Mahindra Scales Up Aftersales Service Operations in Delhi NCR

Auto

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- **Mahindra Institute of Learning Excellence:** State-of-the-art 26,000 sq. ft. facility to upskill service teams for SUVs and eSUVs
- **Electric Van Mobile Service Experience:** Deploying dedicated electric vans (eVans) for doorstep service and maintenance of electric SUVs
- **Service Footprint Expansion:** Five new service touchpoints inaugurated

New Delhi, February 10, 2026: Mahindra & Mahindra Ltd., India's leading SUV manufacturer, today announced a significant expansion of its aftersales service capabilities in Delhi-NCR. The move underlines the company's commitment to customer-centricity and elevating customer experience.

Mahindra will scale up the aftersales infrastructure on multiple fronts, building capabilities, broadening its network and deepening its reach, as part of a holistic revamp that will set new benchmarks for service and convenience in the region.

Capability Building

Establishing a dedicated 26,000 sq. ft. Mahindra Institute of Learning Excellence Centre that will lead the capability-building efforts of the company. This state-of-the-art facility includes an experiential learning demonstration hall and is designed to provide comprehensive training in sales, mechanical service, and bodyshop operations. The aim is to equip service centre professionals with the cutting-edge skills needed to service Mahindra's increasingly tech-rich portfolio of electric SUVs and SUVs and meet the discerning demands of a similarly evolving customer base.

Mobile Service Experience (eVan – Electric Vehicle Assistance Network)

Deploying multiple dedicated e-Vans across Delhi NCR. These mobile units will cater specifically to the maintenance needs of Mahindra electric SUV owners, offering services such as periodic maintenance, washing and also support minor repair at doorstep. Additional features of the eVan include battery pack with charger, hydraulic scissor lift, wheel balancer, car care services, among others. Furthermore, the company plans to expand eVan services in other key cities and roll out additional eVans in coming days.

Service Footprint Expansion

Strengthening its footprint in the region with the addition of five new touchpoints. These touchpoints will expand the company's service bandwidth by the equivalent of 70 working bays, ensuring timely service and faster

turnaround times for customers. These new facilities will ensure smoother discovery and service support for Mahindra's SUV portfolio, alongside a dedicated commercial vehicle touchpoint in Northwest Delhi.

About Mahindra

Founded in 1945, the Mahindra Group is one of the largest and most admired multinational federation of companies with 324000 employees in over 100 countries. It enjoys a leadership position in farm equipment, utility SUVs, information technology and financial services in India and is the world's largest tractor company by volume. It has a strong presence in renewable energy, agriculture, logistics, hospitality, and real estate.

The Mahindra Group has a clear focus on leading ESG globally, enabling rural prosperity and enhancing urban living, with a goal to drive positive change in the lives of communities and stakeholders to enable them to Rise.

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