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India overview

A Southeast Asian country, India is considered to be the seventh-largest country in the world by area. It is bordered by Pakistan to the northwest, Nepal, China and Bhutan to the north, and Bangladesh and Myanmar to the east. The island country, Sri Lanka, sits around 40 miles off India's southeastern coast.

India, like many emerging economies, has seen slowing growth since the global financial crisis, although it has recovered well. Even in the depth of the crisis, the country's growth only fell to 6.7%.

A number of 'big ideas' have been proposed by Prime Minister Modi's Government, including 'Make in India', creating 100 'Smart Cities' and 'Clean India'. These are intended to assist the government's goal of improving the country's infrastructure, prosperity and moving from services driven growth to an export-orientated economy.

Each state in India resembles a separate country, many with their own language and cultural practices. Therefore, the country is not a singular national market as each state has its own industry clusters. Make sure you research the regions as separate entities.

There are numerous opportunities for UK businesses across many sectors in India, including advanced engineering and manufacturing, digital innovation, energy, healthcare, financial, education, infrastructure and sports.

MARKET EXPERTS





Department for International Trade

Foreword from Rhiannon Harries, Deputy Trade Commissioner, South Asia

I am delighted to introduce the Institute of Export's Doing Business Guide for India, which aims to help UK businesses get the information they need to access this vast and exciting market.

India is already firmly established as one of the largest economies in the world. In 2019, it overtook the UK and France to become the world's 5th largest economy with a GDP of £2.17 trillion. The strength of the UK-India strategic economic partnership is already considerable, with overall trade increasing by over 11% to nearly £24 billion in FY 2019-20. Over the same 12 months, the UK was the largest European market for India's goods exports and, in the other direction, the UK's goods exports to India have shown a marked growth in certain sectors. This includes inorganic chemicals exports growing 250% to £181.43 million and pharmaceuticals products growing by 33% to £118.39 million.

The UK and India benefit from a unique living bridge of people, ideas and institutions that sits separate to the government-to-government relationship. The UK has an Indian diaspora base of over 1.5 million people contributing significantly to prosperity on both sides. This is evidence in part by the fact that the UK is the largest European source of remittances to India: £2.97 billion in 2018.

In November 2020, the UK's Secretary of State for International Trade and India's Minister of Commerce and Industry met for the second time that year, further to the UK-India Joint Economic and Trade Committee meeting in July 2020. Ministers have agreed to deliver an Enhanced Trade Partnership to deepen our trade relationship, remove barriers to trade and investment, and to progress along a roadmap which could lead to a potential future Free Trade Agreement.



Meanwhile, ease of doing business continues to be a priority for the Indian Government. The government has prioritised the reduction of compliance burden across all key parameters of the business environment in the country. This involves identification of key regulatory barriers across areas of labour, land, dispute resolution, trading across borders, tax administration and harmonisation of standards. The UK is playing a critical role in this effort as the only international partner for India to contribute to these efforts.

As is felt the world over, the COVID-19 pandemic will inevitably impact India's growth. Nonetheless, IMF projections show it will continue to be a significant contributor to global growth over the next five years. The IMF in its October (2020) WEO, projected that the Indian economy would contract by 10.3% in FY 2020-21, but then would bounce back and grow at 8.8% in FY 2021-22. With strong macro-indicators and one of the youngest workforces in the world, the recovery should be a matter of time. This is further enhanced by relative political stability expected at least until the next General Elections in 2024, as the current government was only sworn into power in 2019 with a massive and absolute majority.

We are keen to see more British businesses leverage the opportunities present in India and look forward to working with them.

Rhiannon Harries

Deputy Trade Commissioner, South Asia



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The Adecco Group is the world's leading HR solutions company. We believe in making the future work for everyone, and every day enable more than 3.5 million careers.

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The Adecco Group, India, is headquartered in Bangalore and has been providing end-to-end HR solutions for over 20 years. We understand client expectations and work towards delivering best in class solutions with digital technology intervention that make our processes more efficient.

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Department for International Trade

Department for International Trade (DIT)

DIT is the British Government department that helps UK-based companies succeed in an increasingly global economy. DIT also helps overseas companies bring their high quality investment to the UK's economy. DIT's range of expert services are tailored to the needs of individual businesses to maximise their international success. DIT provides companies with knowledge, advice and practical support.

Through a range of unique services, including participation at selected tradeshow, outward trade missions and providing bespoke market intelligence, DIT can help you crack foreign markets and get to grips quickly with overseas regulations and business practice.

With headquarters in London, DIT have professional advisers around the UK and staff across more than 100 countries.

Contact DIT

Contact your local International Trade Team or Scottish Development International (SDI), Welsh Government (WG) or Invest Northern Ireland (INI) offices to find out more about the range of services available to you.

You can find your nearest International Trade Team at:

<https://www.great.gov.uk/contact/office-finder/>

General enquiry number: +44 (0) 207 215 5000
Department for International Trade
3 Whitehall Place
London
SW1A 2AW
United Kingdom

Email: enquiries@trade.gov.uk

COVID-19

COVID-19 has caused widespread disruption for businesses.

For business support during the coronavirus pandemic go to gov.uk's website:

<https://www.gov.uk/coronavirus/business-support>

Your business may have been impacted by the spread of COVID-19 if you export or deliver goods and services internationally. The Department for International Trade (DIT) can offer free export-related support, for more information see:

**[https://www.great.gov.uk/campaigns/
local-export-support/](https://www.great.gov.uk/campaigns/local-export-support/)**

These local trade teams are there to give tailored advice to help you with a number of challenges as every company has been affected in different ways.

There are a number of webinars taking place on a range of COVID-19 topics. To see the list of webinars taking place, visit:

**[https://www.events.great.gov.uk/ehome/
trade-events-calendar/all-events/](https://www.events.great.gov.uk/ehome/trade-events-calendar/all-events/)**

Please be aware that this list is updated regularly.



UK Export Finance

UK Export Finance is the UK's export credit agency

Our mission is to ensure that no viable UK export fails for lack of finance or insurance from the private sector, while operating at no net cost to the taxpayer.

We help UK companies of all sizes and in all sectors win, fulfil and get paid for export contracts. We provide insurance to exporters and guarantees to banks to share the risks of providing export finance. In addition, we can make loans to overseas buyers of goods and services from the UK.

As the world's first export credit agency, established in 1919, we've been innovating since day one. Last year, we provided £6.8 billion of support for UK exports, helping 262 companies sell to 72 markets around the world and supporting an estimated 47,000 UK full-time equivalent jobs.

79% of all companies supported with finance and insurance were small to medium-sized businesses.

To check your eligibility for trade finance and insurance visit:
www.great.gov.uk/trade-finance

UK Export Finance is the operating name of the Export Credits Guarantee Department (ECGD)

Website: www.gov.uk/uk-export-finance
Telephone: +44 (0) 20 7271 8010
Email: customer.service@ukexportfinance.gov.uk

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About International Market Advisor (IMA)

International Market Advisor (IMA) works with British and foreign government departments, Embassies, High Commissions and international Chambers of Commerce throughout the world. Our work helps to identify the most efficient ways for British companies to trade with and invest in opportunity-rich overseas markets.

During the last ten years IMA has worked with the British Government's overseas trade and investment department, the Department for International Trade (DIT) (formerly UK Trade & Investment (UKTI)), and has written, designed, produced, launched and distributed over one million copies of more than 100 country-specific print and multi-media based reports, guides and publications, including the internationally-recognised 'Doing Business Guide' series of trade publications.

These are composed of market and industry sector-specific, multi-format print and digital trade reports, together with some of the internet's most visited international trade websites – all of which are designed to advise and assist UK companies looking to trade with and invest in overseas markets. These reports and guides are then distributed free-of-charge through the IMA and DIT global networks – over 500 distribution outlets in total. Further distribution takes place at global exhibitions, roadshows, conferences and trade missions, and IMA receives daily requests for additional copies of the guides from these networks and from businesses considering exporting.

Each of IMA's 'Doing Business Guides' is produced in three formats: a full colour, glossy, paper-based brochure; a supporting fully-interactive and updatable multi-media based website; and the website contents available as a free-of-charge downloadable smartphone/tablet app.

The guides' contents focus on the market in question, how to approach that market and the help and support available, and include informative market overviews, plus details of business opportunities, listings with website links to British and Foreign Government support services and essential private sector service-provider profiles.

Sponsoring a 'Doing Business Guide' therefore offers a unique opportunity to positively promote your products and services to high-profile business leaders, specific exporters, investors and effective business travellers who will be actively seeking out service providers to assist them in developing their business interests in the targeted markets.

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ABOUT THIS GUIDE

This guide aims to provide a route map of the way ahead, together with signposts to other sources of help.

The main objective of this **Doing Business with India Guide** is to provide you with basic knowledge about India; an overview of its economy, business culture, potential opportunities and to identify the main issues associated with initial research, market entry, risk management and cultural and language issues.

We do not pretend to provide all the answers in the guide, but novice exporters in particular will find it a useful starting point. Further assistance is available from the Department for International Trade (DIT) team in India. Full contact details are available in this guide.

To help your business succeed in India we have carefully selected a variety of essential service providers as 'Market Experts'.

The guide is available in 4 formats:

- the website: www.India.DoingBusinessGuide.co.uk
- this full colour hard-copy brochure
- a 'free' downloadable 'mobile device-friendly' app – available from the Apple App Store and Google Play Store
- PDF download/e-flipbook (available on the guide website)

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INDIA

Mainland India is part of a well-defined subcontinent, alongside Bangladesh and Pakistan. This subcontinent is divided from the rest of Asia by part of the Himalayas, a mountain range containing some of the world's highest peaks, which also forms the northern limit of India. ►



WHY **INDIA?**

Why India?

■ Summary

Area: 3.287 million km ²	GDP per capita: US \$1,929.7
Population: 1,378.6 million	Annual inflation rate: 6.2%
Urban population: 34.9%	General government gross debt: 89.6% of GDP
Population growth rate: 0.971% change	Fiscal balance: -12.8% of GDP
Capital city: New Delhi	Current account balance: 0.9% of GDP/US \$24 billion
Official language: Hindi (Central Government), English	Exports of goods to UK: £8,383 million
Currency: Indian Rupee (INR)	Exports of services to UK: £7,364 million
Nominal GDP: US \$2,660.2 billion	Imports of goods from UK: £4,828 million
Real annual GDP growth: -7.3%	Imports of services from UK: £2,970 million

(Source – FCDO Economics Unit (June 2022), DIT Overseas Business Risk: India)



■ Geography

A Southeast Asian country, India is considered to be the seventh-largest country in the world by area. It is bordered by Pakistan to the northwest, Nepal, China and Bhutan to the north, and Bangladesh and Myanmar to the east. The island country, Sri Lanka, sits around 40 miles off India's southeastern coast.

A large proportion of India sits within a peninsula, surrounded to the west by the Arabian Sea, and the Bay of Bengal to the east. These two bodies of water are divided by the southernmost point of mainland India, Cape Comorin.

Mainland India is part of a well-defined subcontinent, alongside Bangladesh and Pakistan. This subcontinent is divided from the rest of Asia by part of the Himalayas, a mountain range containing some of the world's highest peaks, which also forms the northern limit of India.

India has a strongly monsoonal climate, characterised by alternating wet and dry seasons. India's wet season, the southwest monsoon, during which around three-quarters of the country's total precipitation falls, generally begins in June and ends in September. The driest months are between November and February, when the dry air from the Asian interior moves across India toward the ocean. There are three climatic seasons in general: between mid-June and September the weather is hot and wet, it is cool and dry between early October and February, and typically hot and dry from around March to June.

Tropical cyclones can occur in India shortly before or after monsoon season. They are

often accompanied by intense rain and stormy tides, and commonly affect the Andhra Pradesh, Odisha, and West Bengal coasts.

■ Government

India has a federal constitutional set up, and many key issues are devolved to the states, of which there are 29, as well as one quasi-state and six Union Territories.

Although over the last two decades the political scene in the country has become increasingly fragmented, giving some power to a greater number of smaller regional, caste-based parties, the Congress Party and the Bharatiya Janata Party (BJP) remained the only two parties with national reach in Indian politics.

When Prime Minister Narendra Modi of the BJP assumed office in 2014, becoming India's first Prime Minister to be born after independence, this fragmentation was reversed and the party won an absolute majority, the first time in 30 years a single party had won outright. The BJP were also the first non-congress party to achieve this.

The BJP is currently governing alongside a coalition of 12 parties, known as the National Democratic Alliance (NDA), which has 353 members in the Lok Sabha, constituting a majority. In the upper parliamentary house, however, the party does not have a majority. Therefore, the Prime Minister has suggested a 'co-operative federalism' model as he must work with state parties in order to achieve his legislative agenda.

[Source – DIT Overseas Business Risk: India, gov.uk]



■ Economic overview

India, like many emerging economies, has seen slowing growth since the global financial crisis, although it has recovered well. Even in the depth of the crisis, the country's growth only fell to 6.7%, although in the period between 2013 and 2014, growth slowed to 4.7%. Industry has seen the sharpest slowdown and a strong recovery is not expected.

Prime Minister Modi's new Government, however, has ignited fresh expectations, provoking optimism and confidence surrounding the future of business, although some have complained that the government's incremental reforms are too slow.

A number of 'big ideas' have also been proposed by Modi's Government, including 'Make in India', creating 100 'Smart Cities' and 'Clean India'. These are intended to assist the government's goal of improving the country's infrastructure, prosperity and moving from services driven growth to an export-orientated economy. The Prime Minister also intends to deliver on his party's economic goals with the help of foreign policy, although the government has faced huge challenges.

Inflation, for example, is a major concern for the Indian economy and interest rates are hitting highs of 8%, which limits the possibility of manoeuvre on monetary policy.

India's current account deficit compounds the country's economic vulnerability when added to its trade deficit. The country is sensitive to oil prices as energy related imports make up around 7.5% of GDP, whilst gold and crude oil combined account for about 40% of imports. Service exports, remittances and foreign capital are relied upon in order to plug the gap and build foreign exchange reserves, although challenges have decreased due to

a recent increased import duty on gold, as well as the depreciation of the Rupee and improvements in the global economy. Regional free trade agreements have helped India diversify its export markets, too.

However, further action will be necessary to allow the country to capitalise fully on its 'demographic dividend' — half of the population are under 25 years old. Increasing both public and private investment in infrastructure, as well as improving public services such as education, health and skills, and working on issues like taxation, corruption and bureaucracy should help India maximise its 'demographic dividend'.

A number of reforms are being undertaken to open up the economy through higher FDI limits in retail, aviation and broadcasting. The government has also facilitated speedier clearances of stalled investment projects and increased retail prices on some fuel products to strengthen the country's long term economic prospects.

Contact a DIT Export Adviser at: <https://www.great.gov.uk/contact/triage/location/> for a free consultation if you are interested in exporting to India.

Contact UK Export Finance (UKEF) about trade finance and insurance cover for UK companies. You can also check the current UKEF cover position for India. See: <https://www.gov.uk/guidance/country-cover-policy-and-indicators#india>.

Benefits for UK businesses exporting to India

Benefits for UK businesses include:

- English is widely spoken
- a common legal and administrative history

- rising personal incomes creating a new middle-class consumer market
- fast-growing economy with one of the world's largest youth populations
- expanding emerging cities with more than 50 cities occupied with over a million people

[Source – UKEF, gov.uk, DIT Overseas Business Risk: India, DIT Trade and Investment guide: India]

Industries exporting out of India

The top 10 industries exporting out of India to the UK in 2020, were:

- mineral fuels including oil
- gems, precious metals
- pharmaceuticals
- machinery including computers
- organic chemicals
- electrical machinery, equipment
- vehicles
- iron, steel
- cereals
- plastics, plastic articles

You can read more about what India exports at World's Top Exports: <http://www.worldstopexports.com/indias-top-10-exports/>. The International Trade Centre (ITC) ranks the value of India's top services exports: <http://www.intracen.org/>.

[Source – World's Top Exports]

Growth potential in India

The International Monetary Fund (IMF) forecasted a 5.8% growth in gross domestic product (GDP) for 2020.

The majority of trade barriers have been removed to improve India's business environment, creating huge investment potential in sectors such as life sciences, energy, manufacturing and infrastructure.

In January 2022, the UK and India began the negotiations for a new free trade deal as part of the UK's '5-star year of trade'. For more information see the gov.uk website: <https://www.gov.uk/government/news/uk-launches-india-negotiations-to-kick-off-5-star-year-of-trade>.

[Source – DIT Overseas Business Risk: India, gov.uk]

World rankings

In addition:

- In Transparency International's latest 2021 Corruption Perceptions Index (announced January 2022) India is ranked 85th out of 180 countries (the UK ranks 11th): <https://www.transparency.org/en/countries/india>
- India ranked 63rd out of 190 countries in the World Bank's 2020 Ease of Doing Business Index (the UK ranks 8th): <https://www.doingbusiness.org/en/data/exploreconomies/india>
- The World Economic Forum's Global Competitiveness Report 2018-19 ranks India 58th out of 140 (the UK ranks 8th): <http://reports.weforum.org/global-competitiveness-report-2018/country-economy-profiles/#economy=IND>
- India ranks 131st out of 180 countries in the Heritage Foundation's 2022 Index of Economic Freedom (the UK ranks 24th): <https://www.heritage.org/index/country/india>.

■ Human rights

Although India's strong democratic framework, which guarantees human rights in its constitution, is supported by the country's robust parliamentary system; independent judiciary; apolitical armed forces; vibrant civil society and free media, the country still faces a number of challenges.

The British Government is supporting the Indian Government to tackle these challenges, which include the protection and promotion of human rights.

Business and human rights

Business and human rights often cause conflict in India as mining and infrastructure projects that require land acquisition create problems for indigenous groups and civil society actors.

Child labour

India is a member of the International Labour Organization. The country adopted the 2009 Right to Education Act, which ensures that education is free, compulsory and of high quality for all 6-14 year olds. However, the implementation of the act can vary between states. Child labour remains a problem in India, particularly in the textile industry.

Several NGOs, including Save the Children, have partnered with the Department for International Development in order to end child labour and implement India's Right to Education Act.

Gender

Although India's World Economic Forum's Global Gender Gap Report ranking has improved, inequality, discrimination and domestic violence remain prevalent, especially in poorer areas.

LGBT persons

Indian workers are protected from discrimination based on ethnicity, gender and religion by Indian Labour Law, but there are no provisions against discrimination in terms of sexuality and gender identity. The Indian Supreme Court set aside a ruling of the Delhi High Court in December 2009 that decriminalised homosexuality. Prosecutions of gay people are rare, but engaging in homosexual acts can result in a prison sentence.

Rights of association (trade unions)

India has over 14,000 registered trade unions. The figure has risen steadily thanks to governmental measures which facilitate collective bargaining through appropriate legislations and as a result of increasing political consciousness among labourers.

[Source – DIT Overseas Business Risk: India, gov.uk]



INDIA

'GREAT', a UK Government campaign, has tailored support and advice for UK businesses on how to start exporting or increase the amount of goods and services they sell overseas. ►



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London

T +44 20 7655 1653

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Help available for you

■ Support from the UK India Business Council (UKIBC)

The UK India Business Council provides UK companies with the insights, policy advocacy, facilities, networks and services needed to succeed in the UK.

They have first-hand experience in entering and growing businesses in India, which they can share to help companies achieve success, whether they are already well established in India or are only in the early stages of their engagement.

The UKIBC works with the UK Government and other influential and connected partners, ensuring that business interests are conveyed to India's Union and State legislations. The UK India Business Council seek to influence decisions that will make it easier for UK companies to operate in India.

If you require practical advice, the UKIBC team provide a range of sector-specific research, market entry and expansion services to help businesses understand and access opportunities.

If your company is setting up operations in India, you can access an unrivalled network of government and business contacts, service providers and specialist staff in order to support your business' success.

The UK India Business Council's membership network enables business people to meet each other, identify potential partners, suppliers and customers, and learn from top business leaders and commentators such as those on the UKIBC Advisory Council through a

wide variety of events and member-only Sector Policy Groups.

[Source – UK India Business Council (UKIBC)]

■ Support from the UK Department for International Trade (DIT)

The UK Department for International Trade (DIT) provides tailored support packages for companies who are:

- first time exporters (FTEs)
- small and medium-sized enterprises (SMEs)
- medium-sized businesses (MSBs)

Business opportunities

'GREAT', a UK Government campaign, has tailored support and advice for UK businesses on how to start exporting or increase the amount of goods and services they sell overseas. For more information see their website at: <https://www.great.gov.uk/international/>.

You can:

- read guidance for new, occasional and frequent exporters
- find out about services offered by 'GREAT' partners
- use the selling online overseas tool at: <https://www.great.gov.uk/selling-online-overseas/> to find the best marketplaces to showcase your products online
- you can take advantage of special deals negotiated by the government for UK businesses, and find out more about the

UK Government's E-Exporting Programme, at: <https://www.gov.uk/guidance/selling-online-overseas-with-the-digital-exporting-programme>

- apply at: <https://www.great.gov.uk/export-opportunities/> for overseas export opportunities for your products or services
- create a business profile at: <https://www.great.gov.uk/find-a-buyer/>, which will allow you to promote your products and services to international buyers
- search for events, trade fairs, missions and webinars relevant to your sector or overseas markets, at: <https://www.events.great.gov.uk/ehome/index.php?eventid=200183029&>
- see upcoming DIT international ministerial visits, at: <https://www.events.great.gov.uk/ehome/index.php?eventid=200183333&>
- apply for a tradeshow access grant at: <https://www.gov.uk/guidance/tradeshow-access-programme> to attend an overseas event
- contact a trade adviser in your area, at: <https://www.great.gov.uk/contact/office-finder/>

Getting local market help to sell overseas

DIT has trade specialists who can help you commission services from local experts overseas. This includes:

- country and sector advice
- local market research
- support during overseas visits
- identification of possible business partners

- preparation for exhibitions and events

To find out more about commissioning any of these services, contact a DIT Trade Adviser in your region at: <https://www.great.gov.uk/contact/triage/location/> for a free consultation, or see further details at: <https://www.gov.uk/government/organisations/department-for-international-trade/about-our-services>.

In-market support

If you already trade internationally, and have decided that India is part of your business strategy, you are advised to contact DIT at the British High Commission New Delhi prior to your visit to discuss your objectives and what help you may need. See: <https://www.gov.uk/world/organisations/department-for-international-trade-india#contact-us>.

They can provide a range of India-specific services for you, including the provision of market information, validated lists of agents/potential partners, key market players or potential customers; establishing interest from such contacts; and arranging in-market appointments. In addition, they can also organise events for you to meet contacts in India, or to promote your company and your products/services.

For further information about DIT services, see: <https://www.gov.uk/government/organisations/department-for-international-trade/about-our-services>.

[Source – DIT, gov.uk]

■ Support from the Institute of Export & International Trade (IOE&IT)

Raising the profile of international trade qualifications and experienced members is only part of how IOE&IT membership is essential for any individual or business involved with global trade.

Importantly, the IOE&IT also offer access to a unique range of benefits and services specific to international trade:

- Help with any export issues you come across. Our team of experts can help with questions on documentation, export controls, the UK Bribery Act, customs and VAT procedures, regulatory and compliance issues, insurance issues, payment terms, transport and logistics. Members get free access to our experts via a technical helpline. See: https://www.export.org.uk/page/International_Trade_Helpline
- A voice for your ideas and concerns. We represent your point of view and feed back to government, HMRC and other influencing bodies on issues that impact you, plus participate in Institute responses to central government with regard to proposed legislative changes
- A complete range of international trade qualifications – for those that have no experience, up to those who wish to qualify themselves to take a business degree. The Institute's qualifications are widely recognised as providing both employers and employees with the necessary international business practice linked to satisfying career planning and development. See: <https://www.export.org.uk/page/qualifications>

- A range of short courses giving you the skills and expertise you need to gain a competitive advantage in the challenging and complex world of export, import and international trade. See: <https://www.export.org.uk/page/training>
- An extensive events programme to help you share information and connect at every level in the international trade community, whether it is sector-specific or regional. See: https://www.export.org.uk/events/event_list.asp
- Inclusion in surveys to research the attitudes and changes to world trade

For more information on how the IOE&IT can help you, or on becoming a member, contact the IOE&IT at: <https://www.export.org.uk/page/about>.

Open to Export

Open to Export is the IOE&IT's free online advice service for UK companies looking to grow internationally. It offers free information and support on anything to do with exporting and hosts online discussions via its forum, webinars and social media, where businesses can ask any export question and learn from each other.

Open to Export can be accessed at: <http://opentoexport.com/>.

[Source – Institute of Export & International Trade]



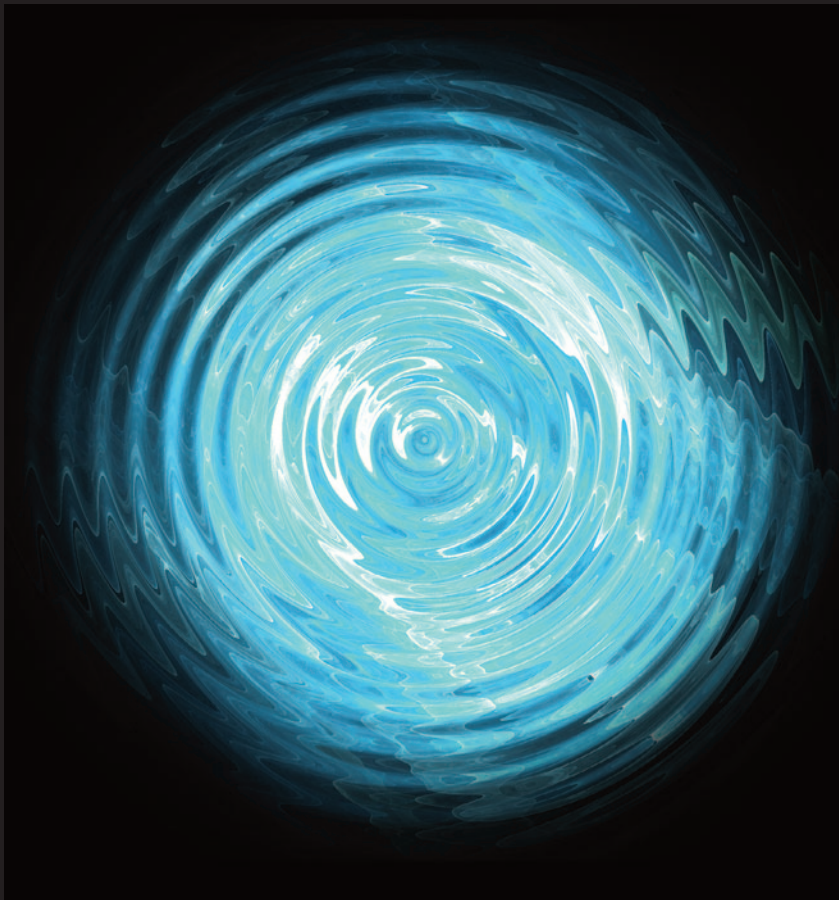
INDIA

If you are visiting India, you can bring Pounds Sterling or another foreign currency in the form of cash or travellers' cheques and a bank/credit card in order to withdraw Indian Rupees once inside the country. ►





GETTING HERE AND ADVICE ABOUT YOUR STAY



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Getting here and advice about your stay

■ Entry requirements

Entry rules in response to coronavirus

Due to COVID-19, India's entry requirements are constantly being changed and updated in order to be in line with the country's guidelines during the pandemic. For more information see guidance from the FCDO at: <https://www.gov.uk/foreign-travel-advice/india/entry-requirements>, for up-to-date guidelines for entering India.

Visas

Make sure you have a visa before travelling to India and that it is the correct type, and is valid for your stay. You may be detained, deported and blacklisted if it is incorrect. It is an offence to overstay your visa; leave the country before it expires.

In order to meet entry requirements, check with the High Commission of India at: <https://www.hcilondon.gov.in/> and the Indian Bureau of Immigration at: <https://boi.gov.in/>.

Check you meet the criteria when applying for an e-visa. You may not be eligible if you do not have a full 'British Citizen' passport. Find out more information on the Indian Government's e-visa website at: <https://indianvisaonline.gov.in/evisa/tvoa.html>.

If you are hospitalised and travelling on a tourist visa, check with a local Foreigner Regional Registration Office (FRRO): <https://indianfro.gov.in/eservices/home.jsp>, whether you will need to convert your visa.

You will be denied entry if your passport is not machine readable. Any carrier transporting foreign nationals without a readable passport may be fined.

Applicants of Pakistani origin

Any applicant with dual British-Pakistani nationality must apply with their Pakistani passport for an Indian visa, processing can last between 7-8 weeks. Proof is required if your Pakistani passport has been cancelled or you have renounced your Pakistani nationality. For more information visit: <https://www.hcilondon.gov.in/>.

Passport validity

Make sure your passport is machine readable and contains at least 2 blank pages for your visa. Your passport must be valid for a minimum of 180 days when applying for a visa, as well as 180 days from when you enter India, to avoid problems at immigration.

Airport tax

There are User Development Fees (UDF) at many Indian airports of INR 1,000 per international passenger. For domestic passengers the cost is between INR 150-260. The fee should be included in your airline ticket. If not, it will be collected from you at the airport check-in counter.

Polio vaccination

If you are travelling to India from Pakistan, Israel, Kenya, Ethiopia, Nigeria, Afghanistan or Somalia, make sure you have a valid polio vaccination certificate.

Yellow fever certificate requirements

Visit the National Travel Health Network and Centre's TravelHealthPro website at: https://travelhealthpro.org.uk/country/105/india#Vaccine_recommendations, to check whether you require a yellow fever certificate.

Accommodation and C-Forms

You must stay in accommodation that is licensed by the Indian authorities and registered with the Foreigner Regional Registration Office (FRRO): <https://indianfrro.gov.in/eservices/home.jsp>. Check that your accommodation provider can register 'C-Forms' with the FRRO.

UK Emergency Travel Documents (ETDs)

With the relevant Indian visa, UK ETDs are valid for entry and exit, although you cannot do both with the same ETD. You will need to apply for an exit permit from the local authorities if you are leaving India on a different passport or ETD to the one you entered with. This must be done online and make sure you consider your timeframe for leaving.

See the Foreigner Regional Registration Office (FRRO): <https://indianfrro.gov.in/eservices/home.jsp> for more information.

Overseas Citizen of India (OCI) cardholders

OCI cardholders do not need a visa to enter India. Make sure you present your valid passport and OCI card. Visit the Indian Ministry of Home Affairs' website: <https://mha.gov.in/> for more information.

[Source – FCDO Foreign travel advice: India, gov.uk]

■ Money

The currency of India is the Indian Rupee (INR).

Visitors, including tourists, cannot bring any amount of Indian currency into the country. Indian residents can bring up to INR 25,000.

If you are visiting India, you can bring Pounds Sterling or another foreign currency in the form of cash or travellers' cheques and a bank/credit card in order to withdraw Indian

Rupees once inside the country. You will have to declare US \$5,000 in notes, or US \$10,000 in notes and travellers' cheques combined.

[Source – FCDO Foreign travel advice: India, gov.uk]

■ Local laws and customs

All drugs are illegal in India, regardless of their classification. The minimum sentence for possessing a small amount is six months. Larger amounts can lead to a sentence of up to ten years. Pre-trial detention may last several years as the judicial system in India is slow.

Alcohol laws differ between states; consumption is prohibited in Bihar, Gujarat, Mizoram, Nagaland and the union territory of Lakshadweep. Some districts of Manipur have a partial ban. Consumption or possession in these areas can lead to arrest without bail and a prison sentence of 5-10 years.

In some states, foreign nationals and non-residents may be able to buy a 30-day alcohol permit.

The selling of alcohol may be banned during major religious festivals, national holidays and elections.

Do not buy, sell or capture any protected wild animal, or trade its parts without a licence. India is a signatory to the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES), and has strong regulations and restrictions framework regarding trade. You will receive a prison sentence or fine if you are caught purchasing or trafficking animal goods illegally.

Same-sex marriage is illegal in India, although homosexuality is not. Indian society is still very conservative and the attitudes of the public can be less tolerant than in the UK. Be aware that public displays of affection may

attract unwanted attention. See DIT's information and advice for LGBT travellers at: <https://www.gov.uk/guidance/lesbian-gay-bisexual-and-transgender-foreign-travel-advice> before you travel.

Do not bring satellite phones into the country as it is illegal to possess and operate them in India. You may be arrested if you use a satellite phone without the permission of the Indian authorities. See the Indian Department of Telecommunications: <http://dot.gov.in/> for more information.

You will need permission to bring listening/recording devices, radio transmitters, powerful cameras or binoculars into India. Hobbies such as birdwatching or plane spotting using a camera or binoculars may be misunderstood and can lead to arrest, especially if you are close to military sites, government buildings, airports and railway stations.

If child custody becomes an issue, be aware that Indian family law is very different to that of the UK.

[Source – FCDO Foreign travel advice: India, gov.uk]

■ Safety and security

Crime

Female travellers must be cautious when travelling in India, either when alone or in a group. See the FCDO's advice for women travelling abroad: <https://www.gov.uk/guidance/advice-for-women-travelling-abroad>.

Try not to travel alone on public transport, or in taxis and auto-rickshaws, especially at night. Make sure you get taxis from the hotel taxi rank, and be cautious when using pre-paid taxis at airports. There have been cases of scams carried out by taxi drivers offering cheap hotels and transport, unwanted

tours and longer journeys. Be aware that threats and violence have been used towards those who do not pay.

Avoid hailing cabs, and make sure taxi drivers who collect you from the airport identify themselves. When online booking, there is a facility that allows you to let your family and friends know the details of your journey – selected contacts can then pinpoint where you are.

If you are a victim of abuse call 100 for the police.

Make sure you keep your luggage and handbags safely with you, especially in large crowds, and on buses and trains.

Keep photocopies of your passport, visa and flight ticket safe and with someone you trust at home. Store copies electronically in order to access them easily. If your passport is lost or stolen you must notify the police immediately. Make sure you obtain a police report.

Be aware of those that claim they will deliver jewellery abroad for an initial cash deposit, especially in Agra and Jaipur. The jewellery is worthless and your deposit will usually be high.

Local travel

Jammu and Kashmir

All travel to Jammu and Kashmir is advised against by the FCDO, unless you are travelling within the city of Jammu, travelling to Jammu by air, or travelling within the Ladakh region. The FCDO also advise against travelling to the tourist destinations of Pahalgam, Gulmarg and Sonamarg, as well as the city of Srinagar and the Jammu-Srinagar national highway.

In both Jammu and Kashmir there have been reported terrorist attacks against army bases and other targets.



Restrictions such as curfews can change frequently. Remain vigilant, monitor local media and follow the advice of local authorities or your travel company.

As of 2016, foreign nationals no longer need a protected area permit to visit the Nubra valley.

Rural areas outside of major cities and away from tourist destinations remain vulnerable places for foreigners. The British Government's long-standing policy is not to make substantive concessions to hostage takers and the level of consular assistance available from the British High Commission those in Jammu and Kashmir is severely limited.

Other northern states

All travel in the immediate vicinity of the Pakistan border is advised against, other than across the international border at Waghah.

Be aware that in Rajasthan the border may be unmarked, and visitors can stray accidentally over the border, which can be dangerous.

Always trek in groups and with a local guide from a reputable agency. Make sure you leave a message and an itinerary of your plans at your accommodation. Register your location with the online C-Form as phone signal can be poor in mountainous areas. Above 3,000 m, the chance of the following hazards increases: sudden weather changes, avalanches, snow drifts, landslides, rock fall and thunderstorms. For more intrepid activities, you will need a special permit.

There are no commercial rescue services that will operate above 3,000 m. In some areas, only the Indian Air Force are permitted to carry out air rescue, although they are not obligated to do so. This is due to limited resources and they can only get clearance during certain hours. Your insurance policy must cover mountain rescue and helicopter costs if you plan to climb over 2,400 m.

East and northeast India

Any travel to the state of Manipur that is not essential is advised against, with the exception of those travelling to the state capital Imphal or to the Meiti Valley areas, including Loktak Lake, Keibul Lamjao National Park and the Imphal War Cemetery. You should, however, check the latest security conditions when travelling to these areas, and do so only by air. In Manipur, there is a risk of terrorism and organised crime which is heightened in rural areas. Although foreigners are not necessarily targets, attacks are indiscriminate.

Manipur and Assam, alongside other areas in the northeastern states, can experience sudden violence. Ensure you have reviewed your security arrangements and take advice from local authorities. Try to avoid large crowds.

You will require an Indian Government permit if you intend to travel to Sikkim, Arunachal Pradesh, and the Andaman and Nicobar Islands. If you are in India, you can apply at the liaison office of the state for which you require a permit or the Foreigner Regional Registration Office and you should do so at least three months in advance. On arrival in Port Blair, you can obtain a permit for Andaman and Nicobar; however, this is not the case for all states. As permit regulations can change, you should contact the respective state liaison office or the Indian Bureau of Immigration for the latest guidance.

Western Region

Gujarat at the India/Pakistani border is partially unmarked. Approaching the border can be dangerous and you could enter Pakistan illegally.

Allow sufficient time when travelling to Chhatrapati Shivaji International Airport (Mumbai International Airport) if transiting between flights in separate terminals.

Be aware of unofficial taxi drivers who may charge high fares.

Goa

British nationals usually do not face any problems when visiting Goa.

Keep your passport and valuables safe and hidden. Take care of handbags as there have been cases where they have been snatched by people riding past on bikes. Make sure you avoid unlit and remote areas and beaches at night.

There have been reports of drink spiking in India; never leave a drink unattended as this has led to British nationals being robbed and assaulted.

Road travel

There have been a number of car and motorbike accidents involving British nationals in India. Avoid travelling at night, and ensure your vehicle is well maintained and has seat belts. When travelling by motorbike, wear a helmet and appropriate footwear.

Sea travel

It is rare for tourist vessels or other small crafts to carry life-saving equipment.

Piracy has not currently affected India's waters, but it does pose a threat in parts of the Indian Ocean, so you should ensure you take the appropriate precautions and follow agreed shipping industry guidelines.

Ships and their crew are required to have authorisation and paperwork before entering Indian territorial waters. They must also abide by Indian laws, including regulations regarding weapons, for as long as they are in those waters.

Swimming

Strong currents can occur off many coasts, and beaches often do not have any signs, flags or life-saving equipment.

Rail travel

Avoid food and drink offered to you by strangers as this can be a method of drugging and robbing rail passengers, especially on overnight trains. Take care of your passport and valuables and avoid individuals offering tickets and tours at the station.

Political situation

In India, political rallies, strikes or 'bandh' and demonstrations occur often and can disrupt public services and turn violent, especially surrounding elections or deaths of government leaders. You should avoid protests and large gatherings, and follow the advice of the local authorities.

[Source – FCDO Foreign travel advice: India, gov.uk]

■ Natural disasters

Monsoons

Travel can be hazardous during June to October's monsoon season. Flooding and landslides can occur, and can cut off access to towns and villages. Transport, such as railways and roads, can be affected, including the metro in cities. Monitor the Indian Meteorological Department: <https://mausam.imd.gov.in/> to check for weather updates. Listen to the advice of local authorities and take extra care when travelling.

Cyclones and tropical storms

Between September and December, cyclones and tropical storms are common, mainly on the east coast. In the Bay of Bengal, these also occur between April and June. See gov.uk's tropical cyclone page for more information: <https://www.gov.uk/guidance/tropical-cyclones>.

Earthquakes

There are several parts of India that lie on highly active fault zones, the most active being across the Himalayas. These areas are subject to earth tremors that cause landslides. Impacts are increased due to the lack of emergency response vehicles, equipment and medical facilities. See the US Federal Emergency Management Agency website: <https://www.ready.gov/earthquakes> for more information.

[Source – FCDO Foreign travel advice: India, gov.uk]

■ Health

Check the National Travel Health Network and Centre's (NaTHNaC) advice on their TravelHealthPro website: <https://travelhealthpro.org.uk/countries> at least eight weeks before travelling to India. See the NHS (Scotland)'s FitForTravel website: <https://www.fitfortravel.nhs.uk/destinations.aspx> and the NHS Choices' website at: <https://www.nhs.uk/using-the-nhs/healthcare-abroad/> for further information.

Medicines that can be used in the UK may have a different legal status and regulations in India. If you plan to travel with a prescription or over-the-counter medicine, the NaTHNaC has guidance on how to travel with medication: <https://travelhealthpro.org.uk/factsheet/43/medicines-abroad>. You can also contact the British High Commission New Delhi to get advice on the legal status of certain medication: <https://www.gov.uk/world/organisations/british-high-commission-new-delhi>.

Local medical facilities are not up to UK standards, and specialist psychiatric treatment may not be accessible, especially outside of major cities. Private medical care is available, but expensive. You can find a list of hospitals compiled by the British High Commission New Delhi, here: <https://www.gov.uk/government/publications/india-list-of-hospitals>.

Ensure your travel insurance covers the duration of your stay in India.

Altitude sickness and health issues relating to air pollution can occur in certain areas. Take precautions if you have any existing medical conditions.

There is a risk of dengue fever, Zika virus, chikungunya virus and nipah virus, as cases have occurred in India, especially in New Delhi.

If you need emergency medical assistance, dial 102 and ask for an ambulance. If you are referred for medical treatment, contact your insurance or medical assistance provider promptly.

COVID-19

India is affected by the global outbreak of the coronavirus, COVID-19. Make sure you comply with all screening measures that local authorities have put into place, see: <https://www.gov.uk/foreign-travel-advice/india/coronavirus>, for more information.

For more information when travelling during the coronavirus (COVID-19) pandemic, see the UK Government's advice at: <https://www.gov.uk/guidance/travel-abroad-from-england-during-coronavirus-covid-19>.

FCDO Foreign travel advice

If you are travelling to India for business, the Foreign, Commonwealth & Development Office (FCDO) website has travel advice to help you prepare for your visit overseas and to stay safe and secure while you are there.

For up-to-the-minute advice please visit the FCDO foreign travel pages on the gov.uk website: <https://www.gov.uk/foreign-travel-advice/india>.

Travel insurance

Make sure you have comprehensive travel and medical insurance before you travel, as well as accessible funds to cover the cost of any medical treatment abroad and repatriation.

[Source – FCDO Foreign travel advice: India, gov.uk]





INDIA

There are numerous opportunities for UK businesses across many sectors in India, including advanced engineering and manufacturing, digital innovation, energy, healthcare, financial, education, infrastructure and sports. ►





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Sector-specific opportunities

■ Opportunities in India

There are numerous opportunities for UK businesses across many sectors in India, including advanced engineering and manufacturing, digital innovation, energy, healthcare, financial, education, infrastructure and sports.

Contact the Department for International Trade (DIT) trade specialists to find local representatives for your products via: <https://www.gov.uk/overseas-customers-export-opportunities>.

From its worldwide network, DIT can provide international export sales leads. Find export opportunities in India at: <https://www.great.gov.uk/export-opportunities/>.

For more information about opportunities and advice on doing business with India contact DIT at: <https://www.gov.uk/world/organisations/department-for-international-trade-india#contact-us>.

Do not forget to check that your goods meet legal requirements for export at the UK Export Control Joint Unit (ECJU) (formerly known as the Export Control Organisation) at: <https://www.gov.uk/government/organisations/export-control-organisation>.

[Source – DIT Trade and Export guide: India, gov.uk, UKEF]

■ Advanced engineering and manufacturing sector

India has put significant effort into green technology within its leading automotive manufacturing sector due to the Indian Government's 'Make it India' campaign. This campaign has brought new ideas to the government, which has improved the protection of Intellectual Property (IP) rights, and fostered investment and innovation.

FDI limits were increased to 49% and private domestic firms' licences to produce defence equipment were liberalised. Expansion in defence and civil aviation is an important part of the growth for this sector.

Current government arrangements are creating opportunities for UK companies in India. See the UK India Business Council (UKIBC): <https://www.ukibc.com/content-hub/policy/key-sectors-and-policy-groups/sector/advanced-engineering-and-manufacturing/>, or contact the DIT team in India: <https://www.gov.uk/world/organisations/department-for-international-trade-india#contact-us> for more information on the advanced engineering and manufacturing sector.

[Source – DIT, UK India Business Council (UKIBC)]

■ Digital innovation sector

Although India has the third-largest internet-literate population in the world, internet penetration is considerably low in comparison. Therefore, there are opportunities for UK companies to help increase internet penetration and usage base.



The government has introduced the Digital India initiative to increase investment into the country. Due to this initiative, there has been an increase in the demand for technology-related services, and opportunities have arisen in the finance and banking, retail, healthcare and education sectors for digital innovation.

See the UK India Business Council (UKIBC): https://www.ukibc.com/content-hub/policy/key-sectors-and-policy-groups/sector/digital_innovation/, or contact the DIT team in India: <https://www.gov.uk/world/organisations/department-for-international-trade-india#contact-us> for more information on the digital innovation sector.

[Source – DIT, UK India Business Council (UKIBC)]

■ Energy sector

Between 2014 and 2015, India had one of the highest increases in energy consumption, and currently the country is the fourth-largest energy consumer worldwide. India's primary energy comes from coal, oil and natural gas; however, by 2022, the government has stated that they will turn to more renewable energy sources. Renewable energy is at 36.3 Gw, by 2022 this figure is planned to be 211 Gw.

This need for renewable energy has created several opportunities for UK companies in the energy sector. See the UK India Business Council (UKIBC): <https://www.ukibc.com/content-hub/policy/key-sectors-and-policy-groups/sector/energy/>, or contact the DIT team in India: <https://www.gov.uk/world/organisations/department-for-international-trade-india#contact-us> for more information on the energy sector.

[Source – DIT, UK India Business Council (UKIBC)]

■ Financial, legal and professional sector

The Insurance Laws (Amendment) Act was passed, increasing the amount foreign investors could stake in local insurers to 49% from 26%. Foreign investments are currently allowed in Alternative Investment Funds.

Flexibility for foreign investors will be established through composite caps that will replace certain investments, such as Foreign Portfolio Investments and foreign direct investment (FDI).

See the UK India Business Council (UKIBC): https://www.ukibc.com/content-hub/policy/key-sectors-and-policy-groups/sector/financial_legal_professional/, or contact the DIT team in India: <https://www.gov.uk/world/organisations/department-for-international-trade-india#contact-us> for more information on the financial, legal and professional sector.

[Source – DIT, UK India Business Council (UKIBC)]

■ Infrastructure sector

By the end of 2020, India planned to spend US \$1 trillion on a number of infrastructure projects, these included roads, ports, airports, railways, power sources and urban regeneration.

The 100 Smart City Mission (SCM) was launched in 2015 in order to establish larger industrial corridors such as the Delhi-Mumbai Industrial Corridor (DMIC), the Chennai-Bangalore Industrial Corridor (CBIC) and the Bangalore-Mumbai Economic Corridor (BMEC). Along these corridors, the majority of industrial and commercial centres are to become smart cities. 98 were announced in 2015, to be established as smart cities by 2020, with a budget of £9.8 billion.

Other missions include Atal Mission for Rejuvenation and Urban Transformation

(AMRUT) and, by 2022, the government plans to have housing for all.

The smart city initiative opens up several opportunities for UK companies, especially if they can offer value added and specialised services, including technology consulting, networking, middleware, sector-specific applications, and systems integration.

See the UK India Business Council (UKIBC): <https://www.ukibc.com/content-hub/policy/key-sectors-and-policy-groups/sector/infrastructure/>, or contact the DIT team in India: <https://www.gov.uk/world/organisations/department-for-international-trade-india#contact-us> for more information on the infrastructure sector.

[Source – DIT, UK India Business Council (UKIBC)]

■ Life sciences and healthcare sector

Pharma and biotech companies in India are becoming highly successful internationally due to investment. Private healthcare companies are also becoming more successful as India's population becomes more affluent and demands private healthcare facilities.

The automatic route for the manufacturing of medical devices allows 100% FDI, permitted by the Indian Government, and the liberalisation of the country's insurance industry will help to increase healthcare insurance.

See the UK India Business Council (UKIBC): https://www.ukibc.com/content-hub/policy/key-sectors-and-policy-groups/sector/life_sciences_healthcare/, or contact the DIT team in India: <https://www.gov.uk/world/organisations/department-for-international-trade-india#contact-us> for more information on the life sciences and healthcare sector.

[Source – DIT, UK India Business Council (UKIBC)]

■ Retail, food and drink, and logistics sector

The retail sector in India continues to grow due to a major shift in the buying behaviour of the population as the demand for products such as smartphones and credit cards increases. Value added services, such as cash on delivery, have also increased the sector's success.

There has been a recent growth in online sales as the internet literate population and increased internet penetration are allowing the population to access products online. By the end of 2019, India's e-commerce market was estimated to reach £60 billion.

100% FDI is permitted in single-brand retail and up to 51% in multi-brand, though both are subject to certain conditions. The FDI is permitted under the automatic route for the food processing sector and wholesale trading businesses, including B2B e-commerce.

Opportunities for UK companies exist for UK retailers, food and drink producers, and logistics and other associated services.

See the UK India Business Council (UKIBC): https://www.ukibc.com/content-hub/policy/key-sectors-and-policy-groups/sector/retail_lifestyle/, or contact the DIT team in India: <https://www.gov.uk/world/organisations/department-for-international-trade-india#contact-us> for more information on the retail, food and drink, and logistics sector.

[Source – DIT, UK India Business Council (UKIBC)]

■ Skills and education sector

In 2015, India launched their 'Skill India Campaign', that included the National Skill Development Mission and the National Policy for Skill Development and Entrepreneurship 2015.

India, by 2022, has plans to increase the success of its young population in order to help them gain the qualifications and skills that will contribute towards the country's economy. There are already targets and strategies in place that will help to provide qualifications to 500 million people, as well as the creation of 40 million new university places.

See the UK India Business Council (UKIBC): https://www.ukibc.com/content-hub/policy/key-sectors-and-policy-groups/sector/skills_education/, or contact the DIT team in India: <https://www.gov.uk/world/organisations/department-for-international-trade-india#contact-us> for more information on the skills and education sector.

[Source – DIT, UK India Business Council (UKIBC)]

■ Sports sector

India's sports sector has continued to grow since its 10% increase to US \$480 million in 2014. Due to this growth, there are a number of opportunities for UK companies, especially in sportswear, equipment, goods, sports management and engineering professionals.

See the UK India Business Council (UKIBC): <https://www.ukibc.com/content-hub/policy/key-sectors-and-policy-groups/sector/sport/>, or contact the DIT team in India: <https://www.gov.uk/world/organisations/department-for-international-trade-india#contact-us> for more information on the sports sector.

[Source – DIT, UK India Business Council (UKIBC)]

Case study: Setting up Global In-house Centres (GICs) in India

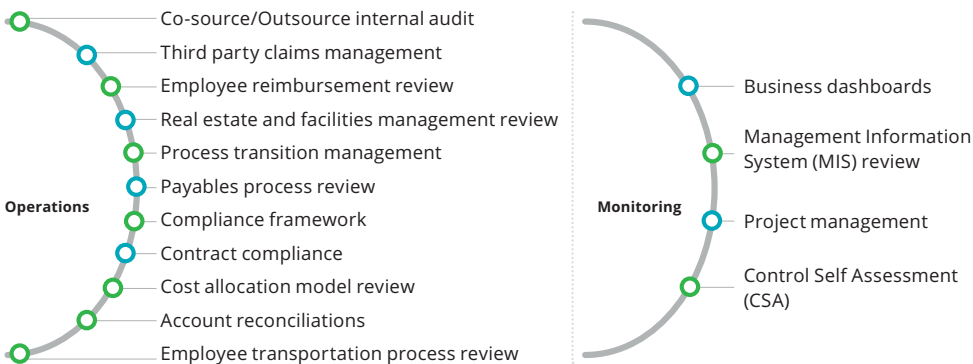
Over the past one-and-a-half decades, GICs in India are redefining the way multinational corporations (MNCs) use highly skilled, low-cost, and diverse talent pool distributed across the nation. GICs also work towards reducing ownership costs and delivery time. Such centres have helped serve the fast-growing global and regional markets more effectively and efficiently.

Deloitte has played an important role in providing end-to-end assistance in establishing these GIC centres. Our services offer solutions to address strategic and management challenges faced by such MNCs following a modular solution framework (depicted below).

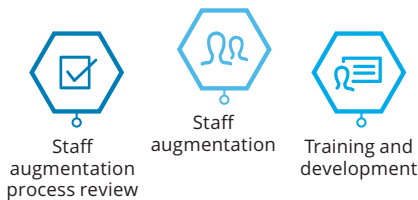
Deloitte modular solution framework for GICs



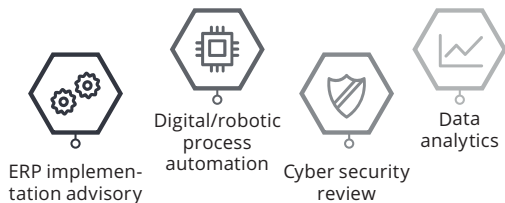
Process level assurance



People



Technology



Source: GIC-report, Deloitte <https://www2.deloitte.com/content/dam/Deloitte/in/Documents/risk/in-ra-global-inhouse-centers-noexp.pdf>

Objectives

A multibillion dollar US-based health service organisation wanted to realise its mission by expanding the information security team into a modernised technology expertise centre that drives greater scalability, flexibility, and resilience. The objective was to establish a centralised information technology (IT)-GIC in the service centre in India that promotes industry leading innovation and ensures timely service delivery. The organisation partnered with Deloitte, because of its diverse set of offerings, to achieve its business objectives.

Deloitte's engagement and approach

Deloitte was responsible for setting up an entity in India and preparing it to commence business. It adopted a three-phased approach:

Phase 1: Set up the programme management office, ensuring a centrally-controlled project management office reporting project status to stakeholders.

Phase 2: Establish a legal entity for carrying out necessary registrations to ensure that the unit in India is ready to conduct business in the country.

Phase 3: Launch the entity with basic readiness in IT infrastructure, location, and

office-space; and ensure that a defined vendor-selection process, an operating model, a well-structured organisation design and governance, a human resource (HR) function, and IT and finance-related policies and procedures are in place.

Value delivered

Deloitte assisted the client in setting up India operations and file all necessary registrations to commence hiring within four months from the start of engagement.

The following are some of the key impact values delivered:

- 1. Programme management:** An effective programme management was initiated for an efficient resource utilisation with regular status updates on programme checkpoints.
- 2. Financial feasibility model/business case:** A detailed financial model was developed with a quarter-on-quarter view to analyse financial benefits in case the client decides to embark on the journey to set up GICs.
- 3. Location strategy:** A detailed analysis was conducted to understand the current local market situation, talent availability, and real estate choices to help the client select a location for setting up its office space (both for the short term and long term).

- 4. Setting up an entity:** The client was provided full assistance during legal registrations with the government authorities in different locations. About 14 distinct registrations were applied for and granted by the government for the entity to conduct business in India. Deloitte also maintained initial book keeping to ensure compliances were met and taxes were paid on time.
- 5. Service provider selection:** Suitable service providers were identified per the client's objectives and requirements to suit the local and global needs.
- 6. Operating model design:** Workshops with key client IS leaders were organised to understand the current landscape of offerings. Using customised design principles (including the assessment of the ability to offshore), a strategically designed operating model was drafted to help reduce operating costs by standardising processes, and defining roles and responsibilities.
- 7. Support function design:** A detailed support service model was designed to provide a much-required backbone to the organisation, starting from the HR function, IT infrastructure, facilities, procurement, and admin functions. The model was designed detailing the support service organisation structure with defined roles and responsibilities, and full time employee (FTE) ramp in each of these area as the organisation scales up operations over time.
- 8. Advisory functions:** Several advisory services were provided for setting up IT infrastructure, and aligning the employee on-boarding, HR, finance, and T&E related policies and procedures with local markets requirements.
- 9. Transition and programme management:** Business transition plans were identified for each work stream during the scope identification exercise to ensure each stream meets timelines and stays within budget.
- 10. Business continuity planning (BCP):** A BCP plan was designed with the objective of no/minimal business disruptions during contingencies.





Case study: Set up manufacturing centres for global companies

Case Study 2.1:

A major European personal care product manufacturer planned a brownfield/ greenfield site for setting up its manufacturing operations with an estimated investment of € 60 million. The client engaged Deloitte to draft the location strategy and select sites.

Deloitte's engagement and approach

Deloitte assisted the client in two phases:

Phase 1:

- Selecting key states for identifying brownfield and greenfield sites
- Shortlisting 3-4 states as potential location options, considering a structured screening criteria (such as state-level factors around fiscal, labour, and infrastructure conditions); industry presence; security and the client's future market presence; and identifying industrial clusters in those shortlisted states
- Identifying potential brownfield sites with leading real estate brokerage firms

and greenfield sites with respective state government agencies through the respective request for information (RFI) processes

- Performing brownfield site inspections and evaluating through the framework comprising operating costs and conditions covering the industry presence, utilities quality and capacity, quality and availability of operators, business climate, and living conditions among others

Phase 2:

- Performing greenfield site inspections and evaluating using the framework comprising the parameters of operating costs and operating condition(s)
- Assisting the client in finalising the option between the brownfield and greenfield sites
- Assisting the client to publish the investment proposal to the finalised site(s), leading to the memorandum of understanding (MOU) with the state government and sign-off the project

Case Study 2.2:

A leading passenger car and SUV manufacturer, which sells in 180 countries and has a manufacturing footprint in three continents, planned to enter India. As part of the global strategy, the company wanted to establish its presence in the country with an aggressive growth plan, supported by significant investments in manufacturing and distribution.

Deloitte's engagement and approach

The engagement involved location strategy, site selection, and a structured incentive package for manufacturing investment. This included:

- Finalising critical location factors, and detailing the assessment framework for the evaluation of locations and sites
- Arriving at optimal locations/states for the plant based on the business and industry ecosystems
- Identifying potential sites through an RFI process with the respective state government agencies

- Evaluating various sites through the framework comprising operating costs and operating conditions, and shortlisting top two sites for further consideration
- Assisting the client in their discussions with the states' respective industry bureaus on possible incentives and subsidies
- Assisting the client to publish the investment proposal to the finalised site(s), leading to the MOU with the state government and signing off the project

Value delivered

Deloitte assisted both the manufacturing companies in finalising the manufacturing location and site for their manufacturing unit with optimal costs and favourable operating conditions in less than a year. Due to its diverse offerings, Deloitte could help in land acquisition and MOU signing, including negotiating and finalising incentives for manufacturers.

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INDIA

Each state in India resembles a separate country, many with their own language and cultural practices. Therefore, the country is not a singular national market as each state has its own industry clusters. ►





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Preparing to export

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There is a range of online information for exporters, including advice and guidance on how to thoroughly research overseas markets. Visit: <https://www.great.gov.uk/> for more information.

Researching the Indian market

Each state in India resembles a separate country, many with their own language and cultural practices. Therefore, the country is not a singular national market as each state has its own industry clusters. Make sure you research the regions as separate entities.

You should make regular visits to India, as well as making contact with others in your industry/sector. This will enable you to access the most up-to-date advice and information, and may lead to new insights, or at the very least, form the foundation for further research.

Visit: <https://www.great.gov.uk> for information and guidance on how to develop your marketing strategy, competitor and SWOT analyses and customer/market segmentation. The IOE&IT can also offer help with this. Visit: <https://www.export.org.uk/>.

You will need to determine whether there is a market for your product or service, if your pricing is competitive, whether you might need to change your product packaging or marketing, and whether to adapt your business model.

The questions listed here should help to focus your thoughts. Your answers to them will highlight areas for further research and also suggest a way forward that is right for

your company. You may then want to use this as a basis for developing a formal strategy, although this may not be necessary or appropriate for all companies:

Your aims:

- Do you wish to buy from India, sell to India or both?
- Do you wish to establish your own company presence in India, or consider for example direct sales, licensing or franchising?
- Do you need to be involved in India at all?
- Do you see India as part of a wider plan including e.g. other South Asian markets, now or in the future?

Your company:

- Can you carry out a detailed SWOT analysis of your company?
- Are your competitors already in India? If so, what are they doing?
- Can you carry out a detailed SWOT analysis of your competitors?
- What are the Unique Selling Points (USPs) of your product or service?
- Do you know if there is a market for your product or service in India?
- Do you know if you can be competitive in India?
- Do you have the time and resources to handle e.g. the demands of communication, travel, product delivery and after-sales service?



Your knowledge:

- Do you know how to secure payment for your products or service?
- Do you know how to locate and screen potential partners, agents or distributors?
- Have you carried out any India-specific customer segmentation, and do you know how to best reach potential customers in-market?

It is unlikely that you will have the answers to all these questions at the outset and these 'knowledge gaps' could form the basis for further research and investigation. Some of these questions will require quantitative research in your sector, while others involve more contextual and cultural considerations.

Talking to other people in your industry and regularly visiting India will give you access to the most current advice and such experience can often lead to new insights and form the basis for further research.

Export plan

Following your initial research, you will need to create an export plan, identifying your best route to market. Guidance on developing an export plan, including marketing strategy, customer segmentation, competitor and SWOT analyses, etc. is available on the: <https://www.great.gov.uk/advice/create-an-export-plan/how-to-create-an-export-plan/> site, and also on the Institute of Export's Open to Export site at: <https://opentoexport.com/info/export-action-plan/>.

One option to test how viable your product or service could be in the Indian market would be to attend trade shows held in India each year. The Department for International Trade (DIT) provides funding for eligible businesses in the form of grants to enable

them to attend trade shows overseas via the Tradeshow Access Programme.

The funding helps your business to gather market knowledge, gain experience in attending and getting the most from overseas trade shows, and to receive advice and support from trade experts. Visit: <https://www.gov.uk/guidance/tradeshow-access-programme> for more information.

To discover future events and trade missions in India, visit the DIT events portal at: <https://www.events.great.gov.uk/ehome/index.php?eventid=200183029&>.

For company launches and events held at British High Commission locations, contact the Department for International Trade (DIT) in India at: <https://www.gov.uk/world/organisations/departement-for-international-trade-india#contact-us>.

[Source – DIT, gov.uk]

■ Start-up considerations

Direct sales in India using local representation

When choosing an agent or distributor, make sure you carry out due diligence regarding their:

- local business reputation
- financial resources
- regional coverage
- marketing ability

India has several regions, therefore it may be helpful to appoint a series of agents and distributors.

Setting up a corporate or non-corporate entity in India

In India, a liaison or branch office will need permission from the Reserve Bank of India under the Foreign Exchange Management Act (FEMA) 1999.

A project office, however, does not need permission as it is treated as an extension of a UK company. There are reporting requirements and a tax that is rated applicably to the foreign company.

A wholly owned private company can be set up by a UK company, which must be subject to the foreign direct investment (FDI) guidelines.

Laws governing domestic companies also apply to joint ventures between UK and Indian companies.

See the Indian Ministry of Corporate Affairs site: <https://www.mca.gov.in/content/mca/global/en/home.html>, for more information about incorporating a company in India.

Go to the UK India Business Council page: <https://www.ukibc.com/india-guide/how-india/market-entry-structures/> for information on market entry options.

Institutional investors in the UK can invest in India's financial markets.

The UKIBC can help you to set up your business in India through their 'Launchpad' service: <https://www.ukibc.com/what-we-offer/market-entry/launchpad/>.

Distributorship agreement

It may be easier to work with an Indian partner or advisor rather than export directly. This partner/advisor will be more familiar with the Indian business environment and will be able to help you.

- keep in contact with customers
- seek new business
- get information on the latest market trends

Make sure you research several potential agents or distributors. It will help if you visit the Indian market on a number of occasions before you choose an agent or distributor to make sure that you are positive you are choosing the one most helpful to your company. Always look at their reputation, marketing ability and resources before making a decision. Be wary of agents who are promoting products or services that are similar or the same as yours.

The Department for International Trade (DIT) team in India at: <https://www.gov.uk/world/organisations/department-for-international-trade-india#contact-us> can assist you in locating and meeting potential agents and distributors for your products in India.

[Source – DIT Trade and Export guide: India, gov.uk]

Direct exports and sales

You must take care of the logistics of marketing, selling and sending your products/services overseas as well as getting paid when you directly export. This may be a viable option if you plan to sell your goods/services online to potential purchasers in India, or if you are responding to enquiries.

Further information on selling directly overseas can be found at: <https://www.great.gov.uk/selling-online-overseas/>.

Online selling

Localise your website or use an online marketplace if you plan to sell online in India.

DIT can help to find suitable online market-places for your product/service. They can also help to access preferential government deals.

The Department for International Trade (DIT) can help you export your goods to India through their E-Exporting Programme. Find out more at: <https://www.gov.uk/guidance/selling-online-overseas-with-the-digital-exporting-programme>.

DIT has also negotiated listings at better-than-commercial rates. See online market-places in India at: <https://www.great.gov.uk/selling-online-overseas/>.

Franchising

Joint ventures with a local partner are how most franchises are carried out in India.

The majority of the franchises in India are due to foreign franchisors selling licences to franchisees. This means that these franchisees can operate under a franchise's brand name.

For more information on franchising, visit the international section of the British Franchise Association at: <http://www.thebfa.org/international>.

[Source – British Franchise Association]

Merger or acquisition in India

To succeed in India when merging or taking over an Indian company, you must have local expertise and have established a customer and supplier base. Make sure you also carry out due diligence on any prospective targets.

Consumer protection

India's Consumer Protection Act, updated in 2019, provides protection for consumers, as well as establishing an authority that can deal with disputes quickly and effectively.

[Source – Indian Department of Consumer Affairs]

Professional indemnity insurance

You may require professional indemnity insurance if you provide a service and need to protect yourself against negligence claims from clients or third parties in India.

See the Association of British Insurers (ABI) website at: <https://www.abi.org.uk/products-and-issues/choosing-the-right-insurance/business-insurance/liability-insurance/professional-indemnity-insurance/> for further information, or alternatively, contact the DIT team in India at: <https://www.gov.uk/world/organisations/departments-for-international-trade-india#contact-us> for further advice, and for contacts of local insurers or specialist brokers if appropriate.

[Source – DIT Trade and Export guide: India, gov.uk]

■ Financial considerations

Getting finance to fulfil an export contract

Globally, India ranks 25th out of 190 economies for ease of 'Getting Credit', in the World Bank's Doing Business report 2020. See: <https://www.doingbusiness.org/en/data/exploreeconomies/india>.

There are schemes available for UK companies that wish to sell their products/services to India. These schemes are to help simplify the growth of your business and can also help you to fulfil an export contract. For up-to-date information regarding current schemes, contact your bank or financial adviser.

Payment risks

UKEF can help UK companies to get paid for the products and services they export by insuring against buyer default.

Before exporting, make sure you are confident you will be paid as you may face difficulty when accessing foreign exchange.

Contact one of UKEF's export finance advisers at: <https://www.gov.uk/government/publications/find-an-export-finance-manager> for free and impartial advice on your insurance options, or contact one of UKEF's approved export insurance brokers at: <https://www.gov.uk/government/publications/uk-export-finance-insurance-list-of-approved-brokers/export-insurance-approved-brokers>.

Currency risks when exporting to India

In order to fix your price, it is essential to fix your exchange rate. Before signing any contract, you need to consider whether the best option for you is to agree terms in Pounds Sterling (GBP), US Dollars (USD) or Indian Rupees (INR). It may also be advisable to seek expert financial advice on exchange rates (FX).

Transferring money from India

Under the Foreign Exchange Management Act (FEMA), there are exchange controls in India. Therefore, foreign-currency money transfers will be subject to restrictions in India.

[Source – DIT Trade and Export guide: India, gov.uk, UKEF]





HSBC and Reliance Industries execute first of its kind blockchain trade finance transaction

**** The blockchain enabled Letter of Credit transaction facilitated shipment between Reliance Industries and Tricon Energy ****

**** Industry first integration between an electronic Bill of Lading provider and a blockchain-based trade finance platform to enable transfer of title ****

HSBC India and ING Bank Brussels have successfully executed a blockchain enabled, live trade finance transaction jointly with Reliance Industries and Tricon Energy.

This is an industry first as the Blockchain platform integrated with Bolero's electronic Bill of Lading (eBL) platform to issue and manage an electronic Bill of Lading. This allowed a digital transfer of the title of goods from the seller to the buyer in the underlying trade. It further enabled the underlying trade to be fully digitised.

The end-to-end transaction was executed on R3's Corda blockchain platform which is a single shared application, rather than requiring multiple isolated digital systems across various counterparties, located around the globe. The Letter of Credit (LC) was issued by ING Bank for Tricon Energy USA (importer) with HSBC India as the advising and negotiating bank for Reliance Industries, India (exporter). This solution is a significant improvement for any organisation involved in buying and selling goods internationally, as it truly brings together all parties onto one platform.

Commenting on the transaction, Hitendra Dave, Head-Global Banking & Markets, HSBC India said, "The use of blockchain is a significant step

towards digitising trade. It has a transformative impact on trade finance transactions and enables greater transparency and enhanced security in addition to making it simpler and faster. The overall efficiency it brings to trade finance ensures cost effectiveness, quicker turnaround and potentially unlocks liquidity for businesses. We're delighted to partner with Reliance Industries and support enhanced digitisation in trade finance. We believe that the collaborative approach adopted to develop this technology has the potential to transform conventional trade finance."

Srikanth Venkatachari, Joint Chief Financial Officer, Reliance Industries said,

"We are excited to partner with HSBC on digitalisation of trade finance. This reflects our continued commitment to embrace emerging technologies and industry first initiatives. The use of blockchain offers significant potential to reduce the timelines involved in exchange of export documentation from the extant 7 to 10 days to less than a day. When adopted at scale, it helps in significant optimisation of working capital. Further, use of blockchain in trade finance enhances transparency, security and synergy across all the parties and stakeholders involved."

This transaction validates the commercial and operational viability of blockchain as an alternative to conventional exchanges for paper-based documentation.

At present buyers and sellers use paper-based LCs to underpin transactions. Physical documents are sent to each party in the transaction by post, courier or fax. While these paper documents provide certainty, the time and cost involved in processing them are deterrents for exporters and importers and impairs the pace of trade.

R3, HSBC, ING, the other six banks supporting the Corda application (Bangkok Bank, BNP Paribas, CTBC Holding, NatWest, SEB and Standard Chartered) are seeking to expand the network on an open source basis to drive adoption across the industry. This includes technology partners that can provide banks and customers tool kits for easier onboarding, ecosystem participants, besides buyers/sellers and their banks.

HSBC has taken the lead in digitising, shaping and evolving the Trade ecosystem globally through industry leading initiatives.

INDIA

India's legal system is based on English Common Law, and its judiciary is generally independent. Be aware that court delays can occur for several years, therefore litigation can be lengthy and expensive. ►





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How to do business with India

■ Legal considerations

India's legal system is based on English Common Law, and its judiciary is generally independent. Be aware that court delays can occur for several years, therefore litigation can be lengthy and expensive.

Controlled goods export licences for India

Make sure you have a licence when supplying items to India that are on the UK strategic export control list.

Standards and technical regulations

Manufacturers must obtain certification from the Bureau of Indian Standards (BIS) as some products must be subject to specific Indian quality standards. The BIS also offers pre-certification subject to production inspections.

There are around 109 products that must comply with these standards, including:

- food preservatives and additives
- milk powder
- certain electrical appliances
- some types of gas cylinders
- cement

Find out more about the Foreign Manufacturers Certification Scheme (FMCS), at: <http://indiastandardsportal.org/BISProductCertification.aspx>.

To understand the requirements for exporting food to India, visit the Food Safety and Standards Authority of India's Food Import Clearance System page at: <https://fics.fssai.gov.in/AOLogin.aspx>.

Labelling your products

Specific information must be on the label of products that are pre-packaged and imported into India for direct retail sale.

Labels and declarations must be printed in Hindi or English, and all transport documents must contain the weight and measurements of the goods.

For your goods to be cleared by customs, make sure they comply with these requirements.

Before being sold to consumers, raw materials and components will need further processing.

Product liability insurance

Product liability insurance covers the cost of compensation for anyone injured by a faulty product. If you design, manufacture or supply a physical product that is sold or given away for free, you should therefore consider taking out product liability insurance.

See the Association of British Insurers (ABI) website at: <https://www.abi.org.uk/products-and-issues/choosing-the-right-insurance/business-insurance/liability-insurance/product-liability-insurance/> for further information, or alternatively, contact the DIT team in India at: <https://www.gov.uk/world/organisations/departments-for-international-trade-india> #contact-us for contacts of local insurers or specialist brokers.

[Source – DIT Trade and Export guide: India, gov.uk]

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■ Taxation

India has signed a double taxation agreement with the UK. This allows some taxes paid in one country to be deducted in the other, so should prevent any double tax liability from UK and Indian authorities over the same income. See: <https://www.gov.uk/government/publications/india-tax-treaties>.

It is possible to zero-rate the VAT on the majority of the goods you export to India, if you are registered for value added tax (VAT). This will require you to provide evidence of the export within three months of the time of sale.

Further information on VAT in non-EU markets and zero-rating conditions is available at: <https://www.gov.uk/guidance/vat-exports-dispatches-and-supplying-goods-abroad>.

Corporate taxation in India

You will be required to pay corporation tax if you set up an office in India.

Domestic companies must pay 30% plus surcharges, whereas the rate is 40% plus surcharges for non-resident companies and branches of foreign partnerships.

There are provisions for advance rulings to help investors and exporters understand their tax liabilities, as well as on the customs and excise duty implications of transactions.

[Source – DIT Trade and Export guide: India]

■ Customs and documentation

Complying with HMRC regulations to export

To export your goods to India you must make export declarations to HMRC through the National Export System (NES). Visit: <https://www.gov.uk/guidance/export-declarations-and-the-national-export-system-export-procedures> for further details.

You can find out how to declare your exports to India through the NES at: <https://www.gov.uk/guidance/export-declarations-and-the-national-export-system-export-procedures>. You must classify your goods as part of the declaration, including a commodity code and a customs procedure code (CPC).

Commodity codes and other details applying to exports in the UK Trade Tariff can be found at: <https://www.gov.uk/trade-tariff>.

Contact the HMRC Tariff Classification Service at: <https://www.gov.uk/guidance/finding-commodity-codes-for-imports-or-exports> #list-of-useful-contacts for more help.

Access2Markets, has more information regarding import tariffs, see: <https://trade.ec.europa.eu/access-to-markets/en/content/welcome-access2markets-market-access-database-users>.

You must declare any goods that you take with you in your luggage to sell outside the EU. See: <https://www.gov.uk/take-goods-sell-abroad> for further information.

[Source – gov.uk]

Temporary export of goods

You can use an Admissions Temporaire (ATA) Carnet to simplify the customs procedures needed to take goods into India temporarily: <https://www.gov.uk/taking-goods-out-uk-temporarily>.

You will need an export licence to take dual use goods to India temporarily.

Use the SPIRE system to apply for a temporary export licence: <https://www.spire.trade.gov.uk/spire/fox/espire/LOGIN/login>.

Customs

Information about Indian customs tariffs is available from the Central Board of Excise and Customs. The Foreign Trade Policy 2015 to 2020 currently guides the country's customs regulations.

Generally, the value of import depends on the transaction value.

Access2Markets, has more information regarding import tariffs, see: <https://trade.ec.europa.eu/access-to-markets/en/content/welcome-access2markets-market-access-database-users>.

If you are shipping goods to India, ensure that they are properly packed. Parcels may be handled heavily and left outside for long periods, so consider the climate in India when packing your goods.

Documentation

You must obtain the following documents to import your goods into India:

- bill of lading or air waybill
- commercial invoice or packing list
- bill of entry

Regulations

India has strict rules regarding goods and currency. You may receive a heavy penalty, such as imprisonment, if you fail to declare any prohibited items or those that are subject to tax and duties.

Visit the Central Board of Indirect Taxes and Customs (CBIC) website: <http://www.cbic.gov.in/> for more information.

[Source – DIT Trade and Export guide: India, Central Board of Indirect Taxes and Customs (CBIC)]

■ Shipping your goods

You can use a freight forwarder to move your goods if you are not knowledgeable about international shipping procedures. A freight forwarder will have vast expertise and familiarity with local documentation requirements, regulations, transportation costs and banking practices in India.

The British International Freight Association (BIFA) at: <http://www.bifa.org/home> and Logistics UK at: <https://logistics.org.uk/> can assist in locating freight forwarders to transport your goods to India.

Posting goods

For information about sending goods by post to India, visit Royal Mail at: <https://www.royalmail.com/sending/international/country-guides/india>.

[Source – Royal Mail]

Shipping restricted, banned and dangerous goods

Lists of restricted and banned goods can be found on the Ministry of Commerce and Industry website: <https://content.dgft.gov.in/Website/Prohibited.pdf>.

Certain goods are classed as restricted or dangerous. If you wish to import any of these goods into India, they are subject to special rules. For more information visit: <https://www.gov.uk/shipping-dangerous-goods/what-are-dangerous-goods>.

You can employ a local agent who will have knowledge of the latest import licensing requirements. For information and assistance contact the Department for International Trade (DIT) team in India at: <https://www.gov.uk/world/organisations/departement-for-international-trade-india#contact-us>.

[Source – gov.uk, DIT, India's Directorate General of Foreign Trade (DGFT)]

Terms of delivery

You should have a clear written contract in all international commercial transactions to minimise any risk of misunderstanding.

Incoterms are a series of widely-used commercial terms for international trade in goods, which clarify for example:

- where the goods will be delivered
- who arranges transport
- who handles customs procedures
- who is responsible for insuring the goods, and who pays for insurance
- who pays any duties and taxes

Incoterms do not apply to the delivery of services. Contracts for the international delivery of services should include a Service Level Agreement (SLA), focusing on desired outcomes such as what the service should achieve.

International trade rules changed in September 2019, so you should check with the International Chamber of Commerce (ICC), which publishes Incoterm rules, at: <https://iccwbo.org/resources-for-business/incoterms-rules>, for details of the new rules, and also with the UK Government for further general advice and details about current Incoterms at: <https://www.gov.uk/guidance/international-trade-paperwork-the-basics#international-trade-contracts-and-incoterms>.

UK Export Finance

The UK Government's credit agency, UKEF, wins export contracts by providing attractive financing terms to their buyers. They can help you:

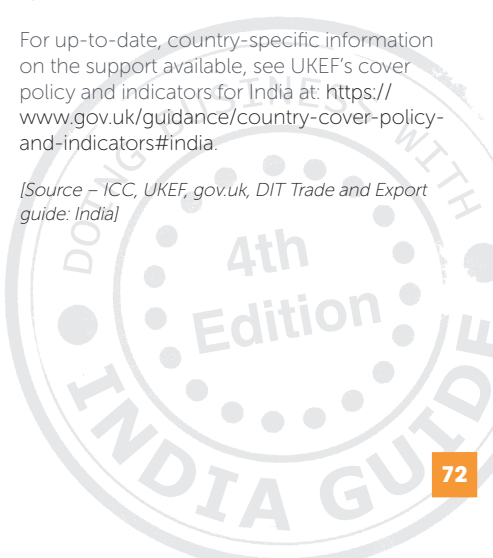
- fulfil orders by supporting working capital loans
- get paid by insuring against buyer default

You can find out more about UKEF's services and products at: <https://www.gov.uk/government/collections/our-products>.

For new business enquiries, email UKEF at: customer.service@ukexportfinance.gov.uk or telephone: 020 7271 8010 between 9am and 5pm.

For up-to-date, country-specific information on the support available, see UKEF's cover policy and indicators for India at: <https://www.gov.uk/guidance/country-cover-policy-and-indicators#india>.

[Source – ICC, UKEF, gov.uk, DIT Trade and Export guide: India]



Tax perspective

Whether you are a new or seasoned exporter to India, you need to understand the often complex and changing tax and customs obligations in the country.

The specific requirements will be largely influenced by the following:

- nature of your activities as set out in contracts with your customers
- whether you are exporting goods, services, or both
- nature or classification of goods or services you are providing
- your status for tax purposes in India, which will be influenced by whether you decide to:
 - export
 - set up a branch office
 - set up a wholly owned subsidiary
 - establish a joint venture

In the past few years, India has implemented various tax simplification measures and a series of exemptions and reliefs to facilitate trade and business. The pace and level of change in the tax and customs rules are expected to continue. Hence, you should seek advice from an India-based tax specialist who will ensure that you:

- have the correct approvals, licences, and registrations in place
- pay the correct taxes at the correct rate and time (where applicable)
- claim relevant reliefs and exemptions
- confirm that your goods and/or services are delivered without any delays

The main central taxes that need to be considered include the following:

- Income tax (corporate tax)
- Customs duties
- Goods and services tax (GST)
- Excise duties (for non-GST products)

In addition to central taxes, you need to specifically consider whether any state-specific (local) taxes and value-added tax (VAT for non-GST products) are applicable. This will be based on three questions: what you are selling, to whom, and where?

With the advent of Covid-19 the Government of India has made various announcements to enable taxpayers to comply with the compliance requirements. These are in the nature of relaxations, reliefs and extension of deadlines for several filings to be made. This is in line with the practice being followed by the Governments of many countries

Income tax

Offshore supply of goods usually not taxable

Non-resident exporters typically do not pay taxes in India, if there is no territorial nexus of income from such exports with India. The Indian judiciary has laid down the following key conditions for non-taxability of exports to India by non-residents.

- Contract should be entered into outside of India.
- Delivery of goods should take place outside of India.
- Risk, title, and property in goods should pass outside of India.
- Payments should be made outside of India.
- Goods should be sold on a principal-to-principal basis and at an arm's length price.

Tax liability if the non-resident has a permanent establishment (PE) in India

The export income may be taxable in India as business income, if the non-resident has a PE in India (according to the terms of the UK-India tax treaty). If a PE exists, profit attributable to such a PE is liable to tax in India at 40% (plus applicable surcharge and education cess). The effective tax rate is 43.68%. In such a situation, non-residents would be required to carry out tax compliance, such as payment of tax, filing return of income, etc., in India.

A non-resident exporter to India is unlikely to have an office or warehouse or employees based in India. Therefore, the fixed place PE rules are not triggered usually. However, if a non-resident exporter has an agent in India to interact with its Indian customers, this poses a risk of creation of an agency PE in India.

From a practical perspective, Indian customers may request the non-resident exporter to confirm that it does not have a PE in India.

Agency PE

An agency PE is created under the India-UK tax treaty, if the agent is not independent, and:

- has and habitually exercises an authority to negotiate and enter into contracts for/on behalf of the non-resident exporter or
- habitually maintains a stock of goods in India to regularly deliver goods for/on behalf of the non-resident exporter or
- habitually secures orders in India, wholly/almost wholly for the non-resident exporter and its group entities

It is interesting to note that the UK has not opted for the wider agency PE definition in terms of the base erosion and profit shifting (BEPS project of the OECD/G20 countries). Therefore, the wider definition involving the agent "playing the principal role leading to the conclusion of contracts", does not apply to the India-UK tax treaty. However, the treaty definition is fairly wide as it includes "securing orders".

The appropriate structuring of the arrangement with an Indian agent is imperative to ensure no exposure for the non-resident exporter from an agency PE perspective.

Customs duties and indirect taxes

Customs

The customs law governs the levy of duties on importing to India and the exporting of goods from India. It does not apply if you are exporting services into India.

The standard rate of customs duty is 10%. However, the rate varies from 0% to 30%, and can be higher depending on the Harmonized System (HS) of nomenclature classification, description, and end use of imported goods.

Various product-specific exemptions are also granted on the import of specified goods into India or goods from specified countries under free trade agreements.



You need to take care and pay attention in early stages, if you are exporting goods to a related party in India as they are subject to review by the Special Valuation branch to evaluate whether goods are being sold under an arm's length pricing arrangement.

Before assessing the rate at which customs duties are leviable, you need to establish who needs to pay duties — you or your customer. This will depend on whether you or your customer is importing/clearing goods. This is a factual question and the terms of trade and contracts will determine the answer.

If the responsibility of clearing goods from the customs frontier is with the exporter, you are required to ensure that customs compliance requirements in India are satisfied. This includes the registration and payment of customs duties.

Even if you are not the importer, you must understand the available exemptions and reliefs, payable duties by your customer, and which of your customers will not be able to reclaim (as those will feed into goods' final cost).

As an exporter, you must also ensure that you prepare and provide the documents either you or your customer will need to complete the process of import and release goods. The most common documents include the following:

- commercial invoice
- packing list
- freight certificate
- insurance certificate
- bill of lading/air waybill
- import licence
- import declaration

- letter of credit

For claiming duty exemptions under a free trade agreement between two countries, the exporter must also provide the certificate of origin to enable the importer to claim a duty benefit. Therefore, you must understand the requirements and documents to claim any exemption or relief.

GST

The GST laws govern the levy of tax on supply of the majority of goods and services. At present, multiple GST rates are prevalent, such as 0%, 3%, 5%, 12%, 18%, and 28%. Essential and mass consumption goods fall under lower tax slabs, whereas luxury and sin goods come under higher tax slabs. However, product and service-specific GST rates are consistent across states.

As an exporter, you must evaluate GST requirements (including registration and compliance) taking into account a number of factors, including but not limited to, the following:

- whether the product is treated as a good or a service
- terms of export
- location of title transfer
- status of customer – business or non-business (B2B/B2C)
- E-invoicing requirements

As a rule with customs duties, you may be required to register and charge GST if you sell goods once they are in India or the recipient of your service (where you are providing electronic services) is in the country.

Unlike in the UK, GST in India is a two-tier tax, and split between the state governments and central government — this means that compliance re-

quirements are more complex. You will need to determine tax rate and the state in which tax has to be paid. The rate will differ depending on where your customer is based.

If you export services to customers in India, you need to know that GST rules in the country are complex, and differ on the basis of type of service and sale (B2B/B2C). In some cases, your customers will account for GST on their own returns. In other cases, you will need to charge value-added tax (VAT) (subject to exemptions and reliefs).

Further, the support services you receive from India, such as market research, forecasts and analysis, customer order processing, resolving queries of customers, etc., with respect to the customers in India, may or may not be treated as export of service from India depending on the facts of the case. Based on the facts of the case, if such services are denied the export status in India, GST will be charged by the Indian vendor and such GST will be a cost for your organisation. Therefore, it will be important to analyse any such support services you receive from Indian vendors.

State-specific VAT

All goods and services are not covered in the scope of GST. For such goods and services, state-specific VAT or central state tax will apply. These goods and services include petroleum crude, motor spirit (petrol), high-speed diesel, natural gas, aviation turbine fuel, and electricity. The tax rate differs from state to state and product to product.

Considering the current indirect tax landscape in India, the following key areas need consideration:

- registration requirements
- classification of goods and services
- taxability of transactions and applicability of rate of tax and exemption, if any
- sales returns, customer refunds, and other miscellaneous transactions

The scope of GST continues to evolve in terms of inclusion of goods, rate structures, and compliance requirements. Therefore, exporters continue to monitor changes and seek advice from a tax specialist.

At a local level, local practices can be challenging for new entrants. In the early stages, a tax specialist's support and guidance will help you understand the legal and tax requirements, and navigate through local practices and norms.

In addition to dealing with legal and tax issues, you must secure the correct licences and regulatory approvals before commencing export.

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- state-level benefits under the respective state industrial policies
- business setup: legal status and location



INDIA

As one of India's official languages, English is widely spoken throughout the business community. There can, however, be slight differences in meaning. In particular, Indians may find it hard to say 'no' as it can be considered offensive. ►



Business etiquette, language & culture

■ Language

As one of India's official languages, English is widely spoken throughout the business community.

There can, however, be slight differences in meaning. In particular, Indians may find it hard to say 'no' as it can be considered offensive. You should pay close attention to ensure you are aware of the meaning behind statements such as 'we will see' as these can often be a less direct form of saying 'no'.

When setting up an appointment, you should always ask if your contact speaks English or if they would feel more comfortable with an interpreter.

Interpreters

Although many Indians speak English, it may be in your best interest to hire a professional interpreter to accompany you to your meetings. Make sure you choose your interpreter carefully, as they will become one of your key assets.

Make sure you always use a professional interpreter for negotiations, in order to remove any possibility of misunderstanding. Avoid using electronic translation as mistakes can be made.

Lists of potential interpreters and translators in India can be found at: <https://www.gov.uk/government/publications/india-list-of-translators-and-interpreters>.

Alternatively, you can check with the DIT team in India at: <https://www.gov.uk/world/organisations/department-for-international-trade-india#contact-us>.

[Source – DIT]

■ Religion

India is a secular country, so has no official religion. However, the majority of the country's population identify as Hindu, at around 80%. Other major religions in the country include Islam, Christianity and Sikhism, and it is the birthplace of Jainism.

[Source – DIT]

■ Hierarchy

Typically, India is a hierarchical country, including in business. Decisions and ideas come from the top, down, so do not expect decisions to be made during meetings from which senior members are absent. Respecting senior individuals — whether that be determined by age, job, position within the business, or level of education — is vital in India, but these cultural differences can cause some confusion. Ensure effective communication to prevent misunderstanding as junior staff in India may not be used to working with the same level of freedom as in the UK.

[Source – DIT]



■ Meetings and greetings

You should allow yourself to be guided by the person whom you are greeting when being introduced to your Indian counterparts. It is typical to greet people with a handshake in India, although sometimes 'Namaste' is used. Namaste is a common, traditional greeting during which you place your palms together with your finger pointing upwards and bow slightly.

Make sure you greet the most senior person in the room first as hierarchy is important in India.

Ensure you always have a business card to present and receive any presented to you with your right hand only.

Small talk about topics such as family commonly occurs at the beginning of Indian business meetings and can be an effective way to build trust with your partners.

[Source – DIT]

■ Titles

Due to the country's hierarchical nature, it is important to address your Indian counterparts by their appropriate title unless you are told otherwise. You should refer to business and official contacts as Mr/Mrs/Ms or Sri/Smt (Srimati) followed by their surname, whereas business superiors or those senior in age

should be referred to as 'sir' or 'madam'. You are advised not to use first names when referring to Indian business contacts unless you are expressly invited to do so.

[Source – DIT]

■ Attire

You should wear smart but comfortable clothing during a business meeting in India. For men, a lightweight suit is appropriate, but a tie is only necessary in traditional sectors such as banking and law. Women should wear a trouser suit as opposed to a skirt.

Consider India's diverse climate, as well as the fact that many offices and hotels have air conditioning, so it will not always be hot. Pack a jumper or pashmina.

[Source – DIT]



> Clear, consistent content is vital to making your business understood overseas. **So don't leave it to chance.**

- > Well-known companies we already work with include: Serco, Experian, Intertek, IKEA and Caterpillar
- > For a structured approach to translation, please read the article that follows



Protecting your Reputation
Worldwide™

If you're reading this guide, the chances are you're either a seasoned exporter, or you're committed to investigating new export opportunities for your business. Whichever category you fall into, you'll have a good idea of the huge investment in time, effort and resources which is required for export success.

Your priority will be to get your product or service to market, and it's a fact of life that procurement of peripheral resources such as translation is often left to the last minute. In this article we'd like to demonstrate to you how building translation into the early planning stages of your export campaigns can pay dividends.

The internet, mobile connectivity and social media mean that now more than ever before customers, be they B2B or B2C, are buying goods and services within the context of a connected world of instant communication.

Buying decisions carried out in isolation of wider and constantly changing sector, economic or social contexts are a thing of the past. This means that increasingly any product or service has to be supported with professional technical, marketing or other contextual content.

As examples of this, exporters need their technical documentation to be easily assimilated, their marketing content to be compelling, and their website to be informative and memorable. Human resources departments on the other hand need sensitive localisation of policies & procedures in line with local legislation, corporate guidelines and house style.

After all an international expansion strategy or company restructuring could easily be undermined by insensitive internal communication.

In non English-speaking markets, all of the above can be achieved by working with a reliable and professional translation partner.

So how can really good translation help build your export success:

- clear and accurate foreign-language branding and content will motivate foreign customers to buy from you
- consistent and harmonised messaging helps to convey and reinforce your company's values and ethos
- corporate and operational risk through poor quality communication and misunderstanding is eliminated
- overall brand integrity and reputation are enhanced

The following components are key to a successful translation project, and show how AST can make the process of internationalising outward-facing and internal communications simpler, more professional and more cost-effective:

Rigorous selection of translators

AST's ISO9001 certified and ISO17100 compliant processes mean that the company has approved sector-specialist translators whatever the language and deadline requirements, with experienced proofreaders to give the text precision and professionalism to really focus the reader's attention.

Translation memory technology

Client-facing documents produced periodically often contain sections which stay the same and sections which need updating. Similarly company websites and technical data or manuals can contain identical paragraphs and sections. Translation Memory technology is used in this situation to identify duplicate and legacy text. The duplicates are logged and reused – leading to reduced turnaround times and resulting

cost savings – with company wordings for products, processes, titles and descriptions translated consistently.

Terminology management

The key words used to describe your company's products, services and processes support your brand and identity. This is equally true in your foreign language communications. Unfortunately, once translated it is often easy to lose control of key terms, leading to uncertainty as to whether the translations are having the desired impact. AST's terminology management prevents this. Glossaries are maintained in multiple languages and client terminology is checked in each language by industry sector experts. As the glossary grows it can be reused with each new project, so client content is always on-message and brand integrity consistent.

So there's really no need for you to leave the "softer" aspects of your export campaign to chance. Using a professional translation company like AST provides a guarantee that your international content will be clear, consistent and effective. Whatever the language.

> YOU NEED YOUR SALES, TECHNICAL AND WEBSITE CONTENT TO BE **TRANSLATED BY EXPERTS!**

- > We're recognised as a UK leader for translating high profile, client-facing documents
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No matter how urgent your assignment we can translate it.



Protecting your Reputation
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INDIA

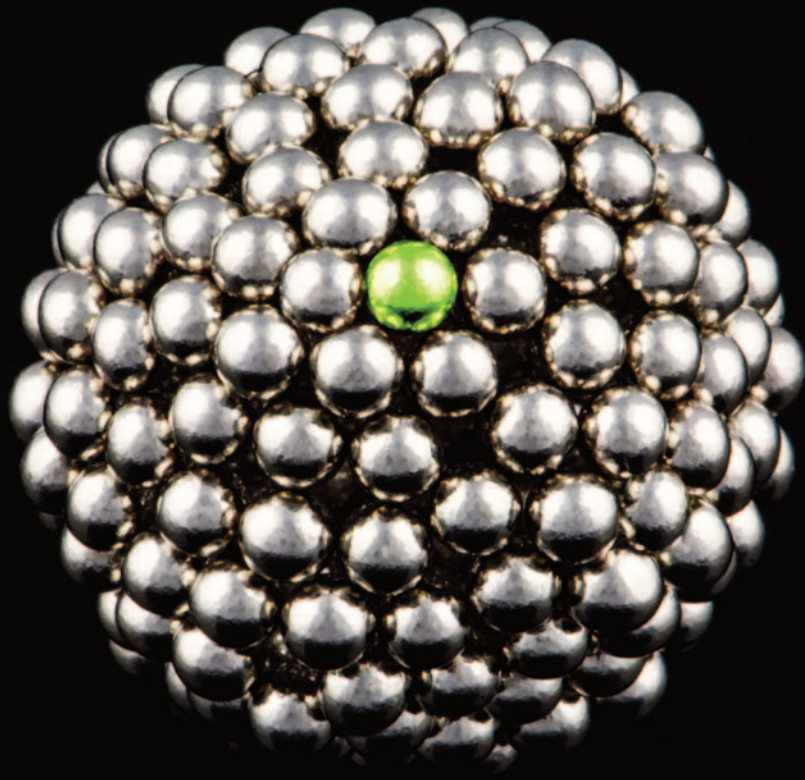
Be aware that you will need to negotiate on the prices of your goods and you may need to include discounts as India has a very price-competitive market. ►





WHAT ARE **THE CHALLENGES?**

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What are the challenges?

■ Challenges when doing business with India

Be aware that you will need to negotiate on the prices of your goods and you may need to include discounts as India has a very price-competitive market.

Once additional taxes are included, the import duty on your products is likely to be a minimum of 35%.

Make sure when doing business with India you are aware of:

- holiday timings when planning business trips
- trade and investment barriers including regulatory constraints, local sourcing requirements and import tariffs
- Intellectual Property (IP) protection
- administrative requirements that can cause delays
- land acquisition can be difficult
- the local workforce may not have the necessary skills
- infrastructure challenges, e.g. distribution and logistics
- there is a risk of bribery and corruption

Intellectual Property (IP)

Make sure you understand how to use, guard and enforce your Intellectual Property rights in India. Intellectual Property refers to a brand,

invention, design or creation, which you or your business has legal rights to.

All WTO member nations must have standard IP protection in their national laws. India's IP law has incorporated these standards, therefore India and other developed countries have very few differences between their laws.

India protects IP in the form of copyright, patents, designs and trademarks.

India's accession to the WTO in 1995 has meant that IP protection laws have been amended and reissued.

There are still concerns over the enforcement of IP laws in India, even though they are generally thorough and comparable to those in Europe. Major concerns lie in bureaucratic delay, as cases have become backlogged in both the civil and criminal courts, with some cases running for over five years. Another concern lies in the lack of transparency, especially at local level.

However, India's legal system is similar to that of the UK, so processes will be familiar.

IP rights must be registered in India for them to be enforced in India, as protection is jurisdiction specific. Be aware that this can take several months. Visit the Government of India's Ministry of Commerce and Industry pages at: <https://ipindia.gov.in/patents.htm>, and their Copyright Office: <http://copyright.gov.in/>, for more information.

Appoint a legal practitioner who understands India's legal system if you are faced with piracy or infringement regarding your Intellectual Property.

If faced with infringement or piracy, businesses should appoint a good legal practitioner who understands the local context and has the necessary experience to initiate civil or criminal proceedings.

Additional information is provided on the UK Government's Intellectual Property page at: <https://www.gov.uk/intellectual-property-an-overview>, and at the Intellectual Property Office – the UK Government agency providing free and impartial advice on protecting and registering your IP in the UK and abroad. See: <https://www.gov.uk/government/organisations/intellectual-property-office>.

Bribery and corruption

Bribery is illegal. It is an offence for British nationals or someone who is ordinarily resident in the UK, a body incorporated in the UK or a Scottish partnership to bribe anywhere in the world. In addition, a commercial organisation carrying on a business in the UK can be liable for the conduct of a person who is neither a UK national or resident in the UK or a body incorporated or formed in the UK. In this case, it does not matter whether the acts or omissions which form part of the offence take place in the UK or elsewhere.

Bribery poses a serious threat to economic progress, particularly in developing or emerging countries. In order to protect such countries against bribery, the United Kingdom's Bribery Act of 2010 was established. The Act applies to both UK companies operating abroad and foreign companies operating in the UK. It established four major offences including:

- offering, promising or giving an advantage, and requesting, agreeing to receive or accepting an advantage
- bribery of a foreign public official

- a commercial organisation's failure to prevent a bribe being paid to obtain or retain business or a business advantage (should an offence be committed, it will be a defence that the organisation has adequate procedures in place to prevent bribery)

The Bribery Act understands that it is impossible to prevent all bribery. A company will have a full defence if it can prove that there were adequate preventative measures in place. You should therefore ensure you have a strong, effective and up-to-date anti-bribery policy in place to prevent bribery by persons associated with your company.

Corruption is a major problem in India, and is cited as a barrier to the country's private sector development. Regular due diligence and up-to-date risk strategies are required in order to reduce the business risk posed by bribery. Procurement practices are often not particularly transparent and come with significant bureaucratic burden.

There have been several notable abuses of power in recent years by politicians, bureaucrats and law enforcement officials. Their ultimate prosecutions have highlighted that a system for fighting corruption does exist, although it can be weaker in some states than others and enforcement is inconsistent.

There has been an increase in anti-corruption activism due to large scandals that have been recently unearthed.

Companies who are known to offer bribes are banned from bidding for defence contracts by the Indian Government. In order to ensure transparency, many companies already set up in India aim to have strong checks in their systems to rule out corruption.

There are a number of government departments and public sector procurement teams migrating to online platforms in order to further reduce corruption.

India has several laws in place in order to deal with corruption. The Right to Information Act (RTI) gives citizens the right to request information from any government agency. Many of India's other anti-corruption laws are enforced weakly and inconsistently.

In Transparency International's latest 2021 Corruption Perceptions Index (announced January 2022) India is ranked 85th out of 180 countries (the UK ranks 11th): <https://www.transparency.org/en/countries/india>.

You should visit the Business Anti-Corruption Portal page at: <https://www.ganintegrity.com/portal/country-profiles/india/>, if you require further advice or guidance on corruption in India, or contact DIT if you are a company concerned about corruption: <https://www.gov.uk/world/organisations/departments-for-international-trade-india#contact-us>.

Visit the Department for International Trade's bribery and corruption page at: <https://www.gov.uk/anti-bribery-policy>.

Organised crime

Several British companies have been offered seemingly lucrative business deals in India which have been revealed as fraudulent. These were carried out using private data subsequently shared between the British and Indian companies.

Rogue call centres in India have also been known to take legitimately-acquired financial data and use it inappropriately. You should, therefore, ensure that you research the market to your best abilities in order to understand any possible differences to the

business market in the UK. You should also conduct basic due diligence before making any financial decisions or commitments.

Make sure you are vigilant when receiving offers that appear 'too good to be true'. Verify the data of any business partners, carry out appropriate due diligence checks and use secure payment instruments when making purchases. When selling, you should secure the payment before delivery of the product and increase your vigilance if using e-commerce.

Disputed territory

You should contact the Department for International Trade in London or the nearest British High Commission in India or Pakistan if you are a British company interested in projects in the former princely state of Jammu and Kashmir. The UK Government can provide advice on regional sensitivities as well as potential risks when doing business in these areas.

It is ultimately your decision whether you do business overseas, although you should follow advice from lawyers should you wish to. The UK Government does not provide legal advice to private companies and individuals in relation to their commercial activities. If your company is considering operating in either Pakistan or India, you should also consult FCDO Foreign travel advice.

Protective security advice

See the UK Government's advice on crime and fraud prevention in international trade, at: <https://www.gov.uk/guidance/crime-and-fraud-prevention-for-businesses-in-international-trade>.

[Source – DIT Overseas Business Risk: India]



INDIA

India, like many emerging economies, has seen slowing growth since the global financial crisis, although it has recovered well. Even in the depth of the crisis, the country's growth only fell to 6.7%. ►





INSTITUTE OF EXPORT

& INTERNATIONAL TRADE

What does membership of the Institute of Export & International Trade mean?

To most the Institute of Export & International Trade simply plods away providing much needed qualifications to professionalise the industry however, did you realise that our helpline is one of the busiest and best in the industry? It's all part of membership and, if you need more than a phone call, we can put together a project to fulfil your needs. 2015 saw the launch of our Technical Help for Exporters that recognises the volume of legislation and regulation that covers our industry and gives you the comfort of knowing that if you don't know, you know someone who does!



Innovation is key to the success of the Institute and new ideas include our New Exporter package. This allows a business to enter a new market secure in the knowledge that they have an understanding of how they will operate and comply with any specific regulations and standards. Practical help and assistance is always available from the Institute so any additional training can be tailored to the business and the team that needs the knowledge.

The work of the IOE&IT also extends to representing membership views. Knowledge gained from our members' feedback, those who get involved with

the forums and Special Interest Groups, and those who attend our training courses or study with us, enables us to represent the industry at government levels in both the process and delivery of policy for international trade. These views also help us to ensure that the training programmes are effective and pertinent to the industry needs. Our Diploma in World Customs Compliance and Regulation is testament to the way we listen to our members' needs. This was driven by Nissan, Adidas, John Lewis and many others and will neatly dovetail into any AEO work ensuring that quality standards are met at manager and junior staffing levels.

Starting in 1935, the Institute committed itself to building competence and growing confidence for businesses trading in goods and services, which at the time, was a far reaching remit. Over the years this remit has seen us develop from simply providing training in short course format over a day, or perhaps two, into a fully-fledged Ofqual Awarding Organisation that operates specifically to deliver international trade education.



This status allows our individual members and corporates alike to be sure that they are part of a quality organisation with plans for growth integrated with a sustainable future for the global prosperity of UKPlc.

Part of our work includes mapping existing qualifications to roles and producing training needs analyses to ensure staffing progression and continuity. The need to upskill our workforce to match those of our competitors is a key element vital for growth. Our focus is on recognising that International trade needs specific knowledge, coupled with a strong belief that we must start to talk to

our young people at an earlier stage. We need to engage the next generation in thinking about how world trade works and how it will be great for British businesses. They need to know how items arrive in the shops which, in turn, will begin to spark ideas. As these young people join companies they will bring a fresh outlook that all things are possible especially if you operate globally.



Why not call us and get involved? It has never been more important that we act as an industry to help – we need experts and commitment to professionalising international trade from businesses large and small – help your institute to stay ahead of the curve.

Institute of Export & International Trade

Export House

Minerva Business Park, Lynch Wood,
Peterborough, Cambridgeshire,
PE2 6FT, UK

Telephone: +44(0)1733 - 404400

Fax: +44(0)1733 - 404444



www.export.org.uk  [@ioexport](https://twitter.com/ioexport)

Choosing a great export training partner can really help your company take off in the export trade! We can help develop new ideas and find ways to drive down costs and produce sustainable improvements in your export business. **Join us today**



Membership : Training : Qualifications : Advice

Call: +44 (0) 1733 404 400 : email: institute@export.org.uk

IOE&IT Qualifications in brief

www.export.org.uk/page/qualifications

- Level 1 Young International Trader (Available electronically)
- Level 2 International Trade Logistic Operations*
- Level 3 Certificate of International Trade
Level 3 Customs Practitioner Award
Certificate in Customs Legislation and Procedures (Delivered by KGH Customs)
Certificate in Customs Duty Calculation (Delivered by KGH Customs)
- Level 4 Diploma in International Trade
Customs Practitioner Award
- Level 5 Diploma in International Trade
Diploma in World Customs
Compliance and Regulations
Foundation Degree jointly delivered with the University of Plymouth
- Level 7 MSc International Trade, Strategy and Operations with Warwick University

Specialist Courses

- Award in International Transport and Documentation
- International Marketing Specialist
- Finance of International Trade Specialist
- Selling Services, Software and Skills Overseas

Apprenticeships

Working in conjunction with employers and Universities, the Institute has access to qualifications which are available now and funded through the apprenticeship levy, these apply for professional and degree qualifications, including Bachelors and Masters Degrees.

- International Freight Forwarding Specialist Apprenticeship (Level 3)
- Chartered Manager Degree Apprenticeship (BSc Professional Management Practice) with the University of Plymouth
- Supply Chain Leadership Degree Apprenticeship (BSc Professional Practice in Supply Chain Leadership) with CP Training Services

Using our 4 Pillars of Learning, the IOE&IT qualifications offer students the opportunity to apply their learning to their current employer, or a business that they know well:

Learning Pillar 1:

World Business Environment

Learning Pillar 2:

Market Research & marketing / selling in a different culture

Learning Pillar 3:

Finance of international trade, getting paid and how foreign exchange works

Learning Pillar 4:

Compliance, regulations and logistics
OR Selling services overseas

As part of IOE&IT qualifications, students will plan, research and implement a work-based project that will act as a useful strategic management tool in each of the main topics they study. Each paper will produce a useful piece of work based on the company's own product or offering which allows the student to gain new knowledge to be useful in the business. This style of work-based projects ensures that all study is relevant to the student's business context. Working on these projects using the organisation's structure provides excellent opportunities for the student to apply theoretical ideas in real world contexts.

The employee will essentially become a practitioner-researcher to undertake each project, producing pieces of work with the potential to yield tangible benefits for the sponsor business – a benefit for both the student who qualifies and the employer who has a set of reports specifically about exporting and their own business.

*International Trade Logistic Operations is delivered through our approved centres



British High Commission New Delhi

The British High Commission New Delhi maintains and develops relations between the UK and India.

Find out more on their UK and India news page, here: <https://www.gov.uk/world/india/news>. The British High Commission New Delhi provide services to British nationals living in and visiting India. You can access UK Government services while in India at: <https://www.gov.uk/world/india>.

Urgent assistance

If you are in India and you need urgent help (for example, you have been attacked, arrested or someone has died), call +91 (11) 2419 2100 or send an enquiry using the British High Commission New Delhi's web form: <https://www.contact-embassy.service.gov.uk/?country=India&post=British%20High%20Commission%20New%20Delhi>.

If you are in the UK and worried about a British national in India, call 020 7008 1500.

Get an emergency travel document

You can apply for an emergency travel document if you are abroad and your passport has been lost or stolen, damaged or expired, and you cannot get a new or replacement passport in time to travel.

Apply online for an emergency travel document, here: <https://www.gov.uk/emergency-travel-document>.

If the person needing the emergency travel document is under 16, a parent or guardian should apply on their behalf.

If you are travelling in more than three weeks, check if you can get a new or replacement passport in time to travel, at: <https://www.gov.uk/renew-adult-passport>.

If you are not a British citizen or have not had a British passport before

If you are not sure, check if you are a British citizen, here: <https://www.gov.uk/check-british-citizenship>.

If you are not a British citizen but think you may be eligible, contact the British High Commission New Delhi to apply for an emergency travel document: <https://www.gov.uk/world/organisations/british-high-commission-new-delhi#contact-us>.

Other consular services

Notarial and documentary services

For legal reasons, the British High Commission New Delhi are unable to carry out notarial acts in Commonwealth countries. This includes certifying documents as true copies of originals, administering oaths or taking affidavits.

For these or other notarial acts, you should contact a local notary. A standard letter is available to confirm they do not offer these services in India. See the full list of documentary services they provide in India, here: <https://www.gov.uk/guidance/notarial-and-documentary-services-guide-for-india>.

Documentary services

See the full list of documentary services the British High Commission New Delhi provides in India, here: <https://www.gov.uk/guidance/notarial-and-documentary-services-guide-for-india>.

Consular fees

The British High Commission New Delhi charge fees for some of their services. If you are paying in Indian Rupees they can only accept notes that are legal tender, not 500 and 1,000 Rupee notes that have been withdrawn from circulation. See the full list of consular fees in India, at: <https://www.gov.uk/guidance/notarial-and-documentary-services-guide-for-india>.

The British High Commission New Delhi also provide services in:

- Ahmedabad
- Chandigarh
- Chennai
- Bengaluru
- Goa
- Hyderabad
- Kolkata
- Mumbai

Contact details

British High Commission New Delhi
Shantipath, Chanakyapuri
New Delhi 110021
India

Switchboard:

+91 (11) 2419 2100 (24 hrs a day)

Management fax:

+91 (11) 2419 2492

Press & Public Affairs fax:

+91 (11) 2419 2400

Economic & Commercial fax:

+91 (11) 2419 2301

Defence fax:

+91 (11) 2419 2252

Political fax:

+91 (11) 2419 2464

Consular fax:

+91 (11) 2419 2491 (not for visa issues)

Use our contact form for consular enquiries: <https://www.contact-embassy.service.gov.uk/?country=India&post=British%20High%20Commission%20New%20Delhi>

For enquiries that are not about consular issues, email:
web.newdelhi@fco.gov.uk

The Institute of Export & International Trade



The Institute of Export & International Trade

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Minerva Business Park
Lynch Wood
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PE2 6FT, UK

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www.export.org.uk

British Expertise



British Expertise

23 Grafton Street
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W1S 4EY

T: +44 (0) 20 7824 1920
F: +44 (0) 20 7824 1929

www.britishexpertise.org

International Market Advisor



International Market Advisor

IMA Ltd
2nd Floor
32 Park Green
Macclesfield
SK11 7NA

Email: info@ima.uk.com

General enquiries switchboard
T: +44 (0) 1298 79562

www.DoingBusinessGuides.com

Media enquiries
Newsdesk & out of hours
T: +44 (0) 1298 79562



UK Export Finance

UK Export Finance is the UK's export credit agency. UKEF's mission is to ensure that no viable UK export fails for lack of finance or insurance from the private sector, while operating at no net cost to the taxpayer.

We help UK companies of all sizes and in all sectors win, fulfil and get paid for export contracts. We provide insurance to exporters and guarantees to banks to share the risks of providing export finance. In addition, we can make loans to overseas buyers of goods and services from the UK.

As the world's first export credit agency, established in 1919, we've been innovating since day one.

- Last year, we provided £2.5 billion of support for UK exports, helping 191 companies sell to 75 markets around the world.
- 77% of all companies we supported were small to medium-sized businesses.
- We also lent £666 million directly to overseas buyers to help them buy from the UK - more than double the amount for 2016 to 2017.

New business enquiries:

To check your eligibility for trade finance and insurance: Visit: www.great.gov.uk/get-finance

T: +44 (0) 20 7271 8010

E: customer.service@ukexportfinance.gov.uk

Department for International Trade (DIT)



Department for International Trade

Department for International Trade (DIT)

If you have a specific enquiry about the market which is not addressed by the information in this guide, you may contact:

E: enquiries@trade.gov.uk
T: +44 (0)20 7215 5000

Otherwise contact DIT at the British High Commission New Delhi directly, for more information and advice on opportunities for doing business with India:

UK Department for International Trade India (Delhi)

British High Commission

Shantipath
New Delhi
Chanakypuri 110021
India

E: ditindia@fco.gov.uk
T: +91 (11) 2419 2100

Department for International Trade Ahmedabad

British Deputy High Commission Ahmedabad

Courtyard by Marriott Hotel
Ramdevnagar, Satellite
Ahmedabad
Gujarat 380015
India

E: ditindia@fco.gov.uk
T: +91 79 2646 7138

Department for International Trade Bengaluru

British Deputy High Commission

Prestige Takt
23 Kasturba Road Cross
Bangalore
560001
India

E: ditindia@fco.gov.uk
T: +91 (80) 22100200

Department for International Trade Chandigarh

British Deputy High Commission

178-178A, Business and Industrial Complex
Unit C516, Tower C
Phase I, Industrial Area
Chandigarh
160002
India

E: ditindia@fco.gov.uk
T: +91 82 8800 9897

Department for International Trade (DIT)

Department for International Trade Chennai

British Deputy High Commission

20 Anderson Road
Chennai
600 006
India

E: ditindia@fco.gov.uk
T: +91 (44) 42192151

Department for International Trade Hyderabad

British Deputy High Commission

2nd Floor, Taj Deccan Hotel
Road No.1
Hyderabad
Banjara Hills 500034
India

E: ditindia@fco.gov.uk
T: +91 (40) 6666 9147

Department for International Trade Kolkata

British Deputy High Commission

1A Ho Chi Minh Sarani
Kolkata
700 071
India

E: ditindia@fco.gov.uk
T: +91 (33) 2288 5172-76

Department for International Trade Mumbai

British Deputy High Commission

11th floor, Naman Chambers
C/32, G Block, Bandra Kurla
Complex
Mumbai
Bandra (E) 400 051
India

E: ditindia@fco.gov.uk
T: +91 (22) 6650 2222

Department for International Trade Pune

British Trade Office

5th Floor, 505 B-Wing
MCCIA Trade Tower
International Convention
Centre Complex
403 - A, Senapati Bapat Road
Pune
411 016
India

E: ditindia@fco.gov.uk
T: +91 (20) 2563 1580

Recruitment

**The Adecco Group India**

No 73/1, 13th Floor
Summit B, Whitefield Main Rd
Brigade Metropolis,
Garudachar Palya
Mahadevapura, Bengaluru
Karnataka 560048

Phone: 080 6840 7000

Email: in.marcom@adecco.com

Website:

<https://www.adecco.co.in>

Facebook:

<https://www.facebook.com/AdeccoIN>

Twitter:

<https://twitter.com/adeccoin>

LinkedIn:

<https://www.linkedin.com/company/adecco>

Instagram:

<https://www.instagram.com/adeccoin>

Accountants/Professional Business Services

**Deloitte Touche Tohmatsu India LLP**

Indiabulls Finance Centre
Tower 3, 27-32 floor
Senapati Bapat Marg
Elphinstone Road (West)
Mumbai - 400013
Maharashtra, India

7 Floor, Building 10

Tower B

DLF Cyber City Complex

DLF City Phase - II

Gurugram - 122002

Hararyana, India

Banking/Financial Services

**HSBC India**

Aman Ullah

T: +91-22-22681046

E: aman.ullah@hsbc.co.in

Law/Legal Services

**Squire Patton Boggs (UK) LLP**

Rutland House
148 Edmund Street
Birmingham
B3 2JR

T: +44 121 222 3000

6 Wellington Place
Leeds
LS1 4AP

T: +44 113 284 7000

7 Devonshire Square
London
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■ Trade shows

A trade show is a method of promoting a business through the exhibition of goods and services, an organised exhibition of products, based on a central theme, where manufacturers meet to show their products to potential buyers.

Taking part in overseas exhibitions is an effective way for you to test markets, attract customers, appoint agents or distributors and make sales. DIT's Tradeshow Access Programme (TAP) provides grant support for eligible SME firms to attend trade shows overseas.

Participation is usually as part of a group, a great advantage for inexperienced businesses, and is usually led by one of DIT's Accredited Trade Associations (ATOs). ATOs work with DIT to raise the profile of UK groups and sectors at key exhibitions.

For more information visit: <https://www.gov.uk/guidance/tradeshow-access-programme>

IOE&IT's events:

www.export.org.uk/events/event_list.asp

10 Times

(formerly BizTradeShows.com):
<https://10times.com/india>

British Expertise Events:

<https://www.britishexpertise.org/events/>

EventsEye.com online database:

www.eventseye.com

DIT online events search facility:

<https://www.events.great.gov.uk/ehome/index.php?eventId=200183029&>



Useful Links

■ Country information:

BBC Website:

http://news.bbc.co.uk/1/hi/country_profiles/default.stm

FCDO Country Profile:

<https://www.gov.uk/foreign-travel-advice/india>

■ Culture & communications:

ICC – The international language association:

<http://www.icc-languages.eu/>

■ Customs & regulations:

HM Revenue & Customs:

<https://www.gov.uk/government/organisations/hm-revenue-customs>

■ Economic information:

The Economist:

<https://www.economist.com/search>

Trading Economics:

www.tradingeconomics.com

■ Export control:

Export Control Joint Unit:

<https://www.gov.uk/guidance/beginners-guide-to-export-controls>

■ Export finance & insurance:

British Insurance Brokers Association (BIBA):

www.biba.org.uk

UK Export Finance (UKEF):

www.gov.uk/government/organisations/uk-export-finance

■ Intellectual Property:

Intellectual Property Office:

<https://www.gov.uk/government/organisations/intellectual-property-office>

World Intellectual Property Organization (WIPO):

<https://wipolex.wipo.int/en/text/288514>

■ Standards & technical regulations:

British Standards Institution (BSI):

<https://www.bsigroup.com/en-GB/industries-and-sectors/import-export/>

Export Control Joint Unit (ECJU):

<https://www.gov.uk/government/organisations/export-control-organisation>

Intellectual Property Office:

<https://www.gov.uk/government/organisations/intellectual-property-office>

National Physical Laboratory:

<http://www.npl.co.uk/>

■ Trade statistics:

HM Revenue and Customs (HMRC):

<https://www.uktradeinfo.com/trade-data/>

National Statistics Information:

https://www.gov.uk/search/research-and-statistics?content_store_document_type=upcoming_statistics

Office for National Statistics:

<http://www.ons.gov.uk/>

■ Trade shows:

British Expertise Events:

<https://www.britishexpertise.org/events/>

EventsEye.com online database:

www.eventseye.com

DIT Events Portal:

<https://www.events.great.gov.uk/ehome/index.php?eventid=200183029&>

■ Travel advice:

FCDO Travel:

www.gov.uk/browse/abroad

FCDO Foreign travel Insurance:

<https://www.gov.uk/guidance/foreign-travel-insurance>

■ Healthcare abroad:

Travel Health:

www.travelhealth.co.uk

TravelHealthPro:

<https://travelhealthpro.org.uk/countries>

NHS (Scotland):

<http://www.fitfortravel.nhs.uk/destinations.aspx>

NHS Choices:

<https://www.nhs.uk/using-the-nhs/healthcare-abroad/>

■ International trade:

British Chambers of Commerce (BCC):

www.britishchambers.org.uk

British Council:

www.britishcouncil.org

British Expertise:

www.britishexpertise.org

British Franchise Association:

<http://www.thebfa.org/international>

Centre for the Protection of National Infrastructure (CPNI):

<http://www.cpni.gov.uk/>

Confederation of British Industry (CBI):

www.cbi.org.uk

Department for Business, Energy & Industrial Strategy (BEIS):

<https://www.gov.uk/government/organisations/department-for-business-energy-and-industrial-strategy>

Department for International Trade (DIT):

<https://www.gov.uk/government/organisations/department-for-international-trade>

DIT E-Exporting Programme:

<https://www.gov.uk/guidance/selling-online-overseas-with-the-digital-exporting-programme>

Exporting is GREAT:

<https://www.great.gov.uk/>

Foreign, Commonwealth & Development Office (FCDO):

<https://www.gov.uk/government/organisations/foreign-commonwealth-development-office>

Heritage Foundation Index of Economic Freedom:

<https://www.heritage.org/index/ranking>

Institute of Directors (IoD):

www.iod.com

Institute of Export & International Trade (IOE&IT):

www.export.org.uk

International Monetary Fund (IMF):

<https://www.imf.org/en/home>

Open to Export:

<http://opentoexport.com/>

Organisation for Economic Co-operation and Development (OECD):

<http://www.oecd.org/>

Overseas Business Risk:

<https://www.gov.uk/government/collections/overseas-business-risk>

Transparency International:

<http://www.transparency.org/>

UK Trade Tariff:

<https://www.gov.uk/trade-tariff>

UK Visas:

<https://www.gov.uk/government/organisations/uk-visas-and-immigration>

World Bank Group economy rankings:

<http://www.doingbusiness.org/en/rankings>

World Economic Forum Global Competitiveness Report:

<http://reports.weforum.org/global-competitiveness-report-2019/>

■ India websites:

Central Board of Indirect Taxes and Customs (CBIC):

<http://www.cbic.gov.in/>

Copyright Office, Government of India:

<http://copyright.gov.in/>

Department of Consumer Affairs:

<https://consumeraffairs.nic.in/>

Department of Heavy Industry:

<https://dhi.nic.in/>

Department of Telecommunications:

<http://dot.gov.in/>

Department of Water Resources:

<http://mowr.gov.in/>

Directorate General of Foreign Trade (DGFT):

<https://www.dgft.gov.in/CP/>

High Commission of India, London:

<https://www.hcilondon.gov.in/>

Indian Bureau of Immigration:

<https://boi.gov.in/>

India Meteorological Department:

<https://mausam.imd.gov.in/>

Intellectual Property India:
<http://www.ipindia.nic.in/patents.htm>

Ministry of Agriculture & Farmers' Welfare:
<http://agriculture.gov.in/>

Ministry of Coal:
<https://www.coal.nic.in/>

Ministry of Commerce and Industry:
<https://commerce.gov.in/>

Ministry of Corporate Affairs:
<https://www.mca.gov.in/content/mca/global/en/home.html>

Ministry of Defence:
<https://mod.gov.in/>

Ministry of Electronics & Information Technology:
<https://meity.gov.in/>

Ministry of Finance:
<https://www.finmin.nic.in/>

Ministry of Food Processing Industries:
<https://mofpi.nic.in/>

Ministry of Health and Family Welfare:
<https://mohfw.gov.in/>

Ministry of Home Affairs:
<https://mha.gov.in/>

Ministry of Housing and Urban Affairs:
<http://mohua.gov.in/>

Ministry of Labour & Employment:
<https://labour.gov.in/>

Ministry of Law & Justice:
<http://lawmin.gov.in/>

Ministry of Micro, Small & Medium Enterprises:
<https://msme.gov.in/>

Ministry of New and Renewable Energy:
<https://mnre.gov.in/>

Ministry of Petroleum and Natural Gas:
<https://mopng.gov.in/en>

Ministry of Power:
<https://powermin.nic.in/>

Ministry of Railways:
<http://www.indianrailways.gov.in/>

Ministry of Road Transport and Highways:
<https://morth.nic.in/>

Ministry of Rural Development:
<https://rural.nic.in/>

Ministry of Science and Technology:
<https://dst.gov.in/>

Ministry of Steel:
<https://steel.gov.in/>

Ministry of Textiles:
<http://texmin.nic.in/>

Ministry of Tourism:
<http://tourism.gov.in/>

Ministry of Urban Development:
<http://mohua.gov.in/>

Ministry of Youth Affairs and Sports:
<https://yas.nic.in/>

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Quick facts

- **Location:** Southern Asia, bordering the Arabian Sea and the Bay of Bengal, between Burma and Pakistan
- **Area:** 3,287,263 km²
- **Population:** 1,378.6 million
- **Urban population:** 34.9%
- **Capital city:** New Delhi
- **GDP per capita:** US \$1,929.7
- **Languages:** Hindi 43.6%, Bengali 8%, Marathi 6.9%, Telugu 6.7%, Tamil 5.7%, Gujarati 4.6%, Urdu 4.2%, Kannada 3.6%, Odia 3.1%, Malayalam 2.9%, Punjabi 2.7%, Assamese 1.3%, Maithili 1.1%, other 5.6% (2011 est.)
- **Religion:** Hindu 79.8%, Muslim 14.2%, Christian 2.3%, Sikh 1.7%, other and unspecified 2% (2011 est.)
- **Government:** federal parliamentary republic
- **Legal system:** common law system based on the English model; separate personal law codes apply to Muslims, Christians, and Hindus; judicial review of legislative acts
- **Currency:** Indian Rupee (INR)
- **Climate:** varies from tropical monsoon in south to temperate in north
- **Natural resources:** coal (fourth-largest reserves in the world), antimony, iron ore, lead, manganese, mica, bauxite, rare earth elements, titanium ore, chromite, natural gas, diamonds, petroleum, limestone, arable land
- **Natural hazards:** droughts; flash floods, as well as widespread and destructive flooding from monsoonal rains; severe thunderstorms; earthquakes
- **Time difference:** UTC+5.5
- **Internet country code:** .in
- **National holidays:** Republic Day, 26th January (1950)
- **National symbols:** the Lion Capital of Ashoka, which depicts four Asiatic lions standing back to back mounted on a circular abacus, is the official emblem; Bengal tiger; lotus flower; national colours: saffron, white, green

[Source – FCDO Economics Unit, CIA World Factbook (June 2022)]





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