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BLS targets 4 mn visas by 2018

BLS International Services aims at processing nearly 4 million visa applications by 2018. The company currently works with nine client governments.



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Outsourcing and technology services provider, BLS International Services caters to various government agencies and claims to be the only Indian player and second largest in the world which deals with visa and passport application processing or consular and attestation services for client governments. Its Executive Director **Karan Aggarwal** believes that the company's USP lies in its endeavour to facilitate affordable services to its customers while creating value for the stakeholders and investment in human capital.

The company recently acquired a five-year contract from Spain MAEC (Ministry of Foreign Affairs and Cooperation-Spain) worth €175 million (₹1,300 crore). "Under this contract, we will open an estimated 129 Spanish visa application centres in 43 countries at 129 locations to support the Spanish Embassies and Consulates of Spain MAEC globally," comments Aggarwal.



Karan Aggarwal
Executive Director
BLS International Services

We provide round the clock customer service. Our dedicated team for customer grievances makes sure to conduct various audit and surveys to ensure the same

Out of the total 100 Spanish VACs, approximately 70 are already operational currently and the remaining are expected to be operational in FY 16-17. Altogether the company expects to process approximately

four million applications annually in FY 17-18 with the existing contracts. "Our business has expanded to 48 countries worldwide. To name a few we are present in Canada, Russia, China, the UAE, Austria, Hong Kong, Kenya, Lithuania, Malaysia, Norway, Oman, the Philippines, Poland, Singapore and Azerbaijan," adds Aggarwal. BLS International also announced the renewal order for four years from Russia and Singapore.

The vision of BLS International is to partner with governments around the world and also align with Digital India objective through e-Governance and service delivery through Seva Kendras. Commenting on the grievance redressal procedure, Aggarwal points out that the company addresses any issues that may come up. "We provide round the clock customer service helpline for any grievances or lapse in service. Our dedicated team for customer grievances makes sure to conduct various audit and surveys to ensure the same," he adds. 🍀