

# Welcome Kit

Onboarding New Employees for Success!



The success of the organisation  
depends on your performance





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D-217, Bhaskar Marg, Bani Park, Jaipur 302 016, India

Tel: +91 141 2282821, Fax: +91 141 2282485

Email: [cuts@cuts.org](mailto:cuts@cuts.org)

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# 1. Welcome Letter

Dear Colleague,

Welcome to CUTS!

We trust your association with CUTS would be professionally rewarding to you and that the organisation would also benefit from your expertise.

As with any new job the first few months are critical for colleagues for settling down in the new environment, work ethos, fellow colleagues, culture of the organisation and its basic rules governing employment, etc.

This Welcome Kit is designed for new employees joining CUTS headquarters with relevant information which will be essential to ensure smooth settlement at the organisation. The information provided in this Kit will assist you in preparing for the visit and ensure that the experience of living in Jaipur and working at CUTS is convenient.

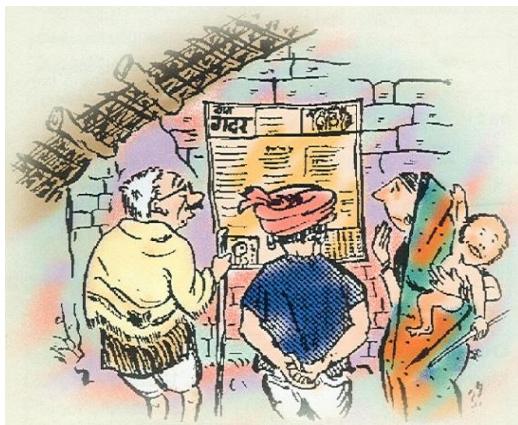
It includes information not only about the city, basic amenities, accommodation, transportation, utilities, healthcare etc. but also provides a brief overview of the organisation, its governance structure, code of conduct, important practices, manuals and policies, etc.

The website of CUTS ([www.cuts-international.org](http://www.cuts-international.org)) has a wealth of information. All are encouraged to visit the same frequently and be able to navigate within the same for information.

With regards,

Bipul Chatterjee  
Executive Director

## 2. About CUTS



CUTS began in 1983 from a rural development communication initiative, a wall newspaper *Gram Gadar* (Village Revolution).

*Gram Gadar* is published regularly and reaches every nook and corner of Rajasthan, even remote villages where radio is the only medium of communication. It has been instrumental in providing a forum for the oppressed classes to get justice.

CUTS was registered with the Registrar of Societies, Jaipur on June 11, 1984. It is also registered with the Ministry of Home Affairs, New Delhi under FCRA.

The work of the organisation is divided into six programme areas:

- Consumer Protection
- International Trade and Development
- Competition, Investment & Economic Regulation
- Public Policy
- Human Development
- Consumer Safety

### Vision

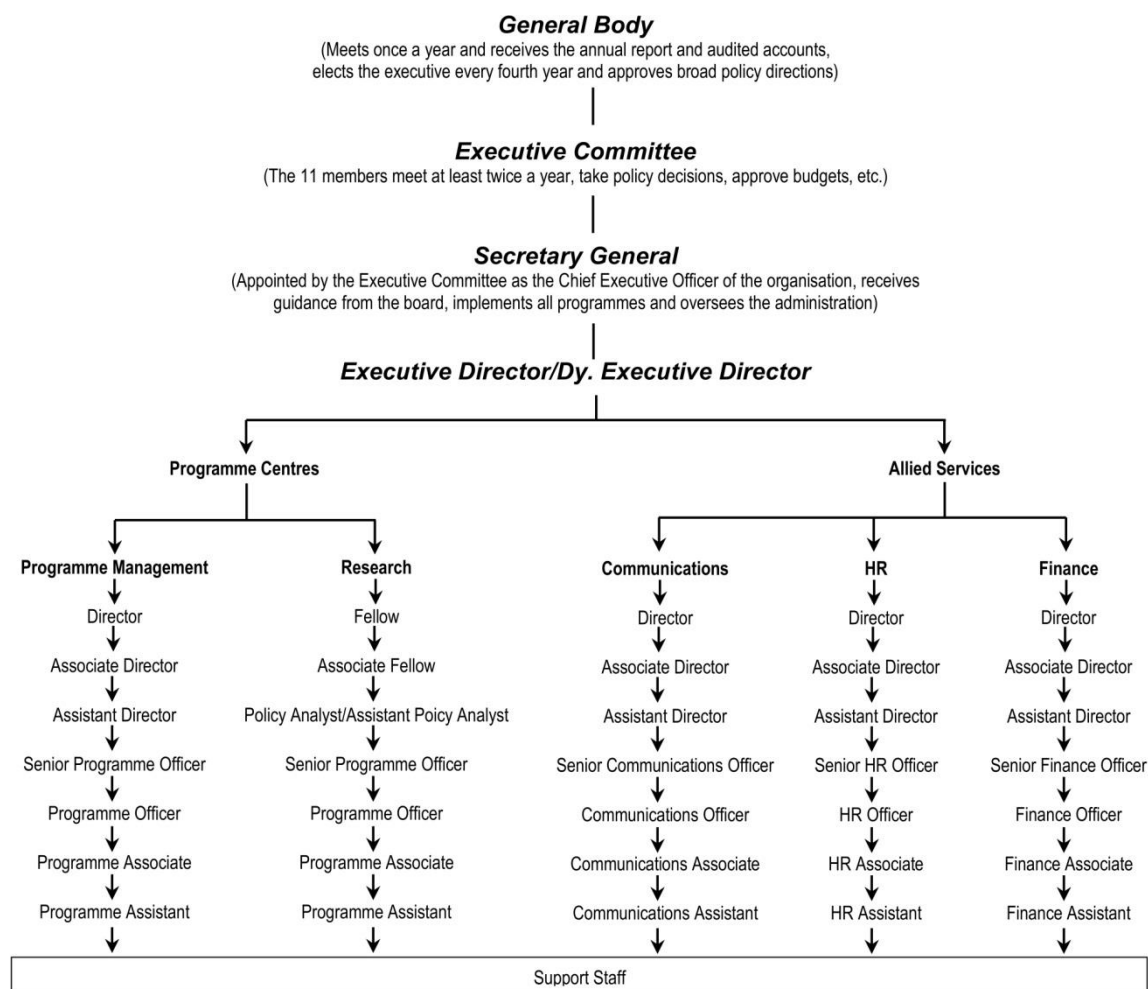
*Consumer Sovereignty*



### Mission

*Consumer sovereignty in the framework of social justice, economic equality and environmental balance, within and across borders*

## Organisational Structure



## CUTS Centres

### Grassroot Voices in International Trade

CUTS Centre for International Trade, Economics & Environment (CUTS CITEE), established in 1996 at Jaipur, India aims to be a high-level global standard institution for research and advocacy on multilateral trade and sustainable development issues.



[www.cuts-citee.org](http://www.cuts-citee.org)

### Empowering Consumers

CUTS Centre for Consumer Action, Research & Training (CUTS CART) established in 1996 at Jaipur, India works towards enabling people, especially women and other disadvantaged groups of society to assert their rights so that they can achieve the right to basic needs and sustainable development through a strong consumer movement.



[www.cuts-international.org/cart](http://www.cuts-international.org/cart)



### **Strategic Interventions at the Grassroots**

CUTS Centre for Human Development (CUTS CHD), established in 1990 at village Senti, district Chittorgarh, Rajasthan, India seeks to empower rural people, especially women and disadvantaged groups of society through innovative strategies of social action.



[www.cuts-international.org/chd](http://www.cuts-international.org/chd)

### **Making Competition Reforms Participatory**

CUTS Centre for Competition, Investment & Economic Regulation (CUTS CCIER) was established in 2003, Jaipur, India to be a centre of excellence on regulatory issues, with focus on competition, investment and economic regulation.



[www.cuts-ccier.org](http://www.cuts-ccier.org)

### **Consumer Safety a Priority**

CUTS Calcutta Resource Centre established in 1987 has a unique feature of working simultaneously on Consumer Safety and Grassroots Economic Development.



[www.cuts-international.org/crc](http://www.cuts-international.org/crc)

### **Advocacy: Policy Initiatives**

CUTS Delhi Resource Centre (CUTS DRC) was established in 2003 in New Delhi, India, to act as the focal point for CUTS' advocacy, outreach and external relations. The objective of opening the Centre was to feed the work being done at the national level by other centres of CUTS, particularly at Chittorgarh, Kolkata and Jaipur into policy level interventions.



[www.cuts-international.org/drc](http://www.cuts-international.org/drc)

### **Promoting South-South Cooperation on Trade**

CUTS Africa Resource Centres at Lusaka, Zambia; Nairobi, Kenya and Accra, Ghana were established in the year 2000, 2003 and 2013, respectively to function as resource, coordination as well as networking centres to promote South-South cooperation on trade and development.



[www.cuts-international.org/arc](http://www.cuts-international.org/arc)

### **Trilateral Development Cooperation**

CUTS Hanoi Resource Centre (CUTS HRC), established in 2007, functions as a resource coordination and networking centre of CUTS in Vietnam and the Southeast Asian region.



[www.cuts-hrc.org](http://www.cuts-hrc.org)

### **A Credible Southern NGO Voice**

CUTS Geneva Resource Centre (CUTS GRC) established in Geneva, Switzerland in 2008 with a view to promote a pro-trade, pro-consumer southern NGO voice in the policy making circles working on trade and development in Geneva.

[www.cuts-grc.org](http://www.cuts-grc.org)



### **Creating a Knowledge-based Society**

CUTS Institute for Regulation & Competition was established in New Delhi in 2008 with the aim of offering research, educational and training programmes on competition policy and law and sector regulatory laws.



[www.circ.in](http://www.circ.in)

### **First State-of-the-art Centre in Jaipur**

CUTS International Public Policy Centre was launched on July 04, 2014. The state-of-the-art centre would cater to the need of state's national and international affairs of non-political class. Although the physical facility will be ready by 2016-17, the Centre has already commenced its activities.



[www.cippolc.in](http://www.cippolc.in)

### 3. CUTS Code of Conduct

Every colleague shall follow the Code of Conduct which was developed in consultation with colleagues. The Code of Conduct is as follows:



#### The spirit

- Inculcate a sense of ownership, responsibility, accountability, loyalty, commitment and team spirit.
- Show due and proper respect towards all colleagues to receive theirs.
- Fusion with the organisation, not confusion or diffusion.
- Solve problems, not create, perpetuate or become a part of it.
- Don't encourage, tolerate or indulge in gossip.
- Aim for excellence in your job and have a positive approach.
- Take initiative: set your targets and do your own work without being asked to.
- Do not say 'it is not my work'; all the tasks of the organisation have to be done.
- Enjoy your work.



#### Job Preparedness

- Understand the organisation's goals and its expectations from you.
- Understand your job requirements.
- Review your performance against expectations.
- Be ready to help anyone and everyone.
- Use common sense.
- Do continuous self-monitoring and carry out self-appraisal regularly, i.e. do a periodical SLOT analysis



#### Respect for Norms and Rules

- Meticulously follow the norms and rules laid down.
- Punctuality is a must for maintaining good work culture and thus meeting targets.
- Inform absence well in advance.
- Keep your mobile phones on a silent mode when in office and limit your personal calls to a minimum.



#### Resource Utilisation

- Ensure proper handling and careful use of office resources. If you have personal work to be done, ask your line manager's permission. This also applies to all facilities such as telecom, Internet etc.

- Prevent damage to property, office equipment etc and handle things with care.
- Inform the person concerned of any malfunctioning utility, appliance, gadget etc.



#### Conservation, Cleanliness and Attire

- Conserve water/energy; shut a dripping tap, switch off lights/power when not in use.
- Adopt your surroundings and keep them clean and things functioning.
- Observe personal and general hygiene, and cleanliness. Be suitably attired for office and other occasions.

## 4. Information Management

### **Working Hours and Job Profile**

The office shall work, unless otherwise defined, five days in a week and shall observe one day as weekly off, which will normally be Sunday. A full working day will ordinarily have working hours from 09.30AM to 6.30PM. This includes a lunch break of half-an-hour, from 1.30PM to 2.00PM. Employees' job profile will emerge as he/she work on account of the dynamic situations under which the organisation operates. His/her Centre head would be in regular touch with the employee on this.

### **Reporting and Minuting Mechanism**

Recording and maintaining institutional memory has been one of the most important reasons for clarity within the team. Employees are encouraged to read up the monthly report of his/her centre/monthly meeting report for previous three months to help get in the thick of action.

One of the first reports, new joiners would be called upon to write is the orientation report. One should ask his/her centre coordinator to show a couple of such reports.

For every visit, whether local or outstation, an employee would be expected to write a back-to-office report (BTOR). These reports should be circulated as soon as possible but no later than two days of your return to office.

New colleagues must read up the report of the previous Annual Retreat of his/her Centre as also the Vision Document. He/she must be aware of the Mission statement of his/her centre and how it ties up with the Vision statement of the organisation.

### **Leave**

Leave shall be availed by a person only after informing the organisation and taking into consideration on-going and pending work and shall be approved by the organisation, subject to the exigencies of work. Salary will be deducted in case of leaves availed in excess on monthly basis at the time of disbursement of salary.

An employee shall be eligible for the following leave, defined as under.

(a) Casual leave

- (b) Earned leave
- (c) Maternity leave
- (d) Paternity leave
- (e) Leave without pay

## **Appraisal**

Employees' performance at work would remain under constant assessment. Just prior to completion of the probation period of an employee as specified, the HR department would give his/her a Performance Appraisal Form to fill in and to submit the same to his/her Centre head. The assessing and the reviewing authorities would take a considered decision on whether to regularise/extend services or otherwise. The performance appraisal exercise is then carried out annually.

## **Official Travel**

All official travel must be authorised by the Centre head and if necessary discussed within the team. The date, time, mode of travel, boarding and lodging and return though specifically laid down should also be discussed and should carry the approval of the Centre head.

One should be sure to collect all receipts and vouchers for reimbursement, else these might not be allowed. For expenses such as payment to autos where receipts are generally not available, please note down the registration number of the vehicle.

At places where guesthouse facilities are provided (Jaipur, New Delhi and Chittorgarh), colleagues are not permitted to stay in hotels. In cases where employees travel is reimbursable by another organisation, it would be his/her responsibility to submit his/her claim to it asap (with a copy to the finance department) and to follow up with the reimbursing organisation.

One can raise an advance against official travel by moving on the prescribed format through his/her centre head to the finance department. It is reiterated that such advances should be adjusted within two days of return to HO along with the narrative visit report (BTOR) failing which the finance department would deduct the amount from employees subsequent salary.

It is a practice in the organisation to send a message on allstaff (centre-specific) when traveling or proceeding on leave.

## **Various Departments**

### ***Reception Desk***

New employees should spend some time with the Receptionist and note the email, FAX and letter formats used in the organisation. One should also see the 'master files' maintained there for letters/FAX sent and emails received.

A complaint register is kept at the reception desk for colleagues to note therein malfunctioning of any utilities in the office such as leaking taps, ACs/fans not working, etc.

Services of the receptionist can be used for making phone calls, sending out bulk emails, following up on phone with participants for conferences, etc.

### ***Record Room***

New employees should spend some time in the record room and see the list of files, how papers for filing are marked and filed.

### ***Database and Library***

The database assistant will explain how electronic and mailing lists are maintained. Besides, one should also observe how visiting cards are filed and have a look at the library and note the rules for issue of books and periodicals.

### ***Website/Information Technology***

New colleagues should surf through the website of CUTS as also the Centre for which he/she work in addition to those of other centres.

One should be aware of allstaff mailing and his/her centre-specific allstaff mailing lists and do not protect his/her PC/laptop with a password as access to the same might be required for official purposes in his/her absence.

One should do not download any software from the internet without consulting with the IT department as his/her computer has been provided with all software required in day-to-day work.

### ***Editorial***

An editorial department edit, proofread, compile publications and provide graphics for the same.

Since after editing the publication undergoes a series of alterations, so after editing the publication is sent back to respective authors/writers so that they can proof-read the entire text with special attention to the portions where changes have been incorporated.

After receiving approval from writers, the publication is sent for layout. After layout proofs are given which are thoroughly proofread by the editorial department and respective authors before sending it for printing. As soon as the publication is sent for printing it is also uploaded on to the website.

During the entire course of action, every concerned person should keep in consideration the quality aspect. Since CUTS publications have a world-wide recognition, everyone should thereby proceed in the requisite manner.



## 5. Manuals

### Events

Organising events is a frequent and intrinsic part of our work and is the single most potent activity that serves two of the three pillars of our work – namely – advocacy and networking (the third pillar being research). All three are collectively referred to as RAN – research, advocacy and networking. Based on the experience gained over the years, an ‘events manual’ is available, which all new colleagues should go through. It is entitled ‘Organising an Event – Tips and Tricks.’ The manual is divided into three sections: pre event, the event itself and post event activities. It also contains as annexes various formats that have been devised for smooth conduct of the event.

### Style

Publications form an important area of our day-to-day work and we lay immense importance to the same. A style manual is available and should be referred to before starting any publications-related work. All regular publications of the organisation conform to the format outlined in the Style Manual. The writers are expected to follow certain guidelines while writing.

[www.cuts-international.org/pdf/CUTS\\_Style\\_Guide.pdf](http://www.cuts-international.org/pdf/CUTS_Style_Guide.pdf)

### General Accounting

It is important for colleagues to be aware that a general accounting manual exists. The same is, however, of more relevance to staff recruited for the finance department.

## 6. Policies

### Anti-corruption

The purpose of this Policy is to ensure compliance by all employees, officers and office bearers of CUTS, and its authorised representatives, with the related anticorruption laws in India and elsewhere with which the organisation associates. It applies to all employees, officers and office bearers of CUTS in India and elsewhere or any other person so authorised by CUTS. This policy should be read in conjunction with CUTS Service Rules; CUTS Code of Conduct and all other relevant policies in force.

*For more, please visit: [www.cuts-international.org/pdf/Anti\\_Corruption\\_Policy.pdf](http://www.cuts-international.org/pdf/Anti_Corruption_Policy.pdf)*

### Travel

CUTS has two sets of rules – one for domestic travel and the other for international travel. These cover permissible mode of travel, ceilings for boarding and lodging, outstation ceiling for local travel (no local conveyance is admissible at the place of posting), entertainment expenses, etc.

### Employment

The HRD will work in support of CUTS Vision demonstrated by:

- Focusing efforts on its most valuable asset, its employees, by promoting full development and utilisation of human resources.
- Recognising employees' contributions to the organisation's success and growth.
- Providing direction, technical assistance, training, equal employment opportunity and labour relations' services.
- Fostering a team oriented approach to the provision of services.
- Committing to innovation and change in existing and new issues in human resources.
- Embracing and promoting the diversity of our human resources.

*For more, please visit: [www.cuts-international.org/Employment\\_Policy.htm](http://www.cuts-international.org/Employment_Policy.htm)*

### Staff

The Service Rules of the Society were last amended in January 2012. The following policies would form a part of the Service Rules:

- Designation matrix – policy for job categorisation/job designation
- HR Operations, Values, Philosophy and Procedures
- HR Policies (Equal Opportunity; Safety, Code of Conduct, Grievances Redressal, Prevention of Sexual Harassment and Internship etc.

*For more, please visit: [www.cuts-international.org/pdf/Staff\\_Policy.pdf](http://www.cuts-international.org/pdf/Staff_Policy.pdf)*

## Gender

The Gender Policy aims at:

- elimination of gender discriminations between men and women and to empower women;
- ensuring relevance to CUTS' philosophy as well as coherence with national and international declarations;
- reinforcing CUTS' initiatives in promotion of gender equity and advancement of women through its projects and programmes and processes as also any other such initiative; and
- using the policy as a sounding board in spheres as varied as writing out project proposals, planning, monitoring, evaluation, promotions, management, service rules and regulations of CUTS.

*For more please visit: [http://www.cuts-international.org/pdf/Gender\\_Policy.pdf](http://www.cuts-international.org/pdf/Gender_Policy.pdf)*

## Sexual Harassment

This policy aims to provide protection against sexual harassment at workplace and puts measures in place for the prevention and redressal of complaints of sexual harassment and for the matters connected herewith or incidental thereto should it occur to cover all gender types male, female and transgender. Any and all complaints or allegations of sexual harassment will be investigated promptly. Appropriate, corrective action will be implemented based upon the results of the investigation in the event harassment is found to have taken place.

*For more, please visit: [www.cuts-international.org/pdf/Prevention\\_of\\_Sexual\\_harrasment\\_policy.pdf](http://www.cuts-international.org/pdf/Prevention_of_Sexual_harrasment_policy.pdf)*

## Internship

The objectives of the Internship Programme are to provide:

- an opportunity to associate with organisation to gain work experience in an active learning and a dynamic environment;
- opportunities for new entrants with a view to acquire skills that would make them employable;
- assist students to obtain required practical experience and to complete their qualifications;
- department with an opportunity to complete a database of prospective employees for future recruitment purposes; and
- additional human resource to the organisation to cover for short term requirements.

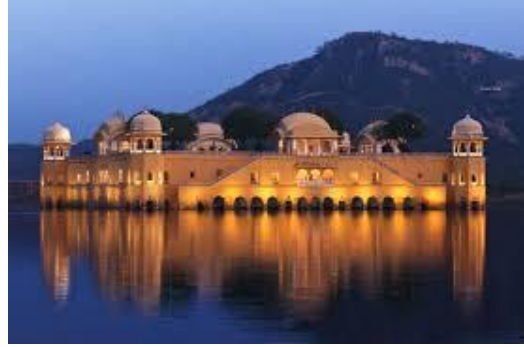
*For more, please visit: [www.cuts-international.org/Career-Internship\\_Program.htm](http://www.cuts-international.org/Career-Internship_Program.htm)*

## Procurement

The organisation routinely seeks goods and services from the market from various suppliers and contractors in pursuance of its work areas. It is considered expedient to lay down rules, principles and procedures to facilitate such procurement leading to cost effective and competitive rates along with transparency and accountability.

*For more, please visit: [www.cuts-international.org/pdf/CUTS Procurement policy.pdf](http://www.cuts-international.org/pdf/CUTS_Procurement_policy.pdf)*

## 7. Jaipur at a Glance



Jaipur is the capital and largest city of the Indian State of Rajasthan in Northern India. It was founded on November 18, 1726 by Maharaja Jai Singh II, the ruler of Amer after whom the city is named. Jaipur was planned under the architectural guidance of Vidyadhar Bhattacharya, based on the principles of *Vastu Shastra* and *Shilpa Shastra*.

As of 2011, the city has a population of 3.1 million, making it the 10<sup>th</sup> most populous city in the country. Jaipur is also known as the *Pink City of India*.

Jaipur forms an integral part of the Golden Triangle tourist circuit along with Agra (240 km). It is a popular tourist destination in India and serves as a gateway to other tourist destinations in Rajasthan, such as Jodhpur (348 km), Jaisalmer (571 km) and Udaipur (421 km).

For more information please visit: <https://en.wikipedia.org/wiki/Jaipur>

Jaipur has a hot semi-arid climate, receiving over 650 mm of rainfall annually but most rains occur in the monsoon months, i.e. during June-September. Temperatures remain relatively high during summer from April to early July having average daily temperatures of around 30 °C (86 °F). During the monsoon there are frequent, heavy rains and thunderstorms. The winter months, i.e. November-February are mild and pleasant, with average temperatures ranging from 10-15 °C (50-59 °F) and with little or no humidity and cold waves that lead to temperatures near freezing.

*Festivals have always been those special days keeping the rich cultural spirit alive. Festivals in India mark days full of excitement, wishes and rejoice. Pink City is world-wide famous for its colourful and joyous festivals.*

**Makar Sankranti (Kite Festival):** It is celebrated on January 14 every year in Rajasthan. This festival is a wonderful spectacle as kites take to the sky all across the State.

**Diwali Festival** – Diwali, ‘festival of lights’ is an ancient Hindu festival falls between mid-October and mid-November. The festival spiritually signifies the victory of light over darkness or good over evil, knowledge over ignorance and hope over despair.

**Holi Festival** – It is a Hindu spring festival, also known as the festival of colours or sharing love. *Holi* is a two-day festival which falls somewhere between the end of February and the middle of March.

**Jaipur Literature Festival (JLF)** – Described as the ‘greatest literary show on Earth’, *JLF* is the world’s largest free event of its kind and organised during January every year.

Besides, there are some local festivals, such as *Gangour*, *Teej* etc.

For more information please visit: <http://tourism.rajasthan.gov.in/fairs-and-festivals>





## 8. Accommodation



*Housing affects all aspects of a person's life. A stable home is at the centre of our lives and happiness.*

Exploring a good house might take many days, so one should either stay in a hotel or at a friend's place before finding a suitable place. Meanwhile, one can also look for CUTS Guest House where one week free-of-cost accommodation provides her/him sufficient time to search for his/her accommodation. This also saves the cost incurred on hotels.

Colleagues are the best people to advice about area costs of different localities. Besides, one can consult brokers and real estate agents. After finalising home through the broker, one has to pay half the first month's rent as payment for their services. Taking assistance of colleagues from CUTS would be helpful for negotiating the rent. Form C<sup>1</sup> is required in case of expats.

### Rent Agents

A list of a few house agents recognised by the organisation is given below:

#### Making Your Stay Comfortable

S. No.	Name	Contact Number
1.	Hari	9672666661
2.	Meena	8955521273
3.	Prakash	9829013210
4.	Raghav Singh	9351666606
5.	Ritu Chandani	9928590675/9829069174
6.	Bhavna Chandani	7823853275

<sup>1</sup> Any person hosting a foreign guest for monetary consideration in India, even for a few hours, should submit C-Form. The submission of C-Form and maintenance of guest registers stems from the Foreigners Act 1946 and Registration of Foreigners Rules, 1992. These requirements extend across India, and apply to all persons who accommodate foreign guests for monetary consideration, including hotels, guest houses, lodging houses etc. The C-Form mechanism helps authorities locate and track foreigners in India to enhance security and safety.

## Places on Rent

A list of places where former colleagues have stayed which could be explored for rent is given below:

### Affordable Housing

S. No.	Name	Contact Number
1.	Sudha, C 24, Padma Vihar, Opp. Upasana Residency, Sawai Mansingh Highway, Near Collectorate Circle, Bani Park	9314009000
2.	137 A Pratap Residency, Basant Marg, Bani Park	0141-2203958
3.	Adnani, D-147, Bhaskar Marg, Bani Park	0141- 2283930
4.	Bhavna, AD-6A Devi Marg, Bani Park	9351409588
5.	Manmohan Singh, F-56 Kalidas Marg	9214696171
6.	Surendra , Lavina	9314526957
7.	S S Naruka, Sureli Haveli, D-38, Madho Singh Road, Bani Park	8107969702
8.	Pramit Mathur, D-150, Devi Marg, Bani Park	9314004110

## 9. Utilities



*Utilities (grocery, electricity, gas and Internet connectivity) are essential services that play a vital role in economic and social development. Utilities can also refer to the set of services that are consumed by the public.*

### Grocery

*Grocery stores have a very important role in making a neighbourhood in an urban place.*

One can find a local supermarket, such as **Big Bazaar**, **Vishal Mega Mart**, **Reliance Fresh** etc. If supermarkets are not near to one's location small local grocery stores provide most food essentials.

The following stores are close to the office for groceries at affordable prices:

- **Lall's Department Store** at *Bhaskar Marg*
- **Gokul Department Store** at *Bihari Marg*

Now-a-days grocery can also be ordered online at: [www.grofers.com](http://www.grofers.com), [www.askmegrocery.com](http://www.askmegrocery.com), [www.bigbasket.com](http://www.bigbasket.com) etc.

### Electricity

To maintain the life of the human community and in order to facilitate the life electricity is one of the most essential utility. For payment of electricity bills the Electricity Company will send the bill directly to the landlord or the owner of the apartment if renting, and then the landlord/owner shall either add the bill into one's monthly rent or send the bill directly. In case of the latter, one has to find his/her local electricity company office and pay there.



Domestic consumers using 301-500 units per month will have to pay Rs 6.70 per unit. For those domestic consumers using more than 500 units of electricity per month, the charges are Rs 7.15<sup>2</sup>.

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<sup>2</sup> As per tariff slabs and rates of domestic electricity in Rajasthan in 2017

## Gas

Gas is cheaper than electricity, hence it is recommended to use it for cooking. One should go to his/her local gas supplier. There are often a few in major cities to choose from. The local gas supplier will install a gas cylinder container with pipe and gas regulator for which one has to pay a large deposit initially, which will be refunded once the cylinder is sent back. When one runs out of gas, he/she has to simply ring the same company, and they will come and replace the gas cylinder.



When buying the gas, one should be prepared with his/her ID and proof of address and request the company to provide one, or use statements of bank or mobile phone.

### Major Gas Agencies

S. No.	Name	Address	Contact No.
1.	Ambica Gas Service	Sikar Road, Opposite Bhavani Niketan, Jhotwara, Jaipur	0141-233 8426
2.	Rajendra Gas Service	Ambabari, Vidhyadhar Nagar, Jaipur	090244 44306
3.	Mohan Gas Services	G 16, City Plaza, Jhotwara Road, Bani Park, Jaipur	0141-228 1707
4.	Bharat Petroleum Corporation Limited	Kamal Apartment, Near Ram Mandir, Bani Park, Jaipur	0141-220 0976
5.	Reliance Sal Gas Agency	26877, Vidhyadhar Nagar, Jaipur	0141-233 6411
6.	Shiv Gas Service	Shop No-12 Near T B Hospital, Subash Nagar, Shastri Nagar, Jaipur, Rajasthan 302016	096025 70805

## Internet Connection

Internet has undoubtedly become a huge part of our lives. Today, life seems to be impossible without it. One has to rely on the Internet to do a lot of different tasks. There are many companies providing internet services, such as **VSNL, Tata Indicom, BSNL Data One, MTNL, Reliance, Airtel** etc. There are a multitude of packages available from each internet service provider from one month to one year etc., and whether one wants to pay by download amount, time, unlimited, for speed one can have simply dialup



56bps up to broadband. One should expect installation and connection within 48 hours.

If one would like to seek independent reviews or ask questions, the following is a great forum: [www.broadbandforum.in](http://www.broadbandforum.in), [www.indiabroadband.net](http://www.indiabroadband.net), [www.india-forums.com](http://www.india-forums.com), [www.proud2bindian.in](http://www.proud2bindian.in)

## Number Query

If there is any contact number query, one can dial at just dial helpline number which provides all important phone number details. Its customer service number is: **088888 88888**.

## 10. Healthcare – The Best Investment



*Care for life and health after all healthcare is a right, not a privilege. It is no coincidence that four of the six letters in **HEALTH** are **HEAL**. Your happiness is a reflection of your health.*

In case if one face any health problems then there is no need to worry as the city is known for the best medical expertise to help one recover soon.

### Major Hospitals and Clinics

Select list of hospitals and clinics in the nearby area are as under:

Hospital	Address	Speciality	Contact
Sanjeevani Hospital	F-58, Kali Das Marg, Sindhi Colony, Bani Park, Jaipur	Gynaecology & Obstetrics and Diabetes Centre	0141-228 1580
Meera Hospital	B-13, 'Kartavya', Shiv Marg, Bani Park, Nahri Ka Naka, Power House Crossing, Jhotwara Road, Jaipur	Gynaecology & Obstetrics, Dermatology, Dental and Paediatrics	0141-220 2220
Raisinghani Hospital	No. 174B, Sindhi Colony, Bani Park, Jaipur - 302016	Multi-speciality	0141-2282742, 9829100430, 9829089172
Fortis Hospital	Jawaharlal Nehru Marg, Near World Trade Park, Malviya Nagar, Jaipur	Best multi-speciality giving world class treatment of cancer, heart, liver & kidney transplant, eye, knee & hip replacement, surgeries & organ transplantation etc.	0141-409 7109
Soni Manipal Hospital	Sector 5, Main Sikar Road, Vidhyadhar Nagar, Jaipur	Best multi-speciality	0141-516 4000



Satellite Hospital	B 5, Shiv Marg, Bani Park, Jaipur	Providing best patient care services by giving cheap treatment to them	093146 12076
Apex Hospital	SP-4 & 6, Malviya Nagar Industrial Area, Malviya Nagar, Jaipur	NABH accredited multi-specialty	091727 30663
EHCC Hospital	3 A Jagatpura Road, Near Jawahar Circle, Jaipur	Super-speciality in cardiology, cardiac surgery, neurosciences and orthopaedics	0141-5174000, 1800-121-3422

For the convenience of new employees, a list of most eminent medical practitioners is provided below:

## Medical Facilities

S. No.	Doctor	Speciality	Address	Contact No.
1.	Dr Rajiv Gupta	Orthopaedic and Physical Therapist	B-78, Triveni Nagar, Near Sanskrit College, Jaipur	080 6608 5264
2.	Dr Purnima Patni	Orthopaedic Surgeon	Apollo Spectra Hospitals, J-2/37, Mahaveer Marg, C-Scheme, Opposite Jai Club, Jaipur	080 6608 5256
3.	Dr Aashish K Sharma	Orthopaedist	N 19, Gandhi Nagar, Behind Jawahar Kala Kendra, Jaipur	0141-270 1805
4.	Dr Aklish Jain	Dermatologist	A-157, 1st Floor, Behind National Handloom, Vaishali Nagar, Jaipur	09571701956
5.	Dr Pushpendra Garg	Physician	D-9, Meera Marg, Bani Park, Jaipur	0141-2200628
6.	Dr V N Purohit	Skin Specialist	C-63, Sarojini Marg, C Scheme, Jaipur	0141-2375774
7.	Dr Ramesh Rooprai	Gastroenterologist	H-6, Janpath, Shyam Nagar, Jaipur	0141-2293894
8.	Dr Sudipto Chakravarty	Gastroenterologist	B-11, Central Spine, Vidhyadhar Nagar, Jaipur	09828088321

9.	Dr Anil Matai	Ophthalmologist	19, Sunder Nagar, Opposite Clarks Amer Hotel, Malviya Nagar Jaipur	0141-2551367
10.	Dr Nishi Sonkhiya	ENT Specailist	A-53 A, Sonkhiya Hospital, Shastri Nagar, Jaipur	0141-2303415
11.	Dr Lal Path Labs	Diagnostic Centre	Malviya Nagar, Vidhyadhar Nagar, Raja Park, Gopalpura Bypass	0141 2524854 0141 2754677 0141 2595577 0141 2602837

## Pharmacies

S. No.	Name of Pharmacy	Address	Contact Number
1.	Star Pharmacy & Clinic	Mayank Turd Centre, Chandpole, Station Road, Sindhi Camp, Jaipur	0141-2362746
2.	Alok Pharma Distributors	Shop No. G-6, Pink City Tower, Jhotwara Road, Bani Park, Jaipur	08055670651
3.	Ajay Medical & Provision Store	Kabir Marg, Bani Park, Jaipur	09828164220
4.	Inwell Lifecare Pvt. Ltd. Ayurvedic Pharmacy	306, Soni Paris Point, Kanti Nagar, Bani Park, Jaipur	0141-688 8848
5.	Agarwal Medical Store	5, Hotel Diana Palace, Ajmer Road, Hathroi, Jaipur	0141-2218522
6.	Apollo Pharmacy	Shop No. D 11,12 Doctor's Banglo Near Space Cinema Bani Park, Jaipur	09782089468
7.	Famous Pharmacy	Church Road, Behind Sangam Tower M I Road, Jaipur	0141-2372727
8.	Chetan Medicose	Vanasthali Marg, Bani Park, Jaipur	09314500510
9.	Jhankar Medical & Provision Store	No. S-6/7, Janta Store Circle, Bapu Nagar, Jaipur	9784628415
10.	Usha Homeopathy & Naturopathy Treatment Centre	No. 4, E- Block, SDC Green Park Apartment, Janta Colony, Raja Park, Jaipur	9785602583

## 108 Medical Emergency Service

Care should not start in the Emergency room, but much before. 108 is a free telephone number for emergency services in India. It provides integrated medical, police and fire emergency services. When an emergency is reported through 108, the call taker gathers the needed basic information and dispatches appropriate services. Basic information obtained includes:



- Where the call is placed from
- The type of emergency
- Number of people injured and the condition of the injured
- The caller's name and contact number – for location guidance if required

Emergency help dispatched through this process is expected to reach the site of the emergency in an average of 18 minutes. Pre-hospital care is given to patients being transported to the nearest hospital.

## 11. Getting Around

*Life is a journey, let us explore the fastest and safest form of transport for making happiness one's destination. So relax! all these means will take care of transportation.*

Pink city's common modes of local transport include: Taxis, Buses, Auto and Cycle Rickshaws, Rental Bikes, Metro Trains etc.

### Taxis – Caring for your Comfort

It is best for long distance travel, for instance, going to the airport or any destination that is more than 30 minutes in distance. One may find different types of taxis in different states from the old charming ambassador cars, Tata Indica's to small vans.



When at any domestic/international airport, to find the maximum cost of the journey destination, it is recommended that the charge of prepaid taxis is found, as this will give one the maximum charge for his/her destination.

One can also book taxis from our listed agencies which are mentioned below:

S. No	Name	Address	Contact
1	Harshavardhan	Shree Shyam Tours & Travels	9694061343
2	Avinash	Rajasthan Royals on Wheels	9929098401

### Cabs – Most Comfortable Ride

Cabs are also available which can be booked through website/phone/mobile apps, i.e. by **Ola**, **Uber**, **Meru**, **MyCab** etc. These are convenient, reasonable and easily available. Now-a-days they are connected via GPS, therefore can be easily traced.



**Uber** has started bike-sharing facility too: **uberMOTO**. Jaipur is the fourth destination where the company has launched it. This is a quick, easy and

affordable way to get around the city and rides can be booked through the Uber app. Since both the driver as well as the pillion rider must wear a helmet as per the law, **uberMOTO** drivers carry one helmet for the rider.

## Buses – Ensuring Safe Journey

For short journeys, for instance, Delhi to Jaipur (5-6 hours), buses are convenient. This mode of transport is often cheaper than the train for the same destination. There are different classes, the Volvo buses are by far the best.



Tickets can be booked online at: <https://rsrtconline.rajasthan.gov.in/>, [www.redbus.com](http://www.redbus.com), [www.busindia.com](http://www.busindia.com), [www.makemytrip.com](http://www.makemytrip.com), [www.goibibo.com](http://www.goibibo.com), [www.yatra.com](http://www.yatra.com) etc.

## Auto & Cycle Rickshaws – Moving with Ease

One should indicate any major landmark near the destination involved while hiring auto/cycle/e-rickshaws this could even be a hotel or restaurant, which will help one reach the destination faster. Further, to get a fair price, one should always make it a point to ask a local person. It is always best to set the price with the *rickshawala* before the journey.

Autos can also be booked by a mobile app: [www.jugnoo.in](http://www.jugnoo.in) which offers reliable, yet affordable auto rides.

**Ola** has also launched auto-rickshaws on its app, in the city. With over 1,500 autos already registered on the platform, the company makes the experience of hailing, tracking and payment, seamless for users.



## Bike Rental – Get Set Go!

It is always convenient and cheaper to travel on a bike and is the best option for places where cars cannot go due to space constraints. Bicycles/bikes are available on rent in Jaipur.

Recently as an alternate to the conventional modes of commuting, **Hello Bike Taxi** has been introduced which is convenient, fast and economical for single commuters. For more information, please visit: [www.hellobiketaxi.com](http://www.hellobiketaxi.com)



## Metro Trains –Experience the Metro Life

Metro is a very cheap and convenient and economical mode of transportation available, connecting the major prominent places of the city. For frequent travellers Metro passes can be made.



## Trains – The Perfect Ride

The train system in India is in great demand for covering long distances. For foreigners there is a greater likelihood of getting a ticket confirmed, by simply going to the ticket reservation office located in most major train stations. At the foreigners' booth, a form is required to be filled in with all essential details: Name, Age, Sex, Passport number Driving License number, From/To Date of Departure, Vegetarian/Non-vegetarian, and address. In addition, there is a foreigner's quota in all trains.



**Via Online:** There is a choice between receiving the ticket by post or printing an e-ticket. One has to make sure that s/he has a confirmed seat.

It is to be noted that for travelling on official purpose, one can book train tickets from our agent:

S. No	Name	Address	Contact
1	Ramesh Gupta	--	9413678619

Online inquiries/bookings can be made on the official website of Indian railway which is: [www.irctc.co.in](http://www.irctc.co.in)

*Travelkhana.com:* Travelkhana is the train food order booking application. For placing an order, one has to go to the website of TravelKhana, add his/her PNR number, and it gives a choice of restaurants that will deliver to the traveller's train

<https://www.travelkhana.com/travelkhana/jsp/order.jsp>

## Air Travel – Let your Dreams Take Flight

Tickets can be booked online at respective airlines' website, i.e. [www.emirates.com](http://www.emirates.com) etc. or general site, i.e. [www.makemytrip.com](http://www.makemytrip.com), [www.goibibo.com](http://www.goibibo.com), [www.yatra.com](http://www.yatra.com) etc. There are many travel agents available in the city who will book tickets.



One can book flight tickets from our agent:



S. No	Name	Address	Contact
1	Mayur Travels	10, Park Street, M I Road, Jaipur - 302001, Near All India Rado (Map)	+(91)-141-2364058, 2364059

## Driving Licence

An expat should acquire an international driving licence before coming to India. It may be difficult to acquire an Indian Driver's Licence. Indian citizens who hold a valid driving licence is valid all over India.

There are so-called 'agents' outside the government transport offices, who can provide assistance in the process of acquiring a driver's licence – from application to award of a driver's licence.



## 12. Foreign Nationals

### Foreign Exchange

The currency used in India is the Rupee (Rs.) and paise (1 Re=100 paise). One can select banks that deal in foreign currency. There are many forex dealers also whom one can get in touch with regarding exchange of currency. Few of them are:

S. No.	Name	Address	Contact
1.	Weizmann Forex Ltd.	G-01, Ground Floor, Usha Plaza 6, Park Street, M I Road, Jaipur, Rajasthan 302004	0141 404 4101
2.	Forex Money Exchange Pvt Ltd	E-1, Ground Floor, Jaipur Tower, M I Road, Jaipur, Rajasthan 302001	0141 510 8802
3.	UAE Exchange	Shop No 389, Karom Manjol 1 <sup>st</sup> Floor, Raymond's Showroom, M.I. Road, Ashok Nagar, Jaipur, Rajasthan 302001	1800 3000 1555
4.	Travelex	Space at Hypercity, Triton – The Mega Mall, Lower Ground Floor, Near Jhotwara Pulia & Sikar Road Circle, Jhotwara Road, Jaipur, Rajasthan 302012	0141 515 6821
5.	Paul Merchants Limited	168 A, 1st Floor, Ganpati Plaza, M.I. Road, Jaipur, Rajasthan 302001	0141 236 9748

### FRRO Registration

Every foreigner visiting India on Student Visa (S) *(including those coming for study of Yoga, Vedic Culture, Indian system of dance and Music)*, Research Visa(R), Medical Visa (M) or Medical Attendant (MED-X) Visa and Employment Visa (E) valid for more than 180 days is required to get himself/herself registered with concerned Foreigner Regional Registration Office (FRRO), within 14 days of his/her first arrival, irrespective of the duration of his/her stay.

eVISA is granted to foreigners desiring to come to India for the purpose of employment. This can be applied online.



The supporting documents required for this purpose are:

- Documentary proof of educational qualification and professional expertise
- Original valid passport and visa
- Prescribed registration and extension form
- Four passport size photographs (4 cm\*4 cm color photo)
- Resident permit book available at office for Rs 25
- Copies of passport (photo page and page indicating validity), page bearing arrival stamp of Indian Immigration.
- Copy of Indian Visa
- Terms and conditions of the contract of assignment including salary position, tenure of employment.
- Undertaking in prescribed format on the letter head of the company, duly signed by authorised signatory mentioning name and contact number, taking responsibility of the foreigner during his/her day in India and to repatriate the foreigner at their cost if situation arose.

## Employment Visa

All foreign nationals must have a visa for India. For an Employment Visa, a signed contract is required for the foreign nationals and an organisation including terms and conditions of appointment. Visa starts from the date of issue and not date of travel. It is advisable not to book the flight before getting a visa to India.

On arrival at New Delhi, one needs to register with the Embassy of his/her country at New Delhi.

On arrival at Jaipur, one has to register with the Office of Registration of Foreigners within 14 days of arrival in India.

## Hindi Lessons for Foreigners

One can find Hindi tutors at: [www.hindihour.com](http://www.hindihour.com);  
[www.urbanpro.com/jaipur/hindi-tutors](http://www.urbanpro.com/jaipur/hindi-tutors), <https://hindilessons.co.in/>

Some basic Hindi words/phrases used in day-to-day life are given in Annexure 1 on page.....

## 13. Contact Us

### **Consumer Unity & Trust Society**

D-217, Bhaskar Marg, Bani Park

Jaipur 302 016, India

Tel: +91 141 2282821

Fax: +91 141 2282485

Email: [cuts@cuts.org](mailto:cuts@cuts.org)

Web: [www.cuts-international.org](http://www.cuts-international.org)

Contact Person: Reema Gupta

Mob: 9314168239

## Annexure I: Basic Hindi Words

Hello- *Namaste*  
Good Morning- *Suprabhhat*  
Good Night- *Shubhraatri*  
Yes/Yeah/ Ya/Yep- *Haan*  
No- *Nahin, Na*  
You- *Aap (for elders)*  
You- *Tum (for youngsters)*  
All of Us- *Hum Sab*  
People- *Log*  
Father- *Pita*  
Mother- *Maa*  
Brother- *Bhai, Bhaiya*  
Sister- *Bahen*  
Today- *Aaj*  
Tomorrow (Day yet to come)- *Kal*  
Yesterday (Day which has Passed)- *Kal*  
Left- *Bayen*  
Right- *Dayen*  
Thanks/Thank You- *Shukriya, Dhanyawaad*  
Good- *Achha*  
Very Good- *Bahut Accha*  
OK- *Theek Hai*  
Please- *Kripiya*  
Please Stop- *Kripiya Rukiye*  
Time- *Samay*  
Sorry- *Maaf Kijiyega*  
Please excuse me- *Kripiya suniye*  
Water- *Paani*  
Morning- *Subhay*  
Afternoon- *Dopahar*  
Evening- *Sham*  
Night- *Raat, Raatri*