100  
MARUTI SUZUKI INDIA LIMITED  
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  
STATUTORY REPORTS | BUSINESS RESPONSIBILITY REPORT  
101  
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  
102  
MARUTI SUZUKI INDIA LIMITED  
   
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.  
STATUTORY REPORTS | BUSINESS RESPONSIBILITY REPORT  
103  
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 joinees. 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.   
104  
MARUTI SUZUKI INDIA LIMITED  
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.  
STATUTORY REPORTS | BUSINESS RESPONSIBILITY REPORT  
105  
   
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?  
   
(a) Permanent Employees   
   
(b) Permanent Women Employees   
   
(c) Casual/Temporary/Contractual Employees   
   
(d) 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.  
106  
MARUTI SUZUKI INDIA LIMITED  
   
 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.   
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   
Training on automobile trade in Automobile Skill Enhancement   
Centre at ITI Meerut  
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  
STATUTORY REPORTS | BUSINESS RESPONSIBILITY REPORT  
107  
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).  
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.  
Natural gas based captive power plant at Gurgaon facility  
108  
MARUTI SUZUKI INDIA LIMITED  
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.  
STATUTORY REPORTS | BUSINESS RESPONSIBILITY REPORT  
109  
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.