

Annual Trend Report 2024

The most comprehensive study on discrepancy trends in employee background screening in India. Based on millions of cases processed by AuthBridge from FY 2021 to 2024.

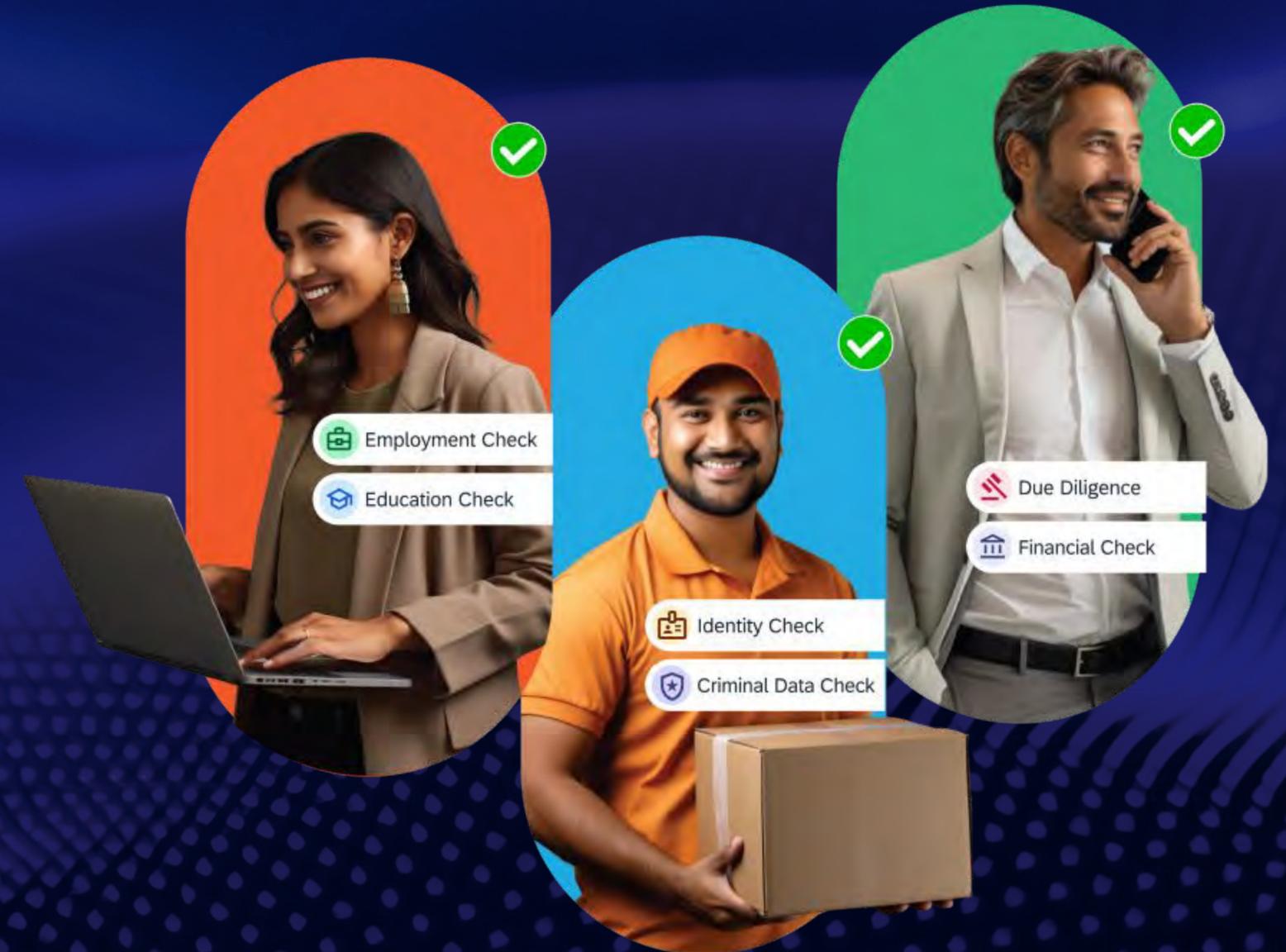
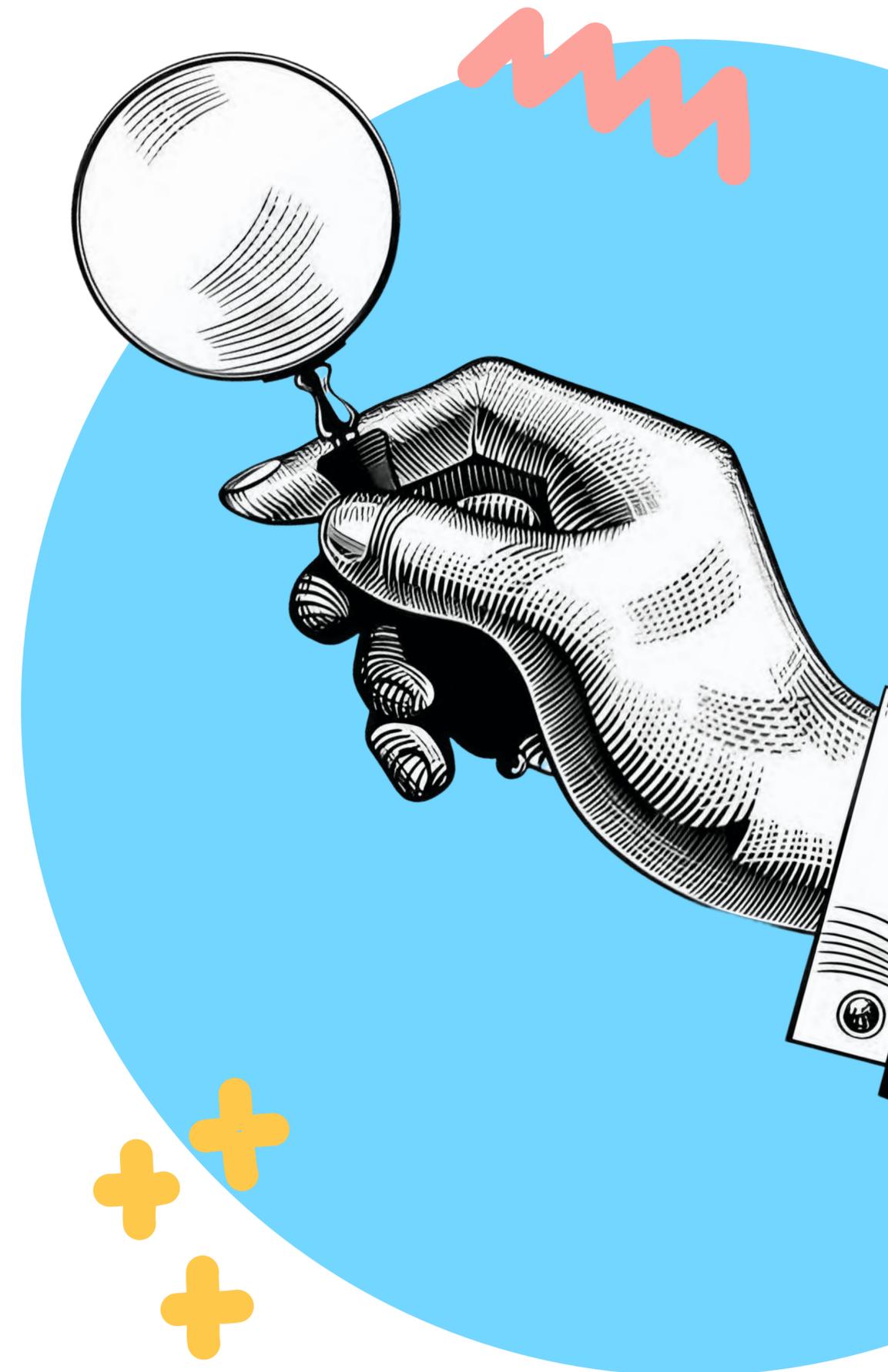


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From the CEO's Desk

“ As we enter our 20th year of operations here at AuthBridge, I am filled with a deep sense of pride and gratitude. This milestone is a testament to the unwavering trust and collaboration you have shown us. Your partnership has been instrumental in shaping our path, and for that, I extend my heartfelt thanks.

In the face of global economic uncertainties and rapid technological advancements, the importance of accurate and comprehensive background verification has never been more pronounced. The landscape of talent acquisition is undergoing a seismic shift. Organizations are navigating the dual challenges of reduced hiring budgets and increasing attrition, all while confronting sophisticated threats such as identity fraud and document forgery.

In these dynamic times, our Annual Trends Report (ATR) serves as a beacon of insight. Built from extensive datasets and real-world experiences, the ATR offers a deep dive into the prevailing trends that are shaping the talent landscape. It equips you with the knowledge to streamline your hiring processes, fortify your organizational practices, and effectively combat fraud.

Reflecting on our journey, I am humbled by the collective achievements we have forged together. Your success stories inspire us to continuously push the boundaries of innovation and excellence. We are deeply grateful for the trust you place in us, and it is this trust that fuels our drive to excel.

As we look to the future, we are committed to being your steadfast partner in navigating the complexities of the evolving talent ecosystem. The insights and strategies outlined in this report are designed to empower you to make informed decisions, mitigate risks, and seize new opportunities.

Thank you for being an integral part of AuthBridge's journey. Together, we will continue to overcome challenges and create a future marked by growth and resilience. ”

Ajay Trehan

Ajay Trehan
CEO, AuthBridge

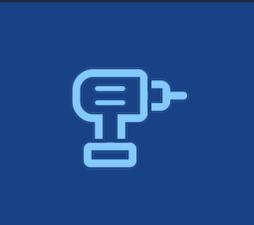


Glossary of Terms



Case(s)

A single case refers to an individual application that Authbridge verifies. A case may comprise single or multiple checks.



Gig Workers

Gig workers segment represents individuals who work as independent contractors/freelancers on an informal or on-demand basis.



Check(s)

Verification of credentials of an entity or individual is known as a Check. Check may be for many types. Such as Identity checks, Financial Checks, Address Verification checks, and Due diligence checks.



Financial Services

This includes Banks, NBFCs, Fintechs, and Insurance Companies.



Discrepancy

A discrepancy is a mismatch between information stated by an applicant in an application and the actual information.



The Vital Role of Background Verification



Prevention of Fraud and Misrepresentation

This process helps maintain workforce integrity and reduces the risk of hiring individuals with falsified credentials, which can severely impact company operations and reputation.



Improvement in Quality of Hires

Verification ensures candidates possess the qualifications and skills for the job, enhancing overall performance. This helps identify the most suitable candidates, thereby improving productivity and reducing the likelihood of poor job performance.



Compliance and Regulatory Requirements

Adherence to background check regulations is crucial. Key regulations include the Information Technology Act, of 2000, which ensures data authenticity, and the Companies Act, of 2013, mandating due diligence for key personnel.



Reduction in Employee Turnover

Thorough background checks result in a reduction in employee turnover. Verified candidates better fit the company culture and job roles, leading to higher job satisfaction and retention.

“Background verification is now a cornerstone of modern HR practices. With the surge in remote work and digital onboarding, the importance of thorough background checks has never been more pronounced.”

Ajay Trehan
CEO, AuthBridge

Emerging Trends In The Background Verification Industry In India



Increased use of AI and ML algorithms

We have used **AI/ML** to reduce the turnaround time for our customers, deliver lower costs, and serve better quality. Vault, our criminal records search product, has become more efficient through ML and is getting even better with time through self-learning driven by additional data sets. Getting instant results when searching millions of records through advanced AI/ML algorithms, **text analytics** and **elastic search** have now helped achieve higher accuracy in results, faster than ever.



Continuous Monitoring

Continuous monitoring of employees is becoming a standard practice to ensure ongoing compliance with company policies and regulatory requirements. This proactive approach involves periodic re-screening of employees to identify any new risks like new criminal charges, or other issues that may arise during the course of a candidate's tenure. With the increase in **moonlighting** and other potential conflicts of interest, continuous checks help employers stay informed about their employees' activities and maintain workplace integrity.



Digital Checks with Near Instant Results

Digital verification methods are becoming increasingly popular, offering near-instant results. For example, **UAN employment verification** can instantly check previous employment records and education verification can be conducted instantly through the latest DigiLocker integration. These innovations enhance a candidate's experience and significantly reduce the time-to-hire for employers, making the hiring process more efficient and competitive.



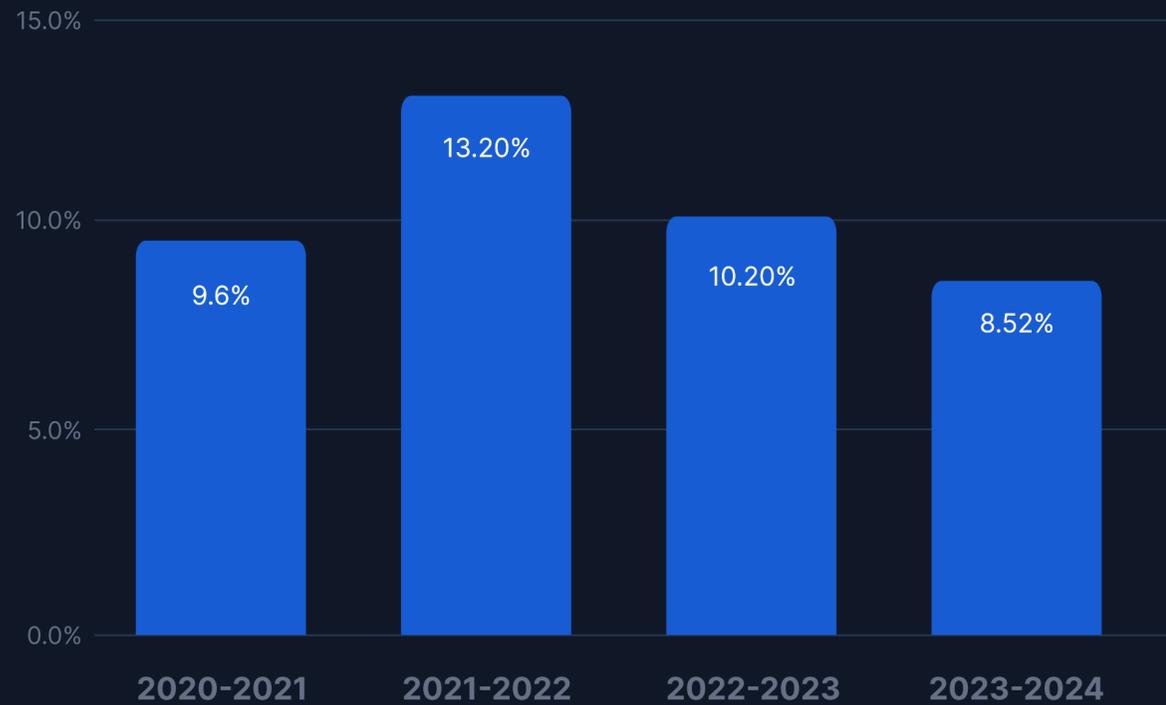
Integration with HR Technology Partners

Background verification processes are increasingly being integrated with advanced Human Resource (HR) technology platforms, such as **Applicant Tracking Systems (ATS)** and **Human Resource Management Systems (HRMS)**. This integration significantly streamlines the hiring process by enabling seamless data flow between various HR functions, from recruitment to onboarding. By centralizing candidate information, HR professionals gain a comprehensive and unified view, which enhances decision-making and operational efficiency.

White Collar Verification

For FY 23-24, a discrepancy rate of 8.52% was seen, indicating a marginal drop from FY 20-21.

Case Wise Discrepancy Trends FY 24



Check Wise Discrepancy FY 24



Data Trends: FY 21 to FY 24

Trending New Checks



Moonlighting Check



Impersonation Check



Social Media Check



Education Check via DigiLocker

Verification Powered By The iBRIDGE Platform

iBRIDGE For Recruiters

- User-friendly dashboard for monitoring all cases
- Efficient bulk case initiation
- Easily generate and download customized background check reports

iBRIDGE For Candidates

- Modern UI interface for a smooth verification process
- Video assistance and self-service FAQs available
- Mobile-friendly and compatible with various browsers



Open API-Based
Integration



AI-Based
Verification



Pre-Built
Templates



Automated
Reporting



Custom Screening
Workflow



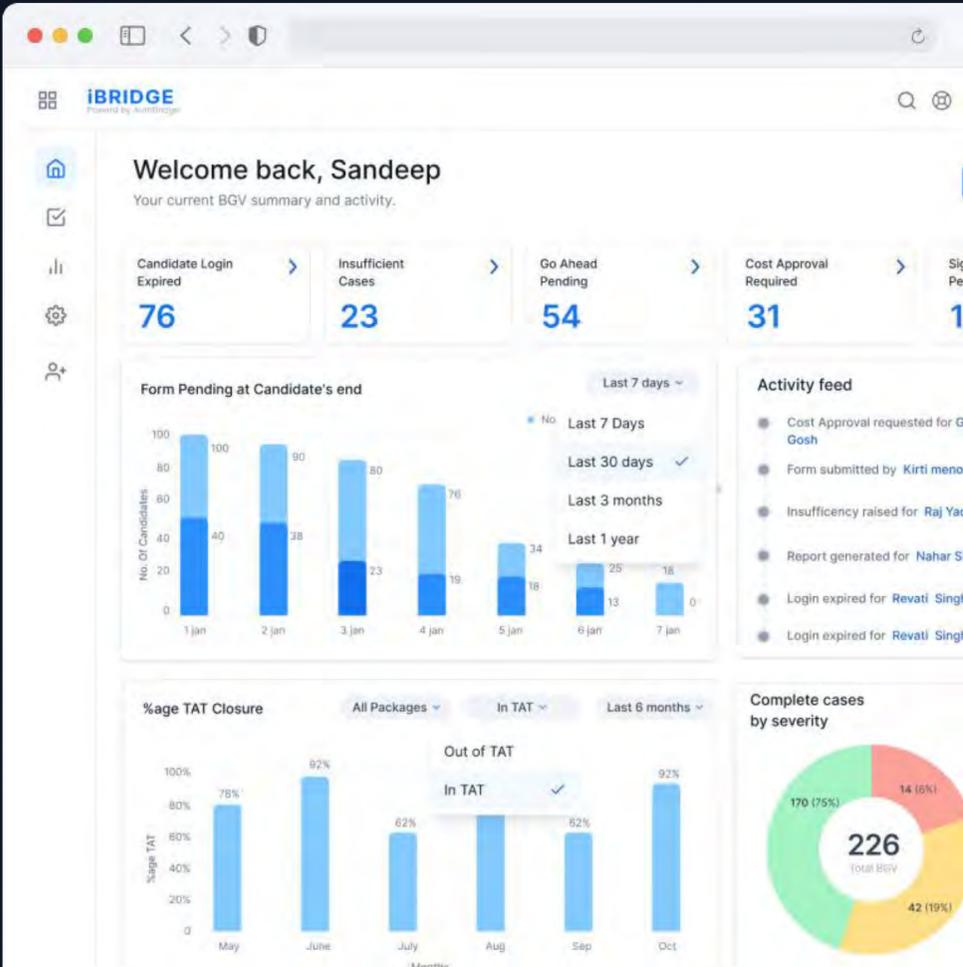
1 Billion+ Proprietary
Data Records

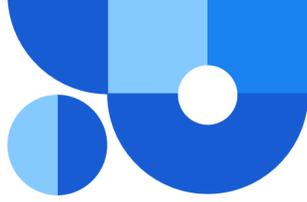


100%
Digital



200+
Background Checks





Check-Wise Discrepancy Trends in White Collar Verification



Did You Know?

A "The Hindu"-based article highlighted that as many as 9500 companies that provide fake experience certificates are operating across the country.

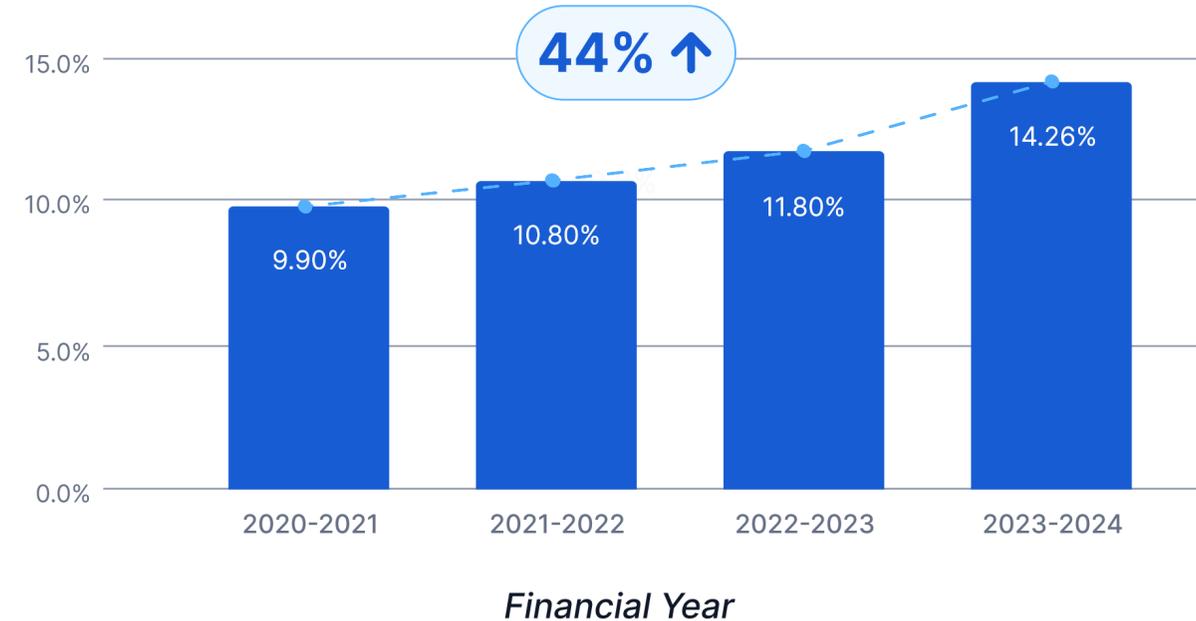
Employment Verification

The discrepancy rates in employment verification have risen by nearly **44%** from FY 20-21 to FY 23-24.

The rise in employment discrepancy can be attributed to certain factors:

- 1. Overlap in Employment Due to Remote Work:** The growth of remote jobs since COVID-19 has led to an increase in candidates taking on multiple jobs simultaneously. This often results in overlapping employment periods, creating discrepancies in employment records.
- 2. Increase in Fake Documentation Services:** There has been a notable rise in scams involving fraudulent companies that offer fake employment verification services. These companies often appear legitimate with professional websites and directory listings, but they exist solely to provide false verifications for job applicants.

14.26% ↑ 44%



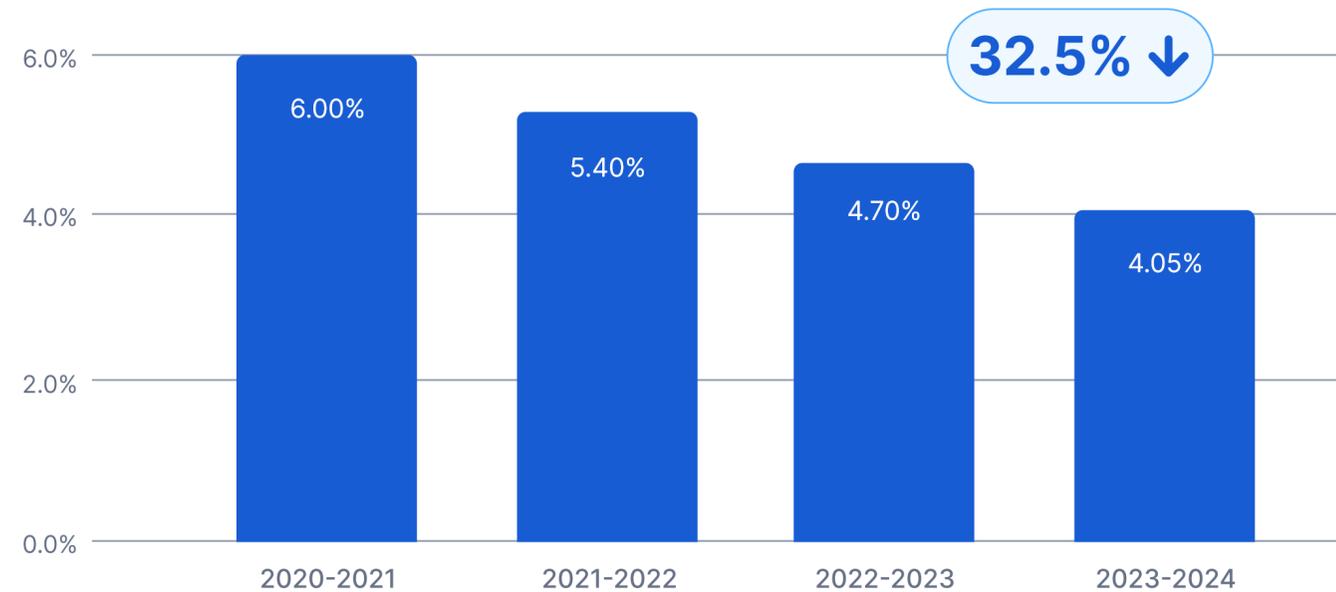
Address Verification

The discrepancy rates in address verification have fallen from 6% to 4% from FY 20-21 to FY 23-24.

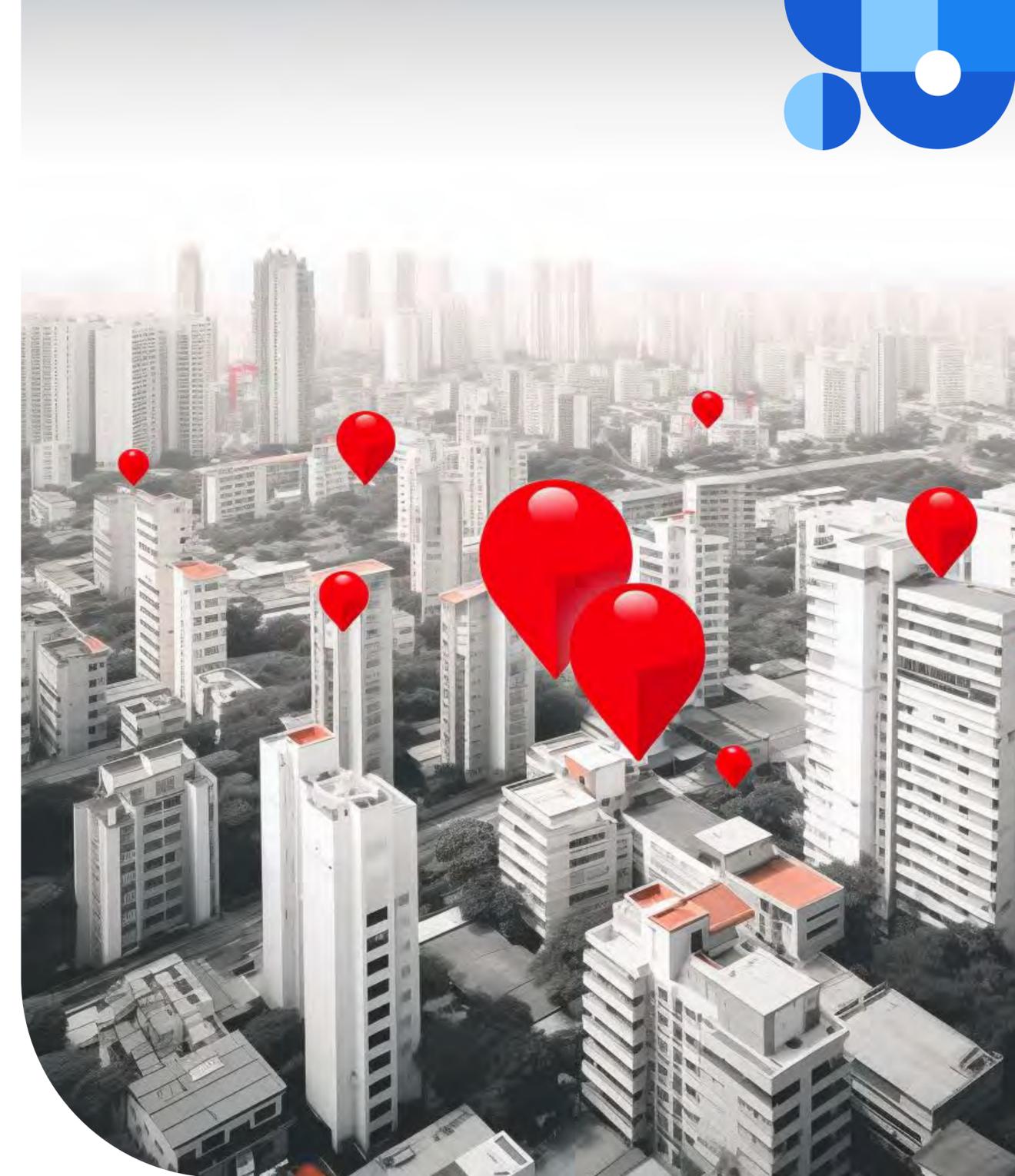
This positive trend can be attributed to the key advancements in digital infrastructure during and after the Covid-19 pandemic. The increased adoption of digital address verification with the advent of geotagging and GPS triangulation has led to a significant reduction in overall discrepancies in the address verification process.

4.05%

↓ 32.5%



Financial Year





Journey of Digital Address Verification

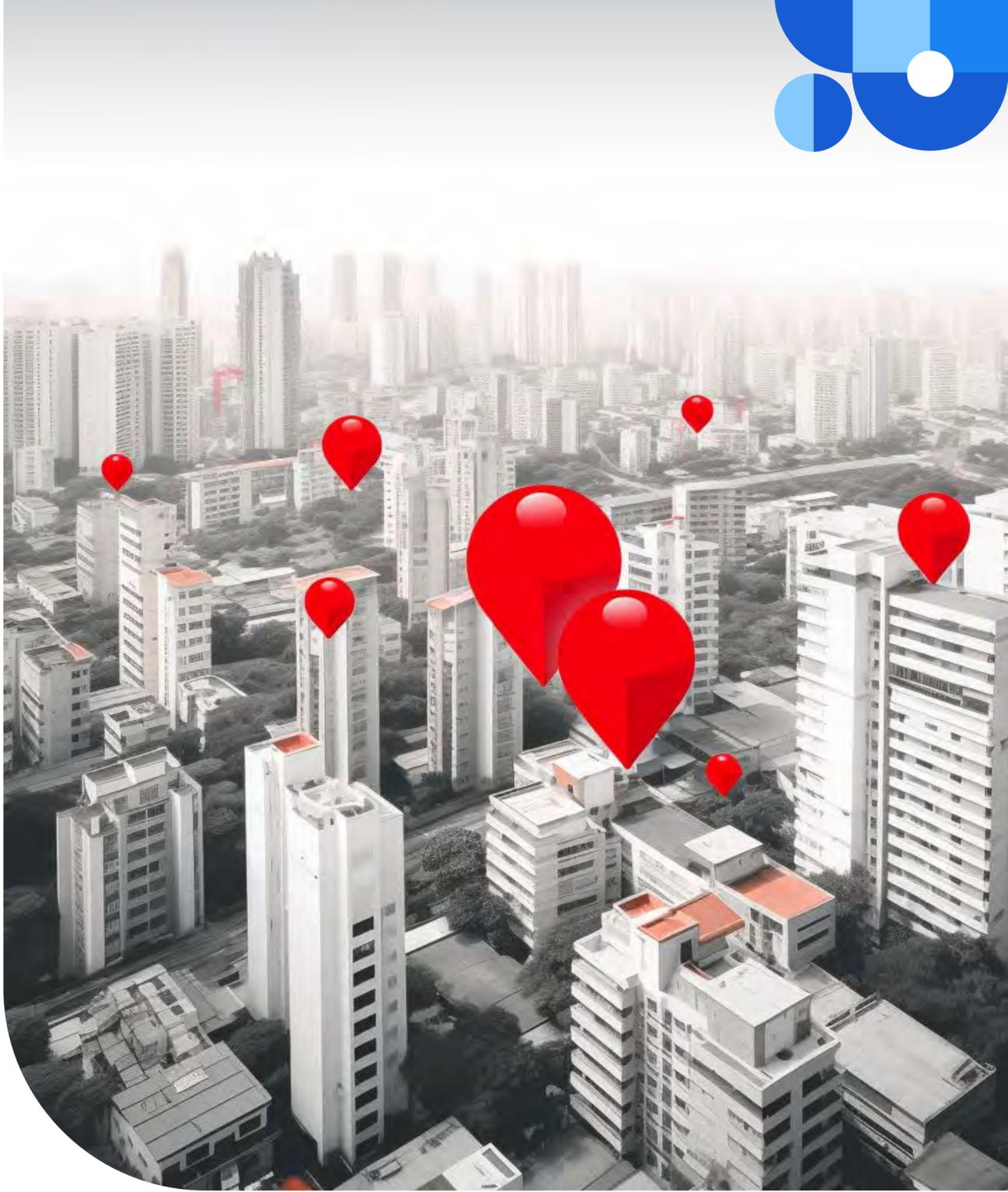
Our plug-and-play digital address verification solution integrates with your existing technology stack to allow users to verify addresses in real-time using their smartphones, eliminating the need for site visits.

Here's how it works:

- Step 1**
Individual's details and registered mobile number are shared with AuthBridge
- Step 2**
Individual receives an auto-populated form with pre-filled information on their registered mobile number
- Step 3**
Upon submission, individual uploads a selfie, photo ID and a photo of residence (house/office)
- Step 4**
GPS coordinates are auto captured on submission of the form. Multiple data points triangulated to record address
- Step 5**
The captured address of the individual is verified digitally

Discover the **Unmatched Benefits** of AuthBridge's Digital Address Verification Solution:

- Offers digital self-verification of candidates
- Comes with triangulated GPS location capture for enhanced accuracy
- Available in 7 languages – English, Hindi, Bengali, Marathi, Tamil, Telugu & Kannada
- Reduces TAT to just a few hours from multiple days



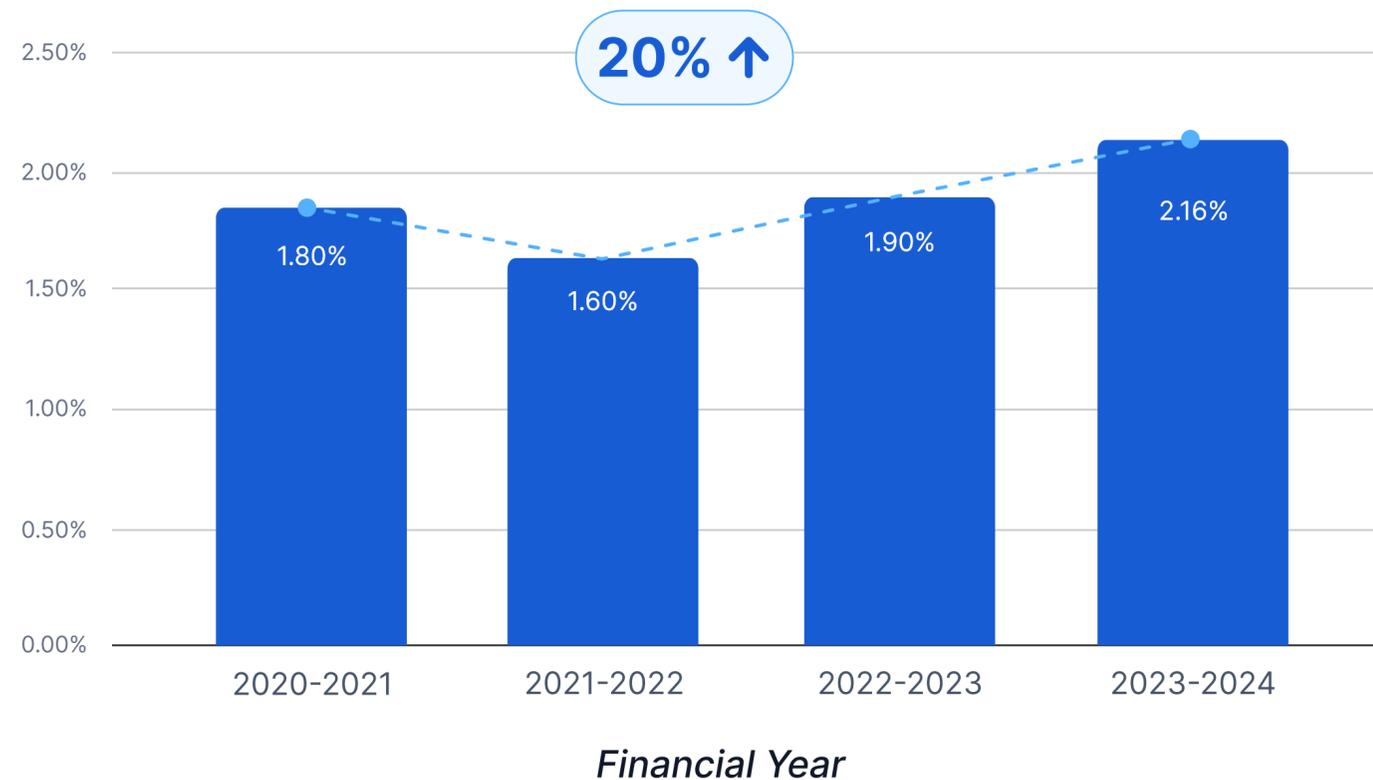
Education Verification

The discrepancy rate in education verification has risen by 20% from FY 20-21 to FY 23-24.

The rising trend can be attributed to the rise in unaccredited institutions and fake degrees¹, which have made it easier for candidates to obtain fraudulent credentials. Nearly 75% of the discrepant cases fell in the fake/unrecognised university bracket.

2.16%

↑ 20%



Did You Know?

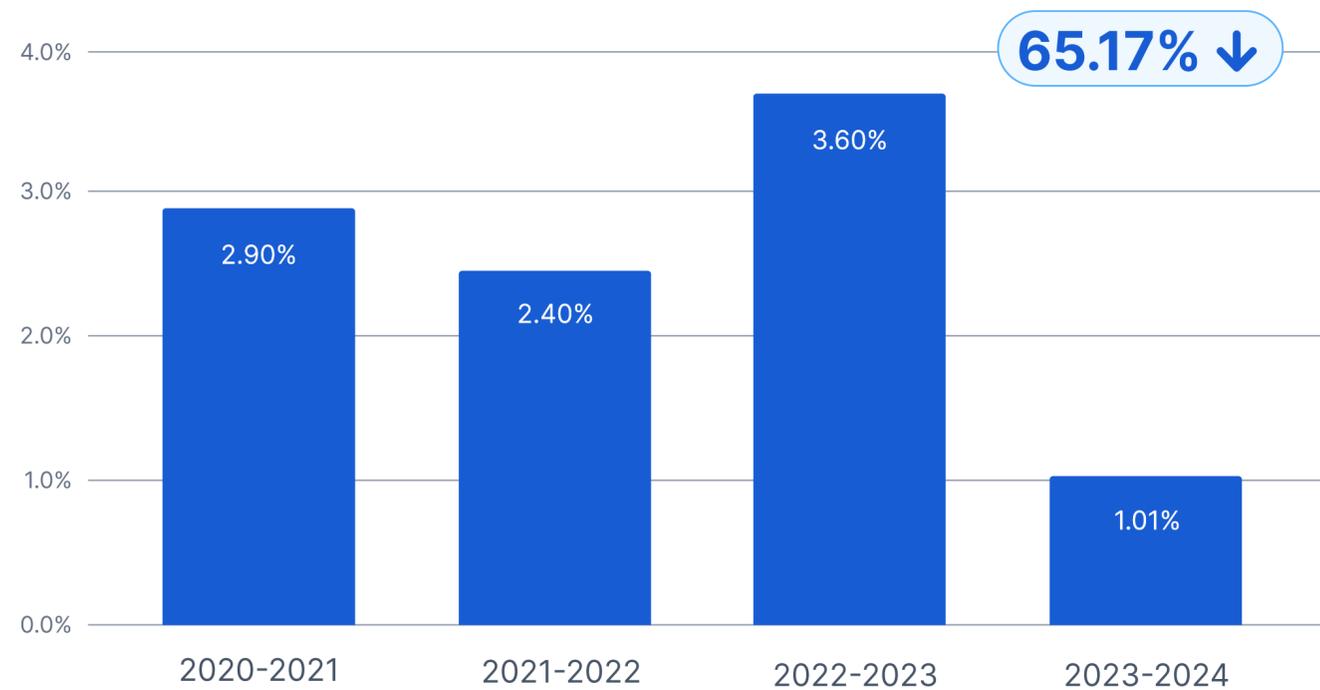
Delhi tops the list of fake colleges in India with 66 colleges flagged as fake - the highest for any state in India – offering engineering and other technical courses without the regulator’s permission. As per UGC, there are 279 such technical institutes in the country, and 23 fake universities offering degrees in India².

Drug Test

We have observed a substantial **65.17%** decrease in drug test discrepancies between FY 20-21 and FY 23-24.

The upsurge in companies adopting drug tests, alongside the integration of enhanced drug check methodologies, has contributed to an emerging trend of reduced disparities noted during FY 23-24.

1.01% ↓ 65.17%

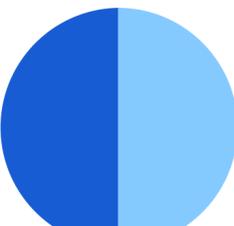


Financial Year



Tip for Employers

The increasing trends raise concerns as failure in drug tests is directly linked to unsafe work environments, reduced productivity, and potential legal issues.

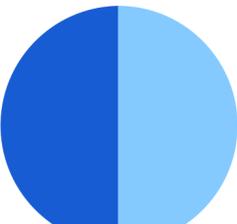
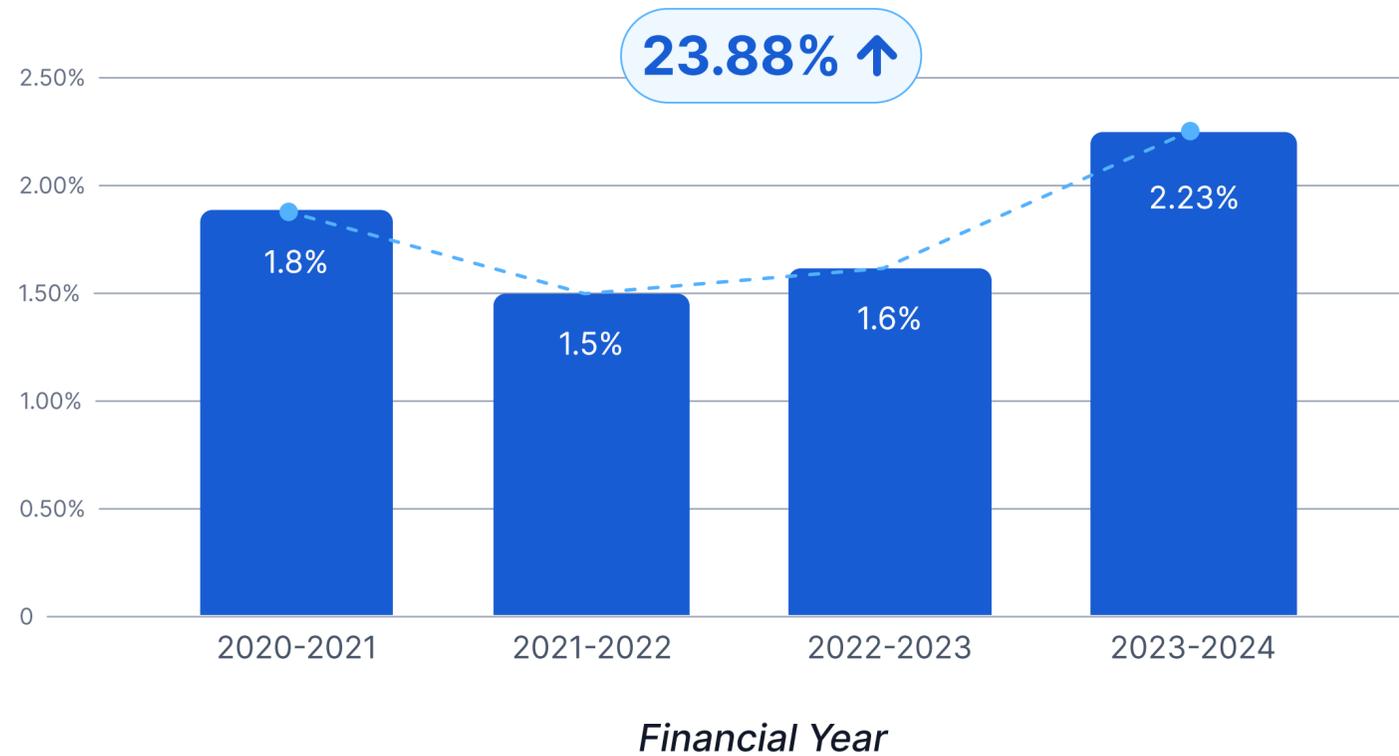


CRC (Court Record Check)

The discrepancy rate in court record checks has risen significantly by **23.88%** from FY 20-21 to FY 23-24.

The rising trend can be attributed to the increase in the overall crime rate in India, which has climbed from 422.2 crimes per million in 2022 to 445.9 per million in 2024. Additionally, the introduction of AI/ML algorithms has improved database search accuracy, resulting in fewer discrepancies.

2.23% ↑ 23.88%



Court Record Checks Powered By Vault

India's largest proprietary negative and criminal record check database



Decades worth of insights

20Cr+ cases in the database since 1950 - collected from multiple global sources.



PAN-India verifications

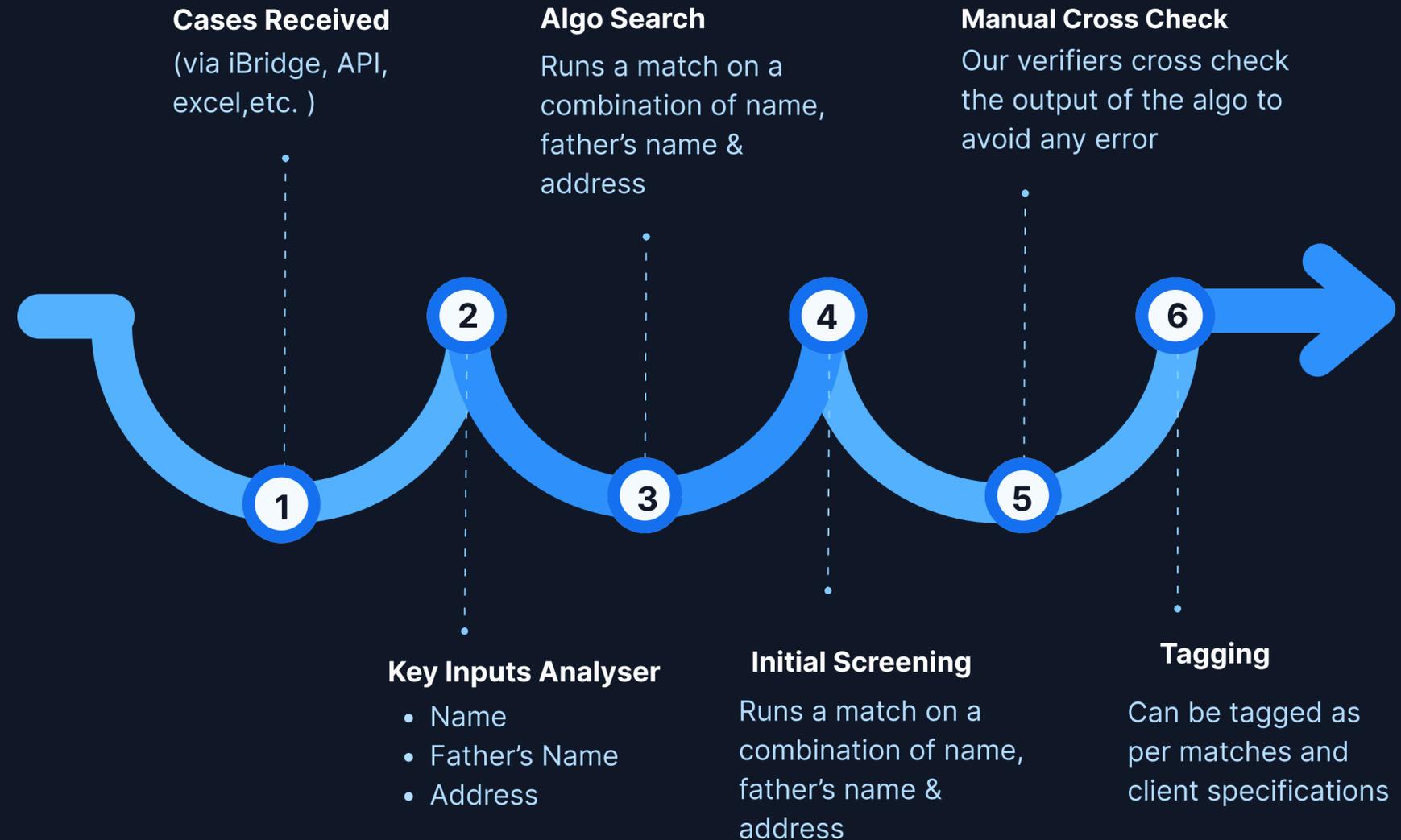
Verification against datasets from 3500+ courts, police FIRs, crime watchlist & tribunals.



Instant and accurate results

Text analytics, elastic search and machine learning to deliver quick, accurate results.

How it Works



<1%
False Negatives
through




In-house
proprietary
algorithm


3M+ dictionary
learning corpus


20+
weightage
combinations


Trained on Indian
specific Names/
Locations


Pan-India
Coverage

Redefining Employment Dynamics

How Moonlighting is Transforming the Modern Workplace?

As the world transitioned to remote work, the concept of "Moonlighting" emerged as a prevalent trend in India's workforce. Moonlighting refers to the practice of employees engaging in multiple jobs simultaneously, often beyond their primary employment. With the freedom and flexibility offered by work-from-home arrangements, employees found opportunities to pursue additional sources of income, often working for a rival company, putting the organisation's sensitive information on the line along with decreased productivity.

Recognising the increasing prevalence of moonlighting cases, AuthBridge, took the mantle of innovation to address this growing concern. We developed a robust solution to help organizations effectively identify moonlighting employees within their workforce.

In the past year alone, AuthBridge has conducted over **150,000** thorough moonlighting checks, revealing a **discrepancy rate of 12%**. These findings reveal the criticality of addressing moonlighting within the organisational ecosystem.



Moonlighting

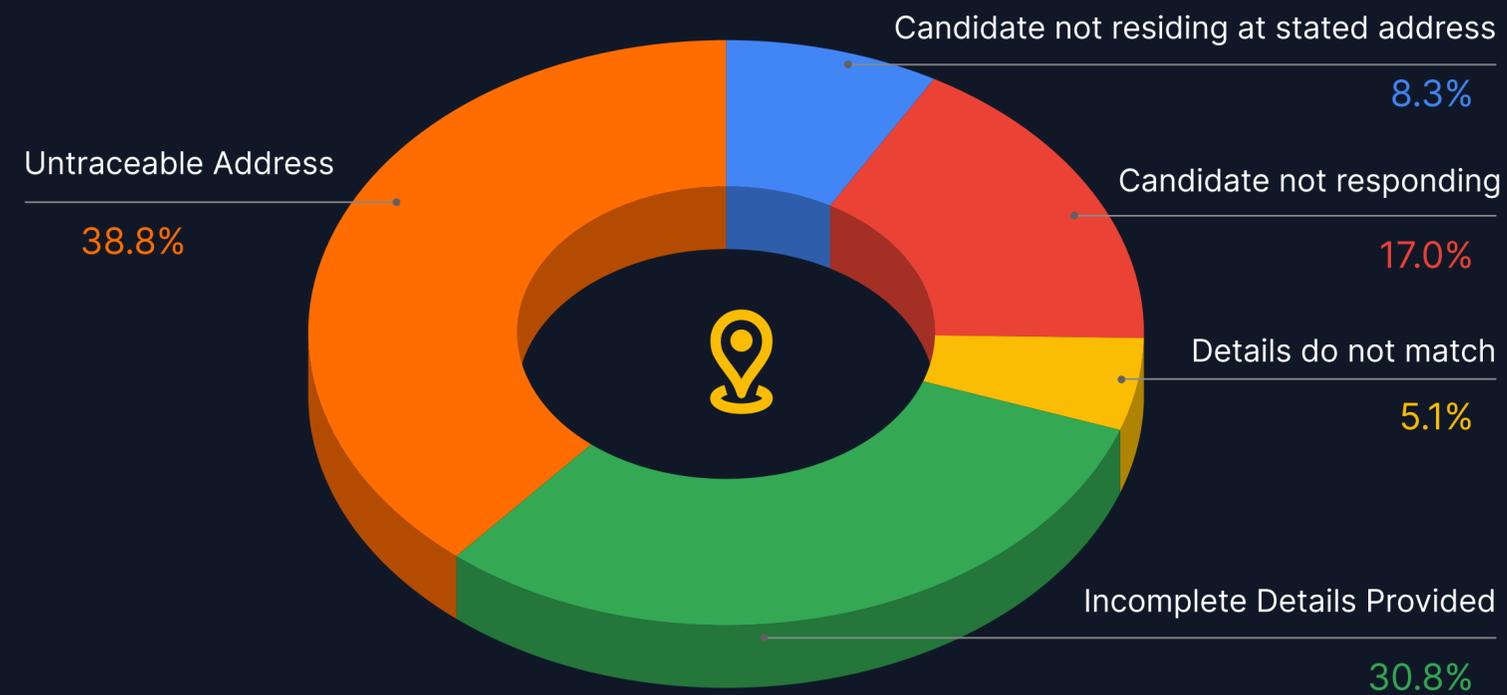
The Indian IT industry displays a spectrum of views on moonlighting, with varying degrees of acceptance. While some companies perceive it as an ethical practice, others vehemently oppose it. Certain organisations maintain a strict stance, taking punitive actions or terminating employees found guilty of moonlighting. Conversely, there are those who have incorporated moonlighting into their policy framework, acknowledging its presence while managing its potential impact.

Ultimately, regardless of an organisation's standpoint, it is imperative for all stakeholders to be cognizant of moonlighting's existence and the challenges it may pose. By leveraging AuthBridge's cutting-edge moonlighting detection capabilities, businesses can proactively safeguard their interests, foster a culture of integrity, and strike a balance between flexibility and adherence to established norms. Embracing this holistic approach will empower organisations to stay ahead of the curve and nurture a thriving and cohesive work environment in the ever-changing landscape of the modern workforce.

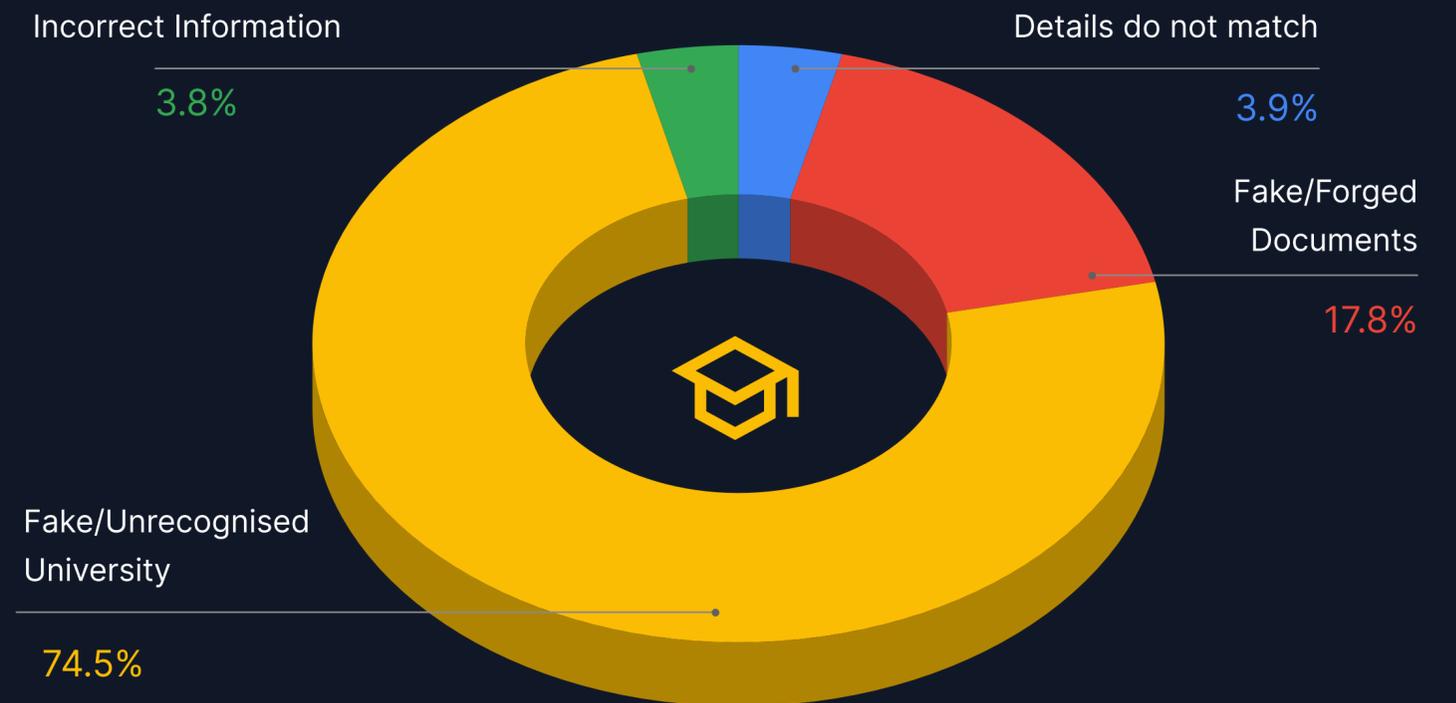


Reason-Wise Analysis for White Collar Checks

Address Verification

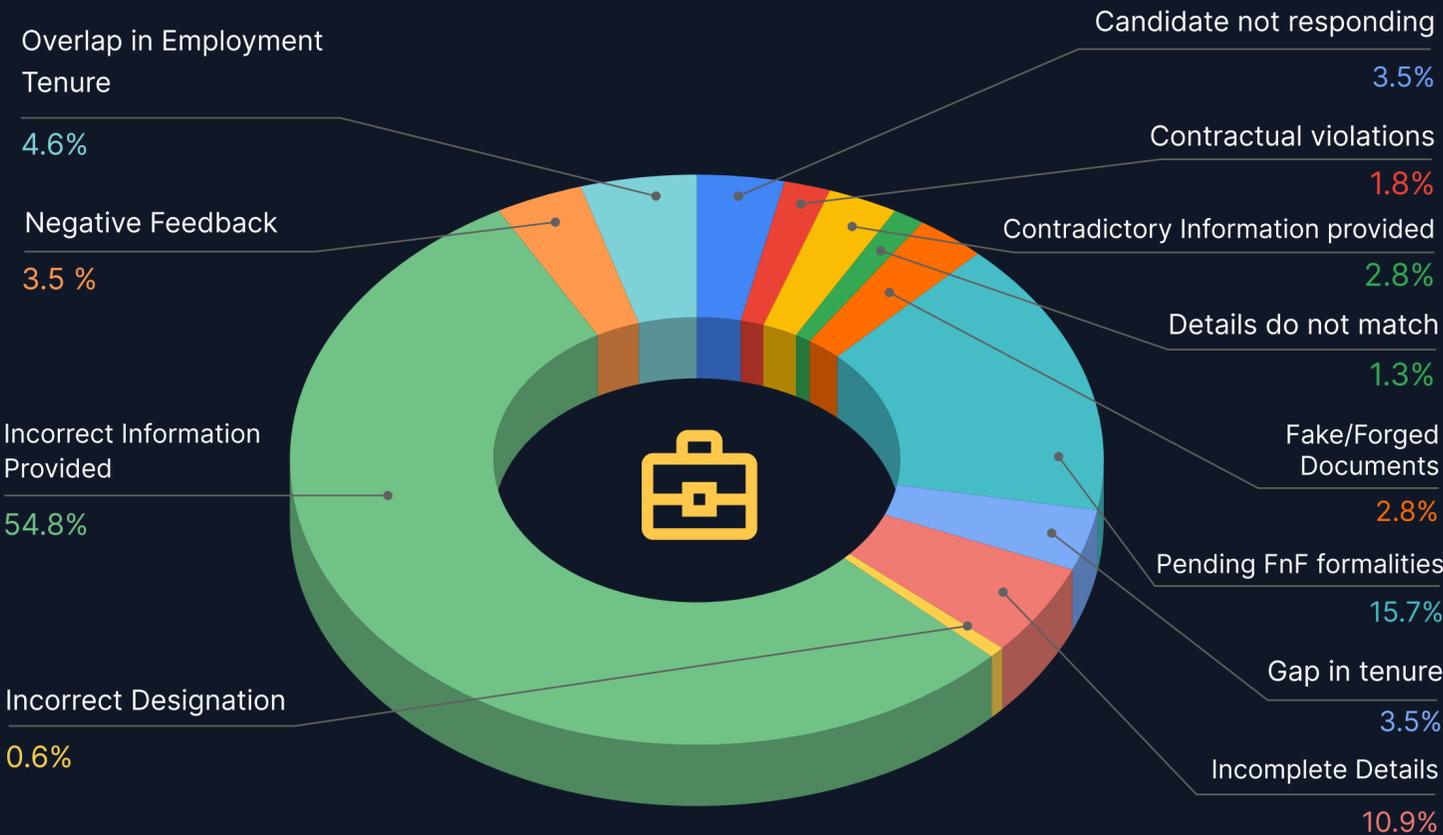


Education Verification



Reason-Wise Analysis for White Collar Checks

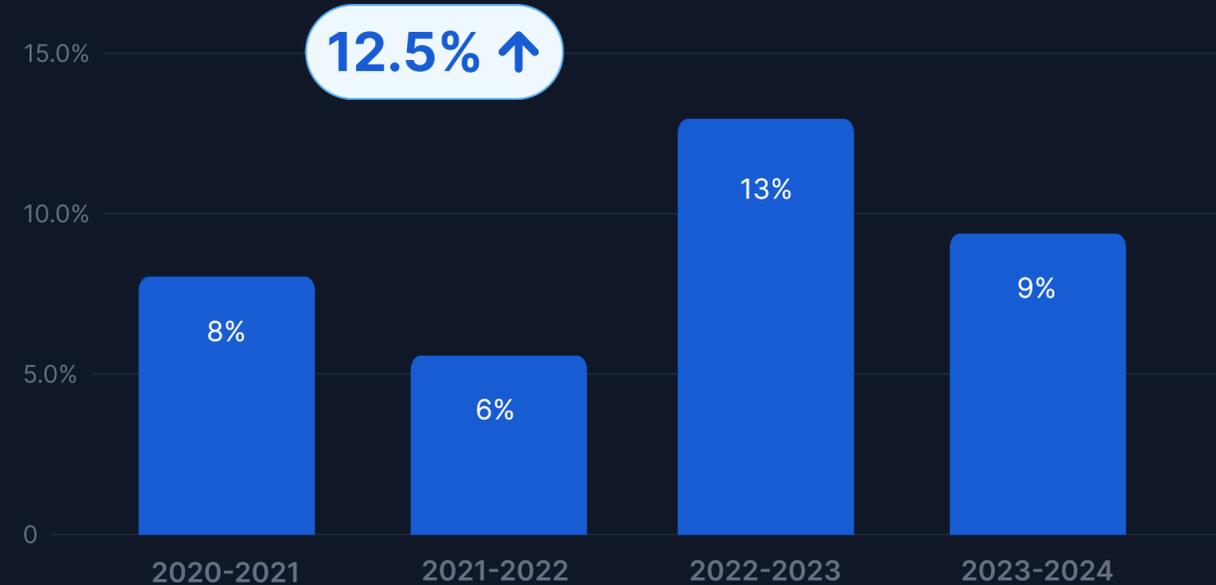
Employment Verification



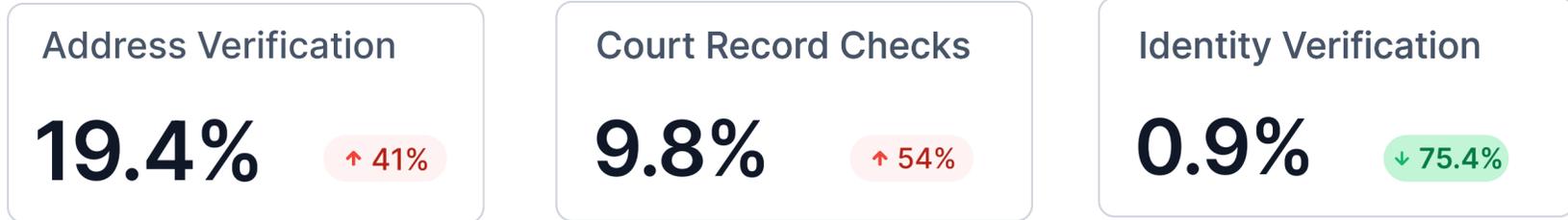
Gig Worker Verification

Over the period from FY 20-21 to FY 23-24, the discrepancy rate has seen an increase of 12.5%. Despite a slight decline in the past year, the overall discrepancy rates remain higher than the historical average.

Case Wise Discrepancy Trends FY 24



Check Wise Discrepancy FY 24



Data Trends: FY 21 to FY 24

Trending New Checks



Social Media Screening



Professional Licence Verification



Soft-Skills Assessments



Did You Know?

In India, there are currently around 7 million gig workers³, which could rise to 25 million by 2030, with an estimated 12% compound annual growth rate.

Check Discrepancies in Gig Worker Verification



Address Verification

The discrepancy rate in address verification has risen significantly by 41% from FY 20-21 to FY 23-24.

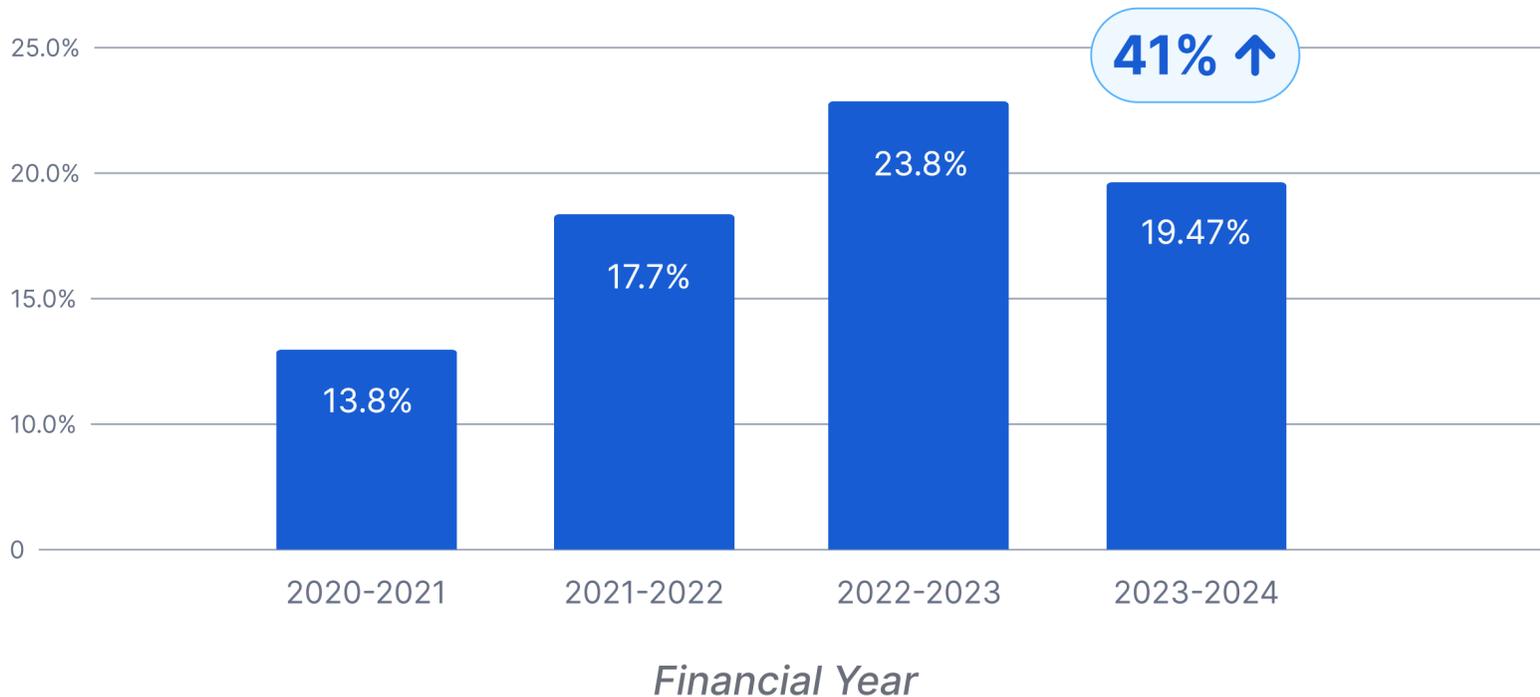
The rise in address discrepancy can most likely be attributed to factors such as:

Incomplete Information: A large chunk of workers undergoing verification often provide incomplete or outdated address information, leading to discrepancies when verified against official records.

Not Residing at Mentioned Address: Some individuals may not reside at the address listed on their ID or documents, causing significant issues during the verification process when the recorded address does not match their actual residence.

19.47%

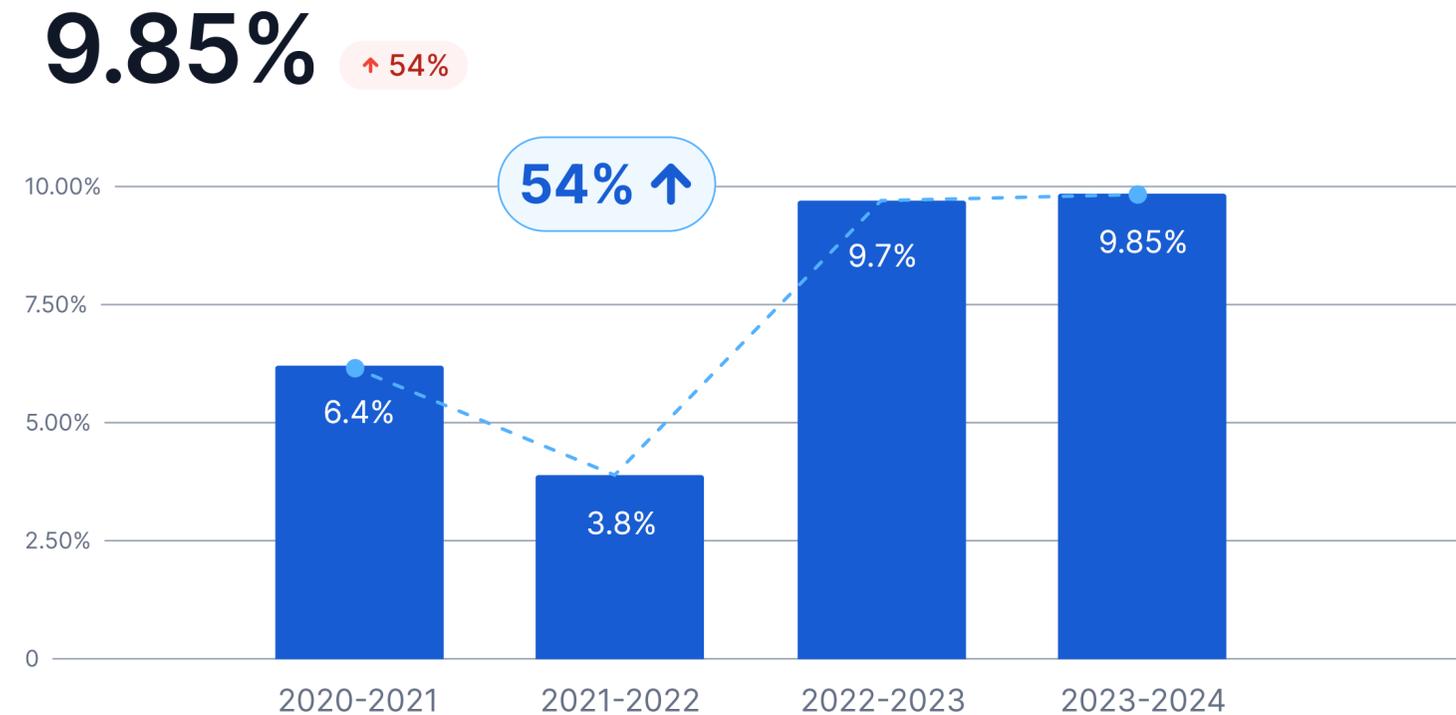
↑ 41%



Court Record Checks

There has been an overall increase in the discrepancies found through court record checks for gig workers from FY 2020-2021 to FY 2023-2024 by nearly 54%.

Increase in Reported Crime Rate: According to data by NCRB on the Crime Rate Report of India, economic challenges have led to increased crime rates. There has been an increase in crime rates from 422.2/million in 2022 to 445.9/million in 2024⁴. Increased crime rates have led to a higher incidence of criminal activities and a higher reported discrepancy in criminal records.



Tip for Employers

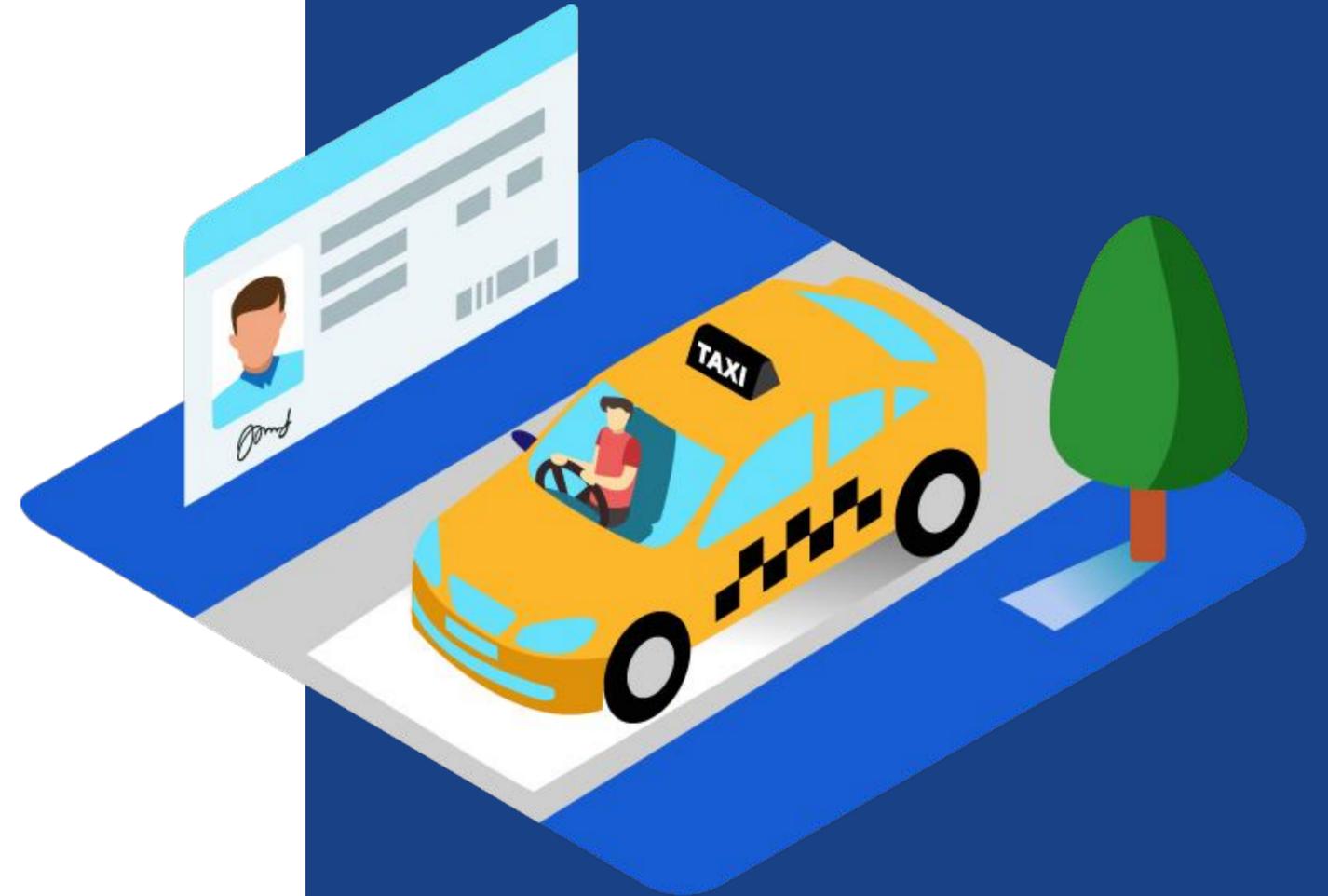
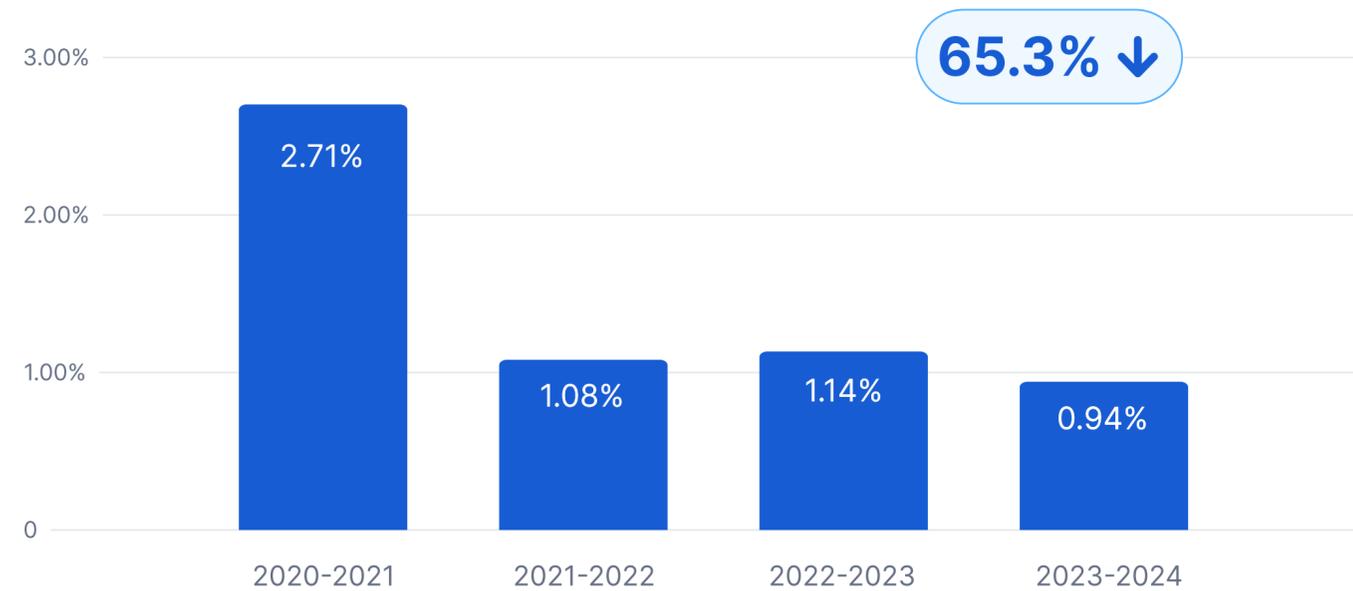
Court record checks are the most demanded check in the gig workers segment. This check looks for any civil or criminal record in the candidate from our proprietary database, delivering near-instant match results.



Identity Verification

As per our data, the discrepancy rates in Gig worker identification has nearly remained stable in the past three years, after seeing a sharp drop from FY 20-21 to FY 21-22. This can be attributed to the massive rise in the hiring of gig workers owing to the pandemic.

0.94% ↓ 65.3%



Did You Know?

Driver's licence is the most fudged document in the gig-worker segment.

The Growing Emphasis On Social Media Screening

Social media has become a powerful force, reshaping how we shop, connect, and make hiring decisions. In India, 700 million people, or 70% of the population, are active on social media platforms, significantly impacting recruitment. Social media screening involves examining a candidate's social media history for negative behaviours, such as bullying, racism, extreme views, and offensive language, to assess their personality traits. It also includes reviewing their group affiliations, as being part of controversial groups can influence hiring decisions. This practice helps employers gain a comprehensive understanding of potential employees in today's digital age.



The Advantages of Social Media Screening

According to a survey by CareerBuilder, a prominent player in the job market, 7 out of 10 employers utilize social networks to investigate potential job candidates. A third-party-based automated check can benefit your organisation as well.



Assessing Cultural Fit: Social media profiles provide insights into a candidate's hobbies, interests, and affiliations, which help determine if they align with the company's culture and values, promoting a harmonious work environment.



Identifying Red Flags: Screening can uncover problematic behaviours such as discriminatory comments, aggressive language, or inappropriate content that may not emerge during interviews, helping to avoid potential conflicts or disruptions within the organisation.



Verifying Professional Experience: Platforms like LinkedIn allow employers to cross-check the candidate's professional history and achievements mentioned on their resume, ensuring accuracy and authenticity.



Fast and Cost-Effective: Social media checks can be conducted quickly and at a low cost, often without the need for outside help, making them an efficient part of the hiring process.



Understanding Candidate's Public Behavior: Reviewing how candidates present themselves and interact in public spaces provides insights into their professionalism and social skills, which are crucial for workplace dynamics.

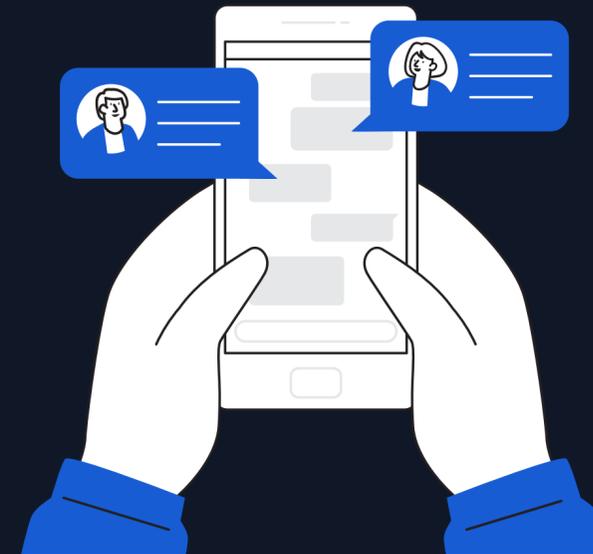
Unveiling Our Methodology

We gain insights into a candidate's overall social behaviour by meticulously examining pages followed, the language used in posts, and engagement with content across various platforms, taking privacy settings into account. This covers platforms like Facebook, LinkedIn, Instagram, Twitter, and content posted by or about the candidate. Here's our methodology:

1. We ask for the names, DoB, mobile number, state, district and other personal details from our clients, along with a consent form. We then proceed by asking for other important details like the candidate's work experience, tenure and social media URLs.
2. Our team of experts verifies the shared details.
3. A verification report on the furnished details is generated along with artifacts.

The Game-Changing Benefits of AuthBridge's Social Media Screening Check

1. Verification Accuracy of 99%
2. Field force of 1000+ personnel for verification
3. 90% of checks are completed within 5 days



Did You Know?

A significant percentage of high-risk individuals have displayed concerning behaviour on social media platforms ⁵:

40%

have shared inappropriate images and videos.

31%

have posted discriminatory comments.

20%

have divulged confidential information.

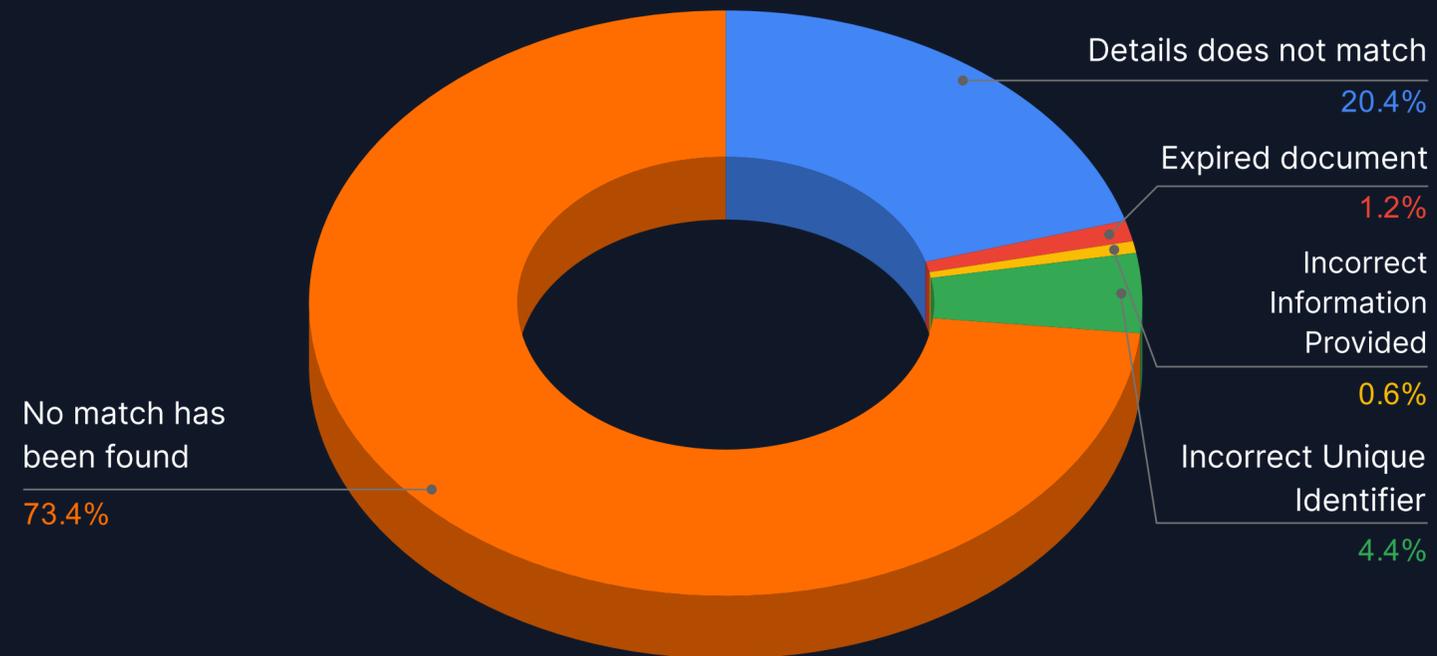
16%

have fabricated qualifications online.

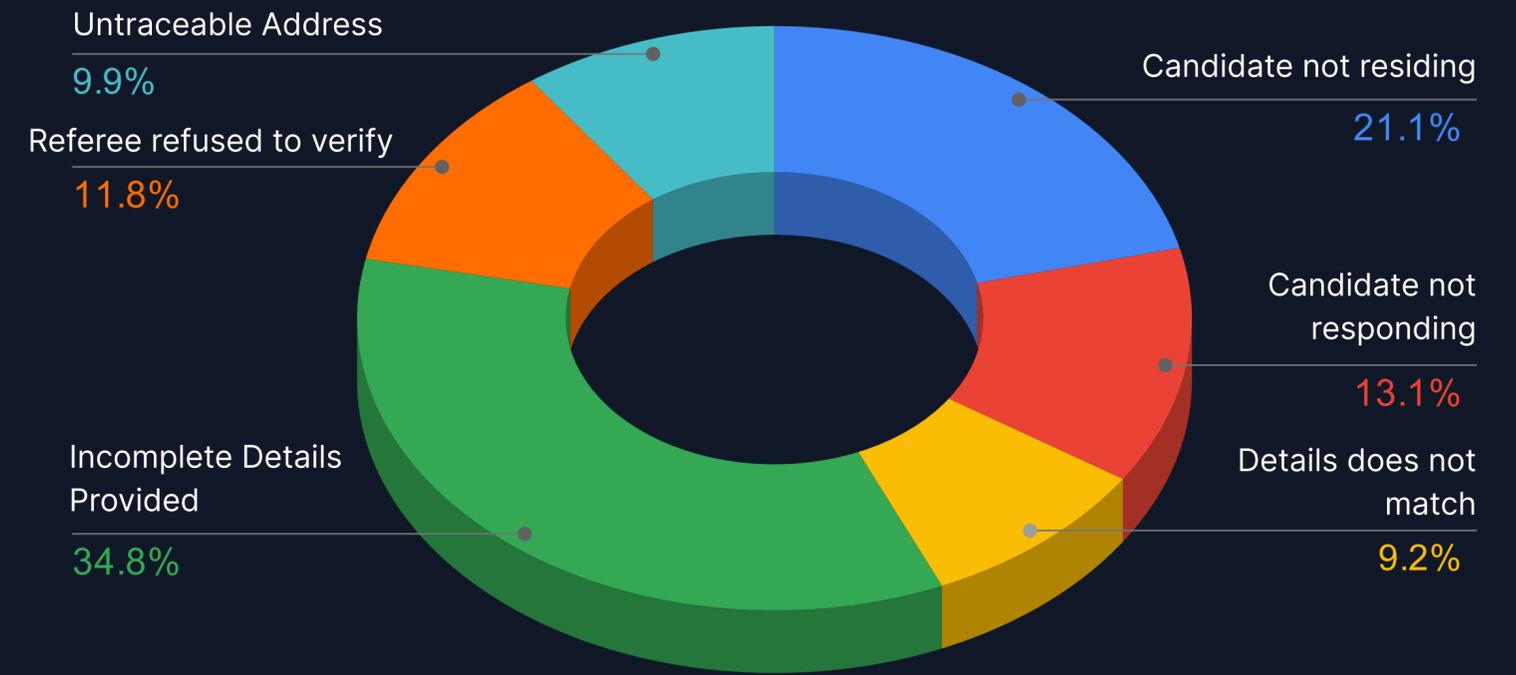


Reason-Wise Analysis for Gig Workers Checks

Identity Check Discrepancies

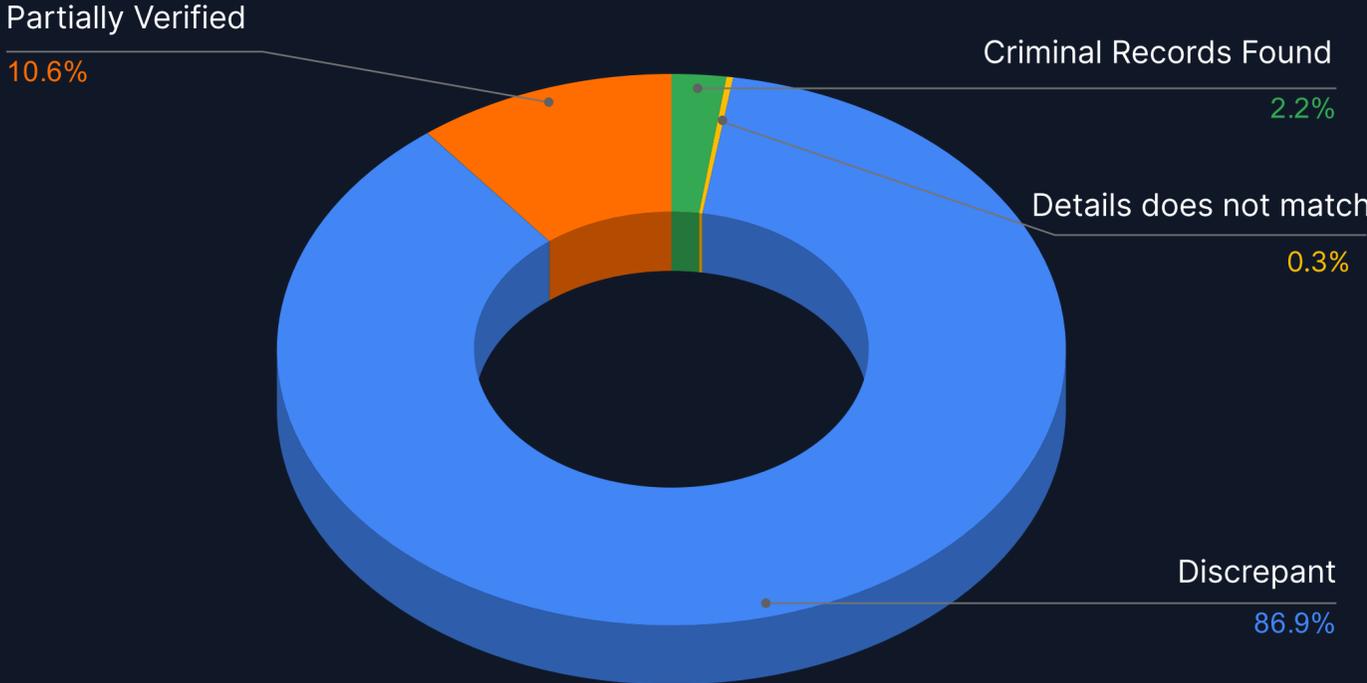


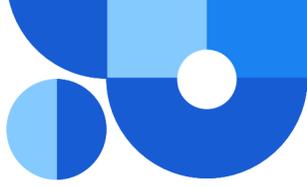
Address Verification Discrepancies



Reason-Wise Analysis for Gig Workers Checks

Court Record Checks (CRC) Discrepancies



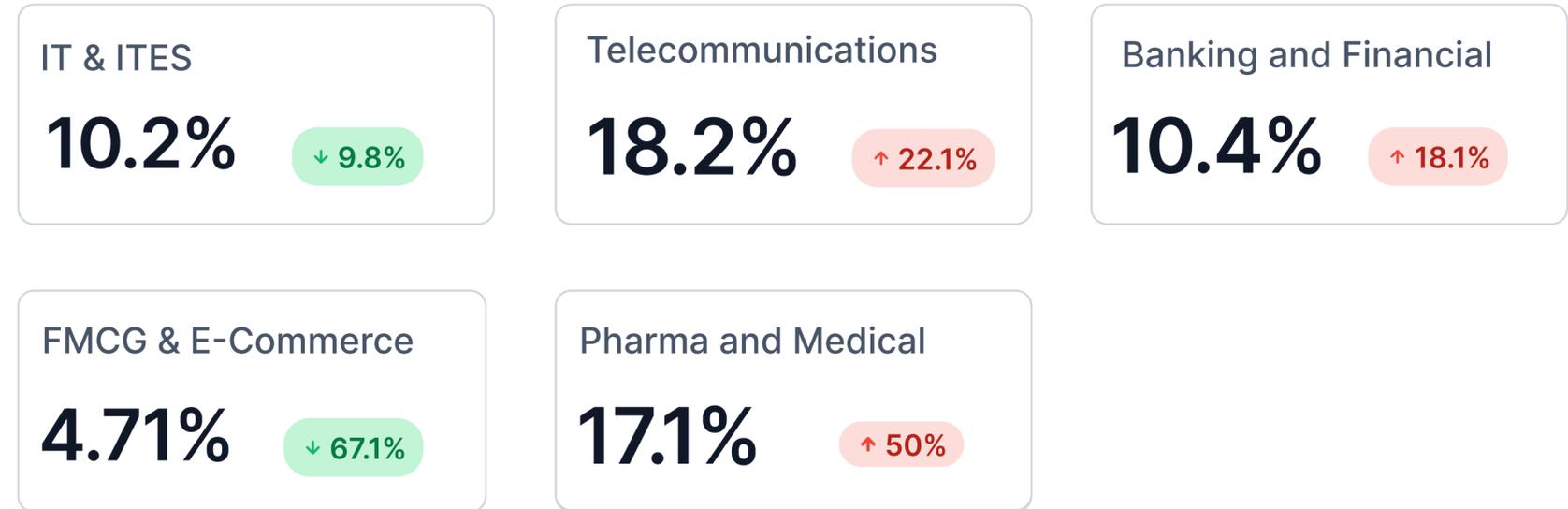


Discrepancy Trends in Major Industries



Key Takeaways FY 24

The telecommunications industry has experienced the highest discrepancy rate, reaching nearly 18%. The most significant increase occurred in the pharmaceutical and medical industry, where the discrepancy rate surged by 50% since FY 21.



Other Industries we **Serve**:

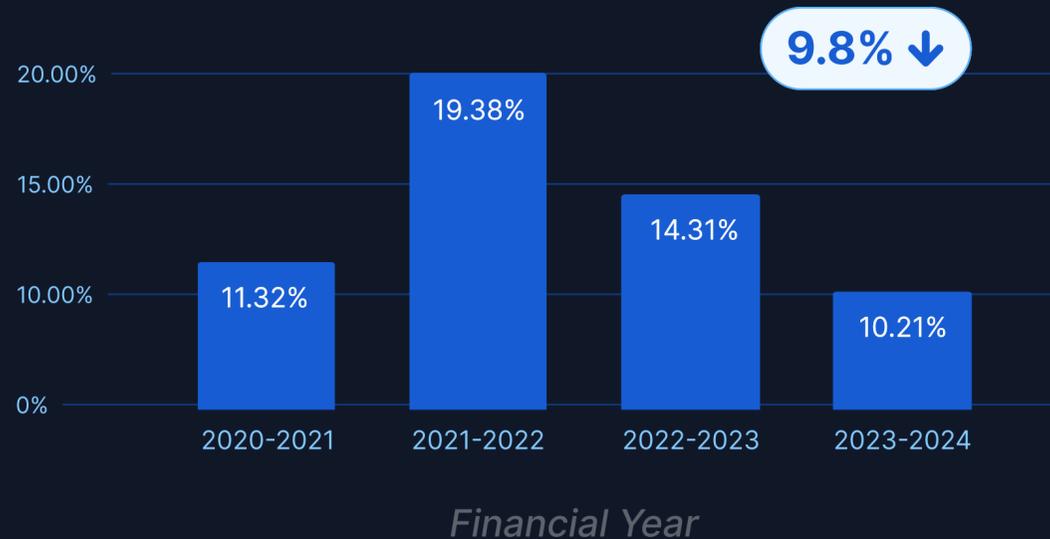
- Manufacturing
- Education
- Crypto
- Gaming
- Travel
- Hospitality
- Media & Entertainment
- Logistics
- Infrastructure
- Aviation
- and more...

IT & ITES

Over the past three years, the IT/ITES industry has witnessed a fluctuating trend in discrepancy rates. The discrepancy rates have grown from pre-Covid levels indicating that the shortage of jobs has led to a highly competitive environment leading to candidates forging credentials to apply for a job. There has been a decline in the discrepancy rates in the IT sector, at a rate of nearly 10% from FY 20-21 to FY 23-24.

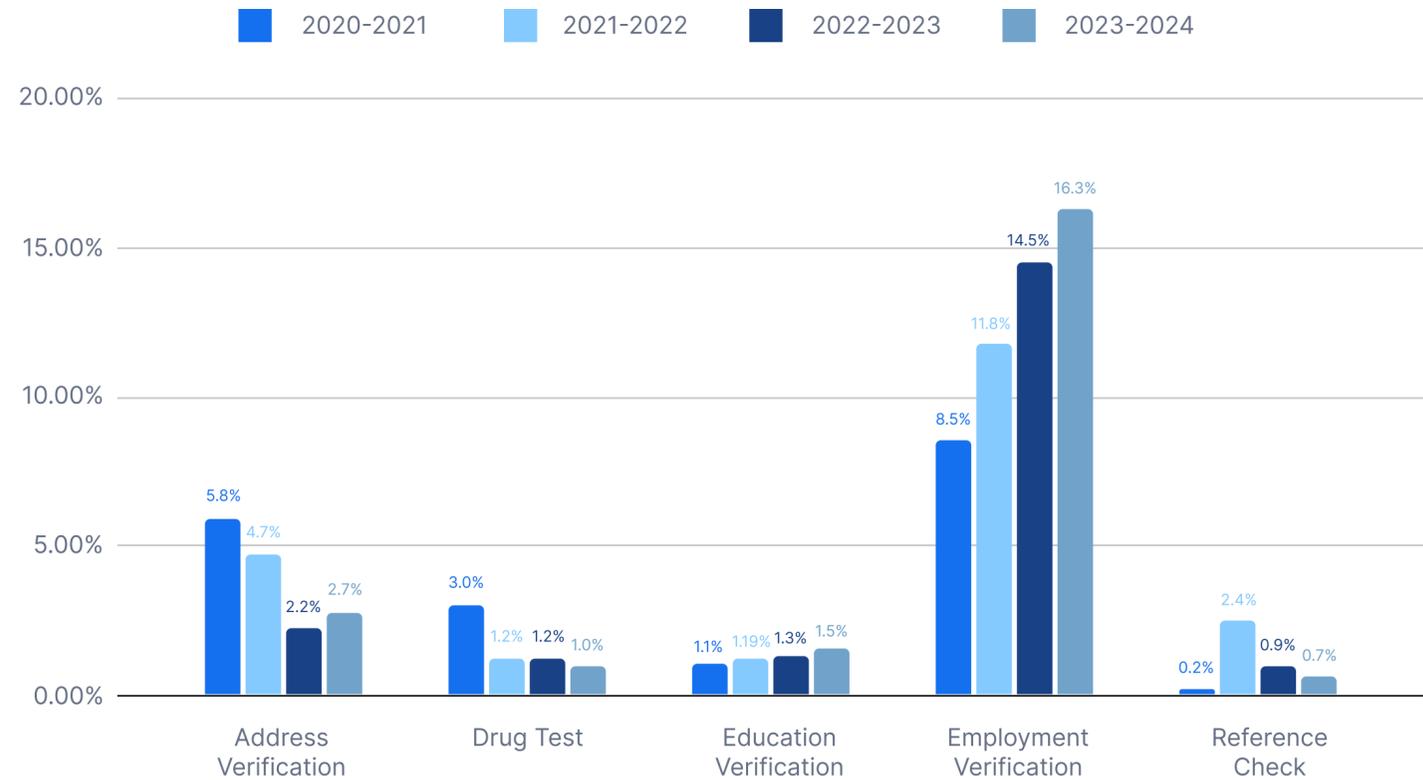
10.21%

↓ 9.8%



For the IT & ITeS sector, prioritizing robust employment verification and education verification seems to be paramount given the increasing trends in discrepancies. This proactive approach will not only cultivate a safer work setting but also guarantee a competent and reliable workforce.

Address Verification and Employment verification have been the two biggest sources of discrepancies this year, compared to last year, with education verification closely following suite.



Tip for Employers

Based on the discrepancy patterns and internal research data, we recommend companies include social media checks in their BGV Process.

Banking and Financial

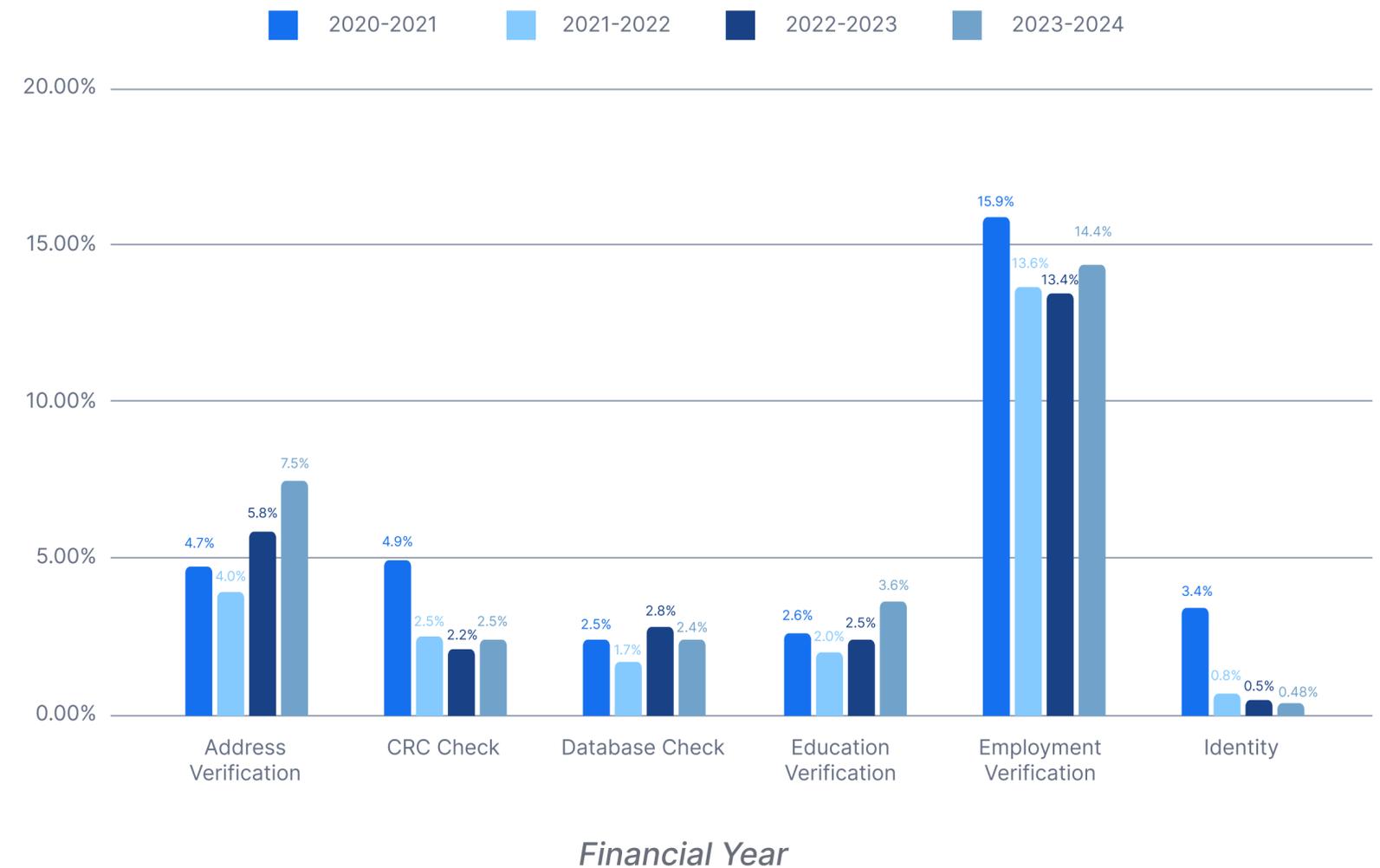
The rising trend in discrepancies in the Banking and Financial sector (BFSI) can be attributed to the dynamic job market and the significant growth in financial instruments such as credit cards, UPI, and facilities like low-cost EMI, Buy Now Pay Later (BNPL) schemes, among other. All these factors have created a higher demand for permanent and contractual workers. Adding to these is the constant pressure among candidates to set themselves apart in a competitive job market, leading to a rise in false credentials and increased discrepancies.

To address this issue, the BFSI sector must bolster its background check processes and implement more robust verification methods to ensure the accuracy of information provided by potential employees.

10.4% ↑ 18.1%



In the financial services sector prioritizing robust employment, education, and address verification checks seems to be of utmost importance as they exhibit above-average discrepancy rates. This will enable financial institutions to keep a fraud-free environment.

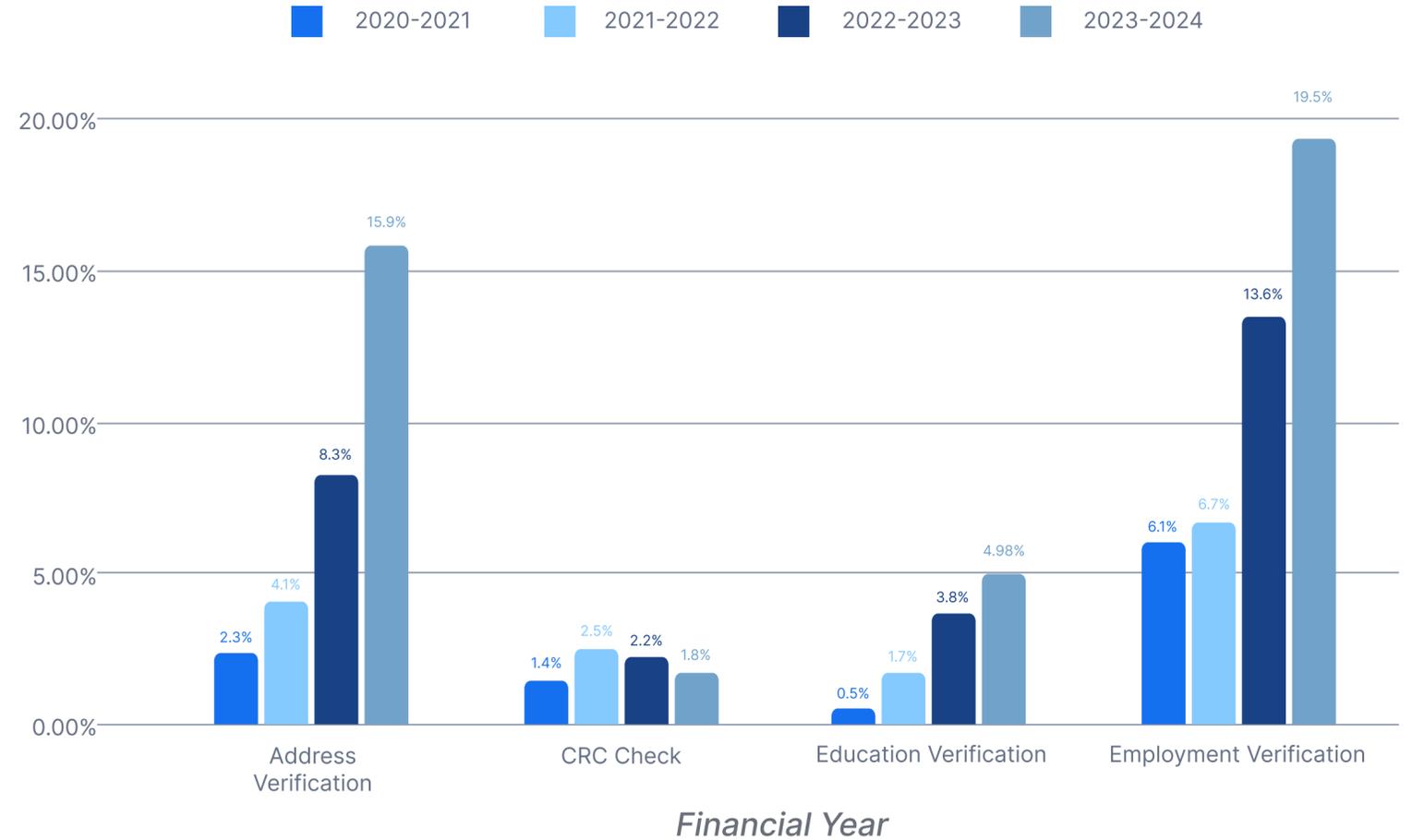
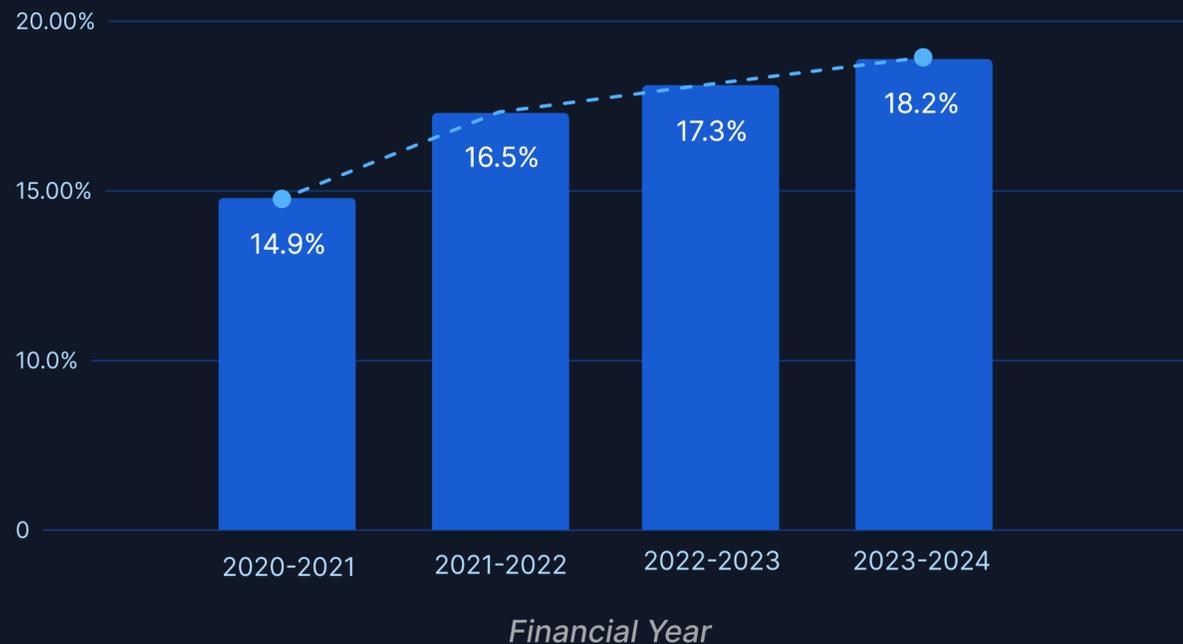


Telecommunications/Internet Service Providers

The discrepancy trends for the telecommunication sector over the past few years show a steady increase. The sector's expansion, driven by increased mobile network penetration, improved internet connectivity, the introduction of 5G technology, and a rise in smartphone users, especially in rural areas, has led to an increased demand for hiring in the telecommunication industry. As a result, a larger volume of new hires and workforce expansion has contributed to a gradual increase in discrepancies observed over the years.

18.2% ↑ 22.1%

22.1% ↑



In the telecommunication services sector prioritising robust employment, education, and address verification checks seem to be of utmost importance as they exhibit above-average discrepancy rates. As employees in the telecommunications sector handle a lot of sensitive information, a court record check also becomes important.



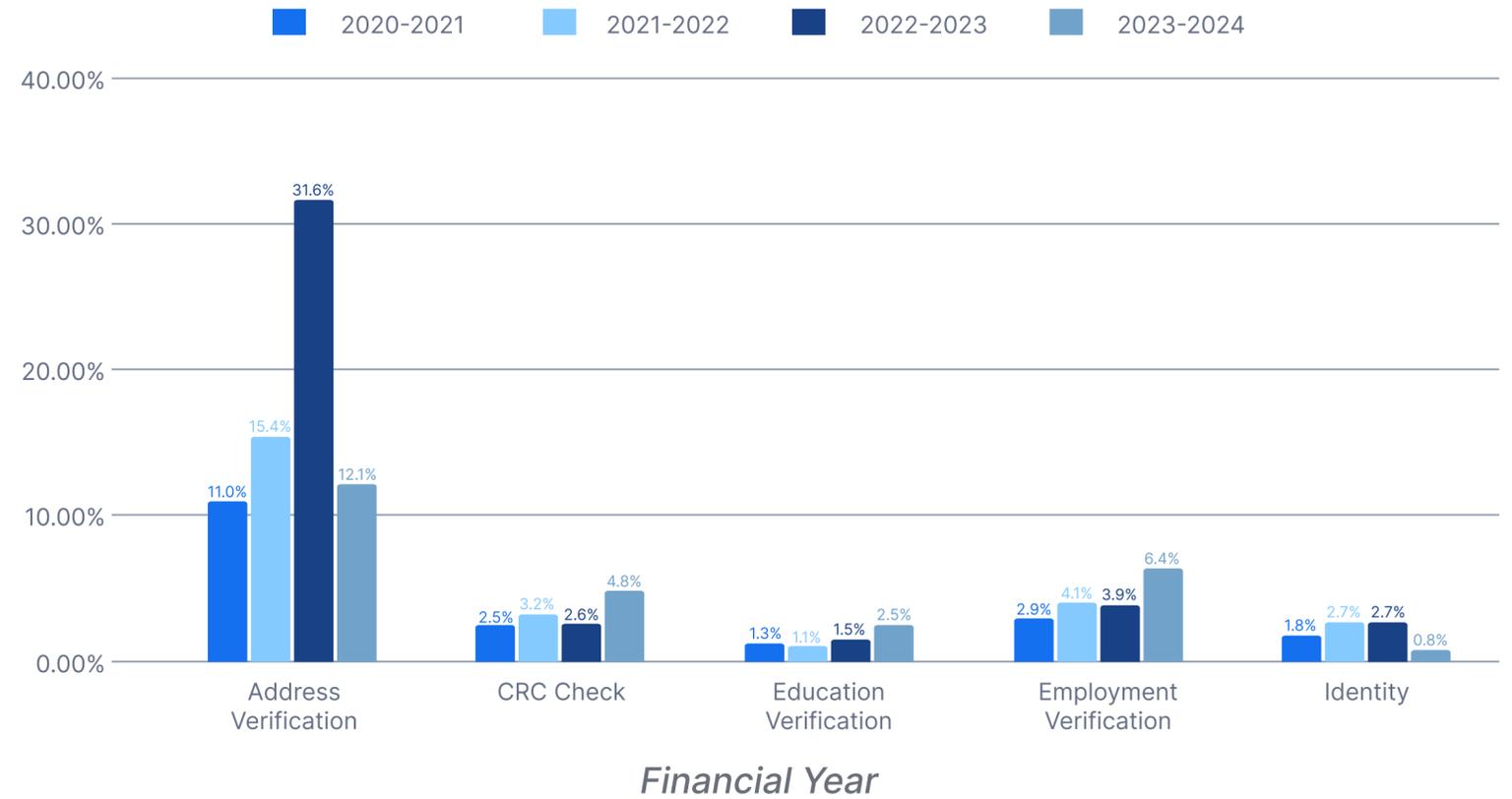
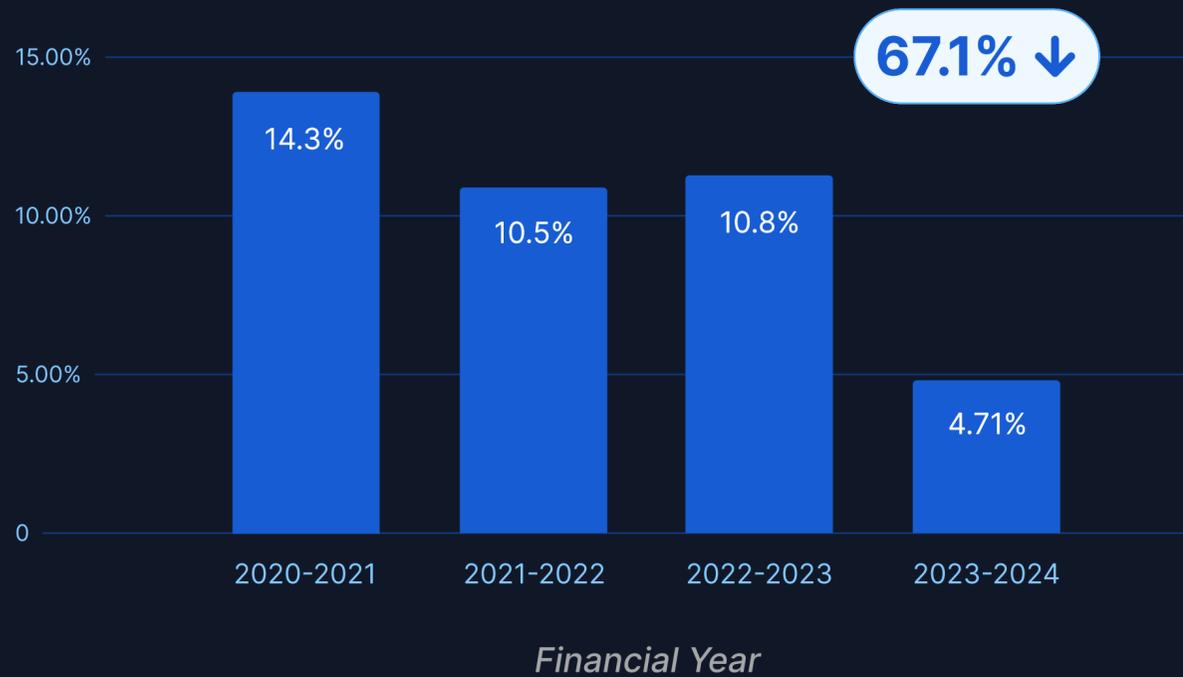
Did You Know?

The India Telecom Market size is estimated at USD 48.61 billion in 2024 and is expected to reach USD 76.16 billion by 2029⁶, growing at a CAGR of 9.40% during the forecast period (2024-2029). According to the IBEF, India has the world's second-largest telecom market.

FMCG & E-Commerce

In the fast-paced FMCG industry, where quality and efficiency are paramount, establishing trust between employers and employees is a significant challenge. The industry's biggest pain point revolves around ensuring the credibility of the workforce, safeguarding against potential risks, and maintaining the reputation of brands.

4.71% ↓ 67.1%



Our data shows a positive trend in the FMCG industry, with a decline in overall discrepancies in background checks. However, areas like employment history and address verification still need close attention. Employment history discrepancies can expose false claims about past positions, affecting operational efficiency and brand reputation.



Did You Know?

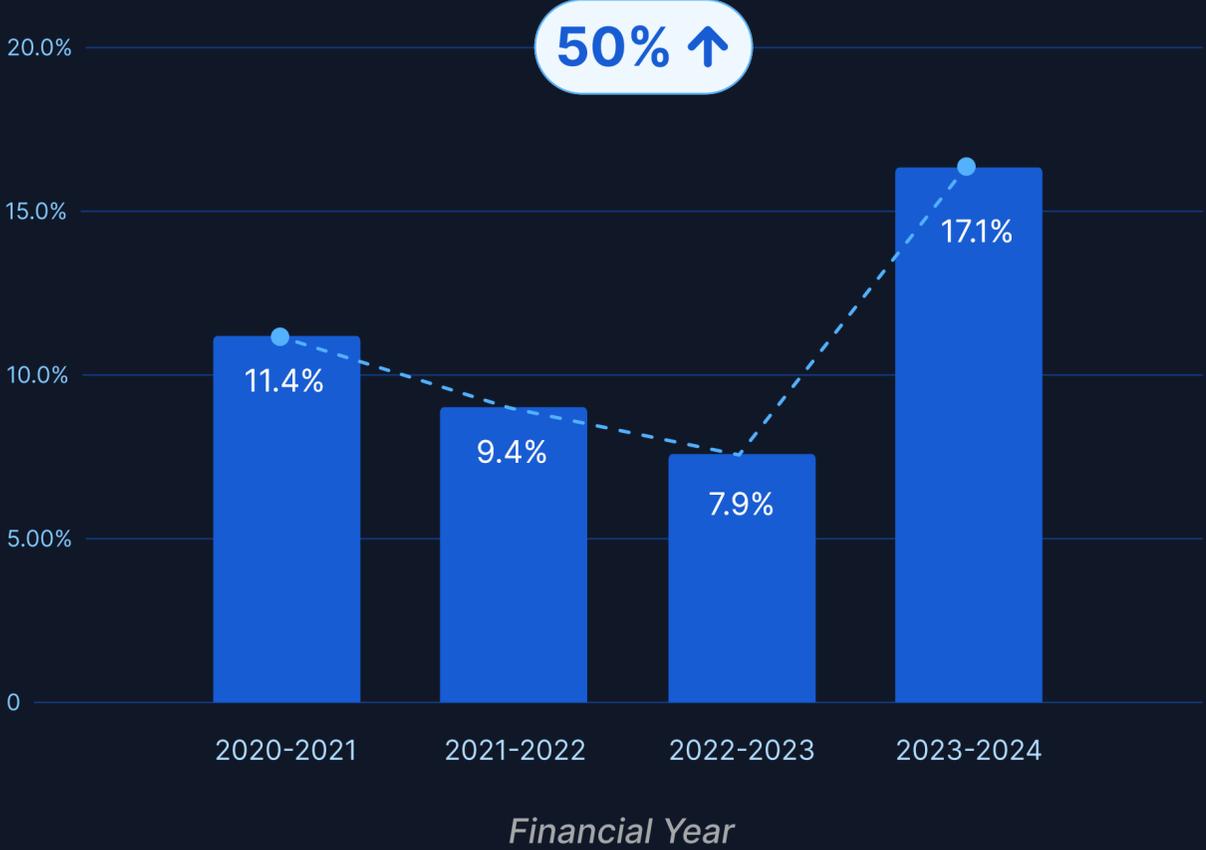
E-commerce now accounts for 17% of the total FMCG consumption among evolved consumers who are affluent and make an average spending of about Rs. 5,620 (U.S.\$ 68)⁷. The market has grown exponentially over the past five years due to the surge in internet and smartphone users and an increase in disposable income.

Pharma & Medical

After experiencing a gradual decline over three consecutive years, the pharma industry has seen a recent rise in discrepancies, reaching a four-year high, according to our latest data. This surge in the discrepancy rates, **nearly 50% higher** in FY 23-24 from FY 20-21, underscores the critical need for rigorous verification processes.

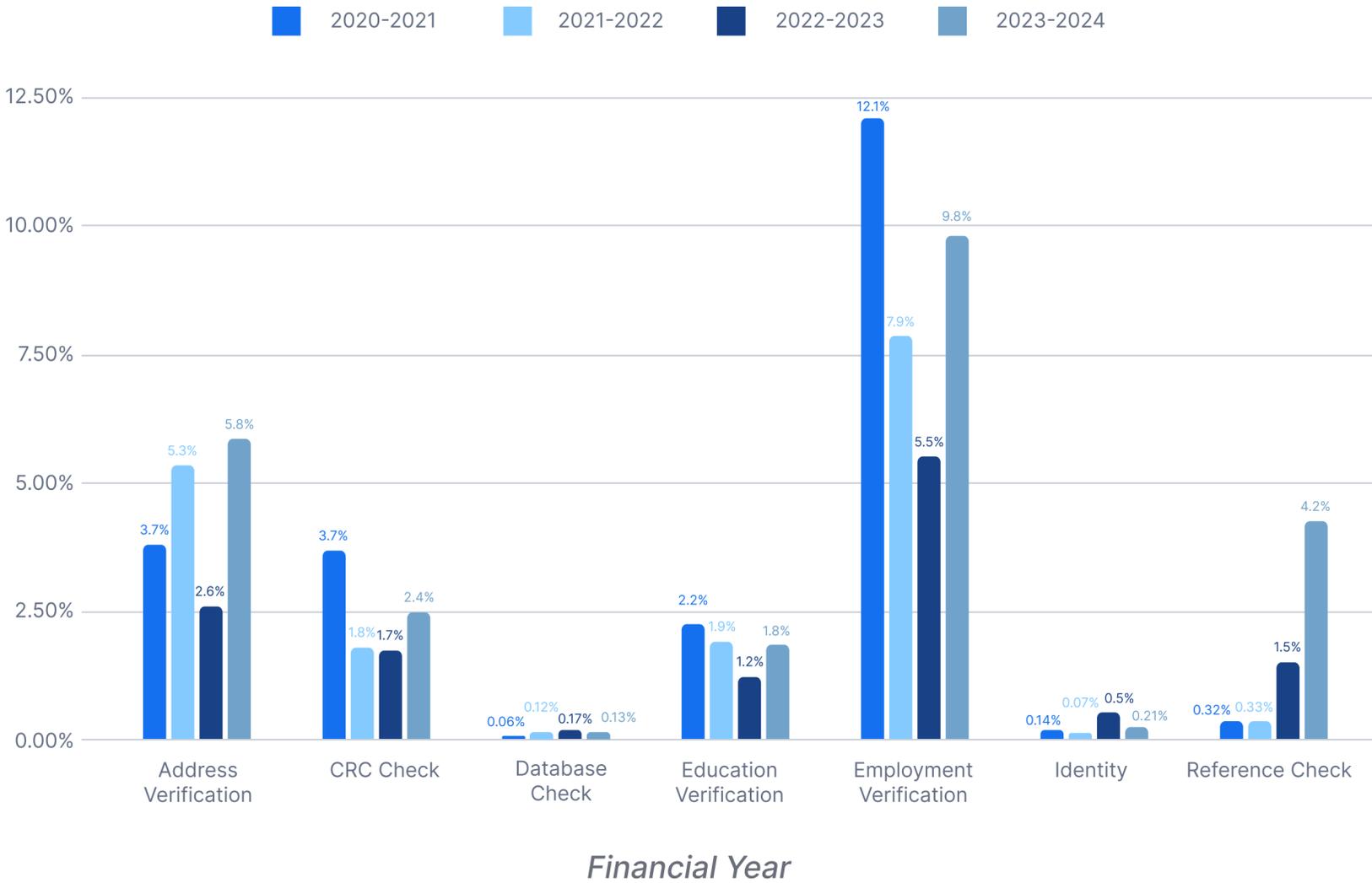
17.1%

↑ 50%



Increased regulatory scrutiny and stricter compliance requirements uncovered more discrepancies. Additionally, global supply chain disruptions necessitated stricter verification of suppliers and partners, further contributing to the increase in discrepancies.

On the whole, compared to last year, there has been a steep rise in the discrepancies found in checks like address verification, court record check, education verification, employment verification and reference checks. This highlights the need to further emphasise stricter verification protocols in the pharma and medical industry.



Zone-Wise Discrepancy Trends

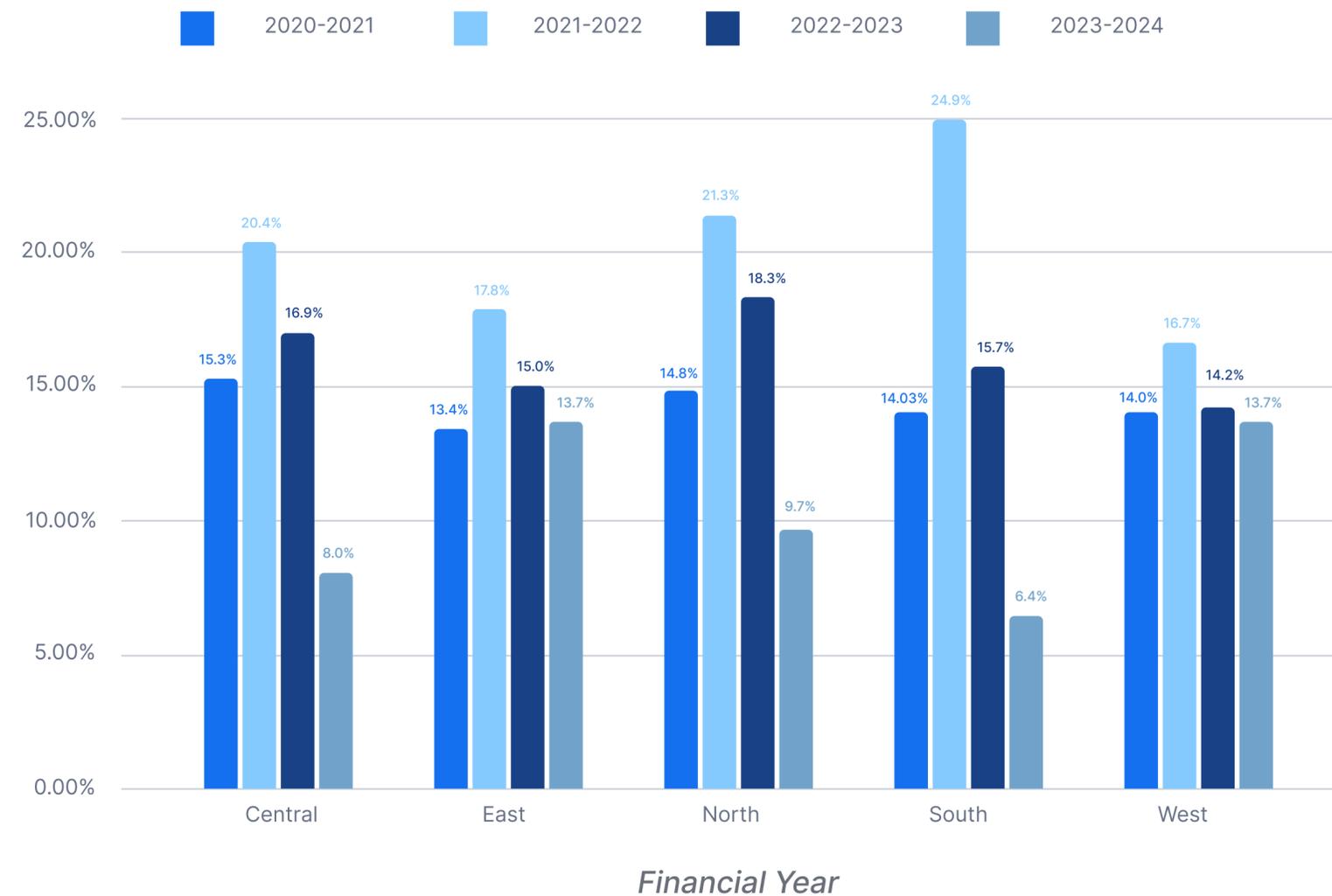


Insight

Northern India witnessed the maximum discrepant cases in FY 22-23 followed by central India.

Key Takeaways:

- East zone and West Zone recorded maximum discrepancy rate at 13.71%.
- The Central, North and South zones have seen the sharpest drops in discrepancy rates in FY 2023-2024 from FY 2022-2023.
- The East and West zones have seen a marginal decrease in the discrepancy rates.
- South Zone had the lowest discrepancy rate, at just 6.46%, showing a sharp decline of nearly 60% in FY 2023-2024, compared to FY 2022-2023.



The Essence of Integration: Unlocking Value

Social media profiles provide insights into a candidate's hobbies, interests, and affiliations, which help determine if they align with the company's culture and values, promoting a harmonious work environment.



Comprehensive Documentation and Quick Start Guides:

Our API documentation is detailed and organized for easy navigation, making it simple for developers to get started quickly. We offer quick start guides to help new users begin integrating with minimal effort.



High Availability and Scalability: Our API guarantees 99.9% uptime SLA, ensuring that your operations run smoothly without interruption. Our cloud-based solutions provide flexibility and scalability, allowing you to grow and adapt as needed.



Dedicated Account Manager: Personalized support with a dedicated account manager to assist with any integration needs and provide ongoing support.



Sandbox Environment for Easy Testing:

Our sandbox environment allows developers to test the API thoroughly before going live. It ensures that all potential issues are identified and resolved in a safe, controlled setting.



Developer Dashboard for API Keys, Webhooks, and Logging:

The developer dashboard provides a centralized place to manage API keys, configure webhooks, and monitor logging activities. This feature enhances control and transparency, making it easier to manage and troubleshoot API integrations.

Types of APIs:

Employment Check

Address Check

Education Verification API via DigiLocker

Database Check

Driving Records

Criminal Record

PAN Card Verification

Aadhaar Authentication

Driver's License Verification



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