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# BLS INTERNATIONAL RECORDS ENCOURAGING OUTBOUND TRENDS

**PRIAMADHA BALARAM**

In a telephonic interaction, Shikhar Aggarwal, Joint Managing Director, BLS International Ltd., highlights how its simplified systems have encouraged the growth of the company and the Indian outbound market in general.



**B**LS International Ltd. was started in 2005 when it secured the first contract from the Embassy of Portugal. It handled 5000 applications from New Delhi and from then on, it concentrated on Indian missions. Currently, BLS International is handling about 60% of Indian missions overseas and foreign missions such as Greece, Russia, Spain, Sudan, Kuwait, Belgium, Austria among others. In

2016, it bagged the Spain global contract and is managing services across 124 locations in 44 countries.

Talking about the growth and future plans, Shikhar Aggarwal, Joint Managing Director of BLS International Ltd. said, "In our industry, handling data is of utmost priority, it is the minimum benchmark. We use state-of-the-art software. When biometrics was introduced for visa applications, the error rate for applications to Spain was reduced by a huge percentage. We developed a robust software for accuracy and security."

The company entered into a contract with Embassy of Afghanistan in UAE in June 2017 for providing citizen services through registration of Afghan citizens. It has also been a

pioneer in providing citizen services to Punjab citizens on behalf of the Punjab Government, wherein they are delivering 133 citizen services, covering 22 states with 2147 citizen service centers. The e-governance model implemented in Punjab is the way forward for the other states, said Shikhar, adding that the company was offering the model perspective to other states. "It is a one-stop site for all services in the same centre. 5000 people employed in Punjab for this, 2% of which are differently-abled people. The Sewa Kendra receives 50,000 to 60,000 applications on a daily basis for various services such as birth certificate, arms license, GST services, in addition to travel related services.

"We are going to introduce mobile biometrics to mainly cater to

applicants who are physically challenged or are senior citizens, wherein we will send our representatives to the residence of the applicant with a biometric kit and there is a premium charge for this facility. After BLS took over, there has been more than 20% growth in the Spanish market. Earlier people preferred to visit other countries, however, with simplified processes, the turnaround time has been reduced and there are more people visiting Spain and it being a relatively affordable destination, makes it all the more attractive. We have witnessed this trend from both metros and Tier 2 cities in South India. We also have premium lounge services with a quicker turnaround time for those clients who wish to come at their own convenience, even during peak season," he concluded.

Voyager's World > November 2017