

# BEYOND BOUNDARIES

ANNUAL REPORT 2018-19



**BLS**  
INTERNATIONAL

New York | London | Ottawa | Singapore | Dubai | New Delhi | Moscow | Beijing  
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## Forward-looking statement

In this Annual Report, we have disclosed forward-looking information to enable investors to comprehend our prospects and take informed 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 'anticipates', 'estimates', '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 achievement of results is 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 bear this in mind. We undertake no obligation to publicly update any forward-looking statements, whether as a result of new information, future events or otherwise.

# BEYOND BOUNDARIES

When ambitions spread their wings, we cross new milestones, set new benchmarks, go beyond boundaries.

BLS International first took flight in 2005 with a vision to become the global leader in citizen and consular services.

Keeping a sharp eye on the needs of the industry, we identified gaps, assessed business needs and swooped to deliver quality solutions.

Today, with world-class infrastructure, cutting-edge technology and a specialised workforce, we continue to deliver an uncompromising quality of service that takes value-addition to the next level.

## 1 of 3

One of the top 3 players with respect to global Visa/Passport/Consular/Citizen Services

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## 14

Years of global experience

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## 36

Client-governments across the globe

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## 62

Countries of operations

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## ~5,000+

On-roll employees and associates

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## 2325

Global offices working for governments / diplomatic missions

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## ~40mn

Estimated applications processed till now

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## 60+

Nationalities of employees

# RISING BEYOND THE SKIES

For us, meeting industry standards is not enough. We believe in setting standards of our own.

At BLS, quality is not only about the systematic measurement of operations, processes and services, but also their continuous development and overall assurance of top performance across platforms. Additionally, it also helps maintain a constant focus on the creation of business value that is sound and secure.

BLS International Services Limited (established in 2005) is a leader in Government-to-Citizen (G-to-C) services.

The organization partners 36 client governments to deliver focused technology-backed innovations and targeted services in the visa processing domain. It has scaled services and operations across 62 countries today.

BLS International created global benchmarks through the delivery of outsourced visa and passport, front-end and citizen, consular & passport, verification, attestation and e-visa services.

The Company expanded operations to provide front-end and citizen services to State Governments in India, facilitating transparent and accountable e-governance. The Company effectively supports state governments in empowering citizens through digitally delivered government services through a single window.

## Vision

Touch the lives of a billion people globally by creating a differentiated service experience using innovation and technology.

## Mission

Provide easy, innovative and agile solutions to citizens across the world.

## Values

Passion | Customer Orientation | Entrepreneurship | Result Orientation | Integrity & Respect | Process Driven



# HOW BLS HAS GROWN OVER THE YEARS

## **August 2014**

Excellence in Visa, Passport Outsourcing and Allied Services award.

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## **August 2017**

Today's Traveler Award for Best Visa Service Provider

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## **August 2017**

Recognised by CMO Asia Best CSR Practices Award for Best Workplace Practices.

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## **October 2017**

Recognised by the Middle East Travel and Tourism Leadership Awards 2017 as the Best Visa Service Provider

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## **November 2017**

Most ethical company in Visa Outsourcing Award by India's Most Ethical Companies Awards

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## **March 2018**

Recognised by Media Research Group (MRG) as per the Companies Research Report 2017 as India's Best Visa Outsourcing Services Company

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## **July 2018**

Young Achiever Award by the Times Network National Awards for Marketing Excellence in Travel & Tourism Industry.

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## **August 2018**

Recognised for Excellence in Travel Sector August 2018.

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## **August, 2018**

'Best under a Billion' company, Asia – Pacific, recognised by Forbes Asia magazine

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## **October 2018**

'Best Visa Facilitation Centres Award' at the Middle East Travel and Tourism Leadership Awards

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## **December 2018**

Awarded the Excellence in Visa Application Outsourcing at ET Now Stars of the Industry

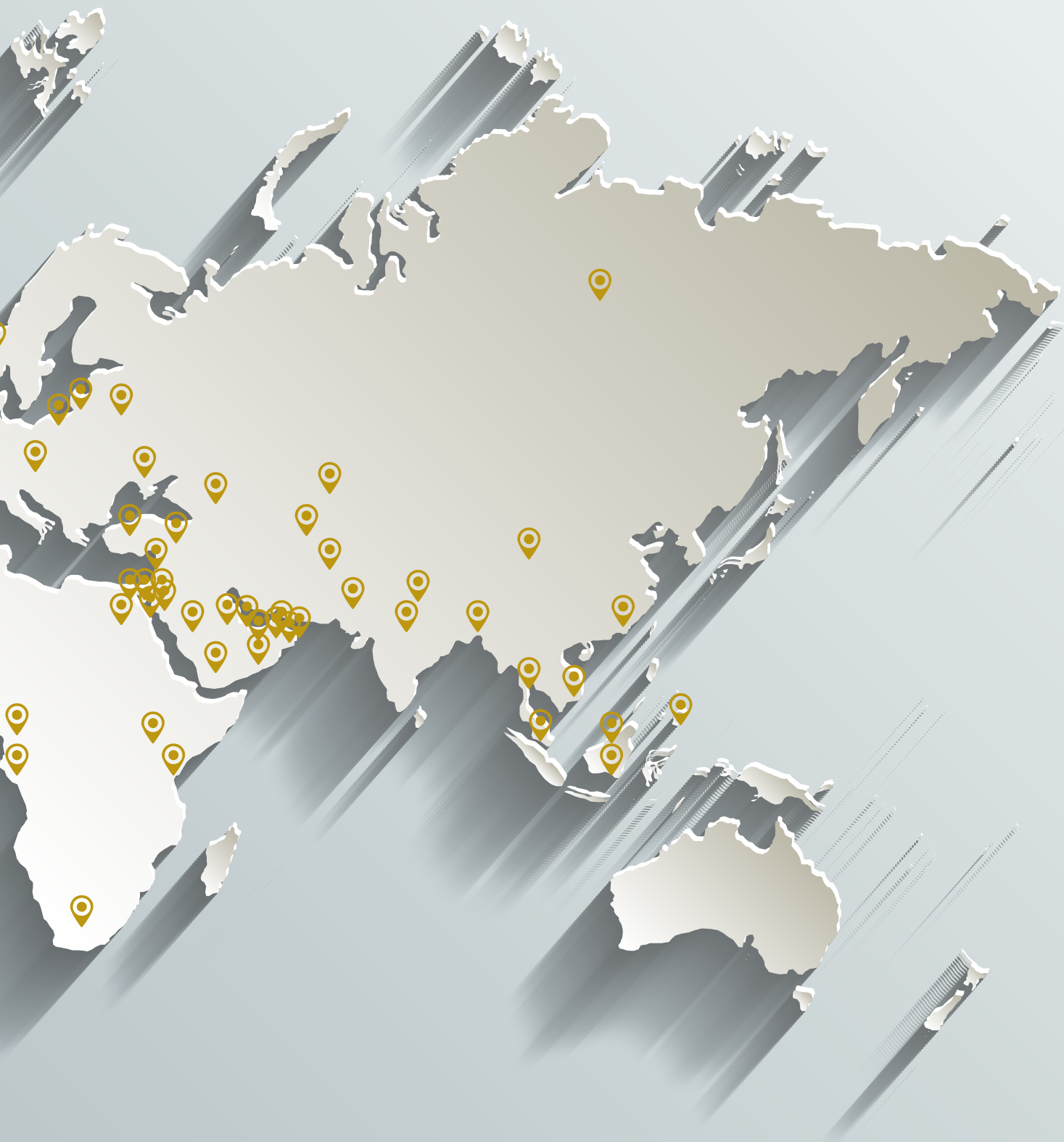
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## **March 2019**

Entered the select club of 'Fortune India Next 500' companies

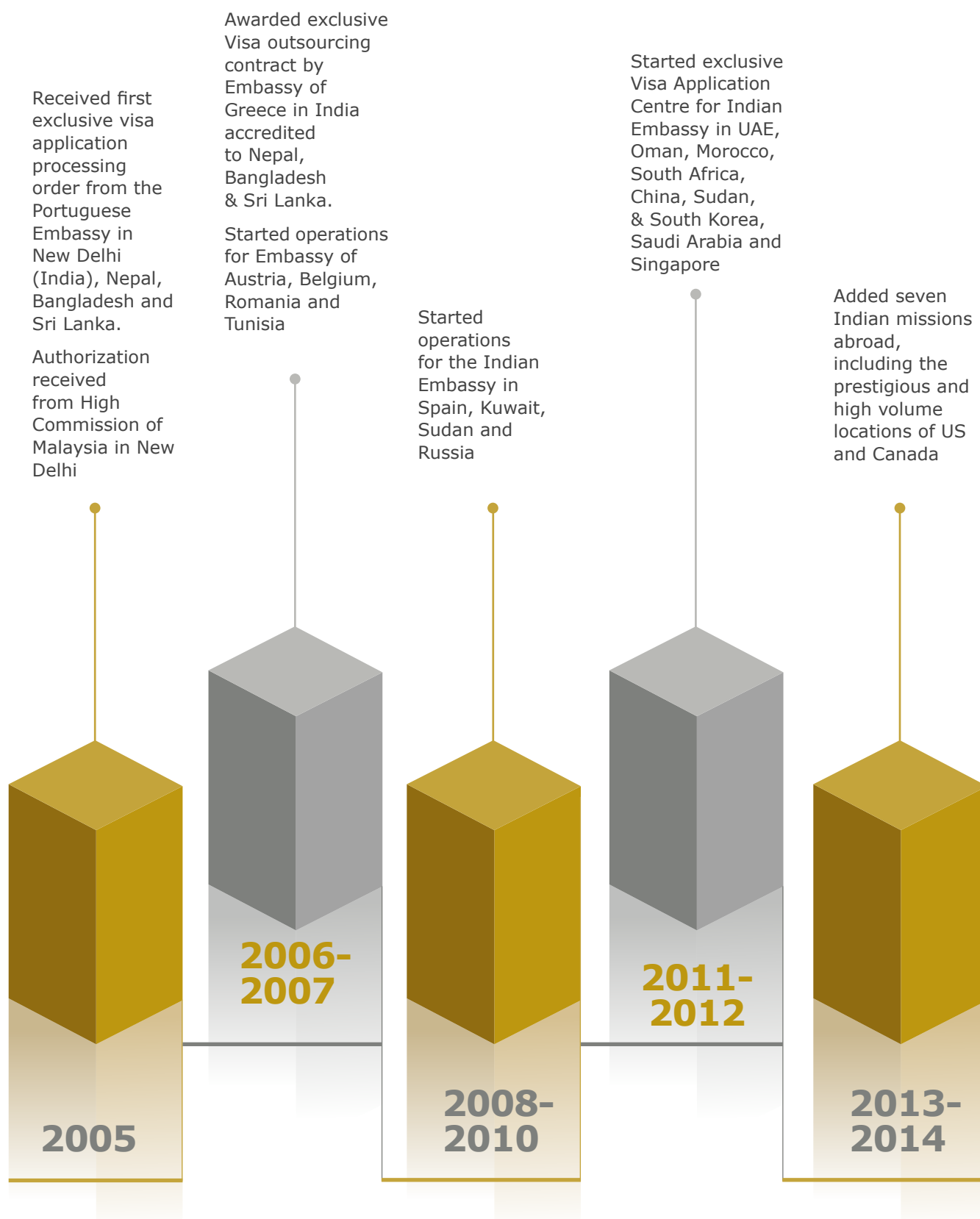
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Lebanon | Lithuania | Malaysia | Mauritania | Morocco | Nepal | Nigeria | Norway |  
Oman | Pakistan | Palestine Territory | Philippines | Poland | Qatar | Ras Al Khaimah |  
Russia | Saudi Arabia | Senegal | Sharjah | Singapore | South Africa | Thailand |  
Tunisia | Turkey | Ukraine | Umm Al Quwain | UK | USA | Uzbekistan | Vietnam

# WHAT WE HAVE ACHIEVED OVER THE YEARS



Commenced operations for the Consulate General of India in Hong Kong, High Commission of India in Kuala Lumpur (Malaysia), Embassy of Hungary in Baku, (Azerbaijan)

Entered into a manpower contract with Embassy of UAE in Bangladesh

1st ever Indian Visa Outsourcing Company to be listed on National Stock Exchange and Bombay Stock Exchange; awarded Punjab e-Governance project; won first global visa contract for Spain. Also added UAE MOFA contracts in India, Tunisia, Egypt and Lebanon

Citizen Services Contract received from the Embassy of Afghanistan. Added contract from the Embassy of UAE in Senegal for UAE Consular Section Services

Acquired a majority stake in Delhi-based Starfin India Pvt. Ltd. Commenced Italy's visa application processing in Singapore. Began operations for the French Embassy in Jordan. Selected in Forbes Asia's 200 'Best under a Billion' 2018 list. Commenced support for Sopra Steria and UKVI to enable visa renewals in UK. Introduced Travel and Tourism domain services as part of organic growth strategy

Expanded operations in 11 more cities for attestation and Apostille services for India's Ministry of External Affairs.

Commenced operations for the embassy of Vietnam in India. Entered Fortune India's Next 500 Companies list of 2019.

2015

2016

2017

2018

2019

# HOW WE HAVE GROWN OVER THE YEARS

## Number of Missions served

7

2015-16

23

2016-17

36

2017-18

36

2018-19

## Applications processed (in Mn)

1.5

2015-16

4.1

2016-17

10.7

2017-18

7.7

2018-19

## Countries of presence

12

2012-13

22

2014-15

62

2017-18

62

2018-19

## Centres of presence

40

2012-13

44

2014-15

2325

2017-18

2325

2018-19