TCS/ PR/SE-5/2014-15

April 28, 2014

National Stock Exchange of India Limited
Exchange Plaza, Bandra Kurla Complex
Mumbai
Fax No. 2659 8237 / 38
Kind Attn: Manager, Listing Department

BSE Limited
P.J. Towers, Dalal Street
Mumbai
Fax No. 2272 2037/2272 3121
Kind Attn: General Manager,
Department of Corporate Services

Scrip Code No. 532540 (BSE)

Dear Sirs,

We are sending herewith copy of a Press Release titled **"1300 CXO's rank TCS #1 in customer satisfaction across Europe"** which will be disseminated shortly.

The Press Release is self-explanatory.

Thanking you,

Yours faithfully,
For **TATA CONSULTANCY SERVICES LIMITED**

Suprakash Mukhopadhyay
Vice President and Company Secretary

Encl: as above

Corporate Identification Number (CIN) - L22210MH1995PLC084781

For immediate use **PRESS** RELEASE

1300 CXO's rank TCS #1 in customer satisfaction across Europe

- *Secured the industry's highest general satisfaction rating of 80%, ahead of 21 European and Global IT Services companies, 14% above industry average*
- *Ranked #1 in ten countries across Europe: UK, France, Germany, Switzerland, Nordic Region, Belgium and Luxembourg*
- *Top rank in both application and infrastructure services*

London/Mumbai, April 28, 2014: Tata Consultancy Services (*BSE: 532540, NSE: TCS*), a leading IT services, consulting and business solutions organization, has been ranked number one for customer satisfaction in the largest European-wide survey of service provider performance. Conducted by Whitelane Research, the survey was held in 2013 to determine performance and levels of satisfaction in the industry. The annual research surveyed more than 1300 CXOs from Europe's leading companies by IT Spending, evaluating over 3,700 IT contracts held by the 22 leading providers across the continent.

TCS topped the survey across Europe with an 80% general satisfaction rate, clocking 14% above the Industry average. The company was also ranked first in both Application and Infrastructure Services, with 81 percent of those surveyed in both categories expressing satisfaction with TCS' service levels. The study analyzed 9 KPIs (Key Performance Indicators) across the Industry, with TCS securing the first position on seven out of the nine including account management, proactivity, relationship improvement, achieved cost savings, service delivery quality, speed and transformational success.

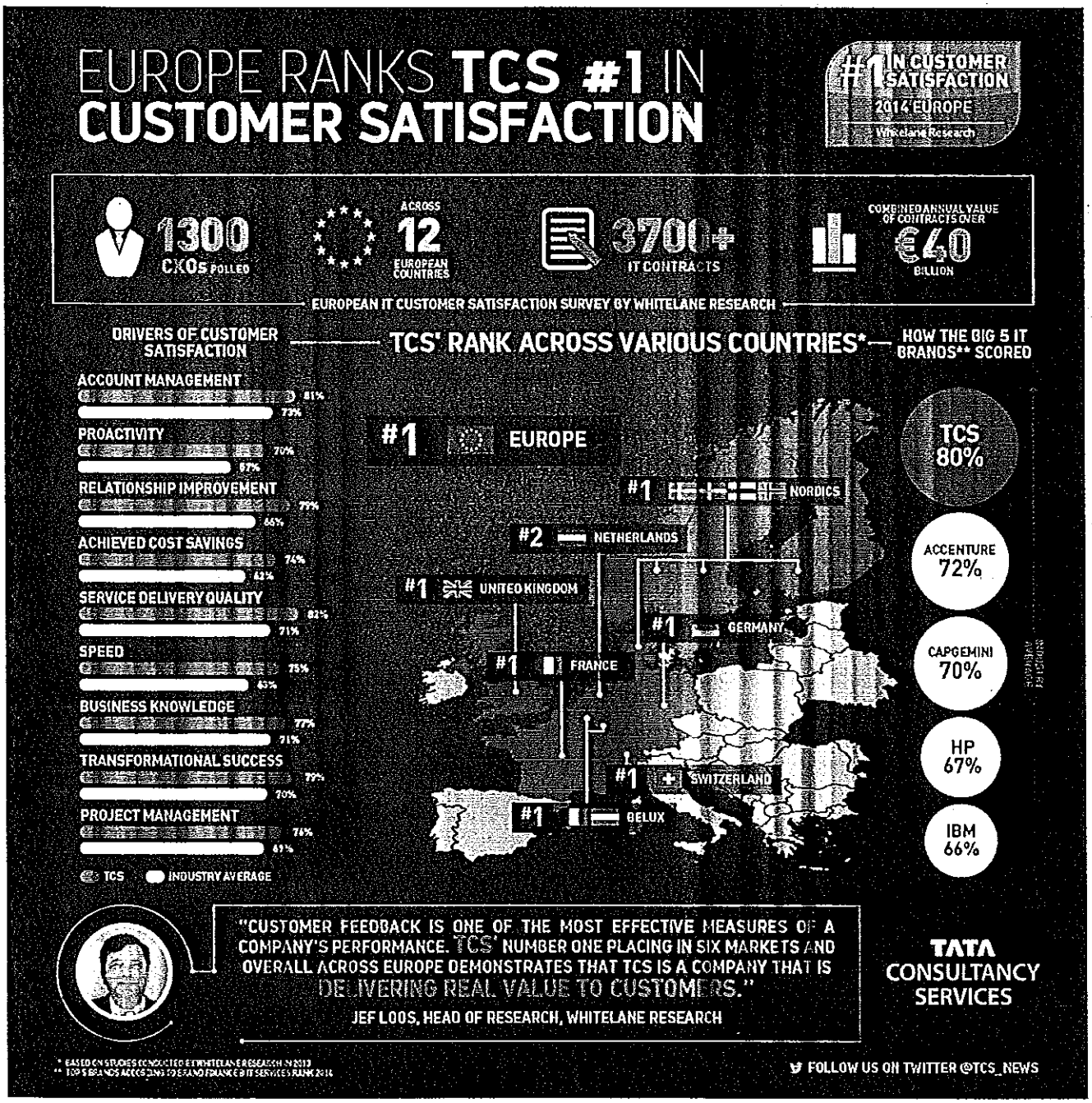
Surya Kant, President, TCS Europe, UK & North America said: "It is the foremost part of our company's DNA to stay close to our customers and remain relevant to them and their needs. This research clearly demonstrates that this approach resonates with our client base across Europe and we are delighted to be ranked first in customer satisfaction, which means more for our team than any other metric we measure ourselves on."

In individual country surveys held in 2013, TCS has been ranked first or joint first, for overall satisfaction levels across ten European countries, including Belgium and Luxembourg (80 percent), France (82 percent), Germany and Switzerland (83 percent), the Nordic region (81 percent) and the UK (78 percent). TCS was ranked second in the Netherlands with a satisfaction rating of 78 percent.

Jef Loos, Head Sourcing Europe at Whitelane Research, said: "TCS has proved itself again to be a leading company in the IT services sector. Customer feedback is one of the most effective measures of a company's performance and TCS has once again performed extremely well when compared to the rest of the industry, with the majority of TCS customers stating they were very satisfied or satisfied. It's number one placing in six markets and overall across Europe demonstrates that TCS is a company that is delivering real value to customers across Europe."

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Whitelane Research is an independent organization dedicated to research and analysis of the IT Services Industry. The survey ranked 22 IT service providers based on the opinion of their customers.



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About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT, BPS, infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata group, India's largest industrial conglomerate, TCS has over 300,000 of the world's best-trained consultants in 46 countries. The company generated consolidated revenues of US $13.4 billion for year ended March 31, 2014 and is listed on the National Stock Exchange and Bombay Stock Exchange in India. For more information, visit us at www.tcs.com.

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