideally positioned to make the most of the opportunities being unleashed by the expanding vistas of tourism globally.
- Harnessing the 'e' power which will steer the next phase of India's progress through the Digital India campaign, we are set to take a major digital leap into the future.

**The future beckons us with all its opportunities, and we are well prepared to surge forward at the back of our intrinsic strengths and futuristic approach.**

# Harnessing the 'e' power with our unique business strategy





We have come a long way, indeed, in our journey of exceptional growth and expansion, since we were awarded the Portugal embassy contract for providing services in India – the first ever for an Indian company. Today, having successfully bagged e-governance project from the Punjab e-Governance Society (Government of Punjab) through competitive bidding, we stand at the cusp of mapping exponential growth by harnessing the extraordinary growth opportunity being unveiled by the Digital India campaign.

#### OUR UNIQUE BUSINESS MODEL

Our unique business strategy lends us a niche position in the industry. We enter into contracts directly with Foreign Ministries, which require extensive past experience, resulting in very few players meeting the eligibility conditions for bidding globally.

We work mainly on a user-pay revenue model, whereby we receive our service fee directly from visa applicants, in addition to the visa fees which are remitted to the diplomatic mission.

#### OUR SERVICE PROPOSITION

- We serve the various diplomatic missions by managing all administrative and non-judgmental tasks related to the entire life cycle of a visa application process.

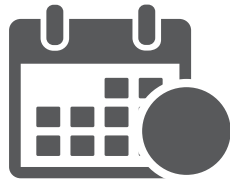
- We enable missions to focus on the key aspects of the visa application and conduct interviews, where we assist in scheduling interviews.
- We are enlisted with 25 missions spread across Asia, Africa, Europe, Middle East, North America.
- We are also an authorized Service Provider for attestation of documents by the Ministry of External Affairs, India. We accept documents from individuals and representatives on behalf of MEA and facilitate the MEA process of attestation by leveraging a judicious mix of technological solutions and skilled experts.
- We serve the Embassy of the State of Kuwait and High Commission of Malaysia and several others in the field of Visa/Attestation of Documents/Apostille in India.

We have forayed into the e-governance space in India by bagging the Punjab e-governance project.

## WE DELIVER HOLISTIC AND DIFFERENTIAL SOLUTIONS THROUGH:



- Dedicated visa & passport application centers
- Attestation services



- Web-based modules for appointment scheduling



- online payment collection



- Online travel advisory assistance



- Value-added services



- SMS for real-time tracking of application



- Form-filling assistance



- Call Centre Services



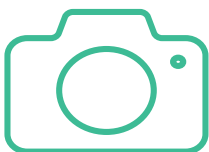
- Premium lounge



- Insurance (travel, baggage, medical overseas)



- Photocopying & printing



- In-house photography



- Courier (regular & express)



- Travel desk services & virtual travel solutions on the anvil

The Company is listed on Metropolitan Stock Exchange on 4<sup>th</sup> March, 2016 and in a landmark initiative the Company got listed on the National Stock Exchange since 14<sup>th</sup> June 2016, with the stock code having "BLS" and ISIN INE153T01019. Further the Company has got In Principal Approval from Bombay Stock Exchange (BSE) for Listing.

### OUR QUALITY HALLMARK

Our ISO 9001, ISO 23026:2015 and ISO 27001 certifications endorse our quality standards, which are benchmarked to global requirements. We conduct periodic customer surveys to assess the service quality of our staff. Regular internal audits are also undertaken to gauge the quality levels of customer's data security and processes .

In compliance with the performance control and security checks prescribed by our clients, we provide full cooperation in implementation procedures and ensure that all customer interaction fulfils the mandated standards.

### OUR BUSINESS VISION

- To become number one G-to-C Service Provider globally, partnering with Governments around the world
- To enable Indian government to achieve the Digital India objective through e-Governance, Digitization and Smart City projects

### OUR MISSION

We shall be active partners to governments in consular & citizen services, focused on providing cutting edge and holistic services and solutions backed by dedicated and nimble in-house support.

- Investment in Human Capital and best practices to develop a truly global enterprise
- Performance and Quality oriented standards non-negotiable in all spheres of business affordable services for our customers while creating value for our stakeholders.

### OUR MARQUEE CLIENT BASE

The success of our business model is manifest in our growing clientele, across the key verticals of our business .



## WHAT WE DO AND WHO ALL ARE OUR CUSTOMERS



### VISA AND PASSPORT & CONSULAR SERVICES

- Austria
- China
- Hong Kong
- Malaysia
- Norway
- Philippines
- Poland
- Lithuania
- South Africa
- Spain
- Canada
- Oman
- Russia
- Singapore
- UAE

### VISA AND PASSPORT & CONSULAR SERVICES

- Kenya
- India
- Azerbaijan
- Bangladesh

### ATTESTATION SERVICES

- Ministry of External Affairs, India