

EXPANDING FRONTIERS. MULTIPLYING STRENGTH.



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Stories Inside

01-31

Corporate Overview

- 02** A Global Tech-Enabled Service Partner for Governments and Citizens
- 04** A Trusted and Preferred Partner for Embassies and Governments
- 06** Board of Directors
- 07** Spreading Our Reach – Far and Wide
- 08** An Integrated Service Portfolio
- 10** Our Business Model
- 12** From The Managing Director's Desk
- 15** Message from the Joint Managing Director
- 18** Our Performance Scorecard
- 20** Our Key Strategic Enablers
- 22** Advancing to the Next-Generation IT Landscape
- 24** Well-Positioned to Leverage Growing Opportunities Across Segments
- 26** Strengthening The Human Capital
- 28** Building a Fair and Inclusive Society for Women
- 30** Awards, Recognition & Milestones
- 31** Corporate Information

32-93

Statutory Reports

- 32** Management Discussion & Analysis
- 46** Directors' Report
- 66** Business Responsibility Report
- 73** Report on Corporate Governance

94-217

Financial Statements

- 94** Standalone
- 152** Consolidated

218 Notice

Financial Performance
in FY2022:

Key Highlights

Ops Revenue up
78% at
₹ 850 Crore

EBITDA* up
169% at
₹ 107 Crore
(*excluding other income)

Profit After Tax up
121% at
₹ 111 Crore



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EXPANDING FRONTIERS. MULTIPLYING STRENGTH.

We are responding to the new world order by rethinking what a customer's experience should feel like – in every way. We radically transformed our engagement with our customers by deploying newer technologies, bringing innovative solutions and redefining the ways in which we connect with them. Our solid performance has been a result of our ability to stay nimble and responsive.

Technology continues to be at the heart of everything we do. During the year, we continued to embed digitalization deeper into our operations to gain the benefits of shorter innovation cycles and improve operational efficiency. Our commitment to compliance enabled us win clients' trust and build long-term relationships. We continue to enhance our capabilities and expand infrastructure to ensure we can meet clients' future needs.

Being focused on delivering stable and sustainable growth across our portfolio, we are expanding our frontiers and further multiplying our strength, breaking new barriers of our performance. We are single-mindedly expanding the size and scale of each business to persevere market leadership and seize further growth opportunities.

From this vantage point, we are well prepared to produce steady and secular growth through persistent innovation and capacity augmentation.

We remain more committed than ever to play our part.

BLS in Numbers

17 years of global experience	Among the top three players globally in visa, passport, consular and citizen services	Operating in 66 countries and working with 46 client governments	Handling a network of 15,500 application centers globally	Processed 62 million applications across services (till date)
3,000 BC points in India and doing 1.5 lakh transactions daily	Recognized as "Best under a Billion" company by Forbes Asia	Amongst Fortune India's next 500 companies	20,000 Employees & Associates from 60+ nationalities	

A Global Tech-Enabled Service Partner for Governments and Citizens

A remarkable 17-year journey

Since our humble start in 2005, we have advanced into one of the world's leading brands in "Government-to-Citizen" services, specializing in visa, passport, consular and citizen services. We are amongst the top global players, having spent a remarkable journey of over 17 years in this domain.

Faster and simplified customer service

We possess the capabilities to provide faster, simpler and impeccable customer service on a first-come, first-served basis at our application centers. We provide best-in-class visa application services with an extensive network of TBC (Only Visa centers) centers with robust strength of TBC employees and associates.

A global tech-enabled services partner

Our state-of-the-art digital infrastructure adds to our capabilities to handle large quantities of complex data. We are driven by our agile, secure and highly scalable systems and processes. Equipped with relevant technology and processes to ensure data security, we have developed the entire system into a seamless progression including automation of processes, application submission, appointments, helplines, collection and remittance of fees.

Making the applicants journey more delightful

Armed with key strengths, we have processed nearly a million applications till date and delivered perfect service, making the applicant's journey of visa processing a delightful experience.

Being largest Indian visa processing firm

We provide visa processing and tech-enabled visa, consular and citizen services to states and provincial governments of Asia, Africa, Europe, South America, North America and Middle East.

Today, we are one of the largest visa processing firms globally, working with 46 client governments, providing outsourced visa and passport, front-end and citizen, consular and passport, verification and attestation and E-Visa services. This includes Diplomatic Missions, Embassies & Consulates.

Vision

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

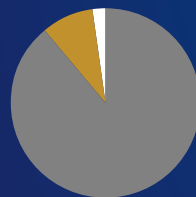
Mission

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

Values

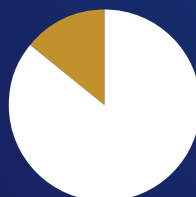
- Passion • Customer Orientation • Entrepreneurship
- Result Orientation • Integrity & Respect • Process Driven

Vertical-wise break-up in Revenue



- 89% Visa Outsourcing
- 9% E-Governance
- 2% BC Business

Revenue share



- 86% International Countries
- 14% India

A Trusted and Preferred Partner for Embassies and Governments

WE HAVE BECOME A PREFERRED PARTNER OF CHOICE FOR GOVERNMENTS IN DIFFERENT PARTS OF THE WORLD FOR OUR TECH-ENABLED SERVICES. WE HAVE ESTABLISHED AN IMPECCABLE REPUTATION FOR SETTING BENCHMARKS IN THE DOMAIN OF VISA, PASSPORT, CONSULAR, E-GOVERNANCE, ATTESTATION, BIOMETRIC, E-VISA AND RETAIL SERVICES.

We have entered into partnerships for Indian missions, Spain missions, Italy missions, Philippines missions, Brazil missions across various countries for visa processing. We also provide citizen services to state and provincial governments across Asia, Africa, Europe, South America, North America and the Middle East.

Ensuring a seamless progression

We have developed the entire system into a seamless progression including automation of processes, application submission, appointments, helplines, collection and remittance of fees on the applicant's behalf. We have an impeccable reputation for setting benchmarks in several domains.

Safe, convenient and efficient visa processing

We also provide safe, convenient and efficient visa application processing at the preferred location to customers, enhanced their experience further. We also provide them with the option of visiting the center as per their convenience. Our "Visa at Your Door-Step" service was well received during the pandemic.

Being a key certified organization

We are a certified organization for quality management, with defined processes to monitor and measure complaints and to enhance customer satisfaction. Our quality-driven culture means that quality is everyone's concern and that every employee is fully focused on meeting the highest quality standards.



OUR KEY 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 PROCESSES



Board of Directors



Mr. Diwakar Aggarwal
Chairman

Mr. Diwakar Aggarwal born in 1963 is a commerce graduate from Delhi University. He has been actively involved in the businesses of BLS Group since 1983. It was founded in 1954 and diversified into Tech-Enabled Services for governments globally, Education, Petrochemicals & Chemicals, Plastics, Infrastructure, etc. He founded BLS International and through his vision and leadership has guided it among the top 3 players globally in a very short period of time.



Mr. Nikhil Gupta
Managing Director

Mr. Nikhil Gupta is a Chartered Accountant with over 41 years of experience in audit, consulting, finance and leadership roles for both MNCs and Indian conglomerates. Prior to joining BLS, he served as the Managing Director and CEO of a manufacturing company for over a decade, where he was instrumental in turning it around and subsequently growing it multifold to become an industry leader. He has also been associated with Pricewaterhouse Coopers, Novartis India, Raychem RPG and RPG Cables. He has traveled around the world and brings an international perspective to the Company. He holds a degree in Economics (honors) from Delhi University and is an associate member of the Institute of Chartered Accountants of India (merit list).



Mr. Shikhar Aggarwal
Joint Managing Director

Mr. Shikhar Aggarwal has been associated with the Company since 2014 and looks after various verticals of the Company. A young, vibrant and dynamic professional, he holds a Bachelor's degree from Delhi University. In a short span of time, his proactive strategies have helped take the business to a new level.



Mr. Karan Aggarwal
Executive Director

Mr. Karan Aggarwal joined the Board of the Company in FY 2016-17. His decade-long experience spans across diverse fields, including finance, management, administration and human resources. He has spearheaded various organizations including BLS Polymers, BLS Ecotech, BLS International Services and was instrumental in setting up three greenfield textile projects for group companies of BLS. He played a significant role in the Punjab e-governance project. He is also a keen golfer and a marathon runner. He graduated in finance and management from the University of Bradford and completed a specialization course in finance from Harvard University.



Mr. Sarthak Behuria
Independent Director

Mr. Sarthak Behuria has been superannuated from the chairmanship of Indian Oil Corporation, India's largest commercial enterprise. Prior to joining Indian Oil, he was the Chairman and Managing Director of Bharat Petroleum Corporation Ltd (2002-05). He was also Chairman (part-time) of Chennai Petroleum Corporation and Bongaigaon Refinery & Petrochemicals. He has also headed Indian Oil Tanking Ltd., a joint venture for building and operating terminaling services for petroleum products. He is currently associated with the Adani Group, heading their LNG and LPG businesses. He has been conferred honorary fellowship of Energy Institute of the United Kingdom. He is an alumnus of St. Stephen's College, Delhi University and the Indian Institute of Management, Ahmedabad.



Mr. RSP Sinha
Independent Director

Mr. Ram Sharan Prasad Sinha was born in 1951. He possesses B.Sc. Engg (Electrical) and MBA (Finance) from Patna University. He also a member of ICWA and holds Law Degree from Magadh University. He has rich experience of more than three decades in the field of Finance and Corporate Law.



Mr. Ram Prakash Bajpai
Independent Director

Mr. Ram Prakash Bajpai is the ex-Chancellor of Vel Tech Technical University, Chennai and also vice chancellor of Kurukshetra University, GJU University - Hissar, Deenbandu Chotu Ram University - Murthal. He has been a Director / distinguished scientist at the Central Scientific Instrument Organization under Govt. of India, Chandigarh. His experience spans more than five decades in the realms of electronics, micro-electronics, material science, nano-electronics and opto-electronics. He has held several high profile governmental positions in the past. He holds a doctorate degree from Indian Institute of Technology, Delhi, and D.Sc. from Hokkaido University, Japan.



Ms. Shivani Mishra
Independent Director

Ms. Shivani Mishra possesses more than eight years of experience in the fields of finance and accounts and holds Master's degrees in commerce and business administration.

Spreading Our Reach – Far and Wide

Global experience of
17 years

15,500 Centers
across the globe

Presence in **66 countries**

Serving **46 Client Governments**
across the globe

5 Global Capability Centers
for quick deployment and efficiency across regions



- Abu Dhabi
- Afghanistan
- Ajman
- Algeria
- Armenia
- Austria
- Azerbaijan
- Bahrain
- Bangladesh
- Belarus
- Bolivia
- Brazil
- Cameroon
- Canada
- China
- Dominion Republic
- Dubai
- Ecuador
- Egypt
- Estonia
- Equatorial Guinea
- Fujairah
- Ghana
- Hong Kong
- India
- Indonesia
- Ireland
- Italy
- 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
- United States
- Uzbekistan
- Vietnam

An Integrated Service Portfolio

THROUGH OUR TECHNOLOGY-DRIVEN INNOVATIVE SOLUTIONS, WE HAVE REVOLUTIONIZED THE WAY VISA, PASSPORT, CONSULAR AND CITIZEN SERVICES ARE MANAGED. WE HAVE EMERGED AS ONE OF THE FRONT-RUNNERS IN THE DOMAIN OF VISA, PASSPORT AND CONSULAR SERVICES.



The various services offered by us in this segment include:

Visa Processing

- We offer a broad suite of service offerings designed to securely manage visa applications and issue visas, e-visas and resident permits. Our state-of-the-art customized visa application centers offer services in outsourced visa processing, verification and attestation of documents, passport services, e-visa and other allied services.

Consular Services

- We provide associated consular services on behalf of client governments, including accepting passport applications, replacement passports and associated travel documents, national identification cards, Consular appointments, renunciation of citizenships, and notarial services, and witnessing and authenticating documents.

Citizen and Front-end Services

- We provide infrastructure, people, technology, systems and service integration to efficiently deliver government services to the citizens. We have been the preferred service providers for secured and customized citizen services, focusing on stringent quality controls and efficient processes to handle applications and documents, catering to the needs of our clients.

E-Visas

- Our E-Visa Solution allows applying for visas via the internet after sending required information at our VAC's Database Management System. This allows governments to issue an electronic visa, making online payments by a credit or debit card and obtaining a confirmation letter which can be printed out or sent via e-mail.