

# Envisioning a Tech-Empowered Future

USA • UK • CANADA • SINGAPORE  
UAE • INDIA • RUSSIA • CHINA

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through technological  
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Managing Director

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Rapid transformations continue to mould our existence. The urge to explore new opportunities, adapt to new realities and aspire for new efficiencies encourage us to rethink and reimagine our future.

And technology acts as the perfect precursor for all transformations – for winning now is not enough! To drive ahead and succeed in an exponentially changing business environment, we are constantly sharpening our skills as a tech-enabled service provider.

Keeping technology at the core of our endeavours, we are consistently introducing cutting-edge processes that broaden the scope of our work. As the demand for specialised services grow, we are aiming to delight customers

with transparent, accountable and convenient systems that encourage productivity and deliver lasting value to a broad range of stakeholders.

To empower our future, today we are emboldening our vision and realigning our focus. We are aiming for unparalleled standards of service that are specifically designed to leverage the power of technology to meet the needs of tomorrow.



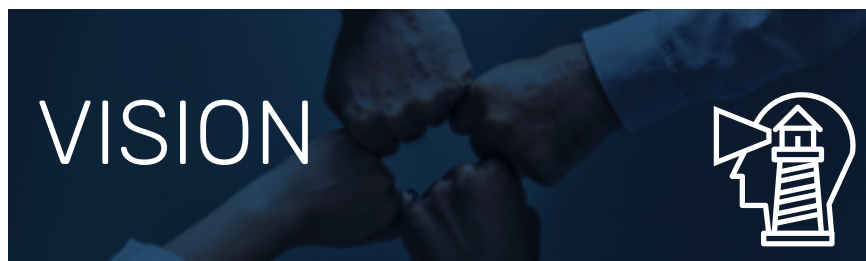
# BLS International

Determined to aid efficiency through technological advancements

A trusted global tech-enabled services partner for governments and citizens, BLS International is setting new standards to offer differentiated services.

Owing to the scale of our operations, experience, expertise and state-of-the-art processes, we have emerged as a preferred partner for embassies and governments across the world and has been recognised as 'Best under a Billion Company' by Forbes Asia. We are also

ranked among Fortune India's Next 500 companies. We provide visa processing and tech-enabled citizen services to states and provincial governments of Asia, Africa, Europe, South America, North America and Middle East.



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



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



## Our Competitive edge:

### Technology, People, Process

BLS is a key player in the tech-enabled, visa, consular and citizen services. As we gradually improve our market share in outsourcing services, we are introducing state-of-the-art digital infrastructure and capabilities to handle large quantities of complex data. Our agile, secure and highly scalable systems and processes continue to drive business success.

#### TECHNOLOGY

Private & **secured** cloud

**Best-in-class** Data Centers for internal operations. Further, we also use **AWS** (Amazon Web Services) data centers based out of **Frankfurt Germany**. AWS is on the **top Gartner quadrant** for the last **10 years**.

#### Security PII

ML based **Identity Management**

**AI & ML** based Responsiveness

ML based **chatbots** for information request

**Perimeter firewalls, application firewall and unified threat management devices** used

Strict **Data Purging** policies

Enterprise level **anti-virus** and **endpoint protection**

#### PEOPLE

**~15,000** employees with more than 90% retention rate

Employees from **60+ Nationalities**

Strong **rewards and recognition** framework with formal programs / initiatives

Foster an **inclusive** and **encouraging** working environment, conducive to professional as well as personal growth.

**31%** of our global workforce consists of women and **33%** of our core Leadership Team comprises of women

Provide employment opportunities for **specially-abled people**

#### PROCESS

**Agile** proprietary process

Large and **complex data handling** capability

Integrated scheduling and processing systems ensuring **quick turnaround times**

## Our certifications

ISO 27001: 2013

ISO 9001:2015

ISO 14001:2015

ISO/ IEC 45001: 2018

ISO / IEC 20000-1:2011

ISO 26000:2010

ISO 23026:2015

ISO/IEC 28000:2017

ISO/IEC 27002: 2013

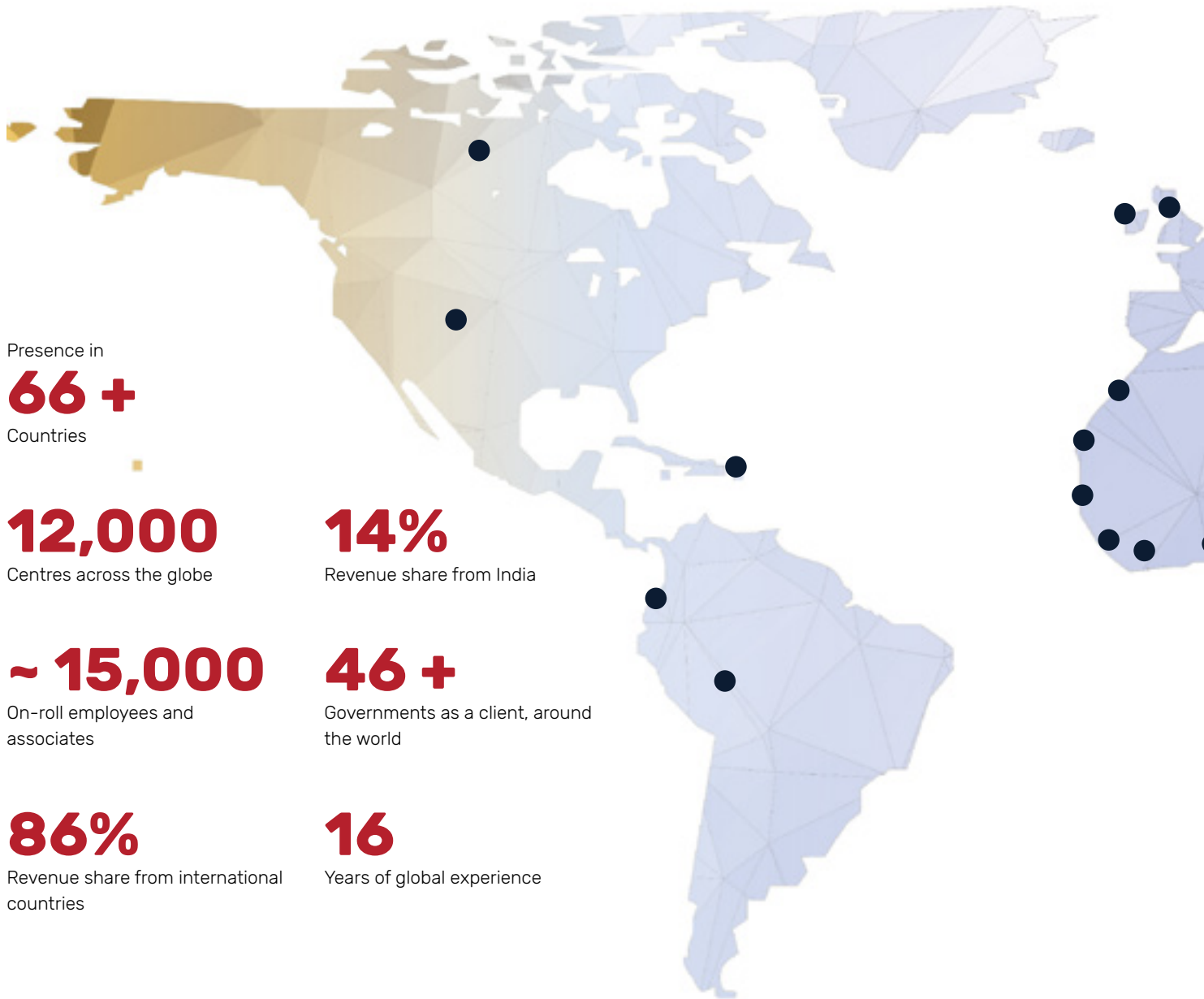
ISO 31000: 2018

IOS 9001

ISMS 27001

ISO 23026

# Our Global Presence



Presence in

**66 +**

Countries

**12,000**

Centres across the globe

**14%**

Revenue share from India

**~ 15,000**

On-roll employees and associates

**46 +**

Governments as a client, around the world

**86%**

Revenue share from international countries

**16**

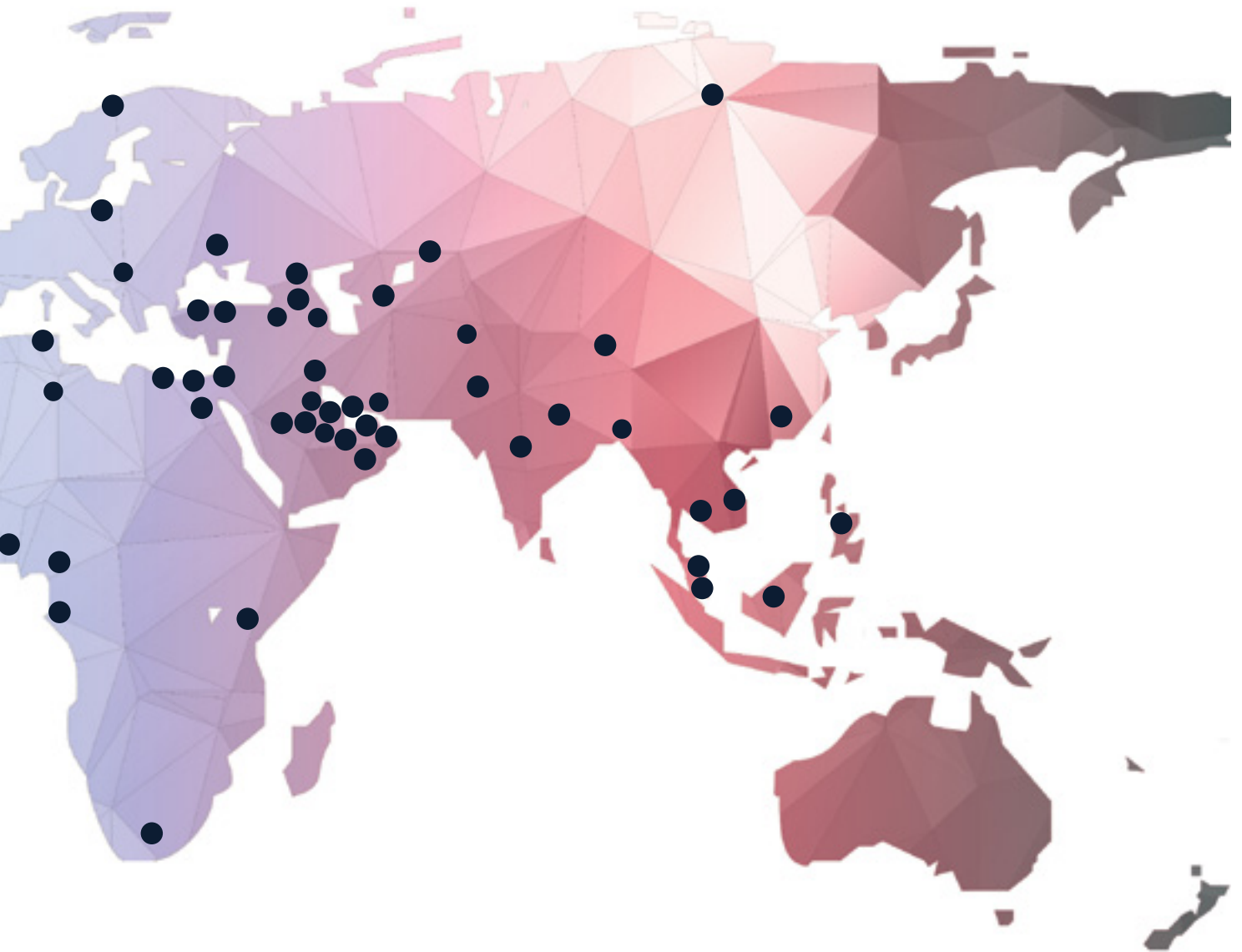
Years of global experience

Abu Dhabi  
Afghanistan  
Ajman  
Algeria  
Armenia  
Austria  
Azerbaijan  
Bahrain  
Bangladesh  
Belarus  
Bolivia  
Brazil

Cameroon  
Canada  
China  
Dominican Republic  
Dubai  
Ecuador  
Egypt  
Estonia  
Equatorial Guinea  
Fujairah  
Ghana  
Hong Kong

India  
Indonesia  
Iran  
Iraq  
Ireland  
Ivory Coast  
Japan  
Jordan  
Kazakhstan  
Kenya  
Kuwait  
Lebanon



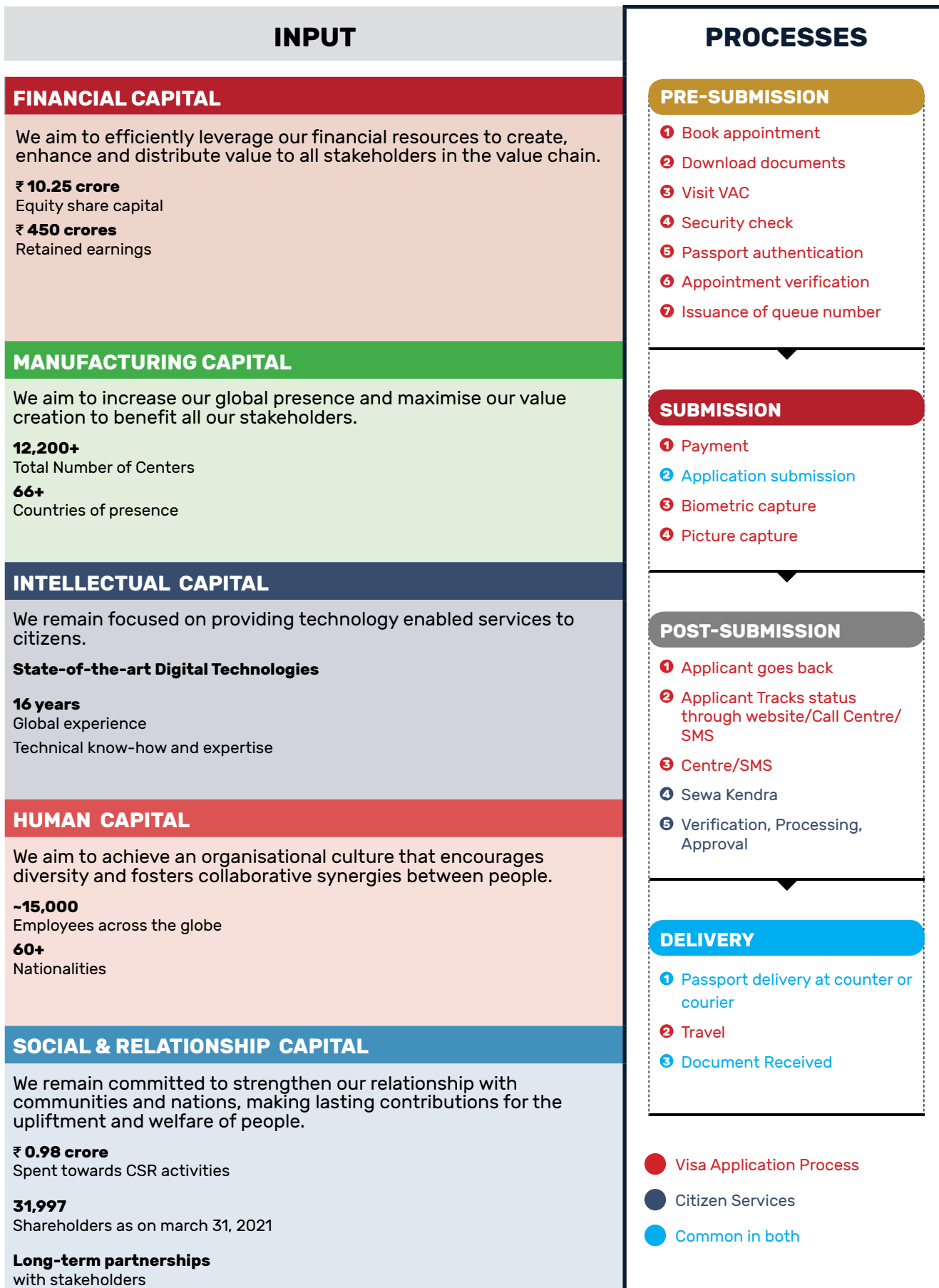


Lithuania  
 Malaysia  
 Mauritania  
 Morocco  
 Nepal  
 Nigeria  
 Norway  
 Oman  
 Pakistan  
 Palestine Territory  
 Philippines  
 Poland

Qatar  
 Ras Al Khaimah  
 Russia  
 Saudi Arabia  
 Scotland  
 Senegal  
 Sharjah  
 Singapore  
 South Africa  
 Thailand  
 Tunisia  
 Turkey

Ukraine  
 Umm Al Quwain  
 England  
 USA  
 Uzbekistan  
 Vietnam

# Our Business Model





OUTPUT	VALUE CREATED FOR STAKEHOLDERS
<p><b>₹ 478 crore</b> Revenue from operations</p> <p><b>₹ 40 crore</b> EBITDA*</p> <p><b>₹ 50 crore</b> PAT</p> <p><b>₹ 277 crore</b> Cash &amp; Bank Balance</p> <p><b>Zero</b> Debt Company</p>	<div>  <h3>INVESTORS</h3> <ul style="list-style-type: none"> <li>- Increase revenue</li> <li>- Reduce costs</li> <li>- Optimize assets</li> <li>- Keep a tight rein on risks</li> </ul> </div>
<p><b>~ 52 million</b> Application processed</p> <p><b>LEADING PLAYERS</b> in tech-enabled visa, passport and citizen services</p> <p><b>WINNING</b> more contracts across the globe</p> <p><b>EXPANDING</b> presence in more countries</p>	<div>  <h3>CUSTOMERS / GOVERNMENT</h3> <ul style="list-style-type: none"> <li>- Tailor our offerings to solve our customers' needs</li> <li>- Make it easy to work with us</li> <li>- Provide enhanced performance and reliability</li> </ul> </div>
<p>We use advanced AI and ML for our Visa processing and Customer Handling.</p> <p><b>ISO 9001, ISMS 27001, ISO 23026</b> Certified company</p> <p><b>National Security Framework Scheme (ENS)</b> Certification received since 2018 onwards and continue to be a certified company for Spanish ENS guidelines adherence.</p>	<div>  <h3>EMPLOYEES</h3> <ul style="list-style-type: none"> <li>- Provide a great workplace that helps employees grow</li> <li>- Build skills and expertise</li> <li>- Enable a strong sense of purpose</li> </ul> </div>
<p><b>60+</b> Employees from Nationalities</p> <p><b>31%</b> of our workforce and 33% of our core leadership team comprises of women employees</p> <p><b>5-10%</b> Attrition Rate</p> <p><b>₹ 44 crore</b> Spent on employee remuneration and benefits</p>	<div>  <h3>COMMUNITY</h3> <ul style="list-style-type: none"> <li>- Be a relevant engine of economic growth</li> <li>- Build more capable, inclusive and resilient communities</li> </ul> </div>
<p><b>7</b> New client/ projects won in FY 2020-21</p> <p><b>46+</b> Governments in our client base</p> <p><b>980</b> Families impacted through our CSR activities</p>	<div>  <h3>BUSINESS PARTNERS</h3> <ul style="list-style-type: none"> <li>- Encourage creation of innovative solutions</li> <li>- Being a reliable client throughout the value chain</li> <li>- Maintain long-term partnerships by adding a trustworthy reputation</li> </ul> </div>

# Our Business Segments

## Tech-Enabled Citizen Services

Within a very short span of time, we have become the partner of choice for governments in different parts of the world, for tech-enabled services. Over the last few years, our technology-driven innovative solutions have revolutionised the way visa, passport, consular & citizen services are managed. The various services offered by us in this segment include:

### Citizen and Front-end Services

We offer comprehensive capabilities for Citizen Services, providing infrastructure, people, technology, systems and service integration to efficiently deliver government services to citizen. Our Citizen Services Centres provide a secure, modern and well-appointed front and back-office environment, designed to conveniently cater to the needs of our clients.

### Consular Services

We perform a host of associated consular services on behalf of client governments. Applications for new passports and renewals can be made through our service centres along with application for other travel documents and national identification cards. We also offer services related to renunciation of citizenship, notary services and authentication of documents.

### Biometric & Identity Management Services

BLS offers Identity Management services to clients with a unique integration of systems, solutions and services. Assisted applications, registration and biometric solutions are offered to facilitate document management, authentication and reporting services. Our identity management and verification services help our clients with:

- Improved national security
- Reduced identity fraud
- Effective decision-making
- Efficient risk management
- Enhanced customer service

### Verification & Attestation

We serve as the apostille and attestation service provider for several state governments in India and abroad, supporting the administrative function for the entire process. The company accepts documents from individuals and representatives on behalf of the government and provides quick and genuine Ministry Attestation/Apostille services.

### Benefits to MEA through BLS International:

- No crowding at MEA/RPO
- Improved Efficiency at MEA / RPO
- Elimination of fake stamping/ forgery
- Digitization of documents/repository in government database
- Increased capacity to accept larger number of requests
- Ease of reference/cross verification at later dates

