



Leading with Responsibility.

Delivering Excellence.

ANNUAL INTEGRATED REPORT 2019-20

| Corporate Overview Company Profile 04 Product Portfolio 08 Performance Highlights 2019-20 10 Awards and Accolades 12 Message from the Chairman 14 Message from the Managing Director & CEO 18 Board of Directors 22 Executive Management Team 24 26-59 Value Creation Approach Value Creation Process 28 Triple Bottom-line Performance 30 External Environment 40 Stakeholder Engagement 44 Material Topics 47 Risk Management 52 Way Forward 54 Contribution to Sustainable Development Goals 56 60-109 Sustainability Performance Governance Mechanism 62 Product Innovation and Stewardship 68 Customer Engagement and Support 77 Sustainable Supply Chain 80 People Practices 83 Operational Eco-Efficiency 94 Corporate Social Responsibility 99 GRI Content Index 103 Alignment with UNGC Principles 105 Independent Assurance Statement 106 110-195 Statutory Reports Board's Report 112 Corporate Governance Report 155 Management Discussion & Analysis 174 Business Responsibility Report 190 196-336 Financial Statements Standalone Financial Statements | | |
|---|---------------------------------------|-----|
| Company Profile 04 Product Portfolio 08 Performance Highlights 2019-20 10 Awards and Accolades 12 Message from the Chairman 14 Message from the Managing Director & CEO 18 Board of Directors 22 Executive Management Team 24 26-59 Value Creation Approach Value Creation Process 28 Triple Bottom-line Performance 30 External Environment 40 Stakeholder Engagement 44 Material Topics 47 Risk Management 52 Way Forward 54 Contribution to Sustainable Development Goals 56 60-109 Sustainability Performance Governance Mechanism 62 Product Innovation and Stewardship 68 Customer Engagement and Support 77 Sustainable Supply Chain 80 People Practices 83 Operational Eco-Efficiency 94 Corporate Social Responsibility 99 GRI Content Index 103 Alignment with UNGC Principles 105 Independent Assurance Statement 106 110-195 Statutory Reports Board's Report 112 Corporate Governance Report 155 Management Discussion & Analysis 174 Business Responsibility Report 190 | 02-25 | |
| Product Portfolio Performance Highlights 2019-20 Awards and Accolades Message from the Chairman Message from the Managing Director & CEO Board of Directors Executive Management Team 24 26-59 Value Creation Approach Value Creation Process Triple Bottom-line Performance External Environment Material Topics Risk Management Material Topics Povelopment Goals 60-109 Sustainability Performance Governance Mechanism Forduct Innovation and Stewardship Customer Engagement and Support Sustainable Supply Chain People Practices Operational Eco-Efficiency Corporate Social Responsibility GRI Content Index Alignment with UNGC Principles Independent Assurance Statement 110-195 Statutory Reports Board's Report Management Discussion & Analysis Pinancial Statements Standalone Financial Statements 198 | Corporate Overview | |
| Performance Highlights 2019-20 Awards and Accolades Message from the Chairman Message from the Managing Director & CEO Board of Directors Executive Management Team 24 26-59 Value Creation Approach Value Creation Process Triple Bottom-line Performance External Environment Material Topics Risk Management May Forward Contribution to Sustainable Development Goals 60-109 Sustainability Performance Governance Mechanism People Practices Operational Eco-Efficiency Corporate Social Responsibility Independent Assurance Statement 110-195 Statutory Reports Business Responsibility Report 112 116-336 Financial Statements Standalone Financial Statements 198 | Company Profile | 04 |
| Awards and Accolades Message from the Chairman Message from the Managing Director & CEO Board of Directors Executive Management Team 24 26-59 Value Creation Approach Value Creation Process Triple Bottom-line Performance External Environment Material Topics Risk Management May Forward Contribution to Sustainable Development Goals 60-109 Sustainability Performance Governance Mechanism Foduct Innovation and Stewardship Customer Engagement and Support Sustainable Supply Chain People Practices Operational Eco-Efficiency Corporate Social Responsibility GRI Content Index Alignment with UNGC Principles Independent Assurance Statement 110-195 Statutory Reports Board's Report Management Discussion & Analysis Business Responsibility Report 196-336 Financial Statements Standalone Financial Statements | Product Portfolio | 08 |
| Message from the Chairman Message from the Managing Director & CEO Board of Directors Executive Management Team 24 26-59 Value Creation Approach Value Creation Process Triple Bottom-line Performance External Environment Material Topics Alisk Management Way Forward Contribution to Sustainable Development Goals 60-109 Sustainability Performance Governance Mechanism Forduct Innovation and Stewardship Customer Engagement and Support Sustainable Supply Chain People Practices Operational Eco-Efficiency Operational Eco-Efficiency GRI Content Index Alignment with UNGC Principles Independent Assurance Statement 106 110-195 Statutory Reports Board's Report Corporate Governance Report Management Discussion & Analysis 174 Business Responsibility Report 196 196-336 Financial Statements Standalone Financial Statements | Performance Highlights 2019-20 | 10 |
| Message from the Managing Director & CEO Board of Directors Executive Management Team 24 26-59 Value Creation Approach Value Creation Process Iriple Bottom-line Performance External Environment Material Topics Risk Management Material Topics Approach Way Forward Contribution to Sustainable Development Goals 60-109 Sustainability Performance Governance Mechanism Customer Engagement and Support Sustainable Supply Chain People Practices Operational Eco-Efficiency Corporate Social Responsibility GRI Content Index Alignment with UNGC Principles Independent Assurance Statement 106 110-195 Statutory Reports Board's Report Corporate Governance Report Management Discussion & Analysis Business Responsibility Report 196-336 Financial Statements Standalone Financial Statements | Awards and Accolades | |
| Board of Directors Executive Management Team 24 26-59 Value Creation Approach Value Creation Process External Environment Stakeholder Engagement Material Topics Risk Management Way Forward Contribution to Sustainable Development Goals 60-109 Sustainability Performance Governance Mechanism Foduct Innovation and Stewardship Customer Engagement and Support Sustainable Supply Chain People Practices Operational Eco-Efficiency Gorporate Social Responsibility GRI Content Index Alignment with UNGC Principles Independent Assurance Statement 106 110-195 Statutory Reports Board's Report Corporate Governance Report Management Discussion & Analysis 174 Business Responsibility Report 190 196-336 Financial Statements Standalone Financial Statements | • | |
| Executive Management Team 24 26-59 Value Creation Approach Value Creation Process 28 Triple Bottom-line Performance 30 External Environment 40 Stakeholder Engagement 44 Material Topics 47 Risk Management 52 Way Forward 54 Contribution to Sustainable Development Goals 56 60-109 Sustainability Performance Governance Mechanism 62 Product Innovation and Stewardship 68 Customer Engagement and Support 77 Sustainable Supply Chain 80 People Practices 83 Operational Eco-Efficiency 94 Corporate Social Responsibility 99 GRI Content Index 103 Alignment with UNGC Principles 105 Independent Assurance Statement 106 110-195 Statutory Reports Board's Report 112 Corporate Governance Report 155 Management Discussion & Analysis 174 Business Responsibility Report 190 196-336 Financial Statements Standalone Financial Statements | | |
| Value Creation Approach Value Creation Process 28 Triple Bottom-line Performance 30 External Environment 40 Stakeholder Engagement 44 Material Topics 47 Risk Management 52 Way Forward 54 Contribution to Sustainable Development Goals 56 60-109 Sustainability Performance Governance Mechanism 62 Customer Engagement and Support 77 Sustainable Supply Chain 80 People Practices 83 Operational Eco-Efficiency 94 Corporate Social Responsibility 99 GRI Content Index 103 Alignment with UNGC Principles 105 Independent Assurance Statement 106 110-195 Statutory Reports Board's Report 112 Corporate Governance Report 155 Management Discussion & Analysis 174 Business Responsibility Report 190 196-336 Financial Statements Standalone Financial Statements | 200.000.000 | |
| Value Creation Approach Value Creation Process 28 Triple Bottom-line Performance 30 External Environment 40 Stakeholder Engagement 44 Material Topics 47 Risk Management 52 Way Forward 54 Contribution to Sustainable Development Goals 56 60-109 Sustainability Performance Governance Mechanism 62 Product Innovation and Stewardship 68 Customer Engagement and Support 77 Sustainable Supply Chain 80 People Practices 83 Operational Eco-Efficiency 94 Corporate Social Responsibility 99 GRI Content Index 103 Alignment with UNGC Principles 105 Independent Assurance Statement 106 110-195 Statutory Reports Board's Report 112 Corporate Governance Report 155 Management Discussion & Analysis 174 Business Responsibility Report 190 196-336 Financial Statements Standalone Financial Statements 198 | Executive Management Team | |
| Value Creation Approach Value Creation Process 28 Triple Bottom-line Performance 30 External Environment 40 Stakeholder Engagement 44 Material Topics 47 Risk Management 52 Way Forward 54 Contribution to Sustainable Development Goals 56 60-109 Sustainability Performance Governance Mechanism 62 Product Innovation and Stewardship 68 Customer Engagement and Support 77 Sustainable Supply Chain 80 People Practices 83 Operational Eco-Efficiency 94 Corporate Social Responsibility 99 GRI Content Index 103 Alignment with UNGC Principles 105 Independent Assurance Statement 106 110-195 Statutory Reports Board's Report 112 Corporate Governance Report 155 Management Discussion & Analysis 174 Business Responsibility Report 190 196-336 Financial Statements Standalone Financial Statements 198 | 26.50 | |
| Value Creation Process Triple Bottom-line Performance External Environment Stakeholder Engagement Material Topics Risk Management Way Forward Contribution to Sustainable Development Goals 60-109 Sustainability Performance Governance Mechanism Product Innovation and Stewardship Customer Engagement and Support Sustainable Supply Chain People Practices Operational Eco-Efficiency Corporate Social Responsibility GRI Content Index Alignment with UNGC Principles Independent Assurance Statement 110-195 Statutory Reports Board's Report Management Discussion & Analysis Business Responsibility Report 196-336 Financial Statements Standalone Financial Statements | | |
| External Environment Stakeholder Engagement Material Topics A7 Risk Management Way Forward Contribution to Sustainable Development Goals 60-109 Sustainability Performance Governance Mechanism Customer Engagement and Support Sustainable Supply Chain People Practices Operational Eco-Efficiency Corporate Social Responsibility GRI Content Index Alignment with UNGC Principles Independent Assurance Statement 110-195 Statutory Reports Board's Report Corporate Governance Report Management Discussion & Analysis Business Responsibility Report 196-336 Financial Statements Standalone Financial Statements | Value Creation Process | 28 |
| Stakeholder Engagement Material Topics Risk Management Way Forward Contribution to Sustainable Development Goals 60-109 Sustainability Performance Governance Mechanism Foduct Innovation and Stewardship Customer Engagement and Support Sustainable Supply Chain People Practices Operational Eco-Efficiency Corporate Social Responsibility GRI Content Index Alignment with UNGC Principles Independent Assurance Statement 110-195 Statutory Reports Board's Report Corporate Governance Report Management Discussion & Analysis 174 Business Responsibility Report 196-336 Financial Statements Standalone Financial Statements | Triple Bottom-line Performance | 30 |
| Material Topics 47 Risk Management 52 Way Forward 54 Contribution to Sustainable Development Goals 56 60-109 Sustainability Performance Governance Mechanism 62 Product Innovation and Stewardship 68 Customer Engagement and Support 77 Sustainable Supply Chain 80 People Practices 83 Operational Eco-Efficiency 94 Corporate Social Responsibility 99 GRI Content Index 103 Alignment with UNGC Principles 105 Independent Assurance Statement 106 110-195 Statutory Reports Board's Report 112 Corporate Governance Report 155 Management Discussion & Analysis 174 Business Responsibility Report 190 196-336 Financial Statements Standalone Financial Statements 198 | External Environment | 40 |
| Risk Management Way Forward Contribution to Sustainable Development Goals 60-109 Sustainability Performance Governance Mechanism Product Innovation and Stewardship Sustainable Supply Chain People Practices Operational Eco-Efficiency Corporate Social Responsibility GRI Content Index Alignment with UNGC Principles Independent Assurance Statement 110-195 Statutory Reports Board's Report Corporate Governance Report Management Discussion & Analysis Business Responsibility Report 196-336 Financial Statements Standalone Financial Statements | Stakeholder Engagement | 44 |
| Way Forward Contribution to Sustainable Development Goals 60-109 Sustainability Performance Governance Mechanism 62 Product Innovation and Stewardship Customer Engagement and Support Sustainable Supply Chain 80 People Practices 83 Operational Eco-Efficiency Corporate Social Responsibility 99 GRI Content Index Alignment with UNGC Principles Independent Assurance Statement 110-195 Statutory Reports Board's Report Corporate Governance Report Management Discussion & Analysis Business Responsibility Report 190 196-336 Financial Statements Standalone Financial Statements | Material Topics | 47 |
| Contribution to Sustainable Development Goals 56 60-109 Sustainability Performance Governance Mechanism 62 Product Innovation and Stewardship 68 Customer Engagement and Support 77 Sustainable Supply Chain 80 People Practices 83 Operational Eco-Efficiency 94 Corporate Social Responsibility 99 GRI Content Index 103 Alignment with UNGC Principles 105 Independent Assurance Statement 106 110-195 Statutory Reports Board's Report 112 Corporate Governance Report 155 Management Discussion & Analysis 174 Business Responsibility Report 190 196-336 Financial Statements Standalone Financial Statements 198 | Risk Management | 52 |
| Development Goals 60-109 Sustainability Performance Governance Mechanism 62 Product Innovation and Stewardship 68 Customer Engagement and Support 77 Sustainable Supply Chain 80 People Practices 83 Operational Eco-Efficiency 94 Corporate Social Responsibility 99 GRI Content Index 103 Alignment with UNGC Principles Independent Assurance Statement 106 110-195 Statutory Reports Board's Report 112 Corporate Governance Report Management Discussion & Analysis Business Responsibility Report 196-336 Financial Statements Standalone Financial Statements | Way Forward | 54 |
| Sustainability Performance Governance Mechanism 62 Product Innovation and Stewardship 68 Customer Engagement and Support 77 Sustainable Supply Chain 80 People Practices 83 Operational Eco-Efficiency 94 Corporate Social Responsibility 99 GRI Content Index 103 Alignment with UNGC Principles 105 Independent Assurance Statement 106 110-195 Statutory Reports Board's Report 112 Corporate Governance Report 155 Management Discussion & Analysis 174 Business Responsibility Report 190 196-336 Financial Statements Standalone Financial Statements 198 | Contribution to Sustainable | |
| Sustainability Performance Governance Mechanism 62 Product Innovation and Stewardship 68 Customer Engagement and Support 77 Sustainable Supply Chain 80 People Practices 83 Operational Eco-Efficiency 94 Corporate Social Responsibility 99 GRI Content Index 103 Alignment with UNGC Principles 105 Independent Assurance Statement 106 110-195 Statutory Reports Board's Report 112 Corporate Governance Report 155 Management Discussion & Analysis 174 Business Responsibility Report 190 196-336 Financial Statements Standalone Financial Statements 198 | Development Goals | 56 |
| Product Innovation and Stewardship Customer Engagement and Support Sustainable Supply Chain People Practices Operational Eco-Efficiency Corporate Social Responsibility GRI Content Index Alignment with UNGC Principles Independent Assurance Statement 106 110-195 Statutory Reports Board's Report Corporate Governance Report Management Discussion & Analysis Business Responsibility Report 196-336 Financial Statements Standalone Financial Statements | 60-109 Sustainability Performance | |
| Customer Engagement and Support Sustainable Supply Chain People Practices Operational Eco-Efficiency Corporate Social Responsibility GRI Content Index Alignment with UNGC Principles Independent Assurance Statement 106 110-195 Statutory Reports Board's Report Corporate Governance Report Management Discussion & Analysis Business Responsibility Report 190 196-336 Financial Statements Standalone Financial Statements 198 | | |
| Sustainable Supply Chain People Practices Operational Eco-Efficiency Corporate Social Responsibility GRI Content Index Alignment with UNGC Principles Independent Assurance Statement 106 110-195 Statutory Reports Board's Report Corporate Governance Report Management Discussion & Analysis Business Responsibility Report 190 196-336 Financial Statements Standalone Financial Statements | • | |
| People Practices Operational Eco-Efficiency Operational Eco-Efficiency Orporate Social Responsibility GRI Content Index Alignment with UNGC Principles Independent Assurance Statement 106 110-195 Statutory Reports Board's Report Corporate Governance Report Management Discussion & Analysis Business Responsibility Report 190 196-336 Financial Statements Standalone Financial Statements 198 | | |
| Operational Eco-Efficiency 94 Corporate Social Responsibility 99 GRI Content Index 103 Alignment with UNGC Principles 105 Independent Assurance Statement 106 110-195 Statutory Reports Board's Report 112 Corporate Governance Report 155 Management Discussion & Analysis 174 Business Responsibility Report 190 196-336 Financial Statements Standalone Financial Statements 198 | | |
| Corporate Social Responsibility GRI Content Index Alignment with UNGC Principles Independent Assurance Statement 106 110-195 Statutory Reports Board's Report Corporate Governance Report Management Discussion & Analysis Business Responsibility Report 190 196-336 Financial Statements Standalone Financial Statements 198 | | |
| GRI Content Index 103 Alignment with UNGC Principles 105 Independent Assurance Statement 106 110-195 Statutory Reports Board's Report 112 Corporate Governance Report 155 Management Discussion & Analysis 174 Business Responsibility Report 190 196-336 Financial Statements Standalone Financial Statements 198 | | |
| Alignment with UNGC Principles 105 Independent Assurance Statement 106 110-195 Statutory Reports Board's Report 112 Corporate Governance Report 155 Management Discussion & Analysis 174 Business Responsibility Report 190 196-336 Financial Statements Standalone Financial Statements 198 | · · · · · · · · · · · · · · · · · · · | |
| Independent Assurance Statement 110-195 Statutory Reports Board's Report Corporate Governance Report Management Discussion & Analysis Business Responsibility Report 190-336 Financial Statements Standalone Financial Statements 198 | | |
| Statutory Reports Board's Report 112 Corporate Governance Report 155 Management Discussion & Analysis 174 Business Responsibility Report 190 196-336 Financial Statements Standalone Financial Statements 198 | Independent Assurance Statement | |
| Statutory Reports Board's Report 112 Corporate Governance Report 155 Management Discussion & Analysis 174 Business Responsibility Report 190 196-336 Financial Statements Standalone Financial Statements 198 | 110 105 | |
| Board's Report 112 Corporate Governance Report 155 Management Discussion & Analysis 174 Business Responsibility Report 190 196-336 Financial Statements Standalone Financial Statements 198 | | |
| Corporate Governance Report 155 Management Discussion & Analysis 174 Business Responsibility Report 190 196-336 Financial Statements Standalone Financial Statements 198 | | 110 |
| Management Discussion & Analysis 174 Business Responsibility Report 190 196-336 Financial Statements Standalone Financial Statements 198 | | |
| Business Responsibility Report 190 196-336 Financial Statements Standalone Financial Statements 198 | | |
| Financial Statements Standalone Financial Statements 198 | Business Responsibility Report | |
| Financial Statements Standalone Financial Statements 198 | 400,000 | |
| | 196-336 Financial Statements | |
| Consolidated Financial Statements 264 | Standalone Financial Statements | 198 |
| | Consolidated Financial Statements | 264 |



Report Profile

Maruti Suzuki India Limited (hereafter referred to as 'MSIL' or 'the Company') is pleased to present its 39th Annual Report for the financial year 2019-20 (1st April 2019 to 31st March, 2020, or the 'reporting period'). The report is based on the Integrated Reporting Framework (referred to as the <IR> framework) developed by the International Integrated Reporting Council (IIRC). This report intends to serve as a concise communication about the Company's

thoughts on business, governance, performance (financial and non-financial) and prospects in context of its external environment.

The financial information presented in this report complies with the financial and statutory data requirements of the Companies Act, 2013 (including the rules made thereunder), Indian Accounting Standards, the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, and the Secretarial Standards. It has undergone independent assurance by Deloitte Haskins & Sells LLP.

The non-financial information presented in this report is based on the Global Reporting Initiative (GRI) standards, and selected disclosures have undergone independent assurance by TUV India Private Limited. This information covers the manufacturing facilities in Gurugram and Manesar, Research & Development (R&D) facility in Rohtak, the Head Office

in New Delhi, regional, zonal and area offices across India, sales and distribution facilities and stockyards. Joint ventures and subsidiaries are excluded. There was no significant change in scope and boundaries of the non-financial disclosures from the previous reporting period. The calculation methodologies conform to globally accepted standards, and assumptions, exclusions and restatements are clearly stated wherever applicable.

The report also describes the alignment of the Company's contribution to the United Nations' Sustainable Development Goals (SDGs). Additionally, the report is aligned with the 'Ten Principles of the United Nations Global Compact (UNGC)' and the National Voluntary Guidelines on Social, Environmental and Economic (NVG-SEE) Responsibilities of Businesses in India issued by the Ministry of Corporate Affairs, Government of India.

Disclaimer

The report may contain 'forward-looking' statements that address expectations or projections about the future. These have to be understood in conjunction with the uncertainty and the risk that the Company faces. Actual results, performance or achievements may thus differ substantially or materially from those expressed or implied. The Company assumes no responsibility to publicly amend, modify or revise any such statement, on the basis of subsequent developments, information or events, except as may be required by law.



| 02-25 | Corporate Overview | | |
|-------|--------------------------------|----|--|
| 2 | Overview | | |
| 0 | Company Profile | 04 | |
| | Product Portfolio | 08 | |
| | Performance Highlights 2019-20 | 10 | |
| | Awards and Accolades | 12 | |
| | Message from the Chairman | 14 | |
| | Message from the Managing | | |
| | Director & CEO | 18 | |
| | Board of Directors | 22 | |
| | Executive Management Team | 24 | |
| | | | |
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Performance Highlights 2019-20

Awards and Accolades

Message from the Chairman

Message from the Managing Director & CEO

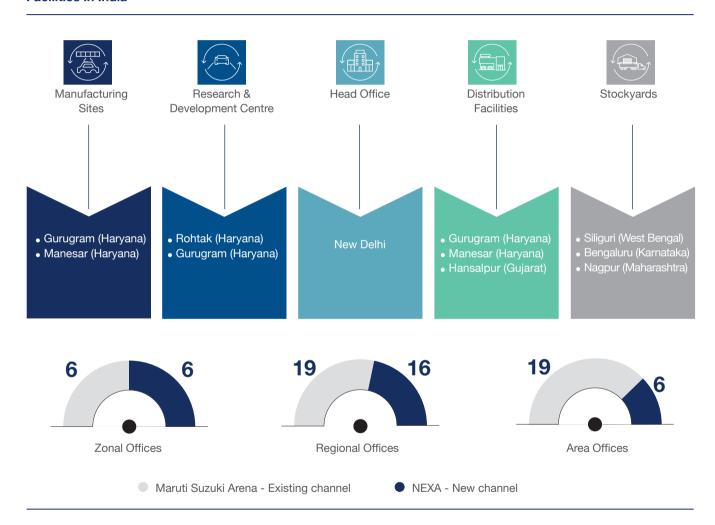
Board of Directors

Executive Management Team

Company Profile

The Company was established in 1981. A joint venture agreement was signed between the Government of India and Suzuki Motor Corporation (SMC), Japan in 1982. The Company became a subsidiary of SMC in 2002. In terms of production volume and sales, the Company is now SMC's largest subsidiary. SMC currently holds 56.28% of its equity stake. It is a public limited company and its shares are traded at the National Stock Exchange (NSE) and the Bombay Stock Exchange (BSE).

Facilities in India



Production Capacity

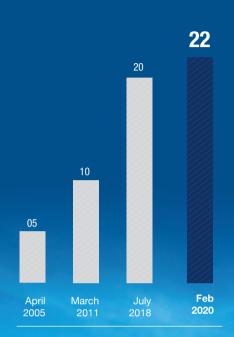
The Company has two state-of-the-art manufacturing facilities located in Gurugram and Manesar in Haryana, capable of producing ~1.5 million units per annum. Highly efficient lean manufacturing processes, together with a skilled and motivated workforce, enables manufacturing of reliable and quality products.

Suzuki Motor Gujarat Private Limited (SMG), a subsidiary of SMC, was set up in Hansalpur, Gujarat to cater to the increasing market demand for the Company's products and has been operational since 2017. Through this new facility, an additional annual production capacity of 0.5 million units has been made available, thereby taking the combined production capability to ~2 million units. The Company is responsible for the sales and distribution of units produced at the SMG facility in Gujarat.

Total Cumulative Production

(in million)

Unit Sales (Domestic and Export)





Figures include vehicles produced by SMG and supplied to the Company as per the contract manufacturing agreement.



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Portfolio

Awards and Accolades

Performance

Highlights 2019-20

Message from the Chairman

Message from the Managing Director & CEO

Board of Directors

Executive Management Team

Global Markets Served (by Geography)



Sales and Service Channels in India

Sales Channels

MARUTI SUZUKI ARENA

A youthful and modern destination that provides a dynamic, trendy, social, connected and new-age car buying experience



2,390



1,964

TRUE VALUE

Trusted destination for buyers of pre-owned cars at fair and transparent prices





Outlets



Cities

NEXA

Premium sales channel targeted at new customer segments, offering global buying experience, innovative technology and enhanced hospitality





COMMERCIAL

Fastest-growing automobile retail channel in India





Service Channels

Extensive network for vehicle servicing, including value-added services, such as Maruti Mobile Support vehicles, on-road assistance and Quick Response Team



3,864



1,914



Service on Wheels



Vehicles deployed for quick response

Supporting Products and Services Offered

In association with its subsidiaries and business partners, the Company also offers an array of supportive products and services to its customers, which has helped generate and retain customer loyalty.

Services



Maruti Genuine Accessories

High-quality accessories at reasonable rates, approved and certified by the Company for their compatibility with the various models

Maruti Driving School

World-class driving training using advanced simulators



Maruti Insurance

Single window for cashless accident repairs, hassle-free services and easy claim settlement



Maruti Auto Card

Unique loyalty reward programme designed exclusively for the Company's customers



Maruti Genuine **Parts**

Quality spare parts for ensuring longevity and performance of vehicle, and safety of passengers



True Value

Transforming buying experience of a pre-owned car



Maruti **Finance**

Partnering with banks and Non-Banking Financial Corporations to provide easy financing options

Product Portfolio Performance Highlights 2019-20

Awards and Accolades

Message from the Chairman

Message from the Managing Director & CEO

Board of Directors

Executive Management Team

Product Portfolio

NEXA

BALENO



CIAZ



MARUTI SUZUKI ARENA

DZIRE



VITARA BREZZA



WAGON-R



ALTO



COMMERCIAL

SUPER CARRY



EECO CARGO

