

Business Responsibility Report

Maruti Suzuki India Limited (the Company) strives for holistic growth of its business and welfare, and prosperity of its stakeholders. The Company focuses on all three aspects of sustainability i.e. economic, environmental and social along with ethics and good governance practices.

This report gives a brief on the Business Responsibility performance of the Company for 2015-16.

Section A

Sl. No.	General information about the Company	Details
1	Corporate Identity Number (CIN) of the Company	L34103DL1981PLC011375
2	Name of the Company	Maruti Suzuki India Limited
3	Registered address	1, Nelson Mandela Road, Vasant Kunj, New Delhi-110070
4	Website	www.marutisuzuki.com
5	E-mail id	investor@maruti.co.in
6	Financial year reported	2015-16
7	Sector(s) that the Company is engaged in (industrial activity code-wise)	Automobile
8	List three key products/services that the Company manufactures/provides (as in balance sheet)	Passenger cars, Multi Utility Vehicles (MUV), Multi-Purpose Vehicles (MPV)
9	Total number of locations where business activity is undertaken by the Company	
	i. Number of international locations (Provide details of major 5)	Nil
	ii. Number of National Locations	Company manufactures vehicles at its Gurgaon and Manesar plants located in Haryana, India
10	Markets served by the Company – Local/ State/ National/ International	Domestic: Across India International: Europe, Africa, Asia, Oceania and Latin America etc.

Section B

Sl. No.	Financial details of the Company	Details
1	Paid up capital (₹)	1,510,400,300
2	Total turnover (₹ million)	563,504
3	Total profit after taxes (₹ million)	45,714
4	Total CSR spent (₹ million)	784.6

Sl. No.	Financial details of the Company	Details
5	Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	1.71%
6	Total spending on CSR as percentage of average net profit of the previous three years as per Companies Act 2013	2.4%
7	List of activities in which expenditure in 4 above has been incurred	I. Community Development II. Skill Development III. Road Safety

Section C

Sl. No.	Other details	Details
1	Does the Company have any Subsidiary Company/ Companies?	Yes
2	Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)	No
3	Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with; participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]	No

Section D: BR Information

1. Details of Director/Directors responsible for BR

i. Details of the Director/Director responsible for implementation of the BR policy/policies

Sl. No.	Particulars	Details
1	DIN Number (if applicable)	02262755
2	Name	Mr. Kenichi Ayukawa
3	Designation	Managing Director & CEO

ii. Details of the BR head

Sl. No.	Particulars	Details
1	DIN Number (if applicable)	NA
2	Name	Mr. Kanwaldeep Singh
3	Designation	Sr. Vice President, Corporate Planning
4	Telephone number	011-46781123
5	e-mail id	kanwaldeep.singh@maruti.co.in

List of Principles

Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

Principle 3: Businesses should promote the wellbeing of all employees

Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised

Principle 5: Businesses should respect and promote human rights

Principle 6: Business should respect, protect, and make efforts to restore the environment

Principle 7: Businesses when engaged in influencing public and regulatory policy, should do so in a responsible manner

Principle 8: Businesses should support inclusive growth and equitable development

Principle 9: Businesses should engage with and provide value to their customers and consumers in a responsible manner

2. Principle-wise (as per NVGs) BR Policy/policies

(a) Details of compliance (Reply in Y/N)

Sl. No.	Question	Principle (Yes/No)								
		1	2	3	4	5	6	7	8	9
1	Do you have a policy for	Y	Y	Y	Y	N	Y	N	Y	Y
2	Has the policy been formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	N	Y	N	Y	Y
3	Does the policy conform to any national /international standards? If yes, specify?	N	N	Y	Y	N	Y	N	Y	Y
4	Has the policy being approved by the Board? If yes, has it been signed by MD/owner/CEO/appropriate Board Director?	Y	Y	Y	Y	N	Y	N	Y	Y
5	Does the Company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Y	N	Y	Y	N	Y	N	Y	Y
6	Indicate the link for the policy to be viewed online?	Y**	Y*	Y**	Y*	N	Y**	N	Y**	Y*
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	N	Y	N	Y	Y
8	Does the Company have in-house structure to implement the policy/ policies?	Y	Y	Y	Y	N	Y	N	Y	Y
9	Does the Company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10	Has the Company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	N	N	N	N	N	Y	N	Y	Y

* Policies available on internal portal which is accessible only to employees

** Policies available on Company website - <http://www.marutisuzuki.com/our-policies.aspx>, <http://www.marutisuzuki.com/code-of-conduct.aspx>

(b) If answer to the question at serial number 1 against any principle, is 'No', please explain why: (Tick up to 2 options)

Sl. No.	Question	Principle (Yes/No)								
		P	P	P	P	P	P	P	P	P
		1	2	3	4	5	6	7	8	9
1	The Company has not understood the Principles	-	-	-	-	-	-	-	-	-
2	The Company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles	-	-	-	-	-	-	-	-	-
3	The Company does not have financial or manpower resources available for the task	-	-	-	-	-	-	-	-	-
4	It is planned to be done within next 6 months	-	-	-	-	-	-	-	-	-
5	It is planned to be done within the next 1 year	-	-	-	-	-	-	-	-	-
6	Any other reason (please specify)	-	-	-	-	*	-	**	-	-

*Human Rights: The Company doesn't have a standalone Human Rights policy. Aspects of human rights such as child labour, forced labour, occupational safety, non-discrimination are covered by its various Human Resource policies.

**Policy Advocacy: The Company doesn't have a separate policy on policy advocacy. For advocacy on policies related to the automobile industry, the Company works through industry associations such as SIAM, CII and FICCI etc. There is an independent department in the Company responsible for interaction with industry bodies and managing government affairs.

3. Governance related to BR

- i. **Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.**

The Managing Director and top management periodically review the BR performance of the Company through the weekly Business Review Meetings. The action points that emerge from the discussions at these meetings are recorded and reviewed in subsequent meetings to ensure their closure. The BRM process is a part of ISO 9001:2008 framework and is audited by an external agency every six months.

Besides, the CSR Committee of the Board reviews the social performance of the Company as per provisions of the Companies Act 2013.

- ii. **Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?**

The Company has been publishing standalone Sustainability Report annually as per the international GRI framework since 2008-09. From the year 2015-16, the Company has decided to make Sustainability Report an integral part of the Annual Report.

Section E: Principle wise Performance

Principle 1: Businesses Should Conduct And Govern Themselves with Ethics, Transparency and Accountability

1. **Does the policy relating to ethics, bribery and corruption cover only the Company? Yes/ No. Does it extend to the Group/Joint Ventures/ Suppliers/ Contractors/NGOs /Others?**

The Company's Code of Business Conduct and Ethics addresses subjects like bribery, corruption, compliance to the Company's standards of business conduct and ethics and ensures compliance with regulatory requirements. All employees sign a Code of Conduct at the time of joining the Company. The middle and senior management sign the Code of Conduct every year. In 2015-16, 15 workshops were conducted for senior management to reinforce the Code of Business Conduct and Ethics. As a new initiative Code of Conduct and Business Ethics session has been made mandatory for all new joiners. The Company also has in place a Whistle Blower Policy. The workmen are governed by the Certified Standing Order under the Industrial Employment (Standing Order) Act, 1946.

All joint ventures, suppliers and contractors of the Company are independent entities. Therefore, the Company's Code of Conduct and Whistle Blower Policy do not apply to them.

2. **How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.**

- The Company has an Internal Complaints Committee (ICC) to redress complaints received regarding sexual harassment. During the period under review, one complaint was received by ICC and the same was closed after following the due process.
- Under the Whistle Blower Policy of the Company, three complaints were received in 2015-16 and the same are under review.

Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

1. **List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.**

Fuel Efficiency Improvements: Maruti Suzuki's vehicles are known for high fuel efficiency. Taking it further, in 2015-16, the Company refreshed certain existing vehicles and launched new vehicles with best-in-class fuel efficiency.

Fuel efficiency improvement in select models (2015-16)

Model	Fuel efficiency (kmpl)	Improvement (%)
Ertiga SHVS (DDiS)	24.52	18.1
Ertiga MC (CNG)	24.49	7.4
Ciaz SHVS (DDiS)	28.09	7.2

Alternate Fuel Technology: Presently, the Company offers six alternate fuel models namely Alto 800, Alto K10, Celerio, WagonR, Eeco and Ertiga with Intelligent Gas Port Injection (i-GPI) CNG engine technology. Maruti Suzuki has sold over 5.44 lakh (1 Lakh = 100,000 units) alternate fuel vehicles cumulatively till 31st March, 2016 which has helped in offsetting about 3.73 lakh tons of CO2 emission cumulatively.

Customer Safety: In 2015-16, safety features in vehicles were further improved. The S-Cross is equipped with ABS for all wheels, dual air bags and anti-pinch windows. The new model Baleno has safety features like - dual airbags, anti-pinch power windows, generation 3 Hub Unit, driver seat belt reminder buzzer and rear parking sensors with camera.

The Vitara Brezza embodies Suzuki's Total Effective Control Technology (TECT) concept for occupant protection. It meets offset and side impact crash test standards which will come into force in India in 2017. It is the first vehicle in India to be certified by homologation agency for meeting these future regulations. Also, driver side airbag has been introduced in most of the vehicles either as standard feature or as an option.

2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):

(a) Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?

As production lines at the Company are flexible and produce multiple models, there is practical difficulty in isolating model-wise resource utilisation data. The detailed information related to resource conservation is shared under subtopics- water, energy, material and waste etc. in the Sustainability section of this Annual Report.

(b) Reduction during usage by consumers (energy, water) has been achieved since the previous year?

The end users of the vehicles produced by the Company are individual customers. Therefore, it is difficult for the Company to determine the reduction in energy and water during usage of vehicles.

3. Does the Company have procedures in place for sustainable sourcing (including transportation)?

(a) If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.

In the reporting period, the Company had a supplier base of 444 local component suppliers. Nearly, 88% of the supplier base by value is located within 100 km radius of the Company. As far as possible, Maruti Suzuki strives to procure components from local markets without compromising on quality. The Company has implemented Green Procurement Guidelines for suppliers which prohibit usage of any kind of banned substances as per law in component manufacturing.

The Company has been encouraging and supporting its tier-I local component suppliers in implementation of ISO 14001. As on 31st March, 2016, 86% of the local component suppliers plant (applicable for this purpose) were ISO 14001 certified. The Company supports its suppliers for optimisation of raw materials in component manufacturing.

4. Has the Company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?

(a) If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

The Company undertakes initiatives to build capabilities of the suppliers. In 2015-16, the Company strengthened its efforts towards quality across the value chain. Following initiatives were taken in this direction:

- The Company continued to publish manuals and operating standards on critical issues for suppliers,

to communicate expectations and achieve quality related objectives.

- Maruti Centre of Excellence (MACE) provides training support, and consultation to tier-I and II suppliers to help them achieve world class standards in quality, cost, service and technology orientation.
- A monthly assembly and weld training is organised for line supervisors of vendors and they are trained on the concepts of safety, kaizen, 5S and operations etc.
- Maruti Suzuki supports suppliers for tool management through ensuring standardised specifications, tool refurbishment and replacement system, and creation of database for monitoring tool life for improving quality. Also, there are other initiatives taken by the Company to support suppliers in the areas like, financial assessment, and HR and IR Management etc.

5. Does the Company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.

Presently, the Company does vehicle scrapping on very low scale inside its factory. Whereas, the hazardous waste materials generated by the Company during vehicle manufacturing are given to authorised vendors either for disposal or recycling. More information on recycling of product and waste management is given in the Sustainability section of this Annual Report.

Principle 3: Businesses should promote the Wellbeing of all employees

1. Please indicate the Total number of employees.

The Company provides following employee benefits:

- Regular employees are provided with subsidised meals and all employees with their dependent children/ parents are covered under the Company's Hospitalisation Policy.
- Contractual employees are provided with free meals and are covered under Government's ESIC scheme.

There is a medical centre in factory premises for first aid and regular health check-ups of all the employees.

Manpower break-up as on 31st March 2016

Manpower Category	2013-14	2014-15	2015-16		
	Total	Total	Total	Male	Female
1 Regular manpower					
a) AE (Assistant Engineer) & above	5,878	6617	6981	6628	353
b) Associates/Technician	5,222	5354	5553	5535	18
c) Trainees (includes CTs, JETs, GETs)	1,447	814	725	693	32
Total Regular manpower (a+b+c)	12,547	12785	13259	12856	403
2 Apprentice	1,099	1164	1276	-	-
3 Contractual/ temporary workers	6,578	8527	10626	-	-
Total manpower	20,224	22,476	25,161	12,856	403

2. Please indicate the Total number of employees hired on temporary/contractual/casual basis.

The total number of contractual/temporary manpower employed as on 31st March, 2016 was 10,626.

3. Please indicate the Number of permanent women employees.

The total number of permanent female employees as on 31st March, 2016 was 403.

4. Please indicate the Number of permanent employees with disabilities

The total number of regular employees with disabilities as on 31st March, 2016 was 14.

5. Do you have an employee association that is recognised by management?

The Company has internal and independent labour unions at its manufacturing locations and union elections are held as per the statutory requirements. The Company's management officially recognises three employee unions, one each at its Gurgaon plant, Manesar Vehicle Manufacturing plant and Manesar Powertrain plant.

6. What percentage of your permanent employees is members of this recognised employee association?

- The Company's unions represent 100% of workers.
- There were no grievances on labour practices filed through formal grievance mechanism during the reporting year.

7. Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.

Sl. No.	Category	No. of complaints filed during the financial year	No. of complaints pending as on March 31, 2016
1	Child labour/ forced labour/ involuntary labour	Nil	Nil
2	Sexual harassment	One	Closed by ICC after following the due process
3	Discriminatory employment	Nil	Nil

8. What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?

- Permanent Employees
- Permanent Women Employees
- Casual/Temporary/Contractual Employees
- Employees with Disabilities

The Company strives to cover majority of employees under training programmes. Training reach for the year 2015-16 has been 79% of the total regular employees of the Company.

Category	Man-days per employee	Select examples of safety and skill upgradation
Assistant managers and above (including GETs)	3.76	Presentation Skills, Time Management, Communication Skills Promotion Trainings, Negotiation skills, Business Etiquettes Assertive Management, Conflict Management, Safety, Business Ethics, Leadership Programs and Team building programs. The Training academy also undertook Personality Profile Assessment for employees in 2015-16.
Supervisors and above (including JETs)	3.82	Team Building, Conflict and Anger Management, Understanding associates, Safety, Vehicle Manufacturing Process, Constructive dialog, team player, subordinate development, mentoring, 5S, 3M, 3G, Quality Control, 7QC tools, etc.
Associates	1.67	Team work, conflict management, self-awareness, develop sense of ownership and MS Office (basic) and Safety etc.
Man-days per employee (average)	2.84	

Safety training is an integral part of the new employee induction process and all new employees mandatorily go through one day safety training, including firefighting training. For shop floor workers, periodic safety trainings are organised as per the annual safety calendar with regular communication through emails and newsletters.

The Company has setup Maruti Suzuki Training Academy (MSTA) at its Gurgaon plant for capability development of its own employees and employees of dealers and suppliers. Besides, the Academy is registered as Vocational Training Provider (VTP) with the State of Haryana under the Skill Development Initiative Scheme. In 2015-16, 10,012 employees of Maruti Suzuki, 8319 ITI students, 631 ITI faculty and 1,018 employees of dealers and suppliers were trained at MSTA.

Principle 4: Businesses should respect the interests of, and be responsive towards all Stakeholders, especially those who are disadvantaged, vulnerable and marginalised.

1. Has the Company mapped its internal and external stakeholders? Yes/No

Yes, the Company has well established processes for identifying and engaging with stakeholder groups. Internal and external stakeholders for the Company are classified into six broad categories:

1. Employees and their families
2. Shareholders and investors
3. Local Community and Society
4. Environment and Regulatory Authorities
5. Dealers, suppliers and other business partners
6. Customers and their families

2. Out of the above, has the Company identified the disadvantaged, vulnerable & marginalised stakeholders

The Company has identified following two vulnerable sections:

- Local community
- Socio-economically disadvantaged sections of the society

3. Are there any special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalised stakeholders? If so, provide details thereof, in about 50 words or so.

The Company covers a wide range of social issues both at local as well as national level. The three main CSR areas are:

1. Community Development (In villages around Company's facilities)
2. Skill Development (National level)
3. Road Safety (National level)

Detailed information about the social initiatives undertaken in the above mentioned areas are given in the Sustainability section of this Annual Report.



Training on automobile trade in Automobile Skill Enhancement Centre at ITI Meerut

Principle 5: Businesses should respect and promote Human Rights

1. Does the policy of the Company on human rights cover only the Company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?

The Company doesn't have a standalone Human Rights policy. Aspects of human rights such as child labour, forced

labour, occupational safety, non-discrimination are covered by its various Human Resource Policies. These policies cover only the Company.

2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?

The Company did not receive any stakeholder complaint in 2015-16 regarding human rights.

Principle 6: Business should respect, protect, and make efforts to restore the environment

1. Does the policy related to Principle 6 cover only the Company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others.

Maruti Suzuki has a robust Environmental Policy that applies to the Company only.

2. Does the Company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.

To minimise the environmental impacts of its products, the Company continuously improves products in terms of fuel efficiency, material use and recyclability. It offers factory fitted CNG vehicles to customers. All vehicles offered by the Company are End-of-Life Vehicle (ELV) compliant, which means they are free from hazardous substances and over 85% materials used can be recycled. The Company is also working on hybrid and electric vehicle technologies. In 2015-16, the Company launched Smart Hybrid (SHVS) technology in Ciaz and Ertiga vehicles.

The Company also works on resource optimisation, water and electricity conservation and waste reduction to reduce its environmental footprint. The details of initiatives are shared in the Environment section under Sustainability section in this Annual Report.

3. Does the Company identify and assess potential environmental risks? Y/N

The potential environmental risks are identified internally and mitigation measures are undertaken.

4. Does the Company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?

Maruti Suzuki is the first automobile Company in India to register a Clean Development Mechanism (CDM) project with the United Nations Framework Convention on Climate Change (UNFCCC). The Company presently has two registered CDM projects:

- I. Shifting a part of vehicle transportation from roadways to railways with specially designed railway wagons.

- II. Waste heat recovery from gas turbines by installing steam turbine generator in Gurgaon.

5. Has the Company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.

- **Clean technology:** Details are shared in Principle 2, Question 1.
- **Energy efficiency:** Details are mentioned under subtopic – Energy in the Sustainability Profile section of this Annual Report.
- **Renewable energy:** Maruti Suzuki has commissioned 1 MW solar power plant and installed solar street lights in its factories. A total of 4,924 GJ of energy was generated by using solar power.
- 96.4% of total energy required by the Company comes from clean sources (natural gas, LPG, solar).



Natural gas based captive power plant at Gurgaon facility

6. Are the Emissions/Waste generated by the Company within the permissible limits given by CPCB/SPCB for the financial year being reported?

All emissions and waste generated by the Company are within the limits defined by CPCB/SPCB in 2015-16.

7. Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.

No show cause notices from SPCB or CPCB are pending. The Company has given satisfactory replies to all notices received in 2015-16.

Principle 7: Businesses when engaged in influencing public and regulatory policy, should do so in a responsible manner

1. Is your Company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:

Following is the list of major industry bodies and expert agencies with whom Maruti Suzuki engages for policy making activities. This list is indicative.

- UN Global Compact India
- National HRD Network (NHRD)
- Bureau of Indian Standards (BIS)
- Confederation of Indian Industry (CII)
- Society of Automotive Engineers (SAE)
- All India Management Association (AIMA)
- Society of Indian Automobile Manufacturers (SIAM)
- Society for Automotive Fitness and Environment (SIAM SAFE)
- Federation of Indian Chambers of Commerce and Industry (FICCI)

2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)

Maruti Suzuki participates actively in committees set up by SIAM (the Automobile Industry Association) and the Government on various subjects related to future regulations, policies, and their implementation plans etc. Similarly, the Company engages with various policy makers for framing new regulations and policies.

The Company's engagements cover broad areas like-emissions, safety, vehicle scrappage, trade, R&D, electric/hybrid vehicles and inclusive development policies etc.

Principle 8: Businesses should support inclusive growth and equitable development

1. Does the Company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.

Yes,

1. The Company's approach and projects are given in the CSR policy (<http://www.marutisuzuki.com/our-policies.aspx>)
2. Social projects implemented in 2015-16 and project wise CSR expenditure is given in Annexure D of this report.
3. Description of the social projects is given in the Sustainability section of this Annual Report.

2. Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organisation?

The Company is directly involved in the needs assessment process, project design, execution and sustainability of its projects. Over the years, the Company has developed competencies in local village development, skill development and road safety, each of which are largely implemented, monitored and supervised by in-house teams with strategic partnerships forged in areas where the Company lacks competencies.

3. Have you done any impact assessment of your initiative?

Yes, in 2015-16 the Company undertook third party impact assessment for the following projects:

1. Sanitation
2. Education
3. Skill Development

4. What is your Company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken?

In 2015-16, the Company has spent ₹ 784.6 million on CSR activities. The details of this expenditure are given in Annexure D. The expenditure includes ₹ 321.7 million spent on community development projects.

5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.

The Company is striving for a favourable behavioural change among communities towards the facilities developed. To bring about the change in behaviour and build capabilities of the community, the Company has tied with a local grass root NGO. This NGO is engaging with the community on a daily basis educating them on adopting and maintaining the common community assets constructed by the Company.

Principle 9: Businesses should engage with and provide value to their customers and consumers in a responsible manner

1. What percentage of customer complaints/consumer cases are pending as on the end of financial year.

In 2015-16, the Company sold 1,429,248 vehicles. Total customer cases registered were 8,561, 0.07% (of total sales) cases were under process of resolution which is not significant in comparison to total sales volume.

2. Does the Company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A. /Remarks (additional information)

The important information about products is shared with the customers. The Owner's Manual and Service Booklet is provided to every customer on purchase of vehicle and contains information relating to safety, operation and maintenance of the vehicle.

At the time of vehicle delivery, technical features of the vehicle are explained to the customer. Product related information is also available on the Company's website. Critical information on product usage (e.g. AC gas, tire pressure and brake fluid etc.) is displayed on the labels and provided on the products for information and educational purposes. In addition, periodic customer meets are conducted at dealer workshops for customer awareness and education on product usage.

3. Is there any case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year? If so, provide details thereof, in about 50 words or so.

No court case has been filed against the Company regarding unfair trade practices or irresponsible advertising against the Company. However, one case pertaining to anti-competitive behaviour filed against 17 automobile companies is pending before Hon'ble Delhi High Court.

The case was filed before the Competition Commission of India (CCI) under Section 19 of the Competition Act by Shri Shamsher Kataria ("Informant") on 17th January, 2012, against some car companies (other than Maruti Suzuki), alleging multiple violations of the provisions of the Competition Act.

4. Did your Company carry out any consumer survey/ consumer satisfaction trends?

The Company regularly engages with customers to get their feedback on the product and carries out surveys to gauge their satisfaction level. Some mechanisms through which the Company engages with customers are brand track, customer meets, customer satisfaction feedback, product clinics, mega service camps and free check-up camps.

The Company has been ranked first in customer satisfaction for 16 years in a row in customer surveys conducted by J.D. Power.