**TATA** CONSULTANCY SERVICES

**TATA**

# A Guide
# for
# Global Interns

Experience certainty.    IT Services
Business Solutions
Outsourcing

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# India – General Information

The Republic of India, the world's largest democracy is one of the oldest civilizations in the world with a rich cultural heritage. India has achieved multifaceted socio-economic progress since its independence. Today, it is home to one of the largest technically trained workforce with a vast number of young and educated populace fluent in English, making it one of the most sought-after destinations for global companies for their Research and Development (R&D) centres as well as for the outsourcing of their customer services and technical support.

The roots of Indian civilisation branches back to the Early, Middle and Late Stone Ages (400,000-200,000 BC). The birth of the Indus Valley Civilization marks the beginning of the recorded history of India. Since ancient times, people from all over the world have shown keen interest and enthusiasm to witness the experience that is India. The historical narrative of India is interspersed with various foreign invasions, strategic conquests, and alien explorations, all of which have been assimilate to evolve the mélange of cultural diversities that defines the nation. The Aryans came from Central Europe and settled down in India, followed by the Parsis. Then came the Moghuls who also settled down permanently in India. The French established their colonies in India. Finally, the British established their presence and ruled over India for nearly 200 years. India attained freedom from British rule on 15 August 1947 and formulated a federal structure with elected Governments in States. 28 states and 7 Union Territories form the Indian subcontinent.

The Indian economy is the fourth largest economy in the world on the basis of Purchasing Power Parity (PPP). When measured in USD exchange-rate terms, it is the tenth largest in the world, with a Gross Domestic Product (GDP) of US $1.0 trillion as of 2007.

The economy is diverse and encompasses agriculture, handicrafts, textile, manufacturing, and a multitude of services. Agriculture is the means of livelihood for around two thirds of the population of India. This makes it one of the most important sectors of the economy.

## National Flag

The Indian flag was designed as a symbol of freedom. It is a horizontal tricolour in equal proportion of deep saffron at the top, white in the middle and dark green at the bottom. In the centre of the white band is a navy-blue wheel to indicate the *Dharma Chakra,* the wheel of law in the Sarnath Lion Capital. It has 24 spokes. The saffron stands for courage, sacrifice and the spirit of renunciation; the white, for purity and truth; the green for faith and fertility.

## Currency

The rupee (code: INR) is the currency of India.
1 Indian Rupee = 100 paise

The issuance of the currency is controlled by the Reserve Bank of India.

1 US Dollar = 48.4282 INR
1 Indian Rupee (INR) = 0.0206491 US Dollar (USD)
*(As on Friday, June26, 2009)*

For the current exchange rate please visit: http://www.rbi.org.in/

## Geography

India is the seventh largest country in the world. The Indian subcontinent as it is rightly called, touches three large water bodies and is immediately recognizable on any world map. This thick, roughly triangular peninsula defines the Bay of Bengal to the east, the Arabian Sea to the west, and the Indian Ocean to the south. India occupies a major portion of the south Asian subcontinent.

It covers an area of 32, 87,263 sq km, extending from the snow-covered Himalayan heights to the tropical rain forests of the south. Located entirely in the northern hemisphere it is bound by Pakistan, Afghanistan, China, Nepal, Bhutan, Myanmar and Bangladesh. India has a rich variety of vegetation and animal life, with special types of flora and fauna.

## Climate

The climate of the country varies from region to region. The Indian seasons can be broadly divided as follows: March to June: Summer; July to October: Monsoon; November to February: Winter.

(i)   Summer (March-June)
      During this season the temperatures average around 32-40ºC. The hottest month for the western and southern regions of the country is April; and for most of North India it is May. Temperatures of 50 °C and higher have been recorded in parts of India during this season.

(ii)  Rainy South-Western monsoon (June-September)
      It is the time period when India gets most of its share of rain. The season is dominated by the humid southwest summer monsoon, which slowly sweeps across the country starting late May or early June.

(iii) Post-monsoon / North-East monsoon (October-December)
      Also known as the northeast monsoon in the southern peninsula, in most parts of India, this period marks the transition from wet to dry seasonal conditions. Average daily maximum temperatures range between 28°C and 34°C.

(iv)  Winter (November-February)
      At this time of the year, days are cold with average temperatures of 10-15 °C in the North, but it can drop down to below 0ºC in some parts of northern India. Other parts of the country experience mild winter with temperature falling down to 20-25ºC, or receive rains (during the North-East monsoon season).

For more information visit: www.imd.gov.in

## Languages

The Constitution of India recognizes 22 different languages that are prevalent in the country, and these are spoken in over 1600 dialects.  Hindi, in the Devnagri script, is the official language.  The country also has a wide variety of local languages.

India is also one of the largest English speaking populations in the world. The English language is used for most official purposes and is the most important language for national, political and commercial communication.

Most of the Indian languages have their own script and are spoken in the respective states along with English.

Following are a few common Hindi words and phrases:

| English | Hindi |
|---------|-------|
| Hi/Hello | Namaste |
| How are you? | Aap kaise hain? |
| Yes | Haan |
| No | Nahin |
| Sorry | Maaf kijiye |
| Please | Kripaya |
| Thank you | Shukhriya |

## Religious and Ethnic Diversity

With a population of more than 1,027 million (as accounted by the March 1, 2001 population census), India is the vivid canvas, distinctive in its portrayal of the unique blend of ethnic groups with varied cultures and religions. Secular India is home to Hinduism, Islam, Christianity, Buddhism, Jainism, Sikhism, Zoroastrianism and other innumerable religious traditions, with the freedom for citizens to practice any religion they want to.

Common practices have crept into most religious faiths in India and many of the festivals that mark each year with music, dance and feasting are shared by all communities.

## Indian Customs

Indians are generally friendly and informal. In India, as elsewhere, certain customs are observed in social matters. When people are introduced to each other they usually say 'Namaste', which is the most common form of greeting. The same form is used at parting as well. Both the hands are joined and raised in greeting. Some also shake hands and use the English form of greeting. Women do not generally shake hands.

Garlanding is another common custom in India. Flower garlands are generally offered as a mark of respect and honour. They are offered to welcome visitors or in honour of someone.

However, often each region has its own set of popular customs and traditions, so it would be a good idea to familiarise yourself with these based on your place of stay or visit.

## List of Common Holidays in India

Here are the common holidays (often also referred to as Government or Bank holidays) observed across India. However, every state might have state holidays in addition to these national holidays.

| Event | Date |
|-------|------|
| New Year's Day | 01 January |
| Republic Day | 26 January |
| May Day | 01 May |
| Independence Day | 15 August |
| Mahatma Gandhi Jayanti | 02 October |
| Christmas | 25 December |

## Cuisine

The food in India is wide ranging in variety, taste and flavour. Being so diverse geographically, each region has its own cuisine and style of preparation. The unique and strong flavours in Indian cuisine

are derived from spices, seasonings and nutritious ingredients such as leafy vegetables, grains, fruits, and legumes. Food habits in India vary from region to region. The staple food of most of North India is a variety of lentils, vegetables, and wheat-based bread; the staple food of Southern India is mostly rice; the cuisine of North-Eastern India is much different from other parts of the country; Western India has mostly spicy dishes; and Central India has a mix of sweet, salty and spicy food. Tea and coffee are common beverages throughout India.

## Major Cities in India

### Delhi
Delhi, the capital of India, with a deep rooted history is the second largest metropolis of India after Mumbai. Situated on the banks of river Yamuna, Delhi is one of the oldest continually inhabited cities in the world. Hindi, the official language of Delhi, is most widely spoken in the city.

### Mumbai
Formerly known as Bombay, Mumbai – the capital of the state of Maharashtra, is the most populous city of India. Located in the west coast of India and being the commercial and entertainment capital of India, Mumbai attracts a number of immigrants from all over the country in large numbers. Marathi is the official language of the state of Maharashtra.

### Kolkata
Formerly known as Calcutta, Kolkata is the culturally rich capital of the Indian state of West Bengal. Kolkata has remained the centre of education, literature, science and politics since time unknown. The city played a pivotal role in the freedom struggle of India. It is the commercial nerve-centre of the East, with major industrial plants, textile mills and corporate units. Bengali is the official language of the state of West Bengal.

### Chennai
Chennai, also known as Madras, the capital of Tamil Nadu, is the country's fourth largest city. A great deal of industrial expansion has taken place in Chennai recently, with the mushrooming of engineering plants, car-assembly plants, educational institutions, and textile manufacturing units. Tamil is the official language of the state of Tamil Nadu.

### Bangalore
Bangalore (also known as Bangalooru) the capital of Karnataka, today, ranks as one of the fastest growing cities in Asia. It is fondly referred to as 'The Garden City of India' and is also the industrial hub of India. Bangalore is known as the Silicon Valley of the country, the nerve centre of India's software industry. Kannada is the official language of the state of Karnataka.

### Hyderabad
Hyderabad, the capital of the state of Andhra Pradesh is the fifth largest city in India with an ancient civilisation and culture. With its confluence of cultures and traditions, the city is often described as a link between the North and the South, and a meeting place of the East and the West. Telugu is the official language of the state of Andhra Pradesh.

### Pune
Pune city in Maharashtra is known on the world map because of its educational, research and development institutions. The district is also an important military base. It is the most industrialised district in western Maharashtra and a famous IT hub in the country. Hindi is the official language of the state.

## Transportation


An auto rickshaw

India provides a well-connected transport network comprising several modes of transport including rail, road, and air transport.

At present the suburban railways in India operate in Mumbai, Kolkata, Chennai, and Delhi. Intercity as well as intra-city buses offer a cheap and convenient mode of transport for the public and are mostly run by government-owned state transport corporations.

Government of India owned Indian Railways has a network that traverses through the length and breadth of the country, and offers an affordable means of travel for both short and long distance travel.

Auto rickshaws and taxis are available in all the cities. Both auto rickshaws and taxis can be hired as pre-paid, from taxi-stands, or on the road depending on the city.


A taxi

## International Dialling Codes

| Code | Country | Code | Country |
|------|---------|------|---------|
| +61 | Australia | +7 | Kazakhstan |
| +43 | Austria | +254 | Kenya |
| +973 | Bahrain | +82 | Korea |
| +32 | Belgium | +965 | Kuwait |
| +55 | Brazil | +352 | Luxembourg |
| +359 | Bulgaria | +60 | Malaysia |
| +1 | Canada | +52 | Mexico |
| +56 | Chile | +31 | Netherlands |
| +86 | China | +64 | New Zealand |
| +57 | Colombia | +234 | Nigeria |
| +45 | Denmark | +47 | Norway |
| +593 | Ecuador | +51 | Peru |
| +20 | Egypt | +63 | Philippines |
| +358 | Finland | +48 | Poland |
| +33 | France | +351 | Portugal |
| +49 | Germany | +974 | Qatar |
| +30 | Greece | +40 | Romania |
| +299 | Greenland (Denmark) | +7 | Russian Federation |
| +852 | Hong Kong | +966 | Saudi Arabia |
| +36 | Hungary | +65 | Singapore |
| +354 | Iceland | +27 | South Africa |
| +91 | India | +34 | Spain |
| +62 | Indonesia | +94 | Sri Lanka |
| +98 | Iran | +46 | Sweden |
| +964 | Iraq | +41 | Switzerland |
| +353 | Ireland | +66 | Thailand |
| +972 | Israel | +971 | United Arab Emirates |
| +39 | Italy | +44 | United Kingdom |
| +81 | Japan | +1 | United States of America |
| +962 | Jordan | +598 | Uruguay |

## Travel Tips

Here are a few tips to help Interns during their stay in India:

- Avoid eating food and drinking beverages from roadside vendors. As much as possible, stick to freshly cooked food.
- Try to avoid spicy food, especially during the initial stages of travel.
- Drink water only from a reliably clean source, preferably bottled mineral water.
- Carry a first aid kit with adhesive bandages, a thermometer, antibiotics, and antiseptic creams.
- It is advisable to keep a mosquito repellent ointment with you always.
- In the summer months, make sure to drink a lot of water, cover your head with scarves or caps, wear sunglasses and use sunscreen lotion when out in the sun.
- Do not purchase air, rail, and bus tickets from strangers or unauthorised travel agents.
- In case of taxis and auto rickshaws, try to hire them from the pre-paid booths, if possible. Otherwise, insist on going by the meter.
- Carry converters if you are carrying electronic equipment with you. The electric current in India is 220/ 250 volts and 50 cycles.

## Visa Processing

There is no provision of 'Visa on Arrival' in India.  Make sure you have the right type of visa before departure from the source country.

As the maximum duration of stay for Global Interns is six months, an X-visa (Entry Visa), with validity up to six months is the ideal choice for Interns travelling to India. The Intern must apply for a visa in the nearest Indian Mission (embassy or consulate office). Most embassies recommend that the Visa application is submitted personally. The required documents must be submitted to the Indian Embassy/Consulate along with the **TCS Invitation letter (for visa application).** The Indian Embassy/ Consulate then completes the visa stamping and issues the visa to the Intern.

**Note**: Contact the embassy or refer the embassy site for documents that need to be submitted to the embassy/consulate for each visa type.

## Important Documents to Carry

- Copy of visa invitation letter
- Passport
- Passport size photographs (3)
- Stamp size photographs (3)
- Latest resumé

For more on India, visit:
http://india.gov.in (The National portal of India)
http://www.incredibleindia.org (The official Indian tourism site)
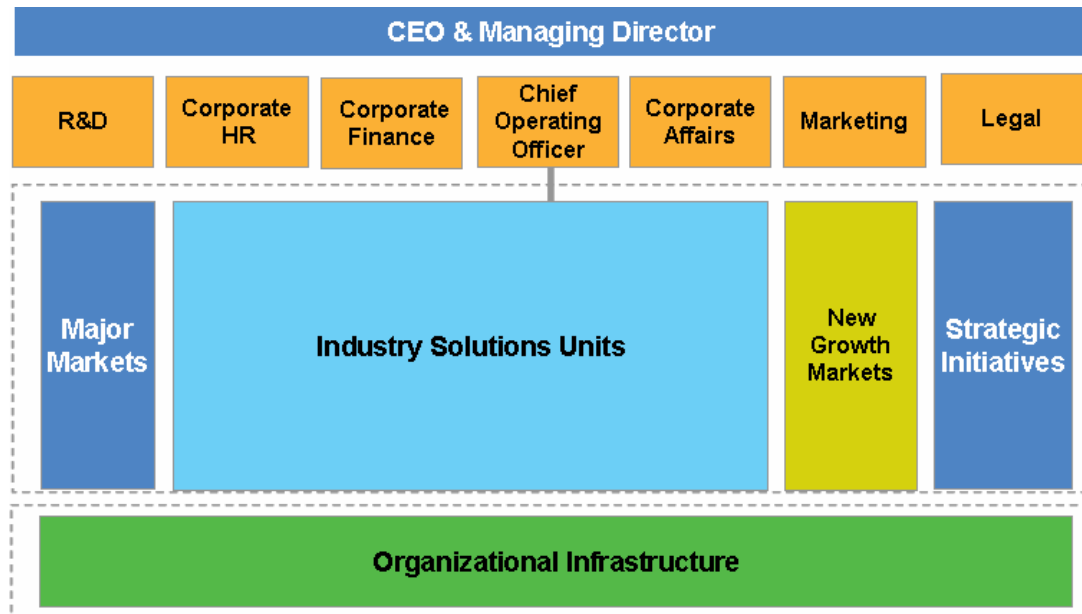
# Stepping into TCS

## Overview

Tata Consultancy Services (TCS) is an IT services, business solutions and outsourcing organisation that delivers real results to global businesses, ensuring a level of certainty no other firm can match. Tata Consultancy Services was established in the year 1968. It began as the 'Tata Computer Centre', a division of the Tata Group, whose main business was to provide computer services to other group companies. TCS' first software export project was undertaken in 1974. The first global IT company out of India, TCS also pioneered the adoption of the flexible Global Network Delivery Model™, recognized as the benchmark of excellence in software development.

More than 97% of TCS customers reward the company's reliability, passion, creativity, and unique ability to handle the broadest range of their IT needs by continually extending and deepening their partnerships with TCS. With over 100,000 of the world's best trained IT consultants located across the world, TCS is uniquely positioned to deliver its flexible world class services seamlessly to any location. TCS reported consolidated revenues of USD 5.7 billion in the fiscal year 2007-2008. The company is listed on the National Stock Exchange and Bombay Stock Exchange in India.

## Vision, Mission and Values

| TCS Vision, Mission, Values Statement |
| --- |
| **Vision**<br>To be Global Top 10 by 2010<br><br>**Mission**<br>To help Customers achieve their business objectives, by providing Innovative, best-in-class consulting, IT solutions and services. To make it a joy for all stakeholders to work with us.<br><br>**Values**<br>Leading change. Integrity. Respect for individual. Excellence. Learning & Sharing. |

## Organisation Chart



## Official Information

TCS India, headquartered in Mumbai, has offices and development centres spread all over the country. Major delivery centres and regional offices are spread across Mumbai, Bangalore, Chennai, Delhi, Hyderabad, Kolkata, Kochi, Pune, Ahmedabad, Lucknow, Baroda, Bhubaneshwar, Coimbatore, Gandhinagar, Goa, Gurgaon, Jamshedpur, and Thiruvananthapuram.

Company website - http://www.tcs.com

## Point of Contact

The Academic Relationship Manager (ARM) of the location acts as the point of contact for Global Interns at the project location. The ARM coordinates with various stakeholders and departments within TCS at the project location.

Initially the ARM will help the Intern complete various joining formalities. It is recommended to have the mobile numbers of the ARM and the project guide so that the Intern can contact either of them in case of emergencies.

## Joining Formalities

The following are some of the important formalities to be completed on joining TCS:

- Submit Internship Acceptance Letter
- Sign Confidentiality and Intellectual Property Agreement
- Sign Non-Disclosure Agreement, and Tata Code of Conduct
- Get an Employee ID and Access Card
- Get a Local Area Network (LAN) ID and Password

## Policies

### *Dress Code*

As a part of TCS, the Intern is expected to dress in a manner befitting a professional. There are different Dress Code Guidelines applicable depending upon the day of the week. Business Formals must be worn from Monday to Thursday. On Fridays or the last working day of the week, Business Casuals are allowed.

| Gender | Allowed | Not Allowed |
|---|---|---|
| **Monday to Thursday - Business Formals** | | |
| Male | • Business suits<br>• Full-sleeved shirts<br>• Formal trousers<br>• Sweaters<br>**Footwear**<br>• Formal leather shoes and socks<br>**Optional**<br>• Tie (simple pattern that matches the colour of the shirt)<br>• Blazers, Cuff Links | • Kurta-Pyjama, T-Shirt, Half sleeved shirts<br>• Cargo pants, Shorts<br>• Shirts with floral prints<br>**Footwear**<br>• Sport shoes, Sneakers<br>• Sandals, Floaters, Slippers |
| Female | • Business suits<br>• Full sleeved or half sleeved shirts<br>• Formal trousers<br>• Cardigan / Sweater<br>• Salwar-Kameez, Sari or local attire, which is a common practice at that location (provided it is simple and not dressy)<br>• Formal skirts<br>**Footwear**<br>  Formas leather shoes, Boots, Dress sandals and socks<br>**Optional**<br>• Scarves, Blazers | • Mini skirts, Shorts (including dress shorts for women)<br>• Halter tops, Backless tops, bare midriffs or low-cut<br>• Spaghetti-strap tops and dresses<br>• Sweatpants, Fleece outfits<br>• Slacks that expose midriff<br>• Shorts, Bib overalls<br>• Leggings, Stirrup pants or other form-fitting pants<br>**Footwear**<br>• Sport shoes, Sneakers<br>• Floaters, Slippers |
| **Friday or last working day of the week – Business Casuals** | | |
| Male | • Casual half sleeved shirts<br>• Collared T-shirts, Golf / Polo shirts<br>• Turtlenecks<br>• Khakis, Chinos, Jeans (not tattered, torn, tight fitting, or exposing midriff)<br>**Footwear**<br>• Sneakers, Moccasins, Suede shoes | • Shorts<br>• Half pants<br>• Flannel shirts<br>• Kurtas (long and short)<br>**Footwear**<br>• Slippers, Sandals, Floaters |
| Female | • Kurtas, printed blouses<br>• T Shirts, Sweatshirts<br>• Sleeveless shirts<br>• Turtlenecks<br>• Long skirts, trousers<br>• Jeans<br>**Footwear**<br>• Moccasins, Boots, Flats, Heels, Dress sandals | • Miniskirts, Shorts (including dress shorts for women)<br>• Halter tops, Tops with backless, bare midriffs, or low-cut<br>• Spaghetti-strap tops and dresses<br>• Loud makeup<br>• Sheer or see-through clothing, low necklines, clinging or oversized attire<br>• Women employees are requested to use their discretion and wear only appropriate sleeveless tops as befitting the corporate image<br>**Footwear**<br>• Floaters, Slippers |

### Working Hours

Regular working hours for TCS are defined as 9 hour shift, with a 30 minute break for lunch, that is, 9 hours and 30 minutes in total. However, to respect work commitments made to clients and to ensure business continuity for the Organisation, it sometimes becomes imperative for employees to work extra hours beyond their regular timings. TCS has a policy for 'Extended Working Hours'.

### Tata Code of Conduct

During the Internship, it is important for Interns to ensure that their conduct is befitting the image that TCS wishes to portray to its internal and external stakeholders. The Intern is expected to abide by the Company's value system and will be governed by the Tata Code of Conduct for TCS employees in India.

For more information refer http://www.tata.com

## Canteens

Most of the TCS offices have canteens where food is available at subsidised rates.

*Hope you have an enriched learning and comfortable stay in TCS.*