

2011 INDIA
PRE-DEPARTURE GUIDE



BCCIE

BRITISH COLUMBIA COUNCIL FOR
INTERNATIONAL EDUCATION

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INTRODUCTION

India is the largest country in the Indian subcontinent. India shares a border with Pakistan to the west, China and Nepal to the north, Bangladesh and Myanmar to the east and has Sri Lanka, the Maldives and Indonesia lying to the south. From its variance in geography, climate, culture, language and ethnicity, India continues to be a country rich in diversity. India's authentic cuisine varies depending on which region of India you are travelling to. With a population of over one billion, India is a growing country with much potential.

The information in this guide is provided to inform your business travel in India. For further information, it is a good idea to consult reports assembled by the government and purchase travel guides such as Lonely Planet and Rough Guides.

FACTS & STATISTICS

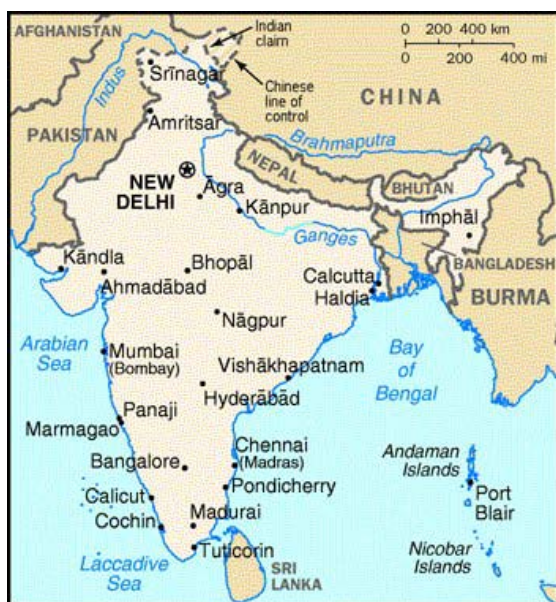
Location: Southern Asia, bordering Bangladesh, Bhutan, Burma, China, Nepal and Pakistan

Capital: New Delhi

Population: 1,173,108,018 (July 2010 estimated)

Ethnic Make-up: Indo-Aryan 72%, Dravidian 25%, Mongoloid and other 3%

Religions: Hindu 81.3%, Muslim 12%, Christian 2.3%, Sikh 1.9%, other groups (including Buddhist, Jain, Parsi) 2.5%



BUSINESS ETIQUETTE AND PROTOCOL IN INDIA

Relationships and Communication

- ❖ Relationships are established upon mutual trust and respect.
- ❖ In general, Indians prefer to have long-standing personal relationships prior to doing business.
- ❖ It may be valuable to go through a third party introduction as this will provide instant credibility.
- ❖ When addressing an Indian whom you know personally, always use the appropriate formal title (professor, doctor, Mr. or Mrs.); if you do not know their names, then address as sir or madam.

Business Negotiations

Decisions are usually reached by the person with the most authority. Keep in mind the importance of relationships and prepare to be patient as decision making can be a slow process. If you lose your temper you will lose face and present yourself as unworthy of respect and trust. If you are dealing with the government, delays are to be expected. Avoid using high pressure tactics and avoid appearing overly legalistic during negotiations. Generally, Indians do not trust the legal system and often someone's word is adequate to reach an agreement. Also do not disagree publically with members of your negotiating team as this will cause concerns regarding trust and respect. The Indian society dislikes saying "no" as most believe it to be rude due to the possibility of causing discontent or offense. Therefore, listen carefully to the recipients' responses to your questions. If terms such as "we will see", "I will try" or "possibly" are used, then that usually indicates they are implying "no" to the question raised. Successful negotiations are usually celebrated by a meal.

Business Meeting Etiquette

- ❖ If you will be travelling to India from abroad, it is recommended to make appointments by letter at least one month in advance.
- ❖ Meetings can unexpectedly get cancelled at short notice, therefore confirming the appointment is a good idea.
- ❖ Keep your schedule flexible so that any last minute rescheduling of meetings can be adjusted without causing too much difficulty.
- ❖ Punctuality is valued therefore it is important to arrive at meetings on time.
- ❖ When entering a meeting room you should always approach and greet the most senior figure first.

- ❖ Meeting etiquette requires a handshake; however Indians themselves use the “Namaste”. This is where your palms are brought together at chest level with a slight bow of the head. Using the “Namaste” greeting signifies your understanding of the Indian etiquette.
- ❖ Small talk is always used as a starter of meetings and as a quick way to get to know one another (favourable topics of conversations include: latest business news, the fortunes of the Bombay Stock Exchange or cricket).
- ❖ If possible, always send a detailed agenda or any other materials and charts necessary for the meeting in advance since it allows everyone to review and become comfortable with the materials prior to the meeting.
- ❖ As a follow-up to your meeting, it is a good idea to send a brief thank you note, and sometimes also a written overview of what was discussed and the next steps.

Dress Etiquette

- ❖ Dress conservatively and not casually.
- ❖ Men should wear dark coloured conservative business suits.
- ❖ For women, a suit or dress is appropriate for business.
- ❖ The weather plays a factor in one’s selection of clothing. In the hotter areas of India, dress is less formal; however dressing as suggested above for the first meeting will indicate respect.

Business Cards

- ❖ Business cards are primarily exchanged after the initial handshake and greeting.
- ❖ Include any university degrees or any other honorary qualifications on the cards as this is valued.
- ❖ Use the right hand to give and receive business cards.
- ❖ Translating your business card into Hindi is not necessary; however it is a good idea to have it translated into Hindi more so as a sign of respect than for linguistic need.
- ❖ Always present your business card so that the recipient may read the card as it is handed to him or her.

Gift Giving Etiquette

- ❖ What is important to the recipient is the sincerity with which the gift is given and not the value of the gift per se.
- ❖ When invited to an Indian’s home, it is not necessary to bring a gift, however one will not refuse a gift if presented.

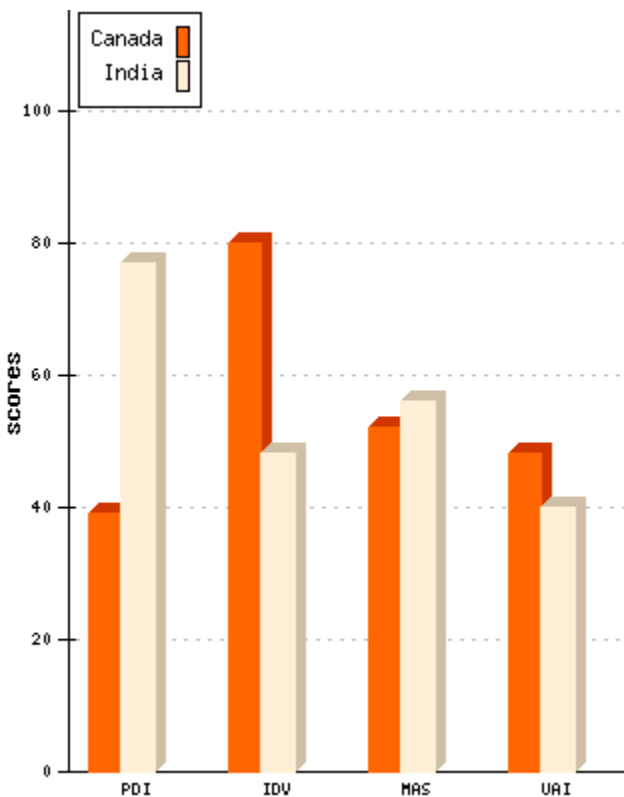
- ❖ Yellow, green and red are considered lucky colours; therefore try to wrap gifts in these colours.
- ❖ Do not give frangipani or white flowers as they are associated with funerals.
- ❖ Gifts are typically not opened when received.
- ❖ A gift from a man should be said to come from both him and his wife/mother/sister or some other female relative.

Gifts to Avoid

- ❖ For Hindus, avoid giving gifts made of leather.
- ❖ For Muslims, avoid giving gifts made of pigskin or alcoholic products.

INTERCULTURAL BUSINESS COMMUNICATIONS CANADA/INDIA

Please see the Cultural Comparison Graph - look at the areas where the two cultures differ greatly and then get tips by following the links from the relevant dimensions below:



PDI (Power Distance Index) - The PDI score relates to the degree of equality or inequality between people in a country's society. A high PDI score indicates that inequalities of power and wealth exist in a country, whereas in low scoring countries there is more social equality.

IDV (Individualism) - The individualism score focuses on the degree to which a culture values and reinforces the importance of the individual as opposed to the group. A high scoring country will view individuality and individual rights as critical. Low scoring countries will value the group, i.e. family, tribe, etc.

MAS (Masculinity) - Masculinity focuses on the degree to which a culture reinforces the traditional role of males vs. females. A high scoring country will have a more acute degree of gender differentiation, whereas in low scoring countries there is less differentiation and discrimination between genders.

VAI (Uncertainty Avoidance) - Uncertainty avoidance looks at the level of tolerance for uncertainty and ambiguity within a culture. Cultures with a high uncertainty avoidance score will have a low tolerance for uncertainty and ambiguity. This is seen through it being a more rule-oriented society that institutes laws, rules, and regulations. A low scoring country is less concerned about ambiguity and uncertainty and is less rule-oriented, and more ready to accept change, consider new ideas and take greater risks.

LOCAL CURRENCY

The currency unit used in India is the Indian Rupee (Rs). One Indian rupee is equivalent to 100 paise, however Indian paise coins are increasingly rare these days. Nonetheless, coins come in denominations of 5, 10, 20, 25, and 50 paise, and rupees come in 1, 2, 5, 10, 20, 50, 100, 500 and 1000 (1000 Indian rupee bill is difficult to change outside of banks). The Indian rupee is generally stable. As a word of caution, the Rs 500 note looks very similar to the Rs 100 note.

ATMs are widely available in most major towns and cities, however it is recommended to carry cash or travellers' cheques as backup in case the power goes down, an ATM is out of order, or simply if you lose or break your plastic. Credit cards are accepted at a growing number of shops, upmarket restaurants, and midrange and top-end hotels. The most commonly accepted cards are Visa, MasterCard, Cirrus, Maestro and Plus. Banks in India that reliably accept foreign cards include Citibank, HDFC, ICICI, UTI, HSBC, the Punjab National Bank and the State Bank of India. Due to the potential for fraud and other criminal activities, credit cards and debit cards should be used with caution at all times.

Major currencies such as US dollars, UK pounds, and Euros are easy to change throughout India. Whenever changing money, check every note as many banks staple bills together into bricks which can cause the notes to rip or disintegrate and as a result may not be accepted as

payment at local shops. It is recommended to maintain a stock of smaller currency, such as Rs 10, 20 and 50 notes as making change of larger bills may be difficult.

All major brands of travellers' cheques are accepted in India; however some banks may be persistent on accepting cheques from Amex or Thomas Cook. Charges for changing travellers' cheques vary depending on places and banks. Keep in mind that you must present your passport whenever you change currency or when using travellers' cheques.

The currency conversion rate as of Jan 2011 is approximately **1.00 USD** (US dollar) = **45.21 INR** (Indian Rupee)

Websites to Major Banks:



Citibank

<http://www.online.citibank.co.in/>

HSBC

<http://www.hsbc.co.in/1/2/homepage>

HDFC

<http://www.hdfcbank.com/personal/default.htm>

ICICI

<http://www.icicibank.ca/default.htm>

Punjab National Bank

<http://www.pnbindia.in/>

State Bank of India

<http://www.statebankofindia.com/user.htm>

TRANSPORTATION: GETTING THERE AND GETTING AROUND

India has 4 main gateways for international flights: Chennai, Delhi, Kolkata, and Mumbai. International flights may also land in Bangalore, Guwahati, and Amritsar. This pre-departure guide will address in detail transportation information for Delhi and Mumbai. For further information on airports for Chennai and Kolkata, please view their websites.

Chennai Airport (<http://www.chennaiairport.com/>)

Delhi Airport (<http://www.newdelhiairport.in/traveller.aspx>)

Kolkata Airport (<http://www.nscbiairport.org/>)

Mumbai Airport (<http://www.csia.in/default.asp>)

Getting to/from Delhi

Airport

The Indira Gandhi International Airport is located in the national capital of New Delhi.

Metro

The Delhi Metro is one of the fastest ways to commute in Delhi. The metro train operates frequently; in fact, the trains arrive at each station in less than 12 minutes, making it an ideal means of travelling. Metro trains run from 6:00 am to 11:00 pm. For more information on Delhi Metro Rail, visit http://www.delhimetrorail.com/about_us.aspx.

Bus

Buses are the most common and cheapest way to travel around the city. They are fairly reliable and one of the fastest means of transportation. Most buses are owned either by the State-owned Delhi Transport Corporation (DTC) or by private contractors. Buses can be very crowded and may be challenging for a tourist visiting India for the first time. Take caution and be sure to familiarize yourself with the bus schedule and stop. For more details on bus services and schedules, visit: <http://dtc.nic.in/>.

Taxis

Taxis are a convenient means of getting around. One can find the typical yellow and black taxis across the city. All taxis have meters that have a standard fare. Some of these taxis may have air-conditioning.

For the convenience of all passengers, the Delhi Airport works closely with three cab operators who are available 24/7 all year round. These cabs are GPS enabled and are air conditioned. Payments can be made via cash, debit or credit card.

Contact information for these three cab companies are as follows:

Meru Cabs

(t): +91-11-4422-4422

(w): www.merucabs.com

Mega Cabs

(t):+91-11 4141-4141

(w): www.megacabs.com

Easy Cabs

(t): +91-11-4343-4343

(w): www.easycabs.com

Car

Car rentals may be more suited for longer travels throughout India and *only* recommended with the hire of a driver.

Getting to/from Mumbai

Airport

Mumbai has two airports: The Chhatrapati Shivaji International Airport and Santa Cruz Domestic Airport. The Chhatrapati Shivaji International Airport is located at Sahar, which is east of the suburb Andheri. It takes about 1 hour (depending on traffic) by road to arrive at the city centre. Peak rush hour usually occurs during the night.

Pre-paid taxis, three wheelers, local buses, and private rental cars are various ways of transportation to and from any destination in Mumbai.

Bus

Refer to Delhi information.

Taxis

Black and yellow taxis are metered taxis often without air conditioning. “Cool Cabs” are blue and yellow. Although Cool Cabs are also metered, what sets them apart from the black and yellow taxis is that Cool Cabs are air conditioned.

Radio taxis are brand new air conditioned cars that also have a GPS system. Their fare is claimed to be similar to that of Cool Cabs.

Taxi Companies:

Meru Cabs (t): +91-22-4422-4422

Mumbai City Cool Cabs (t): +91-22-2216-4466

Bombay Taximens Union (t): +91-22-26783347

eCabs (t): +91-22-3219-8484

Classic Taxi Service (t): +91-9371067115

Car

Refer to Delhi information.

LOCAL AND INTERNATIONAL PHONE CALLS

If you want to make international calls to India, you must first dial the IDD (International Direct Dialling), which for Canada and the US is 011. The country code for India is 91. Following the country code, you need to enter the area code (which is referred locally as an STD code). Each city has a different area code. The area code for Delhi is 11.

For example, if you are making a call from Canada to India, dial 011- 91 - area code - phone number.

For local dialling in India, remember to use the correct area code corresponding to the city to which you are calling.

For example, if you are calling from a different STD code to which the call is placed, then dial 0 - area code – phone number (i.e. 022-12345678)

EMERGENCY CONTACTS AND TRAVEL REPORTS

Canadian Embassy – New Delhi

Canadian High Commission
7/8, Shantipath
Chanakyapuri
New Delhi 110021
Telephone: 91.11.5178.2000
Fax: 91.11.5178.2020
http://www.india.gov.in/overseas/foreign_emb_india.php

Travel reports and important information for Canadians traveling abroad:

http://www.voyage.gc.ca/countries_pays/updates_mise-a-jour-eng.asp

OTHER IMPORTANT CONTACT INFORMATION

Emergency Contacts

Police Department – 100

Medical/Ambulance – 1298, 108, 112

Fire Department – 101

The Central Government of India has designated **108** to be the national emergency contact for police, medical and fire emergencies

Other Contacts

Canadian High Commission
7/8, Shantipath
Chanakyapuri
New Delhi 110021
Telephone: 91.11.5178.2000
Fax: 91.11.5178.2020
http://www.india.gov.in/overseas/foreign_emb_india.php

Consulate General of Canada in Mumbai

Fort House, 6th Floor
221, Dr. D.N. Road
Fort, Mumbai 400 001
Telephone: 91.22.6749.4444
Fax: 91.22.6749.4454
E-mail: mbai@international.gc.ca

Consulate General of Canada in Chandigarh

SCO# 54-56, Sector 17 A
Chandigarh 160 017, India
Telephone: 91.172.505.0300
Fax: 91.172.505.0320
E-mail: CHADG-G@international.gc.ca

Consulate General of Canada in Chennai

18 (Old 24), 3rd floor YAFA Tower
Khader Nawaz Khan Road, Nungambakkam
Chennai 600 006, India
Telephone: 91.44.2833.0888
Fax: 91.44.4215.9393
E-mail: cheni@gocindia.org

Canadian Trade Office in Hyderabad

ITC Hotel, The Kakatiya - 6-3-1187 Begumpet
Hyderabad, 500 034, India
Telephone: 91.40.234.04518/19
Fax: 91.40.2340.4523
E-Mail: india.commerce@international.gc.ca

Canadian Trade Office in Kolkata

Hyatt Regency Kolkata - JA-1 Sector III, Salt Lake City
Kolkata, 700 098, India
Telephone: 91.033.2335.4010
Fax: 91.033.2335.4011
Email: india.commerce@international.gc.ca

Canadian Trade Office in Bangalore

103, Prestige Meridian 1
 29 M.G. Road,
 Bangalore, India
 Telephone: 91.80.2558.1116
 Fax: 91.80.2559.9424
 E-mail: baglr@gocindia.org

Canadian Trade Office, Ahmedabad

Hotel Le Meridien
 Nr Nehru Bridge
 Ahmedabad 380001
 Tel: 91.79.2550.5053
 Fax: 91.79.2550.2433
 Email: india.commerce@international.gc.ca

TIPPING

Typically visitors are not expected to tip taxi drivers; however it is up to your discretion. Usually ten percent of the fare or leaving the change is more than sufficient.

Tipping in hotel, airport or train stations is more common. A hotel, airport or train station porter is usually tipped approximately Rs 20 per bag. If a service charge is not enclosed, tip tour guides and drivers approximately Rs 200 per day. Although not mandatory and also dependent upon the service, tipping in restaurants is generally approximated to five to ten percent of the bill. Generally, the more sophisticated the restaurant, the greater the tip is expected.

USEFUL PHRASES IN THE LOCAL LANGUAGE

English Phrase	Hindi Translation	Phonetic Pronunciation
Hello/ Goodbye	Namaskar / Namaste	Na-ma-scar/ Na-mas-te
How are you?	Aap kaise hain?	Aap k-say hey
I am fine	Main theek hoon	Mai teek hu
Please	Kripya	Krup-ya
Thank you	Shukriya/ Dhanyavaad	Shook-riya / dhun-ya-vaad
Yes	Haan	Ha
No	Nahi	N-he

OK/Fine/Good/Whatever/ Really?/ Nice	Accha	A-cha (pronounced 'a' from 'about')
How much?	Kitna	Kith-na
How many?	Kitne	Kith-ne
What?	Kya	Kya
When?	Kab	Cub
Where?	Kaha	Ka-ha
Who?	Kaun	Con
Which?	Kaunsa	Con-sa
Why?	Kyo	Kyu
What is your name?	Aapka naam Kya hai?	Aap-ka naam kya hey
My name is ...	Mera naam ... hai	May-ra naam ___ hey
Where are you from?	Aap kaha se hai?	Aap ka-ha se hey
I'm from ...	Main ___ se hu	Mai ___ se hu
I'm sorry/ pardon me	Maaf kijiye	Maaf key-ji-yay
Do you speak English?	Aapko angrezi aati hai?	Aap-ko un-grazy aati hey
I don't speak Hindi.	Mujhe hindi nahi aati hai	Mu-jay hindi n-he aati hey
I don't understand.	Main samjha (masculine)/ Samjhi (feminine) nahi	Mai sum-jha / sum-jhi n-he
Come again? / Again	Phirse	Fir-se

MAPS

Map of India



Mumbai, India

