

Business Responsibility Report

Section A- General Information about the Company

1.	Corporate Identity Number (CIN) of the Company	L25209PN1961PLC012046	
2.	Name of the Company	Bharat Forge Limited	
3.	Registered address	Mundhwa, Pune Cantonment, Pune – 411 036, Maharashtra, India	
4.	Website	www.bharatforge.com	
5.	E-mail id	secretarial@bharatforge.com	
6.	Financial Year reported	2019-20	
7.	Sector(s) that the Company is engaged in (industrial activity code-wise)	NIC Code	Description
		29301	Steel forging
		3099	Front Axle assembly and components
8.	List three key products/services that the Company manufactures/provides (as in balance sheet)	i) Steel Forgings ii) Finished Machined Crankshafts iii) Front Axles assembly and components	
9.	Total number of locations where business activity is undertaken by the Company (a) Number of International Locations (Provide details of major 5) (b) Number of National Locations	The Company through its various subsidiaries/ associates/joint ventures has manufacturing facility in Germany, France, Sweden, United States and United Kingdom. Registered Office: Pune- Mundhwa, Pune Cantonment, Pune – 411 036, Maharashtra, India Manufacturing locations: In Maharashtra at Pune, Satara, Baramati, Chakan and in Andhra Pradesh at Nellore Corporate Offices: Delhi, Noida, Hyderabad, Bengaluru, Jamshedpur, Kolkata, Chennai, Nellore and Mumbai	
10.	Markets served by the Company – Local/ State/National/International	India, North America (US, Canada and Mexico), South America (Brazil), European and Asia Pacific	

Section B- Financial Details of The Company

1.	Paid up Capital (INR)	₹ 931.18 Million
2.	Total Turnover (INR)	₹ 45,638.84 Million
3.	Total profit after taxes (INR)	₹ 4,735.16 Million
4.	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	2.21% of average net profit of the Company was spent towards Corporate Social Responsibility during the financial year 2019-20
5.	List of activities in which expenditure in 4 above has been incurred:-	a. Village Development b. Water Harvesting c. Health, Hygiene and nutrition (women & children) d. Environment sustenance e. Skill Development f. Education & mission sanitation of schools g. Women empowerment – Community Development h. Promotion of nationally recognized Sports initiative i. Employee Volunteerism

Section C- Other Details

1.	Does the Company have any Subsidiary Company/Companies?	Yes, the Company has 25 direct and indirect subsidiary companies as on March 31, 2020.
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)	Given the current scale of operations, subsidiary companies are not engaged in BR initiatives of the Company.
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%]	The existing entities with which the Company does business with viz. suppliers, distributors, etc. are not directly included in the BR initiatives of the Company.

Section D- BR Information

1.	Details of Director/Directors responsible for BR:	
	(a) Details of the Director/Director responsible for implementation of the BR policy/policies	
	No. Particulars	Details
	1. DIN Number	00037678
	2. Name	Mr. G. K. Agarwal
	3. Designation	Deputy Managing Director
	(b) Details of the BR head	
	No. Particulars	Details
	1. DIN Number (if applicable)	00037678
	2. Name	Mr. G. K. Agarwal
	3. Designation	Deputy Managing Director
	4. Telephone number	+91 20 6704 2448
	5. e-mail id	gkagarwal@bharatforge.com

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

The Company follows the National Voluntary Guidelines (NVG) on Social, Environmental and Economic Responsibilities of Business (NVGs). These guidelines prescribe the following nine areas of Business Responsibility:-

Principle 1	Ethics, Transparency and Accountability	Principle 5	Human Rights
Principle 2	Products Sustainability	Principle 6	Environment
Principle 3	Employees' Well-being	Principle 7	Public Policy
Principle 4	Stakeholder Engagement	Principle 8	Inclusive Growth
		Principle 9	Customer Relations

a) Details of Compliances :

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have a policy/ policies for	Y	Y	Y	Y	Y The policy is embedded in the Company's Code of Conduct, Ethics and HR policies	Y	Y	Y	Y

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	NA	Y	Y	Y	Y
3.	Does the policy conform to any National / International standards? If yes, specify? (50 words)	Yes, the policies follow the international standards such as ISO 9001:2015, IATF 16949:2016, AS 9100:2016, ISO 14001:2015, ISO 45001: 2018, ISO 27001, and meet national regulatory requirements such as the Companies Act, 2013 and SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015. The above mentioned NVG guideline were also considered in the formulation of some policies.								
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	NA	Y	Y	Y	Y
5.	Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?	These policies are administered and supervised by the management of the Company through a robust internal governance structure.								
6.	Indicate the link for the policy to be viewed online?	Policies on HR, ISO, CSR, Insider Trading, Related Party etc. are available on links such as: http://bflapp.bharatforge.com/hronline/Pages/CodeofConduct.aspx http://portal.bharatforge.com/default.aspx http://www.bharatforge.com/investors/policies.html								
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	NA	Y	Y	Y	Y
8.	Does the company have in-house structure to implement the policy / policies?	Y	Y	Y	Y	NA	Y	Y	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	NA	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?	The Policies on Quality, Safety and Health and Environment are subject to internal and external audits as part of the certification process and ongoing periodic assessments. Other policies are periodically evaluated for their efficacy through Internal Audit mechanism.								

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

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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	-	-	-	-	-	-	-	-	-

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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)	-	-	-	-	-	-	-	-	-

Governance Related To BR

(a)	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	Annually
(b)	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 the BR Report as a part of its Annual Report for the last three years. See: http://bharatforge.com/investors/company-reports/annual-reports.html

Section- E: Principle-Wise Performance

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

(a) 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 code of conduct of BFL provides guidelines and policies on ethics, bribery and corruption.

This Code is applicable to all BFL Employees including Executive Directors within all sectors, regions, areas and functions.

The reference to 'Employee' shall mean and include:

- (a) Employees
- (b) Consultants/ Advisors, Retainers, Agents, Representatives etc. to the extent applicable.

(b) 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.

During the year under review, the Company did not receive any complaints regarding ethics, bribery or corruption.

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

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

Innovation has been the driving force behind our company and is applied across every aspect of our business. Innovative application of latest technologies has helped the company to develop critical high value added products.

We have strategically positioned our new business to support automotive industry in its transition towards more green and safe technologies.

(i) Crankshaft design innovation for Light-weighting:

The company worked closely with OEMs as co-development partner and carried out design innovation of crankshaft by optimizing counterweight configuration (mass, profile and numbers). This innovation design is validated for the various design acceptance criteria's i.e. balancing and bending deflection by using FEA software. This product innovation resulted into lightweight crankshaft with substantial weight reduction and improved engine reliability. With this design innovation, wastage of material during the machining process is also reduced.

(ii) Front Axle Beam design Innovation for Light-weighting:

Front Axle Beam is the safety and critical component of vehicle. This supports 1/3rd of vehicle weight. Front Axle Beam weight optimization is achieved by using high end FEA tools and our strong engineering database. FE analysis was carried out for original design to locate material removal regions. Accordingly material is removed from those locations of Front Axle Beam to prepare lightweight design. Both designs validated for stress and deflection levels and ensured that stress and deflection of optimized design are within acceptance limit. Hence, achieved weight reduction without affecting performance characteristics of Front Axle Beam. This methodology is horizontally deployed. This will contribute for weight reduction of vehicle with improved performance.

(iii) Graphite extraction from effluent and thus reducing hazardous waste:

The treated effluent was traditionally collected and disposed to authorized Hazardous Waste handling agency. The Graphite waste is again converted to Graphite Lubricant and used as a forging lubricant. The Sludge converted to graphite lubricant is showing the same performance of existing graphite forging lubricant.

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

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

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

The Company has taken greater emphasis of system approach towards light weighting of automotive components through optimizing design, characterization of material properties, wider variety of manufacturing process and use of CAE techniques. This has resulted into lighter, fuel efficient and greener vehicles helping us to reduce carbon footprints.

Crankshaft design innovation resulted the lightweight crankshaft with substantial weight reduction and improved engine reliability. Front Axle Beam design innovation achieved weight reduction without affecting performance characteristics of Front Axle Beam. Graphite extraction from effluent reduces hazardous waste generation.

c) Does the company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.

The Company's supplier selection, assessment and evaluation process includes elements of sustainability. This includes initial supplier survey, continuous risk assessments and audits. Also, there is communication to suppliers on BFL sustainability requirements and some of key suppliers like Steel suppliers, BFL has taken sign off on the same.

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

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

Bharat Forge has a network of Medium Enterprises around its factory which complements our manufacturing capability. Quality of our final product depends on the capability of our inputs and therefore, due steps are taken to ensure quality of inputs received from Vendors by deploying our standard quality systems in their plant as well.

The steps taken to improve the capability and capacity of local vendors include:

- (i) Providing training & new BFL requirements communications through supplier meet. This is done for critical suppliers.
- (ii) Critical suppliers being evaluated periodically based on their criticality and subsequent actions are taken for improvements.
- (iii) Hand-holding the vendors for developing Quality Management Systems for improving the product quality, reducing the wastages and sustainable development.
- (iv) Providing technical help to vendors for up-gradation of their equipment which has helped in enhancing the capacity and capability.

(e) 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.

As part of its endeavor of contributing towards reducing carbon footprint and ensuring sustainability across all operations, the Company focuses on various initiatives like:

- (i) Company is sending 100% forging flash to steel mills for recycling.
- (ii) 100% re-use of treated industrial effluent for processing.
- (iii) 50% of recycled water from sewage treatment plant is used for maintenance of greenery in the Plant.
- (iv) 100% of hazardous waste sent to authorized party.
- (v) Recycling of packing boxes.

Principle 3: Businesses should promote the wellbeing of all employees

- (a) Please indicate the Total number of employees :** 4,603 permanent employees
- (b) Please indicate the Total number of employees hired on temporary/contractual/casual basis. :** 1,880 (includes trainees and contract labour)
- (c) Please indicate the Number of permanent women employees :** 49
- (d) Please indicate the Number of permanent employees with disabilities :** Nil
- (e) Do you have an employee association that is recognized by management :** Yes
- (f) What percentage of your permanent employees is members of this recognized employee association?**

Approximately, 39.83% of permanent employees are members of the recognized employee association

(g) 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.

Sr. No.	Category	No. of complaints filed during the financial year	No. of complaints pending as on end of the financial year
(i)	Child labour/forced labour/involuntary labour	NIL	NIL
(ii)	Sexual harassment	NIL	NIL
(iii)	Discriminatory employment	NIL	NIL

- (h) What percentage of your under mentioned employees were given safety & skill upgradation training in the last year?

Sr. No.	Particulars	Safety Training	Skill Upgradation
(i)	Permanent Employees	77%	32%
(ii)	Permanent Women Employees	82%	10%
(iii)	Casual/Temporary/Contractual Employees	97%	37%
(iv)	Employees with Disabilities	NIL	-

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

- (a) Has the company mapped its internal and external stakeholders? Yes/No

Yes. The company has mapped internal and external stakeholders.

- (b) Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders

Yes. The assessment is done by carrying out baseline surveys in the villages and by conducting tests of the students in different communities. Target communities are selected by considering their real needs, their participation and ownership.

- (c) Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders? If so, provide details thereof, in about 50 words or so.

By partnering with NGO Pune Pratham, BFL works for more than 20,000 underprivileged children from slum areas of Pune with the objective of every child in the school and every child learns. BFL also works in 100 villages of 5 districts from Maharashtra on five indicators- Water for agriculture and drinking, Livelihood, internal roads, health and education. We have covered more than 2 Lakhs people under this project. The results of water harvesting projects are tangible. They have improved the Quality of life of the people in terms of more income and improved health status. We have aligned our projects with National agenda i.e. Water, Skill Development, Sanitation of schools and Swaccha Bharat. Our efforts in setting up ITI and becoming Industry Partners of ITI are appreciated by State and National Government.

Principle 5: Businesses should respect and promote human rights

- (a) 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 does not have a stand-alone policy for human rights. However, the Company's internal policies on Code of Conduct, Ethics and CSR, recognizes all the key aspects of human rights which lays down the acceptable behavior of the employees and provides for stringent disciplinary actions in case of violation of these policies.

- (b) How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?

During the year under review, the Company has not received any complaints from any stakeholders.

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

The Company believes in safeguarding the environment while executing its operations. The Company ensures to do business with the minimum environmental impact. The aim is of rational use of natural resources & reduced waste emissions.

(a) Does the policy related to Principle 6 cover only the company or extends to the Group /Joint ventures / Suppliers /Contractors /NGOs/others

Yes, Company's environmental policy extends to its all interested parties which includes company employees, group companies, joint ventures, suppliers, contractors, NGOs, and others.

(b) 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.

Yes, As part of its endeavor of contributing towards reducing carbon footprint and ensuring sustainability across all operations, the Company focuses on various initiatives like: using bio fuels, modern regenerative combustion technology, recycled water, reduced cycle waste & adoption of eco-friendly waste disposal, implementation of scientific tree plantation to reduce atmospheric pollution etc. in its manufacturing operations. These initiatives can be viewed at: www.bharatforge.com/sustainability.

(c) Does the company identify and assess potential environmental risks? Y/N

Yes, Environmental risks are covered in the Company's principles that are based on ISO-14001 standards. Every unit or plant implements the following:

- (i) EHS risks and opportunities;
- (ii) Identification and evaluation of EHS aspects and its Impact, severity of the Impact and Ranking of the same;
- (iii) Verification of compliance to Legal and other requirements; and
- (iv) EHS emergency management.

Once risks are identified, steps are taken to measure and mitigate these risks through EHS management system approach.

(d) 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?

Yes, the Company continues to work towards development and implementation of climate change mitigation project mainly through energy saving projects, water saving, waste reduction, recycling of waste and its re-use in the process & CO2 reduction under sustainability development. However, we don't have any registration for CDM projects.

(e) 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.

Yes, several initiatives on clean technology, energy efficiency, renewable energy and sustainability development has been done like Generation of electricity through renewable resources such as Wind and Solar. Initiative can be viewed on www.bharatforge.com/sustainability.

(f) Are the Emissions/Wastes generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?

Yes, all emissions / waste generated are monitored daily / monthly / quarterly and ensured for within the permissible limit as per MPCB Consent norms.

(g) 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

NIL.

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

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

Yes, the Company is member of:

- (i) Confederation of Indian Industry (CII);
- (ii) World Economic Forum (WEF);
- (iii) Federation of Indian Chambers of Commerce and Industry (FICCI);
- (iv) Mahratta Chamber of Commerce, Industry and Agriculture (MCCIA); and
- (v) Automotive Component Manufacturers Association of India (ACMA)

(b) 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)

From time to time, the Company has joined hands with these associations for the betterment and advancement of the society at large. The Company has contributed in the areas of:

- (i) economic reforms
- (ii) corporate governance and transparency
- (iii) education and skill development
- (iv) women empowerment and child welfare
- (v) sanitation and hygiene
- (vi) Addressing issues pertaining to global warming, climate change, environment protection and pollution control.

Principle 8: Businesses should support inclusive growth and equitable development.

(a) Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof

The details of the Projects undertaken by the Company are as under:

(i) Village development and Water Harvesting :

BFL is developing 100 villages from 5 districts and 29 talukas from Maharashtra. Water for drinking and agriculture were taken as one of the prime indicators of development apart from development of internal roads, livelihood creation, health and education.

The Company has helped in conservation of 90,50,90,000 litres of agriculture water and built 5 Water tanks with total water storage capacity of 1,35,000 litres per day.

(ii) Health, hygiene and nutrition :

Cancer screening camp and awareness sessions were organized for more than 3,000 women from 26 villages from Taluka Koregaon & Ambegaon at District Satara & Pune, respectively, in association with NGO – Samvedana.

(iii) Skill Development Projects :

The Company has partnered with the Government to establish an ITI, Khed and started machining trade to generate employability of rural youth. Also partnered with ITI, Bhore & ITI, Malegaon for its infrastructural development and for quality training under Public-Private Partnership.

(iv) Community Development – Women empowerment :

The Company has set up 3 community development centers and is imparting various vocational and skill training to 900 women from communities to learn and earn. The 3 Self Help groups have been formed and they are the vendors to our company and have also developed their website and have become vendors for many companies.

(b) Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organization?

The Company has a separate CSR cell to execute CSR Function. The Company has appointed CSR head who is responsible for timely completion of all the CSR projects undertaken. The committee has also appointed 4 social workers team to carry out the necessary field work. The Chairman & Managing Director of the Company personally visits and observes the progress of the CSR projects in the villages.

(c) Have you done any impact assessment of your initiative?

Yes, we have undertaken the impact assessment for most of our projects. The Company has positive feedback of its efforts from the community and environment.

(i) Impact Communication document was prepared by outside professional agency for Village Development project.

(ii) Water harvesting projects of the Company have received completion certificates from the government officials after assessment of our work. The water projects were also recognized by CII at national level by including them in their compendium.

(iii) The Company has received the best industry partner award from Director of Vocational Education Training for our efforts and good work for developments of ITIS. Our ITI, Khed has been awarded as the best ITI.

(iv) The Company has received the Golden Peacock National Award, 2019 for CSR.

(d) What is your company's direct contribution to community development projects - Amount in INR and the details of the projects undertaken

During the year, the Company has spent ₹ 254.50 Million towards various CSR activities. The project wise details are provided in Annexure - G of Annual Report on CSR activities.

(e) 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 ensures that the CSR initiatives are successfully adopted by the community. We conduct periodic assessment of the projects to ensure that targeted deliverables are achieved with maximum benefits to the community.

(i) Village development and water harvesting projects have made a positive impact on the quality of life of rural community and increased their family incomes. With livelihood/entrepreneurship opportunities being created for

local youth and farming opportunities for villagers who could not cultivate their land, reverse migration has taken place in several thinly populated villages.

- (ii) Cancer screening of more than 3,000 women from communities had helped in early detection of health risk
- (iii) The tree plantation and waste management have helped in sustenance of environment
- (iv) The holistic performance of the children undergoing our various educational programmes have increased

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

(a) What percentage of customer complaints/consumer cases are pending as on the end of financial year?

- Forged parts** : 17 Complaints were received & closed during the year. As per the policy of the company, after the corrective actions are implemented, the company monitor the supplies for minimum period of four months.
- Machined parts** : 65 complaints are received. Corrective actions are implemented for all complaints and are effectively closed.

(b) 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)

Since Company's products are OEM specific and as per OEM requirements, the Company displays product requirements on packaging as per requirements of OEM and consistent with applicable laws.

Typical information displayed on product includes, details of manufacturer, heat code, process no., dispatch no., part no. etc.

(c) Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behavior 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.

(d) Did your company carry out any consumer Survey / consumer satisfaction trends?

Customer response and customer satisfaction are one of the most important factor of any business. The Company engages with its customers at various platforms to understand their expectations.

The Company obtains customer feedback directly or referring to customer portal on monthly basis and compile the "Voice of Customer report" to identify the areas of concern reported. Accordingly, corrective measures have been planned and implemented. Customer satisfaction trends are compiled, monitored and reviewed by top management at defined intervals for getting the directives for improvement.