DIGITAL MARKETING INTERNSHIP

COMPRESSIVE DIGITAL MARKETING FOR MAHINDRA & MAHINDRA

PROJECT REPORT ON **MAHINDRA & MAHINDRA** GUIDANCE OF

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<u>INTERNSHIP</u>

COMPREHENSIVE DIGITAL MARKETING FOR MAHINDRA & MAHINDRA LTD

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Part 1: Brand study, Competitor Analysis & Buyer's/Audience's Persona

Research Brand: MAHINDRA & MAHINDRA LTD

Mission/Values: Mahindra & Mahindra's mission revolves around creating value for its stakeholders while simultaneously contributing to the growth and development of society

USP

Analyze Brand Tone and Identity:

Set 4 SMART goals and KPIs for the same:

Brand study (Mission/Values & USP)

Mission: Mahindra's mission revolves around creating value for its stakeholders while simultaneously contributing to the development of society. This is often encapsulated in their commitment to "Rise" — a philosophy that underscores their aspirations to empower people to rise to their potential and enable communities to flourish.

Values:

M Mahindra's values are deeply ingrained in its corporate culture and guide its actions and decisions. Some key values include:

- Integrity: M&M upholds the highest standards of honesty, transparency, and ethical behavior in all its dealings, fostering trust among stakeholders.
- 2. Customer Centricity: They prioritize the needs and preferences of their customers, striving to exceed their expectations through superior products and services.

Unique Selling Proposition (USP) Analysi

Mahindra & Mahindra's USP lies in several factors that set it apart from its competitors:

- 1. Strong Heritage and Legacy: With a history spanning over seven decades, M&M has established itself as a trusted and respected brand in the automotive industry, known for its reliability and quality.
- 2. Diverse Product Portfolio: M&M offers a diverse range of products across various segments, including automobiles, farm equipment, and aerospace, catering to the diverse needs of its customers.

Brand study (Brand Tone & KPI)

Brand Tone:

Mahindra & Mahindra's brand tone reflects its values, mission, and target audience. Here are some key elements of its brand tone:

- 1. Authenticity: M&M maintains an authentic and genuine tone in its communication. Whether it's advertising campaigns, social media posts, or customer interactions, the brand strives to be sincere and transparent.
- 2. Empowerment: The brand tone often conveys a sense of empowerment, encouraging individuals to rise to their potential and overcome challenges. This tone resonates with M&M's mission of empowering people and communities.

Key Performance Indicators (KPIs):

Mahindra & Mahindra tracks various KPIs to measure the effectiveness of its brand strategy and business performance. Some key KPIs for the company may include:

- Sales and Revenue Growth: One of the primary KPIs for M&M is the growth in sales and revenue across its different business segments. This includes tracking unit sales of vehicles, farm equipment, and other products, as well as revenue generated from sales and services.
- Market Share: M&M monitors its market share in key markets and segments to assess its competitive position. Increasing market share indicates the brand's ability to attract customers and gain a larger share of the market compared to competitors.

BUYER/AUDIENCE PERSONA

Name: Rahul Sharma

Demographic Information:

Age: 35-45

Gender: Male

Occupation: Business Owner

Income: High-income bracket

Location: Urban or semi-urban areas in India

Education: College educated

Background:

- Rahul is a successful entrepreneur who owns a medium-sized business in the manufacturing sector.
- He is tech-savvy and values innovation and sustainability in the products he purchases.
- Rahul is married with children and leads an active lifestyle, often traveling for work and leisure.

Goals and Challenges:

- Rahul is looking for reliable, durable, and versatile vehicles that meet his business and personal transportation needs.
- He values safety, comfort, and performance in his vehicles and is willing to invest in quality products that offer long-term value.
- Rahul is concerned about environmental sustainability and is interested in exploring electric and hybrid vehicle options.

Purchasing Behavior:

- Rahul conducts thorough research before making purchasing decisions, comparing features, prices, and reviews online.
- He prefers to buy from trusted brands with a reputation for quality and reliability, such as Mahindra.
- Rahul values convenience and appreciates personalized customer service and after-sales support.

BRAND STUDY, COMPETITOR ANALYSIS & BUYER 'S/AUDIENCE'S PERSONA MAHINDRA & MAHINDRA LTD

Competitor Analysis:

Analyzing competitors in the automotive industry helps Mahindra understand market dynamics, identify opportunities, and develop strategies to stay competitive. Here's a sample competitor analysis focusing on key competitors in the Indian market:

COMPETITOR 1: TATA MOTORS

COMPETITOR 2: MARUTI SUZUKI

COMPETITOR 3: VOLKSWAGEN

TATA MOTORS

USP:

- 1. Affordability and Value for Money: Tata Motors is known for offering vehicles that provide good value for money. Whether it's passenger cars, commercial vehicles, or utility vehicles, Tata Motors' products often come with competitive pricing and a range of features, making them attractive to budget-conscious consumers.
- 2. **Durability and Reliability:** Tata Motors' vehicles are recognized for their durability and reliability, especially in rugged terrains and challenging conditions. This reputation for robustness is particularly notable in its commercial vehicle segment, where Tata trucks and buses are trusted by businesses for their performance and longevity.

Online communication:

- 1. **Website:** Tata Motors maintains an official website where customers can explore its range of vehicles, learn about features and specifications, locate dealerships, book test drives, and even purchase vehicles online in some regions. The website serves as a comprehensive platform for information and transactions.
- 2. Social Media Presence: Tata Motors actively maintains profiles on major social media platforms such as Facebook, Twitter, Instagram, and LinkedIn. Through these platforms, Tata Motors shares updates about new product launches, events, promotions, and engages with customers through interactive content, contests, and customer service support.

TATA MOTORS

Strengths:

- 1. **Diverse Product Portfolio:** Tata Motors has a diverse portfolio of vehicles ranging from passenger cars to commercial vehicles, including trucks, buses, and utility vehicles, catering to various segments and customer preferences.
- 2. Global Presence: Tata Motors has a significant global footprint with operations in over 125 countries, enabling it to access diverse markets and revenue streams.
- **3. Strong Brand Equity:** Tata Motors enjoys a strong brand reputation, particularly in India, known for its durability, reliability, and value for money, which helps in customer loyalty and brand recognition.

Weaknesses:

- 1. **Dependence on Domestic Market:** Tata Motors heavily relies on the Indian market for a significant portion of its revenue, making it vulnerable to economic fluctuations, regulatory changes, and competitive pressures within the country.
- Quality Perception Challenges: In certain markets, Tata Motors faces challenges related to perceptions of
 quality and reliability, which may impact its ability to compete effectively, especially in segments dominated by
 international brands.

SWOT:

Opportunities:

- 1. **Electric Vehicles (EVs):** With increasing environmental concerns and government incentives for electric mobility, Tata Motors has an opportunity to expand its presence in the electric vehicle segment and capitalize on the growing demand for clean transportation solutions.
- 2. Emerging Markets: Tata Motors can explore opportunities in emerging markets, particularly in Southeast Asia, Africa, and Latin America, where there is rising demand for affordable vehicles and infrastructure development.

Threats:

- 1. **Intense Competition:** Tata Motors faces intense competition from both domestic and international players across all segments, which could impact its market share, pricing power, and profitability.
- 2. **Economic Uncertainty:** Economic downturns, currency fluctuations, and geopolitical tensions can adversely affect consumer spending, demand for vehicles, and overall business performance, posing risks to Tata Motors' revenue and profitability.
- 3. Regulatory Changes: Changes in government policies, emission norms, safety regulations, and trade barriers can increase compliance costs, disrupt supply chains, and impact Tata Motors' operations and profitability, especially in highly regulated markets.

MARUTI SUZUKI

USP:

- Reliability and Trustworthiness: Maruti Suzuki is renowned for producing reliable and durable vehicles that are well-suited for Indian roads and conditions. This reputation for dependability has been built over decades, making Maruti Suzuki a trusted choice among consumers.
- 2. Affordability and Value for Money: Maruti Suzuki vehicles are known for their affordability and excellent value for money. The company offers a wide range of models across different price segments, catering to the diverse needs and budgets of Indian consumers.
- 3. **Extensive Service Network:** Maruti Suzuki boasts an extensive service network with numerous authorized service centers and workshops across the country. This widespread network ensures easy access to maintenance and repair services, enhancing the ownership experience for customers.

Online communication:

- 1. **Website:** Maruti Suzuki maintains an official website that serves as a comprehensive online platform for showcasing its product lineup, features, specifications, pricing, and dealership locations. The website also facilitates online bookings, test drives, and service appointments, offering a seamless user experience.
- 2. Social Media Engagement: Maruti Suzuki actively engages with its audience on popular social media platforms such as Facebook, Twitter, Instagram, and YouTube. Through these channels, the company shares updates on new launches, promotions,

MARUTI SUZUKI

SWOT:

Strengths:

- 1. **Market Leadership:** Maruti Suzuki is the largest car manufacturer in India with a dominant market share, giving it significant pricing power and economies of scale.
- 2. **Strong Brand Equity:** Maruti Suzuki has a strong brand reputation for reliability, fuel efficiency, and low maintenance costs, making its vehicles highly preferred among Indian consumers.
- 3. **Extensive Distribution Network:** The company has an extensive distribution network with a large number of dealerships and service centers across India, providing easy accessibility to customers and enhancing its market reach.

Weaknesses:

- 1. **Overdependence on Domestic Market:** Maruti Suzuki's revenue is heavily dependent on the Indian market, making it vulnerable to economic downturns, regulatory changes, and competitive pressures within the country.
- 2. Limited Presence in International Markets: Despite being a market leader in India, Maruti Suzuki has a limited presence in international markets, particularly in developed countries, which hinders its global expansion and revenue diversification.

SWOT:

Opportunities:

- 1. **Electric Vehicles (EVs):** With increasing emphasis on sustainability and government initiatives to promote electric mobility, Maruti Suzuki has an opportunity to expand its portfolio of electric vehicles and capitalize on the growing demand for clean transportation solutions.
- 2. **Expansion into New Segments:** Maruti Suzuki can explore opportunities to enter new vehicle segments or niches, such as premium cars, electric two-wheelers, or commercial vehicles, to diversify its product offerings and target different customer segments.
- 3. Strengthening After-Sales Services: Investing in enhancing after-sales services, including customer support, spare parts availability, and service quality, can improve customer satisfaction and loyalty, driving repeat purchases and brand advocacy.

Threats:

- 1. **Intense Competition:** Maruti Suzuki faces intense competition from both domestic and international automakers in the Indian market, which could impact its market share, pricing power, and profitability.
- 2. **Regulatory Changes:** Changes in government policies, emission norms, safety regulations, and import tariffs can increase compliance costs, disrupt production processes, and impact Maruti Suzuki's operations and profitability.

VOLKSWAGEN

USP:

- 1. **Engineering Excellence:** Volkswagen is renowned for its engineering prowess and commitment to producing high-quality vehicles. The brand is associated with precision engineering, advanced technology, and innovative design, resulting in vehicles that offer superior performance, safety, and durability.
- 2. German Engineering Heritage: As a German automaker, Volkswagen leverages its rich automotive heritage and reputation for engineering excellence. The brand's German roots symbolize craftsmanship, attention to detail, and a focus on delivering premium-quality vehicles, which resonates with consumers seeking luxury and sophistication

Online communication:

- 1. **Website:** Volkswagen maintains an official website that serves as a hub for information about its vehicles, services, and brand. The website features comprehensive product pages, configurators, dealership locators, and online tools to facilitate vehicle research, booking, and service scheduling.
- 2. Social Media Engagement: Volkswagen actively engages with its audience on popular social media platforms such as Facebook, Twitter, Instagram, and YouTube. The brand shares updates on new vehicle launches, promotions, events, and behind-the-scenes content to connect with fans and foster community engagement.

VOLKSWAGEN

SWOT

Strengths:

- 1. **Strong Brand:** Volkswagen is a globally recognized brand known for quality, reliability, and innovation.
- **2. Diversified Product Portfolio:** Volkswagen offers a wide range of vehicles, including cars, trucks, and SUVs, catering to various market segments.
- **3. Global Presence:** Volkswagen has a strong presence in key markets worldwide, including Europe, China, and North America.

Weaknesses:

- 1. **Diesel Emissions Scandal:** Volkswagen faced significant backlash and financial penalties due to the Dieselgate scandal, damaging its reputation and trust among consumers.
- 2. **Dependence on European Market:** Volkswagen heavily relies on the European market for sales, making it vulnerable to economic downturns and regulatory changes in the region.
- **3. Lack of Agility:** Volkswagen's bureaucratic structure may hinder quick decision-making and responsiveness to market changes compared to smaller competitors.

SWOT:

Opportunities:

- 1. **Electric Vehicles (EVs):** Volkswagen can capitalize on the growing demand for electric vehicles by expanding its portfolio of electric and hybrid models, leveraging its expertise in automotive technology and sustainability initiatives.
- 2. **Emerging Markets:** Volkswagen has opportunities to expand its presence in emerging markets such as China, India, and Southeast Asia, where there is rising demand for automobiles and increasing purchasing power among consumers.
- 3. Strategic Partnerships and Alliances: Forming strategic partnerships or alliances with other automotive manufacturers, technology companies, or mobility service providers can help Volkswagen access new markets, technologies, and business models more efficiently.

Threats:

- 1. **Intense Competition:** Volkswagen faces intense competition from both traditional automakers and new entrants in the automotive industry, which could impact its market share, pricing power, and profitability.
- 2. **Regulatory Challenges:** Regulatory changes, including emissions standards, safety regulations, and trade policies, can increase compliance costs, disrupt production processes, and impact Volkswagen's operations and profitability.

Part 2:SEO & KEYWORD RESEARCH

1.SEO AUDIT:

Performing a comprehensive SEO audit for Mahindra's online presence involves assessing various aspects of its website and digital footprint. Here's a breakdown of key areas to consider:

2.KEYWORD RESEARCH:

Performing keyword research for Mahindra involves identifying relevant search terms and phrases that potential customers are likely to use when searching for Mahindra's products, services, and related topics. Here's a step-by-step guide to conducting keyword research:

3.0N PAGE OPTIMIZATION:

On-page optimization involves optimizing various elements on a website to improve its search engine visibility and organic rankings.

SEO AUDIT



Performing an SEO audit involves assessing various aspects of a website to identify strengths, weaknesses, and opportunities for improvement in organic search visibility. Here's a structured approach to conducting an SEO audit:

1. <u>Technical SEO Analysis:</u>

- Check for website speed and performance issues using tools like Google PageSpeed Insights or GTmetrix.
- Review website architecture, URL structure, and internal linking for crawlability and indexability.

SEO AUDIT

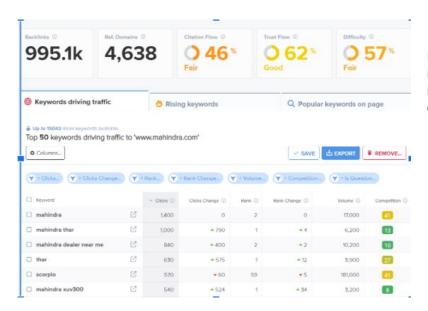
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Based on the SEO audit, here are some recommendations to improve the website's organic search visibility and overall SEO performance:

1. <u>Technical Optimization:</u>

- Resolve any website speed and performance issues by optimizing images, minifying CSS and JavaScript, and leveraging browser caching.
- Ensure proper implementation of HTML tags (title tags, meta descriptions, headings) and structured data markup across all pages.

KEYWORD RESEARCH



Keyword research is a crucial aspect of SEO that involves identifying the words and phrases people use when searching for information, products, or services online. Here's a step-by-step guide to conducting keyword research effectively:

1. <u>Understand Your Audience:</u>

- Start by understanding your target audience, their demographics, interests, and pain points.
- Consider the language they use, their search intent, and the problems they are trying to solve.

ON PAGE OPTIMIZATION

. Keyword Research:

- Conduct keyword research to identify relevant keywords and phrases related to Mahindra's products, services, and industry.
- Target primary and secondary keywords that have high search volume, low competition, and strong relevance to Mahindra's offerings.

2. Title Tags:

- Optimize title tags for each page by including targeted keywords near the beginning and ensuring they accurately describe the page's content.
- Keep title tags concise (around 50-60 characters) to ensure they display properly in search engine results pages (SERPs).

3. Meta Descriptions:

- Write compelling meta descriptions that accurately summarize the content of each page and encourage users to click through to Mahindra's website.
- Include relevant keywords naturally within meta descriptions while maintaining readability and relevance.

ON PAGE OPTIMIZATION (CONTENT OPTIMIZATION)

INTRODUCTION:

For Mahindra's on-page optimization, content optimization plays a crucial role in improving search engine visibility and attracting relevant traffic. Here's how Mahindra can optimize its website content:

1. Conduct Keyword Research:

- Identify relevant keywords and phrases related to Mahindra's products, services, and target audience.
- Use keyword research tools like Google Keyword Planner, SEMrush, or Ahrefs to discover high-volume, low-competition keywords.

2. Optimize Meta Tags:

- Include targeted keywords naturally in meta titles and meta descriptions to improve relevance and click-through rates.
- Keep meta titles under 60 characters and meta descriptions under 160 characters for optimal display in search engine results pages (SERPs).

3. Create High-Quality Content:

- Develop informative, engaging, and user-friendly content that addresses the needs and interests of Mahindra's target audience.
- Include targeted keywords naturally within the content, focusing on readability and relevance.

4. Optimize Heading Tags:

- Use heading tags (H1, H2, H3, etc.) to structure content logically and improve readability.
- Include targeted keywords in heading tags to signal the topic and relevance of each section to search engines.

PART 3: CONTENT IDEA AND MARKETING STRATEGIES

CONTENT IDEA GENERATION & STRATEGY:

Creating content and marketing strategies for Mahindra, a diverse conglomerate with interests in various sectors including automotive, aerospace, agribusiness, and more, requires a comprehensive approach tailored to each segment of their business. Here's a general outline:

1. Know Your Audience: Understand the demographics, preferences, and pain points of Mahindra's target audience in each sector. Whether it's farmers for their agricultural equipment or urban professionals for their electric vehicles, knowing who you're talking to is crucial.

Strategy, Aim and the Idea behind this story



. Strategy:

- Brand Positioning: Position Mahindra cars as more than just vehicles; they're symbols of innovation, reliability, and adventure.
- Emotional Connection: Create an emotional connection with the audience by showcasing how Mahindra cars empower individuals to explore, discover, and embrace life's journeys.
- Differentiation: Highlight unique features and benefits of Mahindra cars, such as durability, versatility, and off-road capabilities, to differentiate them from competitors.
- Engagement: Engage the audience through storytelling, visual imagery, and interactive elements to captivate their attention and drive brand recall.
- Call to Action: Encourage viewers to experience the thrill of driving a Mahindra car for themselves by visiting a dealership, booking a test drive, or exploring the Mahindra website.

. Aim:

- Brand Awareness: Increase awareness of Mahindra cars among the target audience and
 position the brand as a leading choice in the automotive industry.
- Brand Perception: Shape positive perceptions of Mahindra cars by emphasizing their quality, performance, and value proposition.
- Brand Affinity: Foster a sense of loyalty and affinity towards the Mahindra brand by resonating with the audience on an emotional level and delivering memorable experiences.
- Lead Generation: Drive leads and conversions by encouraging viewers to take action, such as scheduling a test drive or requesting more information about Mahindra cars.

3. Idea behind the Story:

- The Journey of Discovery. The story follows a protagonist who embarks on a journey of self-discovery and adventure, with a Mahindra car as their trusted companion.
- Exploration and Freedom: The protagonist explores diverse landscapes, from rugged terrains to
 urban streets, showcasing the versatility and adaptability of Mahindra cars.
- Human Connection: Along the way, the protagonist encounters diverse characters and
 experiences, each highlighting different aspects of Mahindra cars, such as safety, comfort, and
 reliability.

Strategy, Aim and the Idea behind this Post



Strategy

- Brand Identity: Reinforce Mahindra's identity as a reliable, innovative, and customer-centric automotive brand.
- Engagement: Foster engagement and interaction with the audience by creating content that is informative, entertaining, or thought-provoking.
- Value Proposition: Highlight the unique features, benefits, and value proposition of Mahindra vehicles, such as durability, performance, safety, and affordability.
- Visual Appeal: Use compelling visuals, including images, videos, or graphics, to capture the audience's attention and convey key messages effectively.
- Call to Action: Include a clear call to action prompting users to learn more about Mahindra vehicles, explore the
 website, or visit a dealership.

Aim

- Brand Awareness: Increase awareness of Mahindra vehicles and the brand's presence in the automotive market.
- Audience Engagement: Encourage audience engagement through likes, comments, shares, and other forms of interaction.
- Educational Content: Provide valuable information about Mahindra vehicles, such as features, specifications, reviews, and comparisons, to help users make informed purchasing decisions.
- Brand Affinity: Foster a positive perception of the Mahindra brand and build affinity and loyalty among current and potential customers.

Idea behind the Post:

- Product Spotlight: Showcase a specific Mahindra vehicle, highlighting its key features, performance capabilities, and benefits.
- User Testimonials: Share testimonials or reviews from satisfied Mahindra customers, emphasizing their positive
 experiences and satisfaction with the brand.
- Behind-the-Scenes: Offer a glimpse behind the scenes of Mahindra's manufacturing process, design innovations, or community initiatives, showcasing the brand's commitment to quality and excellence.

Content Idea and Marketing Strategies

- 1. **Strategies:** creation, reviews, Creating content and marketing strategies for Mahindra, a diverse conglomerate with interests in various sectors including automotive, aerospace, agribusiness, and more, requires a comprehensive approach tailored to each segment of their business. Here's a general outline:
- 2. <u>Know Your Audience:</u> Understand the demographics, preferences, and pain points of Mahindra's target audience in each sector. Whether it's farmers for their agricultural equipment or urban professionals for their electric vehicles, knowing who you're talking to is crucial.
- 3. <u>Highlight Innovation and Sustainability:</u> Mahindra has a strong focus on innovation and sustainability across its businesses. Content should showcase their latest advancements, whether it's in electric vehicles, renewable energy solutions, or agricultural technologies. Emphasize how these innovations benefit both the consumer and the environment.
- 4. <u>Tell Compelling Stories:</u> Mahindra has a rich history and a global presence. Use storytelling to humanize the brand and connect with the audience on an emotional level. Share stories of how Mahindra's products have positively impacted people's lives, empowered communities, or helped businesses thrive.
- 5. Educate and Inform: Develop content that educates the audience about Mahindra's diverse range of products and services. This could include how-to guides, product demonstrations, case studies, and industry insights. Position Mahindra as a thought leader in each sector by providing valuable information and expertise.
- **Engage on Social Media:** Leverage social media platforms to engage with customers, share updates, and build a community around the Mahindra brand. Create visually appealing content such as videos, infographics, and interactive posts to spark conversations and encourage sharing.
- 7. <u>Utilize Influencer Marketing:</u> Partner with influencers and industry experts who align with Mahindra's values and target audience. Collaborate on content and endorsements to increase brand visibility and credibility.

Part 4: Content Creation and Curation

Post creation:

Select content and categories:

Embark on a journey of exploration, discovery, and freedom with Mahindra, where every road leads to new adventures and unforgettable experiences. Whether you're craving adrenaline-pumping off-road escapades or seeking the comfort and convenience of city driving, Mahindra has the perfect vehicle to accompany you on your next expectation, and create the content creation in the phases like 3 formats.

Format 1: Static post on mahindra Tractor

Format 2: Reel post on mahindra cars

Format 3: carousel post on mahindra

Format 1: Static post on mahindra Tractor

Captions:

- _"Powering through the fields with Mahindra's reliable workhorse.
 - 1. "From sunrise to sunset, Mahindra tractors never miss a beat. 💪
 - 2. "Built tough for the toughest jobs. Mahindra tractors are your partner in productivity.

Hashtags:

#Mahindratractors #Farmlife

#Farming #Mahindralife #Mahindrapower



Format 2: Reel post on mahindra cars

Captions:

- 1. "Elevate your journey with the timeless elegance of Mahindra cars.
- "From city streets to off-road adventures, Mahindra cars embody versatility and style.
- "Experience the thrill of the open road with Mahindra's powerful performance and cutting-edge technology.

Hashtags:

___#MahindraCars

- 1. #MahindraJourneys
- 2. #MahindraAdventure
- 3. #DriveWithMahindra
- #MahindraExperience
- 5. #InnovativeDriving



Format 3: carousel post on mahindra

Captions:

_"Where innovation meets comfort, you'll find yourself in the driver's seat of joy

- "Unleash the spirit of adventure with Mahindra's rugged yet refined SUVs.
- "Every journey is an opportunity for discovery. Let Mahindra cars be your quide to new horizons.
- "Efficiency meets elegance in every Mahindra design, ensuring a seamless driving experience.

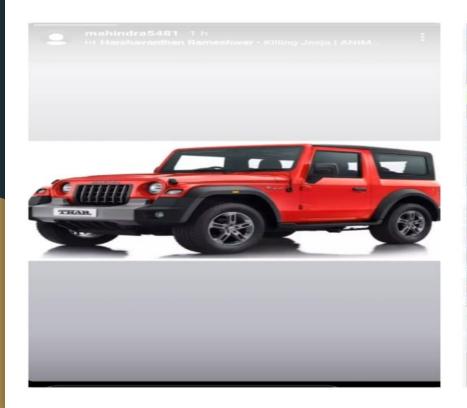
Hashtags:

#MahindraPerformance

- 1. #ExploreWithMahindra
- 2. #MahindraFamily
- 3. #UrbanExploration



https://www.instagram.com/stories/mahindra5482/3352351516474174898?utm_source=ig_story_item_share&igsh=MTc4MmM1Yml2Ng==





Highlights for story.

https://www.instagram.com/stories/mahindra5482/3352351516474174898?utm_source=ig_story_item_share&igsh=M Tc4MmM1Yml2Ng==

