



# CORPORATE SOCIAL RESPONSIBILITY PRACTICES OF INDIAN IT COMPANIES: A STUDY

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*Abstract:* Community is the foundation of existence rather than merely a stakeholder. In this global interdependent era, corporations need to pay attention to what they are doing and how they are doing it. These days, it's not just about the product and its qualities; it's also about how a company acts and how that influences society, the economy, and the environment. Earlier, philanthropy is commonly the outcome of culture and tradition rather than conscious choice. But now for business purposes, it has become a symbol of a company's superiority and ties to all of its stakeholders.

The broader objective of the study is to examine the CSR practices of the leading IT companies in India and the implementation of CSR practices within these organizations. This study looks at how 10 Indian IT companies view and carry out their CSR, recognizes the practices undertaken by them in FY 2022-2023. This study is descriptive in nature and cross-sectional. It involved gathering secondary data from annual reports of businesses and analyzing them.

Indian company can employ it to learn more about the edges and restrictions of this practice. Companies with commendable strategies and sustainable business practices, like TCS and Wipro, spent more than their mandate amount during the fiscal year 2022–2023. These companies encourage other businesses to do the same. Companies today are putting more emphasis on things other than just product, people and profit, such as human rights, digital literacy, entrepreneurship, human development, social development, sustainable development and other cutting-edge strategies that will aid them in the long run.

*Keywords:* Corporate Social Responsibility, CSR Activities, Sustainability, IT Company, Social Responsibility

## I. INTRODUCTION

The state of the earth's social-ecological system impacts the condition of the economy. Many organizations that pursue the socially responsible path have incorporated social responsibility into their corporate cultures and strategies for decades. Organizations will be able to consider logically and take farsseeing action to reduce the adverse consequences on the environment and society by building new organizational structures and potential solutions for the satisfaction of people and the revival of the biosphere. They should have a better insight into how the environmental, economic, and social systems are interdependent and related to one another. The pattern that many corporations conduct business needs to be modified as an outcome of the new situations. Companies are trying to alter their management practices by maximizing values due to the needs of the environment. In addition to their financial capital, businesses should also evaluate their social, ethical, and intellectual capital. Companies must figure out ethical standards rather than financial strategies to make a profit.

Quid pro quo, or receiving something in return for something else, is the basis of the concept of CSR. Businesses have a moral responsibility to give back to society because they rely on societal resources to function effectively. Organizations had to transform how they operate business, interact with stakeholders, and their perspective towards the world as a whole to comply with CSR. It aims to change how businesses conduct and are accountable to society. The transformation of corporations is emerging, pushed by the changing demands of modern society and also by the leadership perspective and responsible people who see the need for change (Dumphy, D, Griffiths, A & Benn S, 2003). Currently, businesses are enhancing their management of hazardous chemicals, treating employees fairly, and reinforcing social investment. They are also making contributions to corporate philanthropy, community involvement, and employee engagement. Sustainability is a pattern of utilizing the ecosystem and its



resources to attain growth and economic development and to improve and support high living standards while conserving and protecting the natural environment for future generations. To advance sustainability in a better way, businesses must make a real effort to speak up and illustrate their interest in a range of issues that are essential to settling. The global crisis faced by humanity can only be settled by the concerned corporations.

The concept of social responsibility was adopted and highly valued during the ancient era by rulers, landowners, and companies alike. Everybody is familiar with the proverb "The more you give, the more you receive." During this duration 1850 to 1914, charitable giving and philanthropy were the primary emphases of corporate social responsibility in India. Personal funds were used instead of company funds to make the contributions. During 1910 to 1960, corporations established trusts for colleges and research institutes and took a role in social reform activities like the women empowerment and the extinction of untouchability. During 1950 to 1990, to assure fair wealth distribution and social accountability, corporate social responsibility centered on labor laws and environmental legislation. After 1990, Economic reforms implemented in India, that enabled the nation to encounter substantial growth and unlocked doors for CSR. Rising success and profitability allowed businesses to boost their support for social causes.

Corporate social responsibility is a voluntary business action undertaken by organizations in their interactions with various types of development of strong stakeholders, which necessitates long-lasting relationships. The primary goal of CSR is to try to balance the triple bottom line of profit, people, and planet (Robins, F. 2006). CSR is a concept that includes economic, social, and environmental aspects that a company must consider when conducting operations and activities related to stakeholders, such as those in the area of corporate sustainability.

According to the United Nations Industrial Development Organisation, CSR is a concept of management "whereby companies integrate social and environmental concerns in their business operations and interactions with their stakeholders."

The four main types of corporate social responsibility are:

- Environmental Responsibility
- Ethical Responsibility
- Philanthropic Responsibility
- Economic Responsibility

The central goal of CSR is to motivate companies to develop creative ideas and effective management systems by largely facilitating responsible and sustainable business philosophy. Mahatma Gandhi taught the idea of trusteeship as a socioeconomic approach. It proposes a method by which wealthy people could act as the trustees of trusts that were accountable for providing the welfare of the public at large.

The company requires the consent of social actors whose interests are influenced by its operations if they want to succeed in the long run.

Under Section 135 of the Companies Act of 2013, India became the first nation to pass legislation requiring CSR projects to be reported and requiring companies to engage in CSR activities. The Corporate Social Responsibility provisions within the Companies Act apply to companies with an annual turnover of 1,000 crore and more, or a net worth of Rs. 500 crore and more, or a net profit of Rs. 5 crore and more. Determined under Schedule VII of the Companies Act 2013, some primary activities contain:

- Eradicating hunger, poverty, and malnutrition and promotion of education, and gender equality
- Fighting Acquired Immune Deficiency Syndrome (AIDS), Human Immunodeficiency Virus, and other disorders
- Providing Environmental Sustainability
- Protection of National Heritage, Art and Culture including restoration of buildings and sites of historical importance and works of art
- Measures for the benefit of armed forces veterans, war widows, and their dependents
- Training to promote rural sports, nationally recognized sports, paralympic sports, and olympic sports
- Contribution to the PM's National Relief Fund or any other fund set up by the Central Government for socio-economic development and relief.

This study examines the contribution of corporate social responsibility (CSR) in India's IT industry. Information technology will facilitate us to interact with the globe at a level that has never been possible, which will not only enhance our quality of life but also make each member of society conscious of their society. Our lives have been made better and faster thanks to IT, which has also made the world tinier. IT, which has formulated web technologies and social networking websites as an herb, is a powerful tool for society, companies, and people to raise social awareness. In the Indian corporate climate, the IT industry has expanded quickly, but it has also come under fire for apparently having an adverse impact on the environment and the lives of many residents. Since 1990, when the country began to open up to the outside world, the IT sector has experienced significant development. They concentrate mostly on exporting services, which now account for a substantial market share globally. In India, the path of economic progress has been driven by the IT industry. Over the course of nearly 20 years, the Indian IT sector has grown to become one of the major engines of the Indian economy. Major IT firms like TCS, Wipro, and Infosys have contributed significantly to society through CSR initiatives including rural development, education, skill development, and a variety of other activities.



## II. LITERATURE REVIEW

The phrase "social responsibility" is brilliant because it means different things to different people, according to Votaw and Sethi (1973). Many people simply equate it with "charitable contributions," while others interpret it to mean "socially conscious" or "aware." Some interpret it to mean socially responsible behavior in an ethical sense, while others interpret it to mean "responsible for" in a causal mode. This perspective of CSR is closely tied to Carroll's definition and interpretation of CSR through the "Pyramid of Social Responsibility," in which he explains on four separate business stages: Economic, Legal, Ethical, and Philanthropy (Carroll, 1991). The economic component of the business involves the duty to operate in a way that maximizes earnings per share and stays as profitable. The legal duty requires that company activity be such that it complies with legal requirements, federal, state, and local rules, and be a law-abiding corporate citizen so that the firm upholds its legal commitments. Following normative principles of justice and fairness, which may not be codified as laws but are still anticipated or banned by society, is the duty at the ethical stage. Being a good corporate citizen, whereby the company contributes back to society and its different stakeholders, is one of a company's philanthropic duties. More than 60% of respondents to a survey by TERI-Europe and ORG-MARG in (2001) in numerous Indian cities said that businesses should be held accountable for decreasing the gap between the affluent and the poor, minimizing violations of human rights, resolving social issues, and boosting economic stability Today, social responsibility has begun to move in a new path. (Uvais, M., & Cholasseri, M.H., 2013) The study concentrated on the challenges that CSR practices in India faced. It also found and reviewed the various aspects of CSR. This paper makes an effort to understand and gain insight into how businesses behave or view various facets of social contribution. It does so by bringing to light the various facets of corporate social responsibility that are supervised by each organization, particularly Reliance, Tata, and Infosys.

## III. RESEARCH OBJECTIVES

The broader objective of the study is to examine the CSR practices of the leading IT companies in India and the implementation of CSR practices within these organizations. This study looks at how 10 Indian IT companies view and carry out their CSR, recognizes the practices undertaken by them in FY 2022-2023.

## IV. RESEARCH METHODOLOGY

The research emphasizes the significance of CSR in the nation and key areas that IT businesses have tried to address in social development. Top 10 Indian IT businesses have been selected for the years 2022–2023 using the purposive sampling approach. The objectives of this study are addressed using a descriptive research design. This study is based on Secondary Data. To conduct the analysis, the annual reports of the following companies are used: Tata Consultancy Service, Infosys, HCL Technologies, Wipro, LTIMindtree Ltd., Tech Mahindra Ltd., Mphasis Ltd., Persistent, Oracle Financial Service, and KPIT Tech. According to Forbes India, these are the top 10 IT companies in India. For ranking, they have used the NSE's market capitalization. Five indicators—Trade and investment, Employment creation and labor practices, Human Resource Development, Stakeholder Well-Being, and Community Contributions—are used to evaluate each of the ten companies.

## V. FINDINGS

Every company owes a duty to all of its constituents, including the community, the business world, and the economy. In FY 2022–23, Tata Consultancy Service and Wipro Limited spent more than the prescribed CSR amount. Infosys is the only company out of these 10 that hasn't spent money in accordance with CSR regulations. HCL Technologies, LTIMindtree, Tech Mahindra, Mphasis, Persistent Systems, Oracle, and KPIT have invested the exact amount on the CSR prescribed.

<b>Top 10 IT Companies in India</b>	<b>Prescribed CSR Amount</b>	<b>Actual CSR Amount Spent</b>
Tata Consultancy Services	₹ 773 crores	₹ 783 crores
Infosys	₹ 436.84 crores	₹ 391.51 crores
HCL Technologies Limited	₹ 238 crores	₹ 238.30 crores
Wipro Limited	₹ 147.8 crores	₹ 215.7 crores
LTIMindtree Limited	₹ 67.47 crores	₹ 67.97 crores
Tech Mahindra Limited	₹ 118.05 crores	₹ 118.07 crores
Mphasis Limited	₹ 32.38 crores	₹ 32.39 crores
Persistent Systems Limited	₹ 11.76 crores	₹ 11.76 crores
Oracle Financial Services Software Limited	₹ 44.60 crores	₹ 47.71 crores
KPIT Technologies Limited	₹ 4.18 crores	₹ 4.18 crores

Table 1  
 (Source – Annual Reports FY 2022-23)



## **1. Trade and Investment**

**TCS** – TCS receives half of its revenue from North America (53.4%), with the other half coming from Africa, the UK, Europe, and India. If we break down revenue by services, banking, insurance, and financial services account for 38.2% of overall revenue. Next are communication, media, retail, healthcare, and manufacturing services. TCS invests 1.3% of its overall revenue in Research and development and innovation. TCS has a moderate risk rating of Baa1 from Moody's. 23 patents have been granted to TCS this year, bringing its total to 2878.

**Infosys** – Infosys perceived a 20.7% growth rate, with 98.4% of cash generated from exports to America and Europe. Infosys made a 639-crore investment in R&D. Infosys has 735 patents in total. Dun and Bradstreet assigned Infosys' credit rating a 5A1 strong condition rating, while Moody's assigned a Baa1, Standard and Poor's A, and CRISIL AAA stable condition rating.

**HCLTech** – Half of HCLTech's revenues come from the US, and the company has experienced growth of 18.5% from the previous year. The majority of revenue is generated by business and IT services. HCLTech invested 1.19% of its revenue in R&D. Over 2200 patents have been issued to HCL so far. The company has received A- with a stable outlook from S&P Global Ratings and Fitch Ratings Limited.

**Wipro** – Nearly 60% of Wipro's revenue comes from the US and 28% from Europe, and the company has perceived 14.41% growth. Banking, financial, and insurance services constitute 34.9% of their main revenue-generating products. Standard and Poor gave Wipro an A-, Fitch gave it an A-, and ICRA gave it both a short-term rating of A1+ and a long-term rating of AAA. Wipro invested ₹3,675 million in research and development, and 1312 patents have been approved to date.

**LTIMindtree** – LTIMindtree has grown significantly by 27.1%, and 37% of its revenue comes from the banking, financial services, and insurance industries, while 24.3% comes from the information, media, and entertainment industries. The US, Canada, and Mexico account for 72% of LTIMindtree exports. The long-term rating from CRISIL is AAA/stable. For research and development, they allocated 759 million INR.

**Tech Mahindra** – Tech Mahindra increased revenue by 19.4% over the prior year, with 50% of that coming from the USA and 25% from Europe. Communication, media, and entertainment generate the majority of revenue. For long-term bank facilities, CARE Rating Limited assigned AAA- stable, and for short-term bank facilities, A1-

**Mphasis** – With a 16.7% growth rate, Mphasis generates nearly 95% of its revenue from exports to the US, Europe, and Africa. Financial and banking services account for half of all revenue.

**Persistent** – Persistent Systems Limited experienced exceptional growth of 46.23% over the prior year and achieved 89% exports. Software, high-tech, and emerging

industries are their main sources of income. Persistent Systems devotes 0.34 percent of its revenue to R&D.

**Oracle** – Oracle has a 9% growth rate, and like all businesses, the US, Asia Pacific, and Africa account for the majority of its service sales. Since the business has no debt, they do not have a credit rating.

**KPIT** – KPIT has a fantastic growth rate of 38.34% and also serves Europe, the USA, and other countries. Their primary source of income, which accounts for 65.6% of their revenue, is feature development and integration, followed by architecture and middleware, cloud-based connected services. They have received 9.6 million US dollars for research and development and have filed 45 patents overall to date.

## **2. Employment creation and labour practices**

**TCS** – 150 different nationalities are represented in the TCS workforce, with almost 2,20,000 women accounting for 35.7% of all employees. Currently out of the 9 directors on their board, there are two women but not a single woman in key management personnel. In addition, there are no female TCS staff who are members of unions or professional associations in India. There are 55 employees who belong to these unions out of 5 lakh total workers, which means that only 0.01% of workers are union members.

**Infosys** – There are 3,43,234 people working overall, with 39% of them being women and 1357 of their workers are disabled. They employ people from more than 160 different countries. There is just one female member of the BOD and none among the key personnel. The company provides health insurance, accident insurance, and maternity/paternity benefits to 83% of its employees. 2.58 % of workers belong to unions or associations.

**HCLTech** - There are 2,25,944 people working for HCLtech. Women made up 29.2% of the company's worldwide workforce, which included workers from 161 different countries. In the BOD, there are 4 women out of the 13 members, however there are none in key positions. Out of the total, 76% of the workforce has access to daycare centers, accident insurance, maternity and paternity benefits, and health insurance. There are 0.33% union members.

**Wipro** - With 144 different nationalities and 769 disabled people, they have 36.4% female employees out of 262,325 total employees. 3 out of the 9 members of the BOD are female, but there are none in key positions. Almost all workers receive daycare services, health insurance, accident insurance, and maternity/paternity benefits. 2.89 % of the Wipro employees are involved in associations or unions of some kind.

**LTIMindtree** – Out of 88,880 employees, there are 30.8% female workers at LTIMindtree, 95% of whom are permanent. They hired 115 people with physical disabilities. There is only one woman on the BOD and none in key positions. Nobody in LTIMindtree is a union member.

**Tech Mahindra** – There are 1,16,331 permanent employees total at Tech Mahindra, and all of them are covered by health



insurance, accident insurance, maternity/paternity benefits, and daycare facilities. They have 34% female workforce out of 1,52,400 employees. 191 employees at Tech Mahindra have a disability. There are 40% female BOD members, but no single women in the key personnel. Employees who join unions cover 0.56% of the workforce.

Mphasis - Because of the economic downturn, there were fewer freshers hired by the company in FY23.

Persistent – With a total of 22,883 employees, 93% of them are permanent employees and 30.8% are women employees who work for persistent. There are 36 people with disabilities working for persistent. The BOD has 20% female members, but none of the key personnel are women. Almost all of the employees are covered by accident and health insurance. No single person is a member of any unions in the Persistent.

KPIT – Out of 10,638 employees, there are 29% women working at KPIT, and there is also one person with a disability. KPIT has 2 female key employees and 9% female board members, which is significantly better than the average for top companies. Additionally, they consistently raise their employee satisfaction score, which reached its highest level ever this year with a 4.3 score. Out of the total 77% of employees, health insurance, accident insurance, and maternity/paternity benefits are provided. Only 0.76% of men and 0.48% of women in KPIT are union members.

### **3. Human Resource Development**

TCS – TCS employees spend an average of 82.4 hours per year learning new skills, and nearly 500,000 of them are trained in digital technologies; 60% of the workforce has technology certifications relevant to the market. They regularly train employees in occupational health and safety in order to make them aware of OHS issues and foster a culture of safety. TCS's employee turnover rate is 21.7%.

Infosys - 16.31 annual training days per employee on average, and 1,585 crores invested in employee welfare. Their score for employee satisfaction is 82%. Their 5C strategy for engagement - Connect, Collaborate, Celebrate, Care, and Culture - is intended to enhance and reinforce their culture so that all workers, whether in the office or working remotely, experience it favorably.

HCLTech - Their turnover rate for FY 2023 is 19.50%. As needed, the majority of employees receive training on health and safety procedures, skill enhancement, and other topics. 70,000+ employees received digital skills training from the company, and 150,000+ received training in other core skills.

Wipro – Nearly 88% of Wipro's staff receive safety and health training in addition to skill-upgrading instruction. 86% of employees receive human rights training and education. Wipro gives thorough training on privacy incident management and reporting to all of its employees. Wipro spends 535.3 billion on employees, and 16 million hours are devoted to employee training and development. They collaborated with five EdTech companies to offer training in four community skills tracks:

cognitive (artificial intelligence/machine learning), cloud, and full stack (Java, .NET, MERN, MEAN, and SDET).

LTIMindtree – Average employee learning time is 61.08 hours. They have a 20.2% employee turnover rate. Nearly all employees receive training on health and safety policies and skill development.

Tech Mahindra – They have a 14.8% employee turnover rate. Each employee receives 56.69 hours of training on average. 394 million were spent by Tech Mahindra on employee training. There were no complaints by their associates concerning working conditions or health & safety in FY 22-23 and FY 21-22.

Mphasis – Benefits for employees begin to accrue as soon as the company's staff members perform the related services; like the Employee State Insurance Scheme, the Provident Fund, the 401(k), and other social security programs.

Persistent – In both the previous and current years, Persistent had no safety incidents. 19.7% of them change jobs each year. Courses at Persistent University offer a thorough learning environment and are designed to enhance technical, domain, leadership, business communication management, and behavioral skills. No complaints have been registered during current and previous Financial Year by employees or workers.

Oracle – Oracle has spent 123.30 million on employee training and seminars. One sexual harassment complaint was filed in the workplace in Oracle.

KPIT – They have a 27% employee turnover rate which is huge. Nearly 71% of employees receive training on health and safety practices and skill development.

### **4. Well-being of Stakeholders**

TCS – Every six months, the Board's Stakeholder Relationship Committee evaluates the company's performance in terms of health and safety at the workplace, shareholder grievances and other sustainability initiatives. TCoC, which places a strong emphasis on equity and openness with all parties involved. 178 shareholders filed complaints, followed by 735 employees, 80 customers, and 6 value chain partners.

Infosys - In terms of climate action commitments, water and waste management, they are leaders in meeting stakeholder expectations. There have been 111 complaints of workplace discrimination, 78 of sexual harassment, 30 of health and safety violations, and 26 of working conditions.

HCLTech – There have been 20 investor complaints, 55 complaints of sexual harassment, 14 complaints of working conditions, 5 complaints of health and safety, and no customer complaints.

Wipro – During FY23, there were no verified instances involving violations of consumer privacy, loss of customer data, or theft of PII (Personally Identifiable Information).

LTIMindtree – They receive a 5.74 customer satisfaction score. Their 21% of all purchases came from MSME suppliers. Google Cloud, IBM, Microsoft, AWS, SAP, Oracle, Adobe, Hitachi Vantara, Cisco, and many others are some of



their main partners. 10 complaints of sexual harassment have been filed.

Tech Mahindra – There were 74 sexual assault complaints submitted. Tech Mahindra's ESG rating from MSCI is A.

Mphasis – 50 complaints of sexual harassment were made this year, of which 45 were dismissed and 5 are still being processed.

Persistent - They have an 88% customer satisfaction score. In Persistent, there were 8 incidents involving human rights issues and 2 involving sexual assault. 19.7% of their permanent staff leave the company each year. To help the employees understand the projects, beneficiaries, and stakeholders of the Persistent Foundation, various employee engagement activities were carried out throughout the location. Employees have the chance to engage with the public and students at this event. They were raising 9,385 people's educational standards and developing infrastructure, skills, and support for higher education. For more than ten years, Persistent has collaborated with AWS to reimagine business models for top corporations and independent software vendors. Some of their partners include Microsoft, IBM, Google Cloud, and Salesforce.

Oracle - They received 98 shareholder complaints and one claiming sexual harassment. By offering employees a safe, healthy work environment that is free from discrimination, a company can promote an open culture.

KPIT - There are no incidents or injuries that can be recorded. There were 5 complaints filed regarding working conditions, and 3 complaints regarding health and safety. The suggestions from stakeholder engagements are one of the most significant factors in deciding their material topics. As a result of ongoing engagement with stakeholders, they incorporate their feedback into their policies and procedures. In FY23, there were no consumer complaints regarding data privacy, advertising, cybersecurity, the provision of necessary services, or unfair or restrictive business practices.

## **5. Community Contributions**

TCS – TCS reached nearly 4.5 million people in the years 2022-2023, including marginalized people, women and young people with 150K volunteers. TCS has four protecting natural capital: carbon footprint mitigation, water conservation and recycling, waste reduction and recycling and preserving biodiversity. They truly adapt to these 4 pillars within their organization, recycling all paper, plastic, cartridge and electronic waste at a rate of 100%, 88.4% of food waste and 88% of water on their own campuses.

Infosys - The CSR initiatives of Infosys include promoting education, gender equality by empowering women, healthcare, environmental sustainability, art and culture, destitute care and rehabilitation, disaster relief, Rural development and COVID-19 relief. Infosys spends 517 crores worldwide on CSR. India's CSR projects have benefited 3.8 million people. Within their campuses, 100% of the wastewater is recycled. They recycled 42% of the waste and 5% was reused.

HCLTech - HCLTech's CSR initiatives cover a variety of areas, such as education, the environment, skill development and livelihood, water and sanitation, promoting sustainable health, nutrition, and hygiene interventions, gender and inclusion, early childhood care and development, and disaster relief. Additionally, they received many CSR Award. Their CSR initiatives are initiated in India by the HCL Foundation, whose programs have positively impacted more than 5.13 million lives. HCL Samuday increased its influence in the Uttar Pradesh district of HarDOI and the Tamil Nadu district of Thoothukudi. They intensified their focus on women farmers and signed an agreement with Banas Dairy, one of Asia's largest dairies, that could benefit more than 25,000 farmers and more than double family incomes. So far, the program has changed 2.1 million lives. Both the HCL Uday for urban slums and the HCL Harit environmental campaign for climate change had a significant impact on many lives.

Wipro – Wipro invested 2.157 billion in CSR. Out of the total water they use, 37% of it is recycled, and 66% of the electricity they utilize is renewable. Over 3,300 employees participated in 301+ volunteer events for a total of over 13,500 hours. The Corporate Social Responsibility (CSR) division of Wipro Limited is represented by Wipro Foundation. They have been concentrating on social initiatives in the fields of education, primary healthcare, ecology, disaster response, and cities & public spaces for more than 20 years.

LTIMindtree - 64.20% of the company's water was recycled and use 52.07% renewable energy. LTI mindtree received a rating of 5.74 on a scale of 1 to 7. 21% of their purchases are made from MSME business. 579,916 people benefit from their CSR. They contributed INR 680 million in CSR funds to new and ongoing initiatives in the fields of education, empowerment (skill development and livelihood), environment, health, and nutrition. 87,500 students benefited from foundational education. 5,021 women from seven different Indian states have received training in ten different artistic and handicraft disciplines. 62,937 Farmers and community members benefited.

Tech Mahindra – Their CSR vision is Empowerment through education. The main CSR initiatives of Tech Mahindra are Welfare Project costs, Programming Support Fees, Academic Fees for Technical Education, and Construction Cost for an Educational Institute. Their 1,237 million spent on CSR and 6,538 employees' 57,515 hours of volunteer work where 61,995 lives directly benefited from CSR programs of which 53% were women. They have trained 4379 teachers and upskilled 22,596 youth, including 1,303 with disabilities. Girls and women make up more than 50% of the recipients of our CSR efforts, and a sizable portion of them have disabilities. The Tech Mahindra Foundation drives efforts across our CSR focus areas of education, employability, and disability and helps communities while the Mahindra Educational Institutions (MEI) is our foray into addressing access to quality higher education.



Mphasis – At Mphasis, CSR is carried out by the Mphasis F1 Foundation, a registered independent trust. The primary CSR initiatives of Mphasis are promoting education, improving livelihoods, disaster relief, COVID 19 relief, entrepreneurship, and promoting accessibility for people with disabilities. In comparison to 2015, there has been a 47.73% decrease in energy consumption.

Persistent - Giving donations to the following organizations is their main activity. the Persistent Foundation; and the Deepastambha Charitable Trust. Persistent spent 117.6 million on CSR initiatives, which had a positive impact on 23,423 lives. Persistent Foundation to provide assistance in the following four areas: health, education, community development, and conservation of wildlife and cultural heritage. Their facilities use 30% of treated waste water from owned campuses and 46% of electricity from renewable sources. 13,420 trees have been planted and cared for,

bringing the total to 96,035. They recycled 91% of the plastic, electronic, construction, and demolition waste, as well as other non-hazardous waste that was produced.

Oracle – The company's corporate social responsibility (CSR) program aims to advance education, safeguard the environment, and strengthen communities.

KPIT – The goal of KPIT is to make a significant, long-lasting difference in the focus areas of education, the environment, and employee engagement. Through the Chhote Scientists & vSolve Competition, they connected 63251 individuals. They focus on environmental sustainability, education advocacy, Olympic sport training, women's liberation, ecological harmony, and COVID 19 relief as their main activities. Using 4682 employees as volunteers, they spent 4.185 crore to reach 1,08,766 people. They recycled all of the plastic and electronic waste they produced and reduced their water consumption and energy consumption.

	<b>Trade and Investment</b>	<b>Employment creation and labour practices</b>	<b>Human Resource Development</b>	<b>Well-being of Stakeholders</b>	<b>Community Contributions</b>
<b>Tata Consultancy Services</b>	with 10% growth, excellent export	good female workforce overall, but few in BOD	despite having high employee turnover, regular employee training is conducted	shareholders, employees, and customers have complaints	4.5 million beneficiaries including marginalized people, women and young people
<b>Infosys</b>	a positive credit rating and an export-centric business model	better employee flexibility and a larger female workforce	outstanding investment in employees to satisfy them	put an emphasis on open communication with staff	should spend the specified amount of CSR
<b>HCL Technologies Limited</b>	investments in fields with high growth rates, such as engineering, cyber security, and data and AI	employing 22,000 Next-Gen Associates	use of automation and new technologies allows for increased productivity among employees	emphasizes on act, pact, and impact	several initiatives undertaken by a company that won awards
<b>Wipro Limited</b>	revenue is generated via financial products	more employee flexibility and a female-dominated workforce	outstanding investment in staff training	symbiotic relationship with their stakeholders	through multiple channels – Wipro Foundation, Wipro Cares, and through functions and groups within



					the Company
<b>LTIMindtree Limited</b>	excellent growth, export, and R&D	extremely few women on the BOD	having a high rate of turnover	purchasing from MSME and having happy clients	579,916 people's livelihoods in underserved communities were supported
<b>Tech Mahindra Limited</b>	favorable growth and credit ratings	every employee receives benefits, such as health insurance	no reports of poor working or health conditions	stakeholder engagement strategy are openness, transparency, and integrity	efforts in the areas of education, employability, and disability
<b>Mphasis Limited</b>	maintaining revenue growth while concentrating on boosting industry fundamentals	lower hiring of freshers	giving employees benefits	making a healthy environment a priority	in line with the 2030 Sustainable Development Goals of the United Nations
<b>Persistent Systems Limited</b>	exceptional growth and export	developing a workforce of over 22,750 talented people with 30% female	continuing safety training and zero safety incidents	having high customer satisfaction score	primarily concentrate on waste disposal, plantation, and the environment
<b>Oracle Financial Services Software Limited</b>	average growth rate	using various collaboration tools to create a virtual environment	training in both the functional domain and soft skills	promoting a culture that is free and secure	concentrate on education, the environment, and the community
<b>KPIT Technologies Limited</b>	accelerating rate of growth	training on the code of conduct during the induction phase	having an excessive turnover rate	neither a customer complaint nor any employee incidents	provide access to education, healthcare, and livelihood generation for marginalized communities

Table 2

Nearly every firm, from TCS to KPIT, consistently performed well in trade and investment. Oracle and Mphasis might make further improvements to their business plan. Compared to other companies, Infosys and Wipro performed better in terms of employment generation and labor practices. Mphasis, Oracle, and KPIT may even increase their investments in hiring, personnel development, and training, which would stimulate on more expansion. Comparatively speaking, Infosys, Tech Mahindra, and Wipro are actually investing in employee development. All of the top10 IT companies are working hard and doing a great job for the wellness of the stakeholders. Each company contributed to the community by implementing its projects in the areas of education, empowerment, the environment, female or slum area development, or community health.

## VI. CONCLUSION

Corporate Social Responsibility (CSR) is viewed as a subset of corporate philanthropy in developing countries like India, where businesses aid governmental programs by promoting social development. And in complying to Indian culture, it was thought that each business had a moral obligation to take an effective role in meeting its social commitments. The trend of CSR expenditure is determined by elements like professional accessibility, measurable outcomes, government aid, advertising strategies, and the established collection of social developmental activities. Majorly the six initiatives—the Prime Minister's Relief Fund, slum development, technology incubators at academic organizations, promotion of rural and paralympic sports, protection of national heritage, art, and culture, and welfare of war veterans and widows—





failed to garner considerable interest among these companies. Sports and the arts do not yield instantly noticeable results, so beginners to CSR may be hesitant to spend on them. The difficulty for the businesses is to develop a CSR strategy that is powerful, innovative, and delivers high performance in the ethical, environmental, and social sectors while also achieving the goals of all stakeholders. These 10 businesses have made excellent efforts in all of their policies, but in accordance with the trusteeship principle, they could do even more to benefit society as a whole.

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