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SWITZERLAND GLOBAL ENTERPRISE

# India

## Business Travel Guide

Compiled by:

**Swiss Business Hub India**

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## ARRIVAL AND DEPARTURE

Direct flights from Switzerland to India:

**From Zurich (ZRH)**

| Airline | Route | Frequency |
|---|---|---|
| **SWISS (LX)** | Zurich → **Mumbai** | Daily |
| **SWISS (LX)** | Zurich → **Delhi** | Daily |
| **Air India (AI)** | Zurich → **Delhi** | Several times per week (codeshare with SWISS) |

**From Geneva (GVA)**

Geneva has **no non-stop service** to any Indian city. Travellers from Geneva must connect — typically via **Zurich, Dubai, Doha, Abu Dhabi, Munich, Frankfurt or London**.

To see which cities within India to connect to, refer to the list of airports in India: https://en.wikipedia.org/wiki/List_of_airports_in_India

**Visa**

India offers two main routes for business entry: a standard Business Visa (stamped in the passport, issued through the Indian Embassy) and a Business e-Visa (electronic, applied for online). For most short-term visits, the e-Visa is the faster and simpler option — the online application typically takes around one hour to complete, and approval is usually received within three business days.

Link to e-visa: https://indianvisaonline.gov.in/evisa/tvoa.html

**A Business visa may be granted to a foreigner for the following purposes:**

(i) Foreign nationals who wish to visit India, to establish and/or to explore the possibility of setting up, an industrial/business.
(ii) Foreign nationals coming to India to purchase/sell industrial products, commercial products or consumer durables.
(iii) Foreign nationals coming to India for technical meetings/discussions, attending board meetings or general meetings for providing business services support.
(iv) Foreign nationals coming to India for recruitment of personnel.
(v) Foreign nationals who are partners in the business and/or functioning as Directors of the company.
(vi) Foreign nationals coming to India for consultations regarding exhibitions or for participation in exhibitions, trade fairs, business fairs etc.
(vii) Foreign buyers who come to transact business with suppliers/ potential suppliers, to evaluate or monitor quality, provide specifications, place orders, negotiate further supplies etc., relating to goods or services procured from India.
(viii) Foreign experts/specialists on a visit of short duration in connection with an ongoing project with the objective of monitoring the progress of the work, conducting meetings with Indian customers and/or to provide technical guidance.
(ix) Foreign nationals coming to India for pre-sales or post-sales activity not amounting to actual execution of any contract or project.
(x) Foreign trainees of multinational companies/corporate houses coming for in-house training in the regional hubs of the concerned company located in India.

(xi) Foreign students sponsored by AIESEC for internship on project-based work in companies/industries.
(xii) Foreign nationals coming as tour conductors and travel agents and / or conducting business tours of foreigners or business relating to it, etc.

**Duration of Business Visa:**

(xiii) The Duration of a business visa for foreigners visiting India can vary based on several factors, including the applicant's nationality, the purpose of the visit, and the specific requirements of the business activity. A Business Visa with multiple entry can be granted for a period as 1 year, 5 years, or even 10 years. These visas often allow multiple entries, but the continuous stay during each visit is generally restricted to **180 days**. If the stay exceeds 180 days, the visa holder is required to register with the Foreigners Regional Registration Office (FRRO) or the Foreigners Registration Office (FRO). or for a shorter duration as per the requirements. A stay stipulation of a maximum period of six (6) months will be prescribed for each visit by the concerned Indian Mission keeping in view the nature of the business activity for which such Business Visa is granted. Business Visas can sometimes be extended or renewed in India, subject to the approval of the Indian authorities. The extension is usually granted by the FRRO or the Ministry of Home Affairs (MHA).

**What are the documents to be submitted along with application for a Business Visa?**

(i) The foreign national must have a valid travel document and a re-entry permit, if required under the law of the country concerned.
(ii) Recent passport-sized photographs (typically 2x2 inches) with a white background. The number of photographs required may vary, but generally, two are needed.
(iii) If you are not a Swiss citizen, provide a valid residence permit for Switzerland or other proof of legal residency.
(iv) Invitation Letter - A letter from the Indian company or business partner inviting you to India. The letter should be on the company's letterhead and include details such as the purpose of the visit, duration of stay, and information about the Indian company.
(v) Proof of financial standing and expertise in the field of intended business.
(vi) Documents/ papers pertaining to proposed business activity such as the registration of the company under the Companies Act, proof of registration of the firm with the State Industries Department or the Export Promotion Council concerned or any recognised promotional body in the relevant field of industry or trade etc.
(vii) It's advisable to check with the Indian Embassy or Consulate in Switzerland for any specific or additional requirements, as visa regulations can change, and requirements may vary based on the individual case.

An Indian visa can be obtained from the Embassy of India in Berne through its outsourcing agency, India Visa Application Centre (IVAC), Weststrasse 2, 3005 Berne and directly from the Consulate General of India in Geneva. Further details: https://www.indembassybern.gov.in/page/visa/

Swiss citizens require a valid Indian visa before travel to India. Further information on the Indian visa and applicable forms can be obtained from the VFS website: https://visa.vfsglobal.com/che/en/ind/

Kindly note that the **India Business Visa is not an Employment Visa** and cannot be used to seek work or employment in the country. It allows its holder to participate in business activities while in the country.

**Electronic Visa (e-Visa)**

Foreign nationals who wish to visit India may be eligible for an Electronic Visa (e-Visa). e-Visa gives electronic authorization for visiting the country for the purpose of:

- Tourism and sightseeing
- Visiting family and/or friends
- Medical Treatment.
- Yoga retreat or short-term yoga course
- Business purpose

https://indianvisaonline.gov.in/evisa/tvoa.html

**Travel to India with Business e-Visa**

The India Business e-Visa is an official document permitting entry into and travel within India for business purposes. Unlike a paper visa that is stamped in the passport, this document is instead electronically linked to it. After completing the visa application, passport holders receive their e-Visa via email. Upon arrival in India, they are required to present a print-out to the local authorities.

The Indian Business eVisa is valid for entry through 38 designated Airports (list is provided at the beginning of this document). Moreover, The Indian Business e-Visa is valid for entry through 7 designated seaports: Mumbai, Cochin, Goa, Chennai, Mangalore, New Mangalore and Vishakhapatnam. However, travellers can exit through any of the authorized Immigration Check Posts (ICPs) in India.

To apply for an e-Visa, check this link: https://indianvisaonline.gov.in/evisa/tvoa.html

**Duration of Business e-Visa**

The Indian Business e-Visa is a Multiple Entry visa and is valid for 1 year after its issued. One can use it to stay in India for a maximum of 180 days. This can be in one long stay, two 90-day long trips or spread across an unlimited number of shorter trips depending on the visa you get. Further, it is advisable to carry a hard copy of the Business e-Visa at the time of travel.

The Indian business visa is **non-extendable**. If one wish to extend the stay in the country, we may need to contact the local immigration authorities to process the right documents to be able to remain in the country. The e-Visa cannot be extended or converted into another type of visa. Bear in mind that authorities will require reasons for stay and financial proof that the person can afford an extended stay in India. It's advisable to check the latest information from the official Indian e-Visa URL: https://indianvisaonline.gov.in/evisa/tvoa.html or consult with the Indian Embassy in Switzerland for any specific conditions or updates.

**What are the documents to be submitted along with application for a Business e-Visa?**

(i) A coloured passport-size photo (JPEG format). It must be taken against a white background and the face should be clearly visible, with no shadows or obstructions.

(ii) A valid passport that does not expire for at least 6 months after your planned arrival date in India. The passport should have at least 2 blank pages for stamping. The scanned copy must clearly show the photo page and personal details (name, date of birth, nationality, etc.). And it must be in PDF format.

(iii) A copy of business card in PDF format. It must include company's information, especially the corporate phone number as he/she will be contacted through it by the embassy.

(iv) An invitation letter from the host company, stating the purpose of travel. The letter must include company contact details and logo. Sometimes, you may need to submit additional documents proving the existence of your business relationship, such as email exchanges, contracts, or meeting schedules.

(v) Provide an email address, where the e-business visa is sent, once issued.

(vi) It is advisable to have a copy of your return flight ticket as proof of your intended departure from India.

(vii) The processing time usually ranges from 3 to 5 business days, so it's advisable to apply well in advance of your planned travel date.

**Additional Notes:**

- **Payment of Visa Fees**: The fee payment should be made online, and you should retain the receipt.
- **Double-check**: Make sure to review the specific requirements on the official Indian e-Visa URL: https://indianvisaonline.gov.in/evisa/tvoa.html or consult with the nearest Indian Embassy or Consulate for the most current and specific requirements.

## TRANSPORTATION

All major Indian cities are well connected by air, rail and road. An extensive network of railways and roadways connect most of the towns and villages. Inter-city travel can also be undertaken by private taxis on suitably well-maintained expressways and freeways. Intra-city transport is mostly undertaken by local city buses, taxis/auto-rickshaws, local trains/metro systems. Online Apps (Uber, Ola, Meru, BluSmart etc.) also offer convenient and comfortable round the clock cab services.

### BY AIR

India has airports in the vicinity of almost all major cities. There are several domestic private carriers such as Indigo and Air India that operate in the country.

SWISS International Air Lines has offices in Mumbai and Delhi and general sales agents in major cities like Ahmedabad, Bengaluru, Chennai, Goa, Hyderabad, Indore, Kochi, Kolkata, Pune and Vadodara.

Other international airlines with good connectivity to Switzerland are European carriers like Lufthansa, British Airways, Air France, and Gulf carriers like Emirates, Etihad, and Qatar Airways. Air India has a code-share agreement with Swiss for flights between Zurich and Mumbai/Delhi.

### BY SEA

Passengers arriving by sea (mostly tourists on cruise liners) can avail of Immigration and Customs facilities at Mumbai, Cochin, Mormugao Port Goa, Chennai, Mangalore, New Mangalore, Vishakhapatnam.

### BY ROAD

India has a second largest road network across the globe, spanning a total of 6.3 million kms. The road network transports 64.5% of all the goods in the country and 90% of India's total passenger traffic. Inter-city connectivity is maintained by a large network of national highways, state highways and express ways. These form an intricate part of the Golden Quadrilateral connecting Delhi, Kolkata, Chennai and Mumbai. The road network also connects major business hubs like Ahmedabad, Bengaluru, Bhubaneswar, Jaipur, Kanpur, Pune, Surat, Guntur, Vijayawada and Visakhapatnam.

### BY RAIL

Indian railways is amongst the world's largest railway network with its route length spread over 67,956 kms with 13,169 passenger trains and 8,479 freight trains. India's railway network is recognised as one of the largest railway systems in the world under a single management. The railway network comprises over 7,000 stations, facilitating travel and goods movement across India. Indian Railways is

one of the largest employers globally, with more than a million employees. A significant portion of the railway routes is electrified, with ongoing efforts to increase the electrification to reduce dependence on fossil fuels.

As of 2026, Indian Railways operates over 100 Vande Bharat Express services across various routes in India, with the government continuing to expand the fleet as a flagship infrastructure priority. . The Vande Bharat Express, also known as Train 18, is a high-speed, semi-high-speed train designed and built in India. These trains are known for their speed, comfort, and modern amenities, including automatic doors, GPS-based passenger information systems, and onboard Wi-Fi.

Tickets can be purchased at railway stations or e-tickets can be bought on the online portal of Indian Railways: https://www.irctc.co.in. Due to heavy demand, pre-confirmed reservation in air-conditioned chair cars or sleeper wagons is recommended.

## LOCAL LAWS AND PRECAUTIONS

- Always carry along your passport and ensure that you have a valid visa.
- If staying in India for more than 180 days, you must register with the Foreigners Regional Registration Office (FRRO) within 14 days of arrival.
- In September 2022, a ban was imposed on the advertisement, production, manufacture, import, export, transport, sale, distribution, and storage of e-cigarettes and all similar vaping devices; with first time violations of the new rules potentially facing imprisonment of up to one year and large fines. You are advised to not bring e-cigarettes or similar products into India.
- It is prohibited by law to own or use illegal drug. Breaking the law carries stiff penalties, including fines and long prison terms. The slow judicial process means that lengthy pre-trial detention, usually of several years, is the norm.
- Engaging in political activities or protests without proper authorization can lead to legal trouble.
- Prescription drugs and over-the-counter drugs, that have been legally obtained, and not unlawfully sold or distributed, are allowed.
- The laws governing alcohol vary from state to state. Consumption of alcohol is prohibited in Bihar, Gujarat, Manipur, Nagaland and the union territory of Lakshadweep. Consumption or possession of alcohol in prohibited states can lead to arrest without bail and charges which carry a sentence of 5 to 10 years. In some states foreign nationals and non-resident Indians can buy 30-day alcohol permits.
- It's illegal to fly drones and other unmanned aircraft without official permission. It's illegal to carry or export antiquities without a permit. It's illegal to photograph airports, military sites and dams. Some places of worship also prohibit photography. Contact the nearest Indian embassy or consulate for advice.
- There are often strict rules preventing the purchase of property by non-Indian nationals.
- It is illegal to enter India with a satellite phone without prior permission from the Indian authorities. There have been cases of foreign travellers being arrested for possession of satellite phones. Prior permission is required from the Indian authorities to bring equipment like listening or recording devices, radio transmitters, powerful cameras or binoculars into India.
- There can be strict dress and behaviour codes, especially at religious sites.
- Disrespecting religious practices or symbols can lead to legal issues. Avoid actions that might be seen as offensive to religious beliefs.
- Removing or attempting to export historical artifacts or antiques is prohibited.
- Carrying large amounts of cash or foreign currency without declaring it can be problematic. Follow customs regulations for declaration.
- Bringing weapons, ammunition, or explosives into India is illegal and can result in serious consequences.

Being aware of these regulations and guidelines will help ensure that your visit to India is both enjoyable and legally compliant.

## HEALTH REQUIREMENTS

Before you travel, consult with the Institute for Travel: Book an Appointment | Travel Clinic UZH

Mandatory and recommended vaccinations before travelling (please check with your healthcare provider):

- Diphtheria
- Hepatitis B
- Covid-19 (as approved by WHO)
- Haemophilus influenza type b
- Seasonal influenza
- Measles
- Mumps
- Pertussis
- Rubella
- Pneumococcal disease
- Poliomyelitis (Polio)
- Rotavirus
- Tuberculosis (TB)
- Yellow Fever
- Ebola Virus
- Smallpox

**Considerations**

- **Malaria Prevention**: While not a vaccine, antimalarial medication may be recommended depending on the region you are visiting in India. Consult with a healthcare provider for advice based on your travel itinerary.
- **Rabies**: If you plan to interact with animals or are traveling to rural areas, consider getting vaccinated against rabies.
- **Japanese Encephalitis**: Consider vaccination if you will be spending extended time in rural areas or will be in India during the monsoon season.

Medical insurance is not required to travel to India. However, keeping in view the rising medical costs, it is recommended to have an adequate insurance cover to mitigate any contingency.

It's a good idea to consult a travel medicine specialist or your healthcare provider well in advance of your trip to get personalized advice based on your health status, itinerary, and planned activities.

## PUBLIC SECURITY / RECOMMENDED PRECAUTIONS

There are 28 States and 8 Union Territories in India and each has its own police department. Like in any other country, there are crimes such theft, snatching etc., therefore, it is advisable to take all the necessary precautions. These are some of the dedicated helpline numbers.

| | |
|---|---|
| Police | 100 |
| Fire department | 101 |
| Ambulance | 102 |
| Tourist helpline | 1800 11 1363 |
| Helpline for foreign national | +91 875 087 11 11 |
| Women Helpline | 1091 |
| Emergency Helpline Number | 112 |
| Child helpline | 1098 |

Travel and other related advice can be accessed at the following link:

https://www.eda.admin.ch/eda/en/fdfa/representations-and-travel-advice/india/travel-advice-india.html

## TIME ZONE

India follows a GMT + 5.30 hours. The said time zone is being followed across the country

## TIME DIFFERENCE BETWEEN SWITZERLAND AND INDIA

- Summer timings: from April to October, India is ahead of Switzerland by 3 Hours 30 Minutes
- Winter timings: from November to March, India is ahead of Switzerland by 4 Hours 30 Minutes

## BUSINESS HOURS

| | **Weekdays** | **Saturdays** | **Sundays and Nationals Holidays** |
|---|---|---|---|
| Government Offices | 09:00 to 17:00 | 2nd and 4th Saturdays holidays | Holiday |
| Banks | 09:30 to 16:30 | 2nd and 4th Saturdays holidays | Holiday |
| Shops | 09:00 to 21:00 | 09:00 to 21:00 | National holidays are observed. Some local markets have a weekly day off. |

## PUBLIC HOLIDAYS

Before planning travel, it is advisable to check holidays due during the scheduled visit. School holidays play a vital role since most families plan their vacations during such times. Therefore, there are chances that some of the business partners may not be available during these times.

While private and proprietorship companies do not always conform to the “Bank Holidays” (dictated by the Negotiable Instruments Act 1881), most publicly listed companies and all Government organisations enjoy these holidays. The privately owned organisations follow a practice of providing holiday on certain occasions rather than following the bank holidays.

The following pan-India holidays are the most important:

- New Year Day, 1 Jan
- Republic Day, 26 January
- Ramzan Id, variable date
- Good Friday, variable date in April
- Holi, variable date in February/March
- Independence Day, 15 August
- Gandhi Jayanti, 2 October
- Diwali, variable date in October/November
- Christmas, 25 December

## NATIONAL TRADE FAIR CALENDAR

Information about main trade fairs can be obtained from: https://www.indiatradefair.com/.

List of selected trade fairs, events and conferences is also available on the website of Switzerland Global Enterprise: https://www.s-ge.com/en/export/country/india

## COMMUNICATION: TELEPHONE AND INTERNET

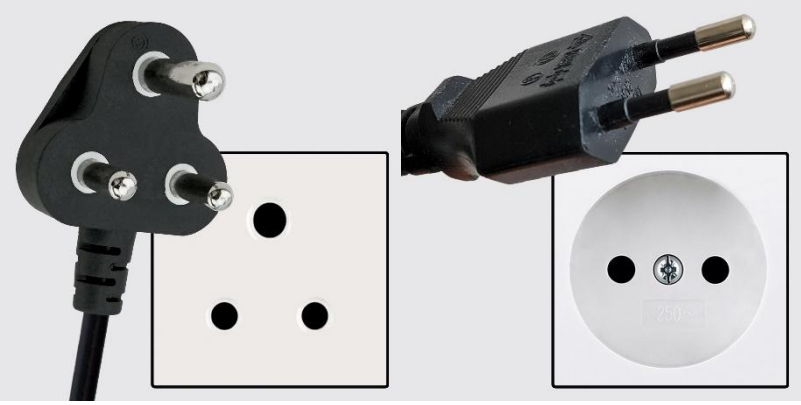
Telephone/fax: Code from Switzerland to India: +91

Telephone/fax: Code from India to Switzerland: +41

In the last decade, India has experienced a digital revolution. With improved network connectivity at competitive prices, use of technology has been widely adopted. Indian mobile telephone system works on GSM platforms and offers reasonably good 3G, 4G and 5G connectivity over most parts of the country. Prepaid local SIM cards from domestic cellular service providers such as Airtel, Vodafone Idea and Jio are also freely available upon furnishing valid identity documentation, such as a passport and visa.

## ELECTRICITY SUPPLY

Electricity plug and socket:



230 V; a plug adapter will be needed in order to use Swiss appliances. It is recommended to get a universal adapter and converter kit.

## METHODS OF PAYMENT

India's valid currency is the Indian Rupee (INR - ₹)

**Credit Cards** and debit cards (**Visa, Mastercard**) are widely accepted in hotels, restaurants, shops and most commercial establishments in major cities. **American Express and Diners Club** have more limited acceptance. Always carry some cash as a backup, particularly outside metropolitan areas.

**Digital Payments (UPI)** India is a global leader in digital payments. The **Unified Payments Interface (UPI)** system is ubiquitous - from fine dining restaurants to street vendors. As a foreign visitor with a non-Indian bank account, usual UPI apps do not work, however the app 'Mony' allows foreigners to pre-load the account with a credit card.

**Cash** remains essential also in the big cities, for auto-rickshaws, local markets and tips. ATMs accepting international cards are widely available in cities but can be scarce in smaller towns. It is advisable to withdraw cash upon arrival at a major airport.

| | **everywhere** | **almost everywhere** | **limited** | **not accepted** |
|---|---|---|---|---|
| Cash (national currency) | ☒ | ☐ | ☐ | ☐ |
| Cash (USD, CHF, Euro, etc.) | ☐ | ☐ | ☒ | ☐ |
| MasterCard | ☐ | ☒ | ☐ | ☐ |
| Visa | ☐ | ☒ | ☐ | ☐ |
| American Express | ☐ | ☐ | ☒ | ☐ |
| Diner | ☐ | ☐ | ☒ | ☐ |

| | | | | |
|---|---|---|---|---|
| Apple Pay | ☐ | ☐ | ☒ | ☐ |
| Mony | ☐ | ☒ | ☐ | ☐ |

## DOMESTIC TRAVEL, LOCAL TRANSPORT

India's major cities are well connected by road. Public transport including city buses, metro rail, and trams - is administered by state governments. App-based cab services such as Uber, Ola, and InDrive operate round the clock in most metropolitan areas and are the most convenient option for business travellers. Auto-rickshaws are widely available and are typically paid in cash, although many drivers now accept digital payments via Paytm, GPay, or PhonePe through UPI.

Indicative cab fares are as follows. Note that app-based providers may apply surge pricing during peak hours:

Table

| **Cab Type** | **Fare per km** |
|---|---|
| Sedan / Semi-Sedan | INR 12 |
| MUV / SUV (7-seater) | INR 18 |

Permission is required from Indian authorities to visit designated tribal areas, particularly in the North Eastern part of the country. Some State and Union Territory governments restrict foreigners from travelling in these areas. There are heavy penalties for entering a protected or restricted area without permission.

**Ladakh**: Certain areas, especially those near the Line of Actual Control (LAC) with China, require a Protected Area Permit (PAP).

**Nicobar Islands**: Access is restricted and requires special permission from the Andaman and Nicobar Administration.

The Ministry of Home Affairs has temporarily excluded the following areas from the Protected Area regime:

- Manipur
- Mizoram
- Nagaland

Before planning a visit to protected or restricted area:

- Seek advice the Indian Embassy in Berne or from the Ministry of Home Affairs: https://www.mha.gov.in/MHA1/PAP.html
- Apply for permission at least 4 weeks in advance

## ACCOMMODATION, TEMPORARY OFFICE SPACE

In most major cities, there are private companies and business centres offering temporary office space, service apartments, as well as co-working spaces.

Major cities have 5-star hotels where services and infrastructure are at par with international standards. Amenities in other luxury hotels can also adequately fulfil the business stay requirements.

Major hotel groups operating in India are the indigenous ones like Taj, Oberoi, Leela, ITC, Lalit, Lemon Tree, etc. However, the following international hotel chains are also present in India: like Sheraton, Le Meridian, Hyatt, Radisson, Holiday Inn, Accor, Intercontinental, Hilton, Marriott and Novotel, etc.

There exists a demand-supply gap in the availability of hotel rooms, therefore, tariffs can be on the higher side. During peak season, rooms should be booked well in advance, especially for group travel or delegations.

## LANGUAGES USED FOR BUSINESS

India is a diverse country and houses various regional and linguistic communities. Most regional communities have their own language which is spoken in a specific region, and there are various regional languages which are part of the official languages in India.

Hindi is the first official language. English is the second co-official language and predominantly used in business and judicial communication. As most States have their own language, local administrative/official forms may be filled in the local language and may require the services of a local translator.

**Multilingual Workforce**: Many businesses in India operate in a multilingual environment, and employees often speak multiple languages, which can facilitate communication across different regions.

However, English language is widely accepted as a medium of communication.

## BUSINESS PRACTICES

### Tips for Initiating Business Contacts

Even in large enterprises, majority of business control can be patriarchal and dynastic, and managed by the main shareholders themselves through management control of the board. This is unlike the delegated control found in some other economies. However, the occidental structure of management based on professionally trained managers is becoming increasingly popular even in family-owned enterprises.

Like in any other country, in India too, good relationships with business associates are valued. In order to make a place in the Indian market, one needs to have connections with stakeholders in the industry so as to make business run smoothly and efficiently. One of the key factors in finalizing the vendors by the procurement team is the business relationship with such vendors. Scheduling meetings with business partners, participating in trade fairs, enrolling in relevant business chambers, etc. will surely help to build business contacts.

### Scheduling Meetings

Meetings plays a vital role in developing business relationships.

It is expected to be on-time for meetings with the Gov and Private sector stakeholders. However, at times it is challenging to keep time due to external factors such a heavy traffic. Therefore, while scheduling a meeting, buffer time needs to factor in and accordingly departure for the meeting should be planned.

Meetings during office hours, specifically between 11:00 and 16.00, and business lunches over dinners are preferred. In case of a contingency, a meeting can be rescheduled with sufficient notice.

### Business attire

In India, most corporates have a policy regarding acceptable attire. For men, its business suits and smart casual attire. For women, along with business formals, Saree is an acceptable form of business attire.

### Introducing yourself

Greetings such as good morning, good evening, hello etc. and shaking hands is common and acceptable in business settings. Greetings in India vary from region to region, and with the context (for examples, elders are addressed with deference). As a business traveller, you might want to familiarize yourself with commonly used local language greetings.

### Building Trusts

Building a successful business relationship involves winning the trust of the Indian partner. Informal communication playing an important role, and it is common for business partners to share information about their families and visit each other's homes.

### Offering and accepting gifts and invitations

Business gifts are not normally expected at the first meeting. Gifts may be given once a relationship with your counterpart develops. However, no matter how much you value the recipient, expensive and rare gifts may cause embarrassment to the recipient. It is common to exchange gifts on special occasions like birthdays, festivals, and so on.

### Sensitive topics

It is advisable to refrain from generalizing and passing value judgements on the topics of religion, politics, gender and culture.

## BUSINESS RISKS

**Swiss Export Risk Insurance (SERV)** insures political and *del credere* risks involved in exporting goods and services. URL: https://www.serv-ch.com/en/

- Products for exporters: https://www.serv-ch.com/en/services/for-swiss-exporters/
- For International Infrastructure Projects: https://www.serv-ch.com/en/services/international-infrastructure-projects/
- Products for financial institutions: https://www.serv-ch.com/en/services/for-financial-institutions/

| | |
|---|---|
| SERV Swiss Export Risk Insurance<br>Genferstrasse 6<br>8002 Zurich<br><br>Phone +41 (0)58 551 5555<br>Fax +41 (0)58 551 5500<br>E-mail info@serv-ch.com | SERV Assurance suisse contre les risques à l'exportation<br>Avenue d'Ouchy 47<br>P.O. Box 315<br>1001 Lausanne<br><br>Phone +41 (0)21 613 3584<br>Fax +41 (0)58 551 5500<br>E-mail inforomandie@serv-ch.com |

## IMPORT OF SAMPLES AND CATALOGUES

ATA Carnet is an International Uniform Customs document which permits duty free temporary admission of goods without a need to submit a bond and follow cumbersome Customs formalities. This document is valid in member countries (including India and Switzerland) who are parties to the Customs convention on ATA carnet. In India, the Federation of Indian Chambers of Commerce and Industry (FICCI) is entitled to issue ATA Carnets. It also provides a reciprocal guarantee pertaining to ATA carnets issued by associations of other countries for temporary import of goods into India, assuring the Indian Customs administration that duties and taxes in case of misuse will be paid by it.

Under the Indian Customs law, the goods imported into India under an ATA carnet are exempted from the whole of Custom duty and integrated goods and services tax (IGST)[1]. The broad conditions to claim this exemption are as follows:

- Goods must be imported for display or demonstration at trade fairs, exhibitions, etc.
- Goods shall be imported under an ATA Carnet issued in accordance with the Customs Convention for temporary admission of goods and it should be guaranteed by FICCI;
- The said goods shall comply with all the specifications given in the ATA Carnet duly certified by the Customs authorities of the exporting country;
- A carnet is valid for maximum period of 12 months from the date of issue. The validity period of a carnet cannot be extended or renewed.

In case of failure to export the goods within the specified time, FICCI and the importer should be jointly and severally liable to pay the applicable Customs duties on the date of import, along with interest. Further, Custom duty and IGST is levied on import of samples. Advertising materials, price lists etc. are specifically exempted under the Customs law[2]. follows:

Additionally, commercial catalogues in book form are specifically exempted from Custom duty under the Customs law[3]. However, this notification has been lately amended[4].

[1] Notification No. 157/90-Customs dated 28 March 1990
[2] Notification No. 154/94-Customs dated 13 July 1994 (amended by Notifications No. 100/95-Cus., dated 26-5-1995; No. 101/95-Cus., dated 26-5-1995; No. 75/97-Cus., dated 14-10-1997 and No. 86/99-Cus., dated 6-7-1999, 28/03, 50/05, 21/06, 74/2007 dated 21/5/2007 and 62/2008 dated 6-5-2008, 109/2009 dated 10/9/2009, no. 16/2010 dated 27/2/2010, Not. 43/2017 - Dated 30-6-2017)
[3] Notification No. 50 /2017-Customs dated 30 June 2017
[4] Notification No. 52/2022-Customs | Dated the 3rd October, 2022 and Notification No. 56/2022-Customs | Dated : 01st November, 2022

## USEFUL LOCAL WEBSITES, ADDRESSES, EMAIL IDS AND TELEPHONE NUMBERS

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|---|---|---|---|
| Business news | https://www.livemint.com/<br>https://www.business-standard.com/<br>https://www.thehindubusinessline.com/<br>https://economictimes.indiatimes.com/ | | |
| Customs hotline | https://www.cbic.gov.in | **1800 1200 232** | eccs.tradehelpdesk@icegate.gov.in |
| Railways Booking | https://www.irctc.co.in | 0755-3934141,<br>0755-6610661,<br>0755-4090600 | care@irctc.co.in |
| Stock Market Watch | https://www.nseindia.com<br>http://www.bseindia.com | 022 2659 8100<br>022 2272 1233-4 | nsewebmaster@nse.co.in<br>bsehelp@bseindia.com |
| Hotel Booking | http://www.makemytrip.com/<br>https://www.goibibo.com/<br>https://www.trivago.in<br>https://www.agoda.com/en-in / | 01242898747<br>0124 6280 407<br>022 4921 1387<br>+1 416 216 4151 | service@makemytrip.com<br>travel@goibibo.com<br>info@trivago.com<br>appsupport@agoda.com |

## ADDRESSES BILATERAL, NATIONAL AND LOCAL CHAMBER OF COMMERCE

- Swiss Indian Chamber of Commerce (SICC): http://www.sicc.ch/
- Confederation of Indian Industry (CII): http://www.cii.in
- Federation of Indian Chambers of Commerce and Industry (FICCI): http://www.ficci.in/
- Associated Chambers of Commerce and Industry of India (ASSOCHAM): http://www.assocham.org

## ADDRESSES OF EMBASSY AND CONSULATE GENERALS OF SWITZERLAND

| Representation | Phone | Contacts |
|---|---|---|
| Embassy of Switzerland<br><br>Nyaya Marg, Chanakyapuri, New Delhi 110021<br><br>Office hours:<br>08:30 to 11.30 hours<br>(Consular Affairs)<br>Monday to Friday | Out of Switzerland<br>+41 584 844 869<br><br>Headquarters<br>+91 11 4995 9500 | Headquarters:<br>newdelhi@eda.admin.ch<br>Consular services:<br>newdelhi.etatcivil@eda.admin.ch<br>Visa:<br>newdelhi.visasupport@eda.admin.ch<br>International Cooperation:<br>newdelhi.ccd@eda.admin.ch<br>URL:<br>http://www.eda.admin.ch/newdelhi |
| Consulate General of Switzerland<br><br>102 Maker Chambers IV, 10th floor, 222, Jamnalal Bajaj Marg, Nariman Point, Mumbai 400021<br><br>Office hours:<br>08:30 to 11.30 hours<br>(Consular Affairs)<br>Monday to Friday | Headquarters<br>+91 22 3536 4000 | Headquarters:<br>mumbai@eda.admin.ch<br>Civil status matters:<br>mumbai.civilstatus@eda.admin.ch<br>URL:<br>http://www.eda.admin.ch/mumbai |
| Swiss Business Hub India<br><br>c/o Consulate General of Switzerland<br>102 Maker Chambers IV, 10th floor, 222, Jamnalal Bajaj Marg, Nariman Point, Mumbai 400021<br>Maharashtra, India | | Headquarters:<br>mum.sbhindia@eda.admin.ch<br>URL:<br>http://www.s-ge.com/india/<br>LinkedIn:<br>https://www.linkedin.com/showcase/swiss-business-hub-india/ |
| Consulate General of Switzerland<br><br>No 26 Crescent Park<br>Rest House Crescent Road<br>Bengaluru 560 001<br><br>Office hours:<br>08:30 to 11.30 hours<br>(Consular Affairs)<br>Monday to Friday | Headquarters:<br>+91 80 4941 2000 | Headquarters:<br>bangalore@eda.admin.ch<br>URL:<br>http://www.eda.admin.ch/bangalore |
| Swissnex in India<br><br>No 26 Crescent Park, Rest House, Crescent Road,<br>Bangalore - 560001 | Headquarters:<br>+91 80 4941 2000 | Headquarters:<br>info@swissnexindia.org<br>URL:<br>http://www.swissnexindia.org |
| Consulate of Switzerland<br><br>c/o Titagarh Wagons Ltd.<br>756 Anandpur, Kolkata 700147 | Headquarters:<br>+91 33 4019 0800 | Headquarters:<br>kolkata@honrep.ch<br>Consular affairs:<br>newdelhi@eda.admin.ch |
| Consulate of Switzerland<br><br>No 7, Sriman Srinivasa Road<br>Alwarpet<br>Chennai 600018 | Headquarters:<br>+91 44 4552 5851 | Headquarters:<br>chennai@honrep.ch<br>Reporting representation:<br>bangalore@eda.admin.ch<br>Consular services:<br>mumbai@eda.admin.ch |

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| Date: | April 25, 2026 |
| Author: | Switzerland Global Enterprise, Zürich |